



Bringing Hope, Breaking Despair



# ANNUAL REPORT



# Vision and Mission

## Our Vision:

We seek to reach people for Christ, Bringing Hope and Breaking the Despair of poverty and disease

## Our Mission:

To spread the good news of Jesus Christ in a life changing way and to encourage people to follow Him.

To play a vital role in the prevention, care, treatment and support of people infected and affected by HIV and AIDS and other chronic illnesses.

To undertake community development, inter alia through education, social and health related programmes.



# Chairperson's Report

It was my privilege in April 2020 to take on the role of Chairperson of the Board of Trustees for Living Hope. This came about after a few months of discussion while we as a Board were looking at a succession plan for John and Avril Thomas. They have shared they would like to retire from the day to day life of Living Hope by John's 65<sup>th</sup> birthday in October 2021. As the first step towards this John shared his concern that serving as the Chairperson of the Board as well as the Executive Director was a conflict of roles, so the Board asked if I could step into the Chairperson role.

2019 has therefore been a steep learning curve for me as I have sought to embrace this new role and to support our Executive Director in his role. I am thankful for the support and expertise of our Board of Trustees who give of their time and knowledge freely to Living Hope despite their busy work lives. I can honestly say that the Board is motivated by their individual love and support of the work of Living Hope.

As a Board we are in awe of the amazing staff at Living Hope who continue to work tirelessly and creatively in serving our communities. They truly Bring Hope and Break Despair in some very difficult and dark situations – many of them working and living in difficult circumstances themselves. We thank God for them and especially for their ability to adapt towards the end of this financial year when COVID-19 took us all by surprise. As part of my responsibilities on the Board I have sat in on a number of visits from Government Departments to Living Hope and I am amazed each time at the level of excellence the staff have put into the administrative side of running the programmes as well as providing services to clients.



I continue to be amazed by God's goodness to and through Living Hope and its donors. Without the donors and partners none of this work could be carried out. As a Board we are often challenged to balance practicality with faith when looking at budgets and proposals - yet God has an amazing way of coming through. So, thank you to each donor and partner who has enabled Living Hope to serve so many people.

I ask that you continue to pray and partner with us over the next few years as we seek to adapt and keep relevant to our communities' needs. We are coming up to our 20th Anniversary and it is our prayer that Living Hope will continue to "Bring Hope and Break Despair" into the next generation.

**Tracey Uganja: Chairperson**

# Executive Director's Report

The Lord is faithful, and He will strengthen you and protect you: 2 Thessalonians 3:3. We at Living Hope have proved this true over and over again during this last financial year. The Lord has been so, so faithful to us. He has strengthened us and protected us in all that has been accomplished. This year is our 20-year celebration of Living Hope's existence. It is a great milestone to look back and see what has been accomplished in 20 years of ministry. The last year was full of wonderful opportunities and challenges. Right at the end of our Financial year, COVID-19 hit us along with lockdown adding multiple challenges and endless opportunities.

What I love about Living Hope is our ability to be nimble, not afraid, willing to risk and adapt to be inclusive of new programmes which align with our Mission and Vision of Bringing Hope and Breaking the despair of Poverty and Disease. Another highlight was the transfer of the Living Hope farm in Mzamomhle, Eastern Cape into Living Hope's name. The way the Lord provided for this purchase is an absolute miracle story. Because of our rigorous collection of data, we know we were able to serve at least **102,216** people through our 45 programmes. Our operational Income exceeded our Expenditure and so we had a surplus to put away for times like these difficult COVID-19 times. We are so grateful now to have this available as some of the COVID-19 operational costs are not being covered by donations. While stats and money are important, it is far more important to me that we were able to see many changed lives. No report can ever do justice to the many stories of people who were hungry and fed, who were sick and cared for, who lost their homes in a fire and were helped with a significant amount of clothes and blankets, who were in chains to substance abuse and who were set free from their addictions. I am so thankful to our excellent staff and volunteers who have often gone beyond the call of duty to help someone, to all our donors who have given so generously and sacrificially, to all our Trustees who have given of their time and energy to serve. Most importantly, thanks to the Lord who has been so faithful to Living Hope.

**John V Thomas: Executive Director**

# Programme Director's Report

To God be the glory for all that He has done through the ministry of our amazing Living Hope staff and the 45 programmes we have facilitated during this past year. It has been such a joy to assist, fill-in and mentor where needed across the programmes and to guide and implement changes and development to other programmes. Networking with community leaders, stakeholders, NGO's and staff continues to take up a lot of time and energy but is so needful and rewarding. I am grateful for a wonderful team of dedicated Programme Managers who seek to lead their diverse teams toward fulfilling our vision and mission of Bringing Hope and Breaking Despair.

**Avril Thomas: Programme Director**

# Health Care Centre

Despite many adjustments and staff changes, the vision and mission of Living Hope was lived out by serving, supporting, educating and ensuring quality care to patients and their families. Most of the renovations in the unit have been completed to get us ready to be able to be able to serve private clients. We achieved our final accreditation from COHSASA with an overall facility score of 98%.

**Sybil Fourie: Interim General Manager Health Care Centre**

**211 Patients cared for in the Health Care Centre**



## Integrated Home and Community Based Services

Our team of skilled care workers under the supervision of an outreach team leader provides a quality care package. This includes assistance with daily living activities, wound care, chronic diseases, health maintenance and monitoring approach. All this takes teamwork – we have expertise, incredible passion and a special purpose and calling to do the best and right thing for our communities. We journey with clients from conception to death in the comfort of their homes. Through community engagement, we aim to promote wellness, psychosocial support and help to those who have long term conditions, particularly with correct medicine usage, providing education and advice for minor health problems. We work in partnership with the Public Health system and civil society for the duration of our client's life course.

Living Hope follows the World Health Organisation calendar and took part in all main campaigns: World Diabetes Day, World Aids Day, World TB Day, World Hand washing Day, Nurses Day, Mother's day, Mandela Day. Our goal as an organisation is to integrate all these services and connect with each client holistically.

**Joy Truter: Integrated Home and Community Based Services Programme Manager**

**20 465 Clients served by Community Based interventions**



# HIV, AIDS, STI's and TB Programme

The Health Counsellors serve a vital role in our surrounding clinics and hospitals in breaking the sensitive and confidential results of those testing for HIV, TB and STIs. This past year has seen a doubling of follow-up clients seen by the Counsellors and a reduction in new client testing due to other organisations focussing on HIV testing. Most of the Counsellors have been with Living Hope for over ten years, some from virtually its inception and have therefore developed a reputation of trust and confidentiality with clients, clinic colleagues and communities where they work.

**Sue Schoultz: HIV & AIDS, STIs, TB (HAST) Co-ordinator**

## Managers Preparing for World TB Day

**53 114**

**Clients reached in our  
HAST programme**

**16 036**

**Clients reached through  
clinic talks**



# Eastern Cape

In April 2019, we celebrated the purchase of our farm at the entrance of Mzamomhle. It was a good opportunity to have all those who we partner with together. We are very grateful to our main donor, Chets Creek for their continued support and encouragement all the time. We are so happy to have our own office on the farm.

Our team, although small, is extremely hard working and committed to Life Skills and Health Care for the community of Mzamomhle. We continue to have good relationships with the EC Department of Health. We have attended training through Mercedes Benz and the Business Women Association.



**Pumla Madliwa: Project Manager**

**9 360 People reached in the Eastern Cape**

## Recovery Programme

Praise the Lord for changed lives! Daily we see people's lives changed and miracles taking place. It brings such joy when past clients return to the programme to share how they are doing and how God has helped them to stay off addictive substances. We have faced challenges with client retention and completion of the whole programme and would appreciate prayer in this matter, as we are not meeting the targets set by our funders.

Adaptations have been made to the programme and we look forward to continuing to Bringing Hope and Breaking Despair in the lives of those entangled in addiction.

**Peter Lovick: Recovery Programme Manager**

**5 487 People reached through the Substance Abuse Recovery Programme**

# Life Skills Programme

This year our kids and teen clubs in every community we serve, had their own challenges. Each team dealt with them and approached it in a unique way. I'm really proud of all our staff, they worked hard and always kept their focus, the year was not without difficulties but like the Sunday school song says "With Jesus in my boat I can smile at any storm".

This reminds me all the time that not only are we doing God's work but the very same God is partnering with us and trusting us to do it. I also want to acknowledge all the visiting teams who came alongside, all our DAD donors and partners, One More Child, Department of Social Development and Department of Community Safety – without your support and help it will be very difficult for us to continue doing what we do.

**Nathan Panti: Life Skills Programme Manager**



**9 163 Children and teens who were reached through the various programmes**

## Family Strengthening Programme

During this year we started the formation of the Family Strengthening Department. This will embrace all the therapeutic programmes that we have as an organisation. We launched a pilot program for 9-11 year old boys who were at risk of addiction using a multi-disciplinary team. It was very well received and was a great opportunity to document as there is no other such programme. This department has also distributed over 1509 bags of clothing and 1600 blankets to people affected by fire or flood disaster and those referred with personal needs. The Charity Shop continues to fund covering the expenses of our relief programmes. Our School bus transports students from Weir and Capricorn to Masiphumelele High and back.

**Avril Thomas: Programme Director**

**3 228 People were served**



# Harvest Training Initiative

Chantel Liebenberg was appointed as the new Programme Manager of Harvest Training Initiative in August 2019. Chantel was a student in this programme in 2016. After completing the course, she worked at Living Hope as the Procurement officer. Led by God to follow the plans He had for her she was appointed the Programme Manager of Harvest Training Initiative. Of the four students who successfully graduated on the 31<sup>st</sup> July 2019, two of them were appointed as Living Hope employees. **37 students** completed the Alpha Course and 8 students completed a New Testament course at King of Kings Church. **16 volunteers** assisted over the December holidays when students went home to the Eastern Cape.

Over the Summer season, in a single harvest day we manage to produce over 1 ton of tomatoes and 250 kilograms of cucumbers. Relationships with the local businesses have improved and local vendors from the Masiphumelele community continue to buy from Living Hope and sell the produce in the streets, make a living for themselves. We are thankful to our lecturers who have continued to deliver excellent, top quality lectures to our students, and to our dedicated staff who have worked closely with the students.



**Chantel Liebenberg: Harvest Training Initiative Programme Manager**

**90** People reached through the Programme      **37** Students completed an Alpha course

## Chaplaincy

We praise God for the many who prayed to receive Jesus as their Saviour through the ministry of Living Hope. **46 staff** members were trained to practically share their faith. Two corporate prayer meetings were held during the year and daily devotions were held at every branch. To God be the glory for the lives that have been touched and for what the Lord has done through ministry in the Health Care Centre. Verses are shared with patients daily which have been a wonderful help to them to not loose hope but to trust God through their time in the Health Care Centre.

**Noloyiso Mzizana: Chaplain**

**46** Staff members were trained on how to practically share their faith

**211** Patients ministered to in the Health Care Centre

# Teams and Volunteers

This past financial year Living Hope hosted 171 team members. These team members served across the various programmes of Living Hope, not only serving our clients and communities but also our staff. Throughout the year we paired up staff groups with teams and at the end of the teams stay with us, they hosted an event out for each staff group. This was a highlight for all. Our special thanks to every team member who came to serve, your fingerprints are left behind and the words of encouragement you spoke are echoed and carried with us.

**Karen Peiser: Teams Manager**

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As an organization, we are beyond thankful for the involvement and impact that our broad base of volunteers make with Living Hope year after year. We have seen an exponential increase of volunteer involvement. These are people from all walks of life and represent a rich tapestry of culture, ethnicity, nationality and background. What a joy to work together! A huge celebration we have had in the last year is the on-boarding of two international missionary couples. We are better for having them!



**Kenny Kneezle: Volunteer HR Co-ordinator**

**171**

**People served on a short-term mission**

**345**

**Local and International volunteers**

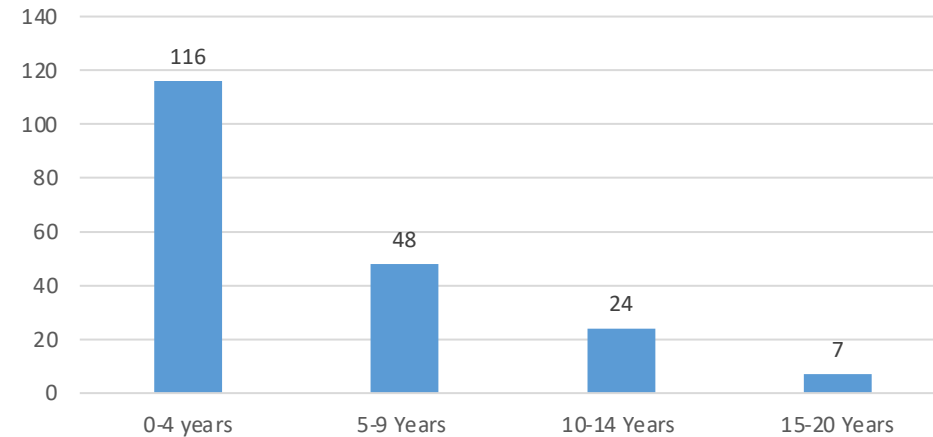
# Human Resources

For our reporting period we have employed 195 employees. This count does not include volunteers or contractors.

God is always faithful to provide what Living Hope needs when we need it. I have seen this time and time again, particularly in the human resources function and within the organisation as a whole. We often want to take situations into our own hands to make things happen as the situation demands, but God is always in control and uses all things to His good purpose.

**Kerry-ann Ives: Human Resources Manager**

Staff Retention and Long Service



## Monitoring and Evaluation

Despite facing many uncontrollable circumstances such as gangster shootings, the start of the COVID-19 pandemic, and extreme weather conditions that made it either difficult or impossible to access communities and families, by God's Grace and being led by good leaders, we were able to serve **102 216 individual people** through all our programmes. We are very thankful to God and all of you for your involvement in this success!

Our Quality Improvement programme, that we call excellence for God, tracked 24 goals throughout the year and we celebrate all the departments and programmes for their active participation in both finding ways to serve better and in communicating their progress during monthly meetings. We appointed a full-time data capturer to help improve how data is used. We are in the process of rolling out on a trial basis, a comprehensive database that is being tailor-made for the work that we do. We are hoping the database can become part of the solution in helping us to communicate data faster and better, to make a lasting impact on the people we serve.

**Tawanda Mutsigwa: Monitoring and Evaluation Manager**

**102 216 individual people served through all our programmes**

# Finance Report

In the 2019-2020 budget year Living Hope received **R25 034 855** in operational income and expended **R22 882 619** on our programmes and general overheads. This accounted for an operational surplus after depreciation of **R2 152 236**. Additionally, we spent **R2 171 023** on assets and expansion.

The overall income funding decreased by 5% while operationally income actually grew healthily by 9%. Spending increased by 8% with inflationary and annual staff salary increases. This year **85c** in every Rand or Dollar was directly spent on our various ministry programmes and projects to help the communities we serve. This really reflects the heart of everything we do, to make the biggest impact possible with whatever God has provided. (For a more detailed Financial Report see Audited Financial Statements 2020)

**Jessica Bennett: Finance Manager**

**15c**

**In every Rand/Dollar funded  
goes to cover administration costs**

**R25 034 855**

**Operational Income for 2019/2020**

**85c**

**In every Rand/Dollar raised goes  
directly into our various programmes**

**R22 882 619**

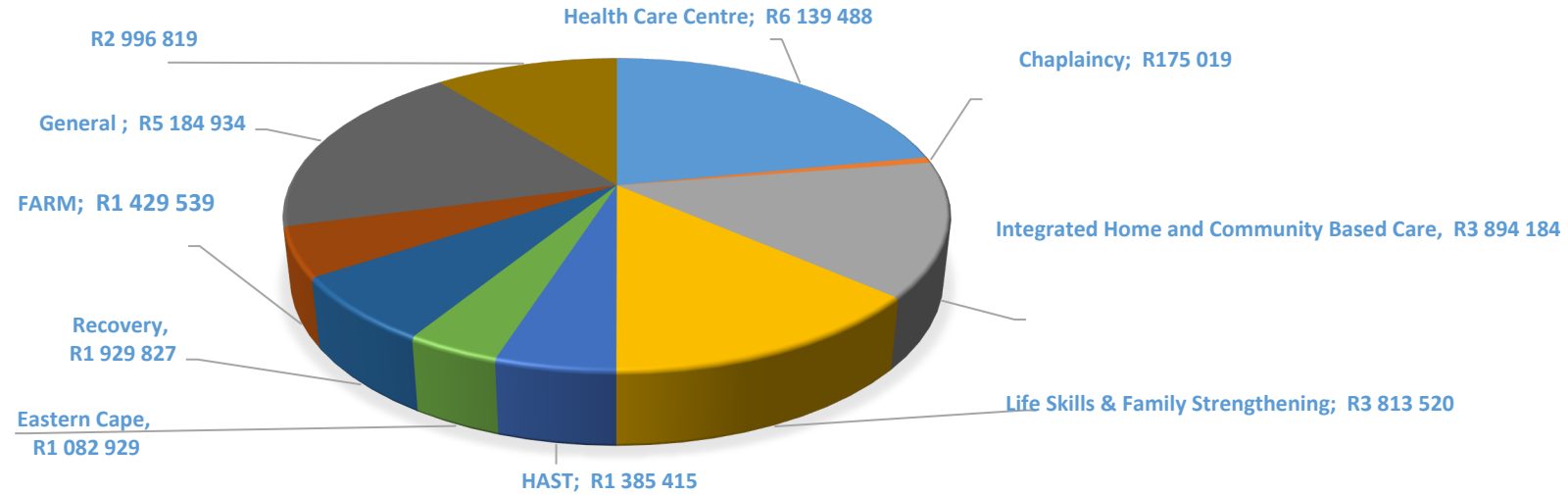
**Operational Expenses for 2019/2020**

**R2 171 023**

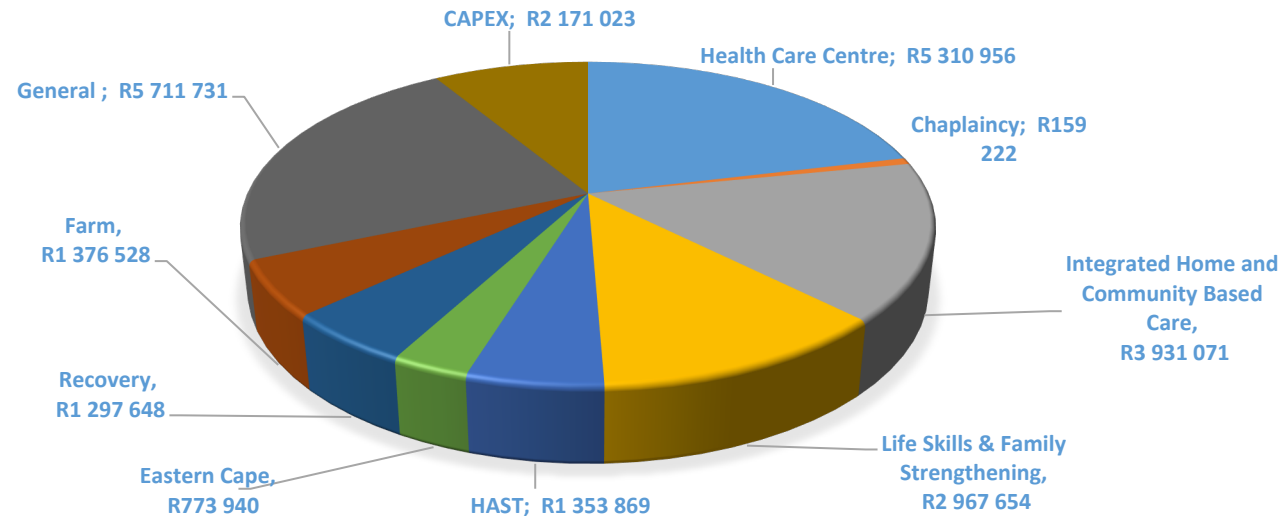
**Capital Projects for 2019/2020**

# Ministry Graphs

## LIVING HOPE INCOME BY MINISTRY

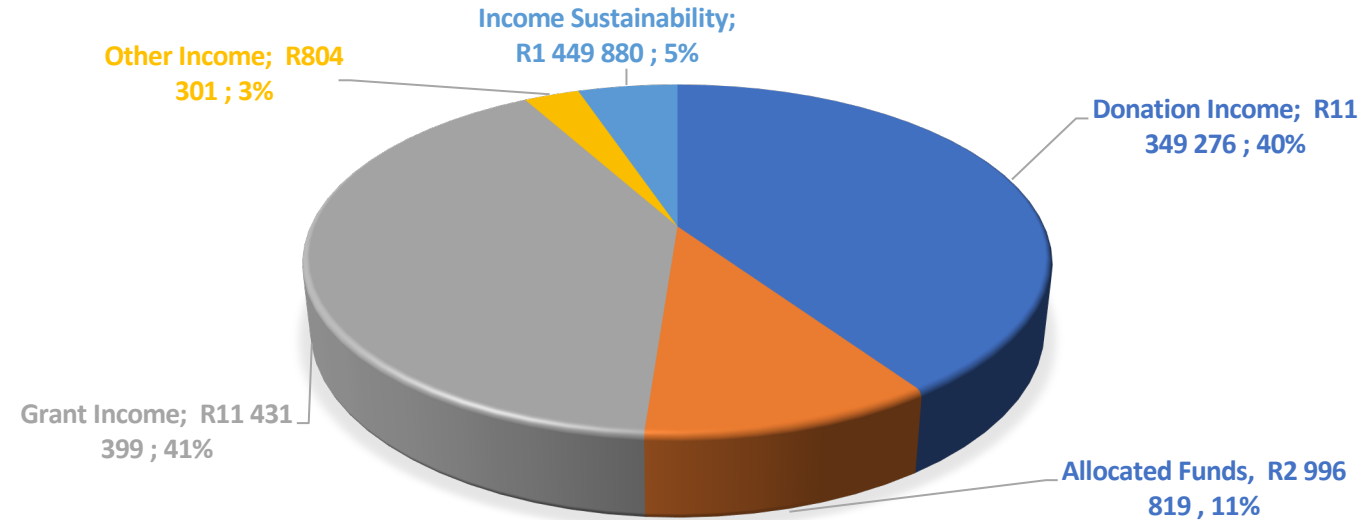


## LIVING HOPE EXPENSES BY MINISTRY

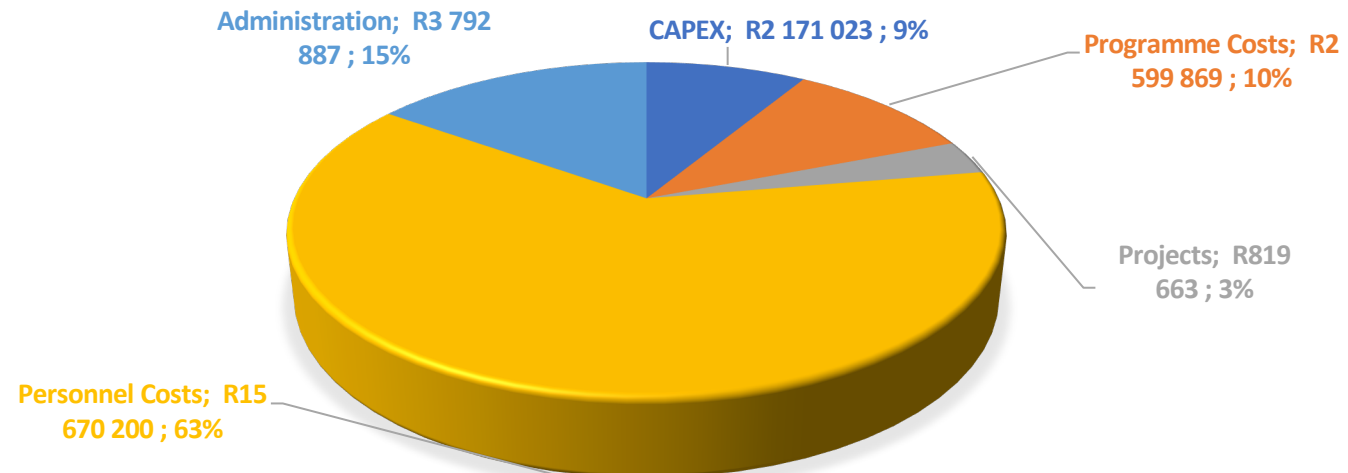


# Category Graphs

## LIVING HOPE INCOME BY CATEGORY



## LIVING HOPE EXPENSES BY CATEGORY



# Donor Acknowledgements

Jim and Bonnie Gordon

McCann Charitable Fund

Hein & Froula Van Zyl

Debbie Mason

Jon Beckman

Mike Winfield

Mike and Leslie Musgraves

Wiegand Morning Star Foundation, Inc

The Rutledge Family Legacy Fund

Bronner Burgess Memorial Fund



Our grateful thanks goes as well to every single donor who has contributed to Living Hope. We appreciate you all.

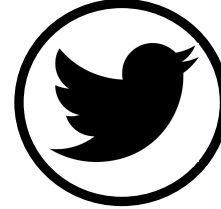
The Board of Trustees, Management and Staff of Living Hope wish to thank everyone for their contribution. Please note that the content of our programmes is the responsibility of Living Hope and does not necessarily reflect the views of our donors.

# Contact Living Hope



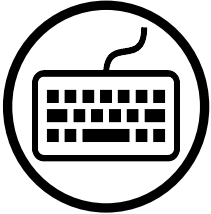
**Facebook**

LivingHopeSouthAfrica



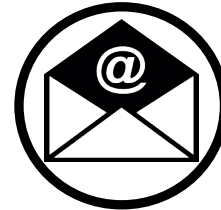
**Twitter**

LivingHopeZA



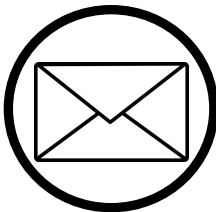
**Website**

[www.livinghope.co.za](http://www.livinghope.co.za)



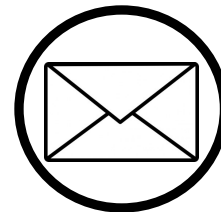
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