Highlights of HOPE

Fiscal Year 2017-2018 Annual Report

WWW.HOPEHAVENINC.ORG
Dear Friends,

This has been a very tough year for non-for-profits in North Carolina. Several large funders including the United Way have recently completed strategic realignments that resulted in a reduction of funding to many nonprofits, including Hope Haven. During this time of decreased funding, there has also been an extraordinary record demand for our programs and services.

Hope Haven and other organizations who share a similar mission, in my view, exist for time like these. Times defined by crisis and great need. The opioid epidemic is one of the most urgent health emergencies in our communities today. It has been called the worst drug crisis in American history. According to a recent study, drug overdose is now the leading cause of death for Americans under 50. In fact, the NC Department of Health and Human Services reports 5 people die everyday in North Carolina due to opioid overdose.

Hope Haven’s mission is to provide recovery services, stable housing, vocational training and family reunification to individuals with substance abuse disorders. Our goal is to help individuals gain economic mobility by addressing the underlying issues such as drug/alcohol addiction, mental health problems, lack of stable housing, and employment. Although it has been a challenging year for Hope Haven, in relationship to stretched finances during a time of increased demand for services, in some regards, I think it has been one of the most productive years in our history. Highlights include:

- Began a $500,000+ refurbishment project of our Charlotte Drive House (completion date Fall 2018)
- Developed a new Strategic Plan and Organizational Metrics
- Hosted our 2nd Annual Concord Luncheon which was attended by over 200 people and raised thousands of dollars for our Cabarrus County location, Serenity House
- Unveiled a new logo and branding campaign
- Recipient of the 2018 Women’s Impact Fund for our on-site medical clinic, located on Hope Haven’s main campus
- Recipient of funding from the City of Concord, NC for Hope Haven’s Serenity House, located in Concord
- Became a NC Medicaid Provider of Peer Support Services
- Started a specialized relapse prevention program for our residents called, “REAP”

Hope Haven will continue to be a harbor of refuge and a beacon of hope for those who are seeking recovery from the debilitating effects of alcoholism and drug addiction. Thanks to you, and the community we serve, exciting things are happening at Hope Haven. We will restore HOPE... One person... One family... One day at a time.

In generosity of spirit,

Chris Rich
Chairman
Board of Directors
As I think about the year recently ended, two words come to mind above all others: Upward Mobility, the buzzword of this era. Yet, as our mission, Hope Haven has been providing the tools for upward mobility to our residents for the past 42 years.

We haven’t always called it that. Sometimes we refer to our mission as saving lives, which has to be Step 1 to providing upward mobility. Step 2 is to provide the tools for sustained recovery. We realize the disease of Substance Use Disorder isn’t curable and is relapsable, so not only do we need to teach our residents how to maintain sobriety but, if they do relapse, what to do to regain sobriety.

Step 3 is where others begin seeing upward mobility in our residents—as they become employed, begin being the responsible parents their children need so that they will also succeed. We don’t want our children to ever have to spend another night in a crack house, sleep in a bathtub to avoid bullets coming into their home, or be unprepared for school because they don’t have help with homework.

In Step 4, we continue working with our children, teaching them about substance use and abuse, how to truly say "no", and what the consequences are if they are tempted to indulge in risky behaviors. Step 5 includes giving our residents the tools to rent an apartment, purchase a home, and open a savings account. Step 6 is empowering our residents to feel confident and —as they move back into the world outside of Hope Haven and become the responsible, tax-paying, citizen who gives of themselves to their families and their community!

Upward Mobility? We’ve been seeing it for 42 years in so many of our 7000+ residents and we love seeing the results of our hard work!

Thank you,

Alice R. Harrison
President/CEO
Hope Haven, Inc.
THANK YOU

GET INVOLVED

“Alone we can do so little; together we can do so much.” - Helen Keller

We at HOPE HAVEN are dedicated and caring people who together, form a therapeutic community that provides quality programs and support services for chemically dependent men, women and families, most of whom are homeless. We commit to effectively managing our resources in order to fulfill our volunteer responsibilities to the people we support, HOPE HAVEN’S staff and our communities. We serve with respect, compassion, and skill. Building lives, reaching potential & bringing HOPE to Life!

VOLUNTEER

We have dozens of opportunities for you to share your unique talents, whether for a few hours, or on an ongoing basis, your support with transform lives!
Clients Served

17-18

AT A GLANCE

310 TOTAL PEOPLE AT OUR VILLAGES

ADULTS
186 MEN
106 WOMEN

YOUTH
9 MALES
9 FEMALES

292 MEN & WOMEN
18 CHILDREN

OUTCOMES

76% OF RESIDENTS INCREASED THEIR VOCATIONAL SKILLS
83% OF RESIDENTS SET AND MET THEIR EMPLOYMENT GOALS
93% OF PARTICIPANTS INCREASED THEIR FINANCIAL KNOWLEDGE AND/OR SKILLS

Serenity House
25 Men

Arietta House
11 Women

Charlotte Drive
14 Men
2017-2018

By The Numbers: EXPENSES

- Personnel - 64%
- Occupancy - 12.4%
- Food & Provision - 8.6%
- Services - 3%
- Misc. Other - 2.38%
- Supplies - 2.2%
- Depreciation - 1.9%
- Insurance & Bonding - 1.7%
- Repairs & Maintenance - 1.3%
- Communications - 1%
- Client Transportation - 1%
By The Numbers: REVENUE 2017-2018

- Contributions & Grants - 43.1%
- Agency Contracts - 34.6%
- Service Fees - 10.7%
- Resident Fees & Food Stamps - 10.1%
- Event Income - 1.4%
- Employee Rent - 0.1%
- Misc. Other Income - 0.1%
Hope Haven Family is very grateful to all the donors and organizations that support our mission. We truly value the time, money, support & talents dedicated to rebuilding lives.
<table>
<thead>
<tr>
<th>Individual Donors - 2017-2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alan Cavanna</td>
</tr>
<tr>
<td>Alice R Harrison</td>
</tr>
<tr>
<td>Alice W. Adams</td>
</tr>
<tr>
<td>Allison M Stunja</td>
</tr>
<tr>
<td>Annette Davidson</td>
</tr>
<tr>
<td>Barbara Sheppard</td>
</tr>
<tr>
<td>Betty Rowell</td>
</tr>
<tr>
<td>Brad Montagnese</td>
</tr>
<tr>
<td>Brenda Blackwelder</td>
</tr>
<tr>
<td>Brian Gainey</td>
</tr>
<tr>
<td>Candice Johnson</td>
</tr>
<tr>
<td>Carol Hull</td>
</tr>
<tr>
<td>Ceasar Cone III</td>
</tr>
<tr>
<td>Charles Umberger</td>
</tr>
<tr>
<td>Charlie Robinson</td>
</tr>
<tr>
<td>Chris Rich</td>
</tr>
<tr>
<td>Curtisia Renee Jarrett-Little</td>
</tr>
<tr>
<td>Cynthia Gass</td>
</tr>
<tr>
<td>Danielle Benfield</td>
</tr>
<tr>
<td>Daniel Siever</td>
</tr>
<tr>
<td>Darryl Campbell</td>
</tr>
<tr>
<td>Darryl Strawberry</td>
</tr>
<tr>
<td>David Colmie</td>
</tr>
<tr>
<td>David Kelly</td>
</tr>
<tr>
<td>David Kennedy</td>
</tr>
<tr>
<td>David W McGibbon</td>
</tr>
<tr>
<td>Deborah Hopkins</td>
</tr>
<tr>
<td>Denise C Sawyer</td>
</tr>
<tr>
<td>Donald Bickel</td>
</tr>
<tr>
<td>Donna Travis</td>
</tr>
<tr>
<td>Dorsey Ward</td>
</tr>
<tr>
<td>Elizabeth K Rosenbaum</td>
</tr>
<tr>
<td>Ewell Shelton Boyer</td>
</tr>
<tr>
<td>Felicia Ewings</td>
</tr>
<tr>
<td>Flay J Lee</td>
</tr>
<tr>
<td>Frank Dunn Jr</td>
</tr>
<tr>
<td>Harold D Arnold Jr</td>
</tr>
<tr>
<td>J. Kathryn Blanchard</td>
</tr>
<tr>
<td>James C. Thompson</td>
</tr>
<tr>
<td>James D. Flowers Jr.</td>
</tr>
<tr>
<td>James Grahl</td>
</tr>
<tr>
<td>James Todd Rubenson</td>
</tr>
<tr>
<td>Jane Marie Vallat</td>
</tr>
<tr>
<td>Jeanmarie Roberts</td>
</tr>
<tr>
<td>Jessica Herbin</td>
</tr>
<tr>
<td>Joanne Stevenson Jenkins</td>
</tr>
<tr>
<td>Jodi Rameriz</td>
</tr>
<tr>
<td>Jodie Ayres</td>
</tr>
<tr>
<td>Joe Donlevy</td>
</tr>
<tr>
<td>John E. Polley</td>
</tr>
<tr>
<td>Jonathan B Evans</td>
</tr>
<tr>
<td>Jon P Carroll</td>
</tr>
<tr>
<td>Joslyn Blackburn</td>
</tr>
<tr>
<td>Joyce Hale</td>
</tr>
<tr>
<td>Joyce Powell</td>
</tr>
<tr>
<td>Juanita Kylander</td>
</tr>
<tr>
<td>Judy Ranson</td>
</tr>
<tr>
<td>Katherine Addison</td>
</tr>
<tr>
<td>Katherine Lapoint</td>
</tr>
<tr>
<td>Kathleen Freeman</td>
</tr>
<tr>
<td>Kathleen M Buck</td>
</tr>
<tr>
<td>Kat Puryear</td>
</tr>
<tr>
<td>Keith Colson</td>
</tr>
<tr>
<td>Kelly Brooks</td>
</tr>
<tr>
<td>Kenneth &quot;Chip&quot; Wildman</td>
</tr>
<tr>
<td>Kenston Griffin</td>
</tr>
<tr>
<td>Kimberly Ghiringhelli</td>
</tr>
<tr>
<td>Larry Good</td>
</tr>
<tr>
<td>Latwana Speller</td>
</tr>
<tr>
<td>Laura R McMichael</td>
</tr>
<tr>
<td>Laura R McMichael</td>
</tr>
<tr>
<td>Lori Tylinski</td>
</tr>
<tr>
<td>Louisa Cofer</td>
</tr>
<tr>
<td>Lynn N. Dula</td>
</tr>
<tr>
<td>Malik Kidney</td>
</tr>
<tr>
<td>Marcia Murchison</td>
</tr>
<tr>
<td>Marcie Blong</td>
</tr>
<tr>
<td>Martha A. Stenhouse Jr.</td>
</tr>
<tr>
<td>Martin Doelman</td>
</tr>
<tr>
<td>Maxwell Carroll</td>
</tr>
<tr>
<td>Meredith Dolhare</td>
</tr>
<tr>
<td>Michael B. Harris</td>
</tr>
<tr>
<td>Michael Bradley Wallace</td>
</tr>
<tr>
<td>Michael F Smith</td>
</tr>
<tr>
<td>Michael Gonzales</td>
</tr>
<tr>
<td>Michael Masterman</td>
</tr>
<tr>
<td>Michael Ranson</td>
</tr>
<tr>
<td>Michelle Moore</td>
</tr>
<tr>
<td>Nancy Harville</td>
</tr>
<tr>
<td>Paresh Mutha</td>
</tr>
<tr>
<td>Pat Farrell</td>
</tr>
<tr>
<td>Patrick Kelly</td>
</tr>
<tr>
<td>Paula Anderson</td>
</tr>
<tr>
<td>Paul Start</td>
</tr>
<tr>
<td>Peggy Jernigan</td>
</tr>
<tr>
<td>Peggy M. McDonnell</td>
</tr>
<tr>
<td>Pete Thedinga</td>
</tr>
<tr>
<td>Phyllis Pickens</td>
</tr>
<tr>
<td>R.S. Felker</td>
</tr>
<tr>
<td>Rashida Gittens</td>
</tr>
<tr>
<td>Randolph Robinson</td>
</tr>
<tr>
<td>Randolph Thierman</td>
</tr>
<tr>
<td>Richard (Stick) T Williams</td>
</tr>
<tr>
<td>Richard A Livengood</td>
</tr>
<tr>
<td>Richard W Early</td>
</tr>
<tr>
<td>Robert Crigler</td>
</tr>
<tr>
<td>Robert Gibson</td>
</tr>
<tr>
<td>Rohan Gibbs</td>
</tr>
<tr>
<td>Ross Howard</td>
</tr>
<tr>
<td>S.O. Thornam</td>
</tr>
<tr>
<td>Sabine President</td>
</tr>
<tr>
<td>Sade Massiah</td>
</tr>
<tr>
<td>Samuel M Leder</td>
</tr>
<tr>
<td>Sarah Crowder</td>
</tr>
<tr>
<td>Sawyer Roecker</td>
</tr>
<tr>
<td>Scott Dam</td>
</tr>
<tr>
<td>Scott Saario</td>
</tr>
<tr>
<td>Shalonda Drummer</td>
</tr>
<tr>
<td>Shannon C Maples</td>
</tr>
<tr>
<td>Sherry Myers</td>
</tr>
<tr>
<td>Steve Tant</td>
</tr>
<tr>
<td>Stuart DuPuy</td>
</tr>
<tr>
<td>Synovia Pettice</td>
</tr>
<tr>
<td>Thomas David Eiselt</td>
</tr>
<tr>
<td>Thomas D Fourre</td>
</tr>
<tr>
<td>Thomas Lightfoot</td>
</tr>
<tr>
<td>Tiera Gibson</td>
</tr>
<tr>
<td>Wanda Goforth</td>
</tr>
<tr>
<td>William D Charnock</td>
</tr>
<tr>
<td>William H. Smith III</td>
</tr>
<tr>
<td>Winnye Wilks</td>
</tr>
<tr>
<td>Yagnesh Patel</td>
</tr>
<tr>
<td>Young Lee</td>
</tr>
</tbody>
</table>
Hope Haven Inc., a foundation of recovery, provides life skills for chemically dependent adults and families within a supportive residential environment leading to independence.