

ANNUAL REPORT 2018



 **Living Hope**

Bringing Hope, Breaking Despair

TABLE OF CONTENTS

OUR MISSION AND OVERVIEW	2
CHAIRPERSON'S REPORT	3
PROGRAMME DIRECTOR REPORT	4
CHAPLAINCY REPORT	5
RECOVERY PROGRAMME	7
LIFE SKILLS PROGRAMME	10
HEALTH CARE CENTRE	11
COMMUNITY BASED SERVICES	12
HIV, AIDS, STD AND TB	13
COMMUNITY NETWORKING	15
HARVEST TRAINING INITIATIVE	17
TEAMS	19
VOLUNTEERS	20
FINANCIAL REPORT	21
HUMAN RESOURCES REPORT	24
MONITORING AND EVALUATION	25
STATS AT A GLANCE	27
ACKNOWLEDGMENTS	28

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.

OVERVIEW

Living Hope programmes seek to impact the Western and Eastern Cape, South Africa, through a holistic approach that supports and empowers those affected and impacted by poverty, addiction and disease. We seek to Bring Hope and Break Despair in every possible situation.





CHAIRPERSON

This annual report is a testimony of what God has done in the lives of 110,151 individuals whom we were able to serve during our last financial year. It is amazing to me that an organization which began 18 years as a local church outreach (and still is) to people in its immediate geographical area, now serves well over 100,000 people annually in the Southern Peninsula of Cape Town and 11,000 in Mzamomhle in the Eastern Cape. I am encouraged by the impact of delivery on the ground in so many varied ways. To God be the glory for all that He has done. What a privilege we have to see many who found hope and have had the despair of poverty and addictions broken. It is a true picture of what it means to live out being a Christian and also of seeking to be a loving God and loving people organization.

Many children have been loved and cared for, farmers have been competently trained in farming and business, patients have been exceptionally well cared for with great dignity and compassion in both our Health Care Centre and in their homes, patients and clients have been counseled and supported, people have been helped in their search for a job, others have had someone to walk them out of addiction on their road to recovery. So many individuals and families have been significantly impacted.

We had a good year financially in which we experienced fiscal growth. We were able to achieve both growth and a surplus. I am so grateful for all who have helped in this mammoth task.

We must never tire of the enormous challenges of poverty and disease: they are shackles that affect every area of a person's life. We cannot afford to have any form of poverty inoculation or compassion fatigue. We should never stop having righteous anger over the ravages of poverty – that anger should drive us to do more and even though it is emotionally draining, it is morally unconscionable to give up.

My thanks to the Trustees for building a great organization under God. Our various auditors constantly say that we are a model of good governance and that our policy governance is the gold standard of the non-profit sector. I am enormously grateful to God, to our donors, our grantees and to our staff who make it possible for Living Hope to exist. Thank you to each one, I am deeply grateful to you. You have all demonstrated generosity of time, effort and money, which enables Living Hope to be an organization which Brings Hope and Breaks Despair.

May God bless you all.

John V Thomas - Founder and Chairman





PROGRAMME DIRECTOR



To God be the glory for all the amazing things that have been accomplished during this past year! We are indebted to our amazing staff team who have all given of themselves in Bringing Hope and Breaking Despair in whatever area of ministry that they find themselves serving in.

There has been a significant increase in the integrating of services across the different departments. The integration results in our clients receiving more support and care thus enabling them to succeed and overcome whatever their challenge may be. Every department is presently receiving and/or giving support to another department.

We have a monthly Programme Managers meeting which has given opportunity for all the managers to share more in depth about their programmes and also to share their struggles and be encouraged in prayer by the other managers. As a team we are working well together and are excited about the working out of our strategic plan through our different programmes.

It is encouraging to see a decrease in the number of people testing HIV+ and a great increase in adherence and retention in care. While DR TB has not escalated as expected, the number of people who have TB is on the increase – making infection control education and awareness a priority going forward with our work. We are constantly receiving positive feedback from clients accessing our Health Care Centre, gratitude for the care and support from our Community Based Services and Recovery programme and wonderful testimonies of changed lives of Harvest Training Initiative learners.

One of the issues that has risen generally across the board is that of hunger. We have more and more children and families pleading for food – for many of the children who attend our clubs their only meal is

what they receive at club. With the increase of prices, loss of jobs and substance abuse on the rise those who need good nutrition the most, often are not able to access the food that they require. Poverty and hunger continue to be driving forces in risky sexual behaviour, substance abuse, violence and sickness. There are no easy answers to the challenges we face except JESUS, the one who is able to meet our every need according to His riches in Glory; He is with us wherever we go and enables us by His Holy Spirit to make good and wholesome choices.

We will continue, by Gods provision of funds and resources through our partners and donors, to provide the practical support, information, education and care that our teams so ably and passionately give to our clients, but, most importantly, we will continue to share the life-changing Good News of Jesus through all we do and say so that our clients too can share the joy of the hope we profess in a real and meaningful way. Thank-you to all who have selflessly given of themselves, their assets and their resources to Bring Hope and Break Despair once again this past year!

Avril Thomas
Programme Director



CHAPLAINCY

Give thanks to the Lord, call on His name, make Him known among the Nations. Psalm 105:1

In the Chaplaincy department we encourage our staff to share the Good News of Jesus Christ with their clients and in whatever situation they find themselves in.

During this past year we trained 31 of our staff on how to share their faith. Each one had to practically use what they had learnt by ministering to either staff or clients between the two training sessions. We have seen God working and strengthening our staff in whatever department they are serving in. Quarterly staff prayer meetings are held in each of the branches: where our staff share and pray for all our needs at Living Hope. We have seen the hand of God coming through for our clients and working in the communities that we are serving.

The staff of Living Hope start each work day with devotions in every branch. This brings growth and encouragement in knowing and trusting the Lord and His Word. We have been consistently working

through the Impact Bible across all our branches and were able to finish the section on leadership realities. We are now busy with the theme “Love God and Love people.” At every devotion time prayer requests and praise items are shared and we pray for one another. The time for devotion is an exciting time for Living Hope as we believe that as we are working, we are Bringing Hope and Breaking Despair in Jesus name.

At the Capri branch we hold weekly prayer meetings on a Wednesday at lunch time. This has taken the form of using a prayer tree where people can peg their prayer requests anonymously. We have also used this time as Living Hope staff to do prayer walks on our premises, as well as in the surrounding area. We are enjoying these times.

In August, we celebrated Women’s month and had a special event for all our ladies where we dressed up, enjoyed a meal and heard from God’s word. This encourages and empowers women in the organisation so that they can encourage others as well.





Often staff refer clients to the Chaplaincy Department and I have been privileged to visit with these clients in the community as a result of the referrals.

We are also wanting to build better relationships with the local churches in our area so that our staff can refer clients who come to know Jesus to Bible believing, healthy Churches where they will grow in their relationship with Jesus.

Health Care Centre Ministry

Every week day the Chaplain spends time with patients in the Health Care Centre and encourages them from the Bible and prays with them. A spiritual assessment is done on every patient that comes into the Health Care Centre so that we can minister to them in the best and appropriate way. We are grateful to volunteers who come and pray with our patients at the Health Care Centre - they are doing a wonderful job.

During the week services are held with the patients

and staff, and every Sunday, Pastors from the greater Fish Hoek Valley visit the Health Care Centre and conduct a Sunday service on a roster basis, for the patients and Health Care Centre Staff.

The Chaplain also runs a monthly grief support group for the staff in the Health Care Centre and any other staff member who would like to attend. It has been helpful because of the many deaths that they have been experiencing in their work environment and in their families and communities.

Each month we focus on a different theme and often we do some aerobics just to break the ice and distress, before we give time to share about the theme of the day.

I praise God for what He is doing and am grateful to be serving Him at Living Hope.

Noloyiso Mzizana - Chaplain



RECOVERY PROGRAMME

The founder of a large international organisation once said....

"Faith and works should travel side-by-side, step answering to step, like the legs of men walking. First faith, and then works; and then faith again, and then works again -- until they can scarcely distinguish which is the one and which is the other". --William Booth (The Salvation Army)

Truly this has been our experience as God has again shown His faithfulness in the miraculously changed lives of men and women who come to the Recovery programme from very broken, dysfunctional backgrounds, displaying a desperation for change, putting a small flickering flame of hope in the programme as they come through our door seeking help, hope and healing. The joy of seeing transformation, faith at work, at the Graduation celebration is truly gratifying yet humbling too.

The Recovery Programme reaches out to people impacted by substance abuse and provides a structured programme of Recovery as well as Awareness and Prevention Programmes with After Care Support Groups for clients and their families. The programme is divided into three components namely,

Phase 1 (admission) Phase 2 (treatment) Phase 3 (re-integration). To run this programme we rely very heavily on a small salaried staff component. We are situated in picturesque Muizenberg in Cape Town.

During the programme clients are provided with focus groups and these have been very effective. The groups are Gender Groups (male and female) Parenting Groups and Non Parent Groups. These groups are beneficial as the majority of our clients do not have any role models in their lives (particularly father figures) and they appreciate guidance and mentoring in these focus groups which provide a safe place to ask meaningful questions. Regular positive feedback is received from clients after a focus group.

The bi-monthly Family Day programme is well received and affords an opportunity for families, friends and client supporters to get to understand the disease of addiction, co-dependency and the importance of ongoing support.

It has been most gratifying to see the integrated ministry as other Living Hope programmes get more involved with the Recovery programme supplying much needed skills and expertise in the areas of HIV testing and screening, TB information and testing, and Parenting classes.

Treatment without ongoing support offers a limited prognosis for sustained recovery. Spiritual, emotional and physical support are vital components of recovery. Clients are taught that their recovery rests on three legs namely: **Spiritual growth, Support group** attendance and a good relationship with a **Sponsor**. We are most grateful that an increased number of churches have understood these principles and provide these services to clients who have graduated the programme and others in their communities.



Living Hope Recovery Programme – Retreat.

Living Hope Recovery Programme Retreat continues to provide a valuable service to clients and members of the community in partnership with Lakeview Community Church. They offer a weekly programme comprising: Family Programme (Mondays) Addiction Insight Classes (Tuesdays) Exercise (Wednesdays) Bible study (Thursdays) Recreation (Fridays) Community outreach (Saturdays) Worship Services (Sundays).

The community feeding scheme run from the church on Wednesdays provides clients with an opportunity to serve and “give back” to the community. Living Hope supports this ministry with food donations where possible.

Statistics on Retreat Recovery Programme

76	Clients in Aftercare
83	Support Group Clients
232	Family Members Attending Support Group
10 462	No. of People Reached Through Drug and Alcohol Awareness Programmes
4	No of people who received Christ
55	No of Drug Tests done

Living Hope Recovery Programme – Muizenberg

Surfers Church continue to be loyal partners with Living Hope Recovery Programme and provide support group meetings on Thursday afternoon and evening in Muizenberg. This has proved to be very popular and greatly beneficial to clients that attended. They also annually run a holiday programme and this means that the Recovery programme does not close over the December holiday period.

Statistics on Muizenberg Recovery Programme

186	Clients
46	Graduates
93	Support Group Clients
50	No. of People Reached through Drug and Alcohol Awareness Programmes
21	No of people who received Christ
466	No of Drug Tests done
Family Day & Graduation	
61	Children (Reached)
110	Family & Friends (Reached)

Living Hope Recovery Programme - Ocean View

The ongoing support and funding from City of Cape Town via the local ward councillor’s allocation continues to make this work possible. Clr Simon Leill-Cock has been very supportive and active in the community as well as a great ambassador for the programme in the City Council.

Statistics on Ocean View Recovery Programme

61	Clients in Aftercare
29	Support Group Clients
43	Family Members Attending Support Group
1000	No. of People Reached Through Drug and Alcohol Awareness Programmes

Information and Awareness Programme.

The Recovery Programme has been kept busy with many requests for information and training regarding substance abuse and recovery. Although we are not funded in any way for this service we feel it crucial for the ongoing dissemination of information regarding substance abuse and the hope of healing and recovery.



Another area of ministry has been the monthly outreach campaigns by Retreat and Ocean View Branches with the distribution of pamphlets, spreading the word of hope and Recovery by word and leaflet. It appears to be a very effective method of marketing Recovery services in these areas.

The number of food donors to the programme has reduced with some larger grocers linking up with Food Forward.

- Funding remains a challenge, and we remain constantly alert to possible funding opportunities. We are glad we have been able to finish the year in the black.
- With the many female clients that we have seen it is abundantly clear that there is a very urgent need for childcare for clients in the Recovery Programme. This is a challenge that could be a wonderful opportunity for a Church youth ministry. A Monday to Friday “Sunday School” would be most beneficial to the children of our clients as most would not have had any Christian teaching or training.
- Travel costs have become a very real barrier to attending the recovery programme in Muizenberg for clients in the Ocean View community.
- Additional staff are needed to facilitate numbers and to maintain the quality of the programme.

A sincere word of appreciation must go to the following supporters, **Hidden Treasures Simon's Town** for the excellent loyal support over the past year, the **Surfers Church** for their continued interest in clients and support of our programme. **Lakeview Community Church**, the **City of Cape Town** and the **Western Cape Department of Social Development**. Their contribution is greatly valued. Our prayer is that these blessed partnerships will continue.

works is not based on their number and excellence, but on the love of God which prompts him to do these things."

Peter Lovick
Recovery Programme Manager





LIFE SKILLS PROGRAMME

Looking back over the past year we can truly only thank God for being with us and blessing the ministry. I also want to thank all the DAD donors and other partners and funders who support what we do. Without God and the support of partners and funders we cannot do what we're able to do.

Ministry was not easy; some of the communities that we serve have experienced really difficult times; gang violence, shootings, protests, venue and other issues, but, we pushed on. When things are tough we often question ourselves and don't see how God is at work. Then you find God comes through in ways we never thought of and we have seen Him draw difficult teens to Himself through our teen's ministry.

The Family Strengthening team keeps ministering to families. We have been privileged to help 142 children and teens process and deal with losing a family member. In one community most of the deaths were due to gang and drug related violence, resulting in children being traumatised and losing someone they love.

In our Orphans and Vulnerable Children's programme we cared for 2250 children and guardians - some of these children attend our afterschool and holiday programmes. Through this programme we were able to visit them in their homes and support them in various different ways and pray for them. Often one family is registered but in the yard or in the house

there are more than one family living there; then we see through God's Grace our caregivers extending the support and spiritual input to everyone in the home. A few of our caregivers really have a very big heart and are passionate people. Just to give a few examples; one is helping her clients by buying them electricity because the family is struggling and does not have money, another makes food regularly and when she visits she hands out the food to her clients and another gets up early and makes breakfast for 5-7 of her clients before they go to school, all of this out of their own pockets. Many of their clients don't want to transition out of the programme because they have never been shown this type of love and compassion.

Our Job Centre is still helping people access work and this year we added an additional Job Centre in Ocean View. In our previous year we helped 497 people and this year we reached 651. Sadly not all of them were successful in acquiring a job. Just the hope that the free Job Centre brings is enough for them to realise that an organisation like Living Hope cares, and even cares about the unemployed.

We partnered with Valley Development Projects and through the support of Department of Social Development we reached 107 parents in Parenting Workshops. Through parenting talks in clinics and other public spaces, we reached 6044 people.

In closing, our plans and dreams for our next year are to improve on what we achieved as a department in the past year. We are changing how we do club and the frequency to be more intentional with the children. Thank you again to everyone who supports us and prays for us, please do continue. God Bless.

Nathan Panti
Lifeskills Programme Manager





HEALTH CARE CENTRE

This year has been a year that we have spent faithfully sowing into the future. We have spent extensive time assessing our current capacity and looking to the future to see how we can best prepare and plan for what comes next for the Health Care Centre. We have been working hard in the following areas:

* We have applied to the Department of Health in order to be able to operate a “private health establishment”, as we are currently licensed as a “public health establishment”. This will give us a dual license which would allow us to continue our work without charge to current clients, but also be able to work with Medical Aids in order to be able to bill for some of our services in the future. We are still in the finalization process but are hopeful for a favourable outcome. This license will allow us to work towards a sustainable income model.

* Our vision to see our facility expanded is coming to realization. Our long term dream had been to renovate two of our small isolation units into larger more modern family “suites” where families can have a

private and welcoming space to stay overnight with their loved ones undergoing treatment. We are awaiting final approval from regulatory bodies and then will be able to start the renovations thanks to a generous donor.

* We are expecting a new COHSASA accreditation cycle beginning in August 2018, so the refinement of our policies and procedures has been an ongoing process over the last three years. We are working towards getting 100% up to date with our policies and should be ready to undergo the extensive audit process starting in August.

* We were incredibly blessed with a volunteer from Australia who was able to create a curriculum of health education specifically for the Health Care Centre. The weekly education session she facilitated was a wonderful opportunity that enabled our staff to advance their patient care skills.

We are so grateful that God has given us so many resources, and we know that opportunities to serve are all around us, so we are eagerly looking forward to the ways in which God will keep growing this amazing healthcare ministry to serve those who need it most.

Number of In-patient Days = 5420
Number of clients admitted = 225
Average bed occupancy = 74%

Amy Aaron
Health Care Centre Manager





COMMUNITY BASED SERVICES

Our Community Based service programme deals skin to skin with clients and their families in the comfort of their homes. There are three major services which Community Based Services run: Home Based Care, Chronic Disease Lifestyle Support Groups and Adherence Support. These services are based from our offices in three geographic areas: Ocean View, Capricorn and Masiphumelele. Together, this team has touched many individuals and families with the life changing message of Jesus through the compassionate care and support of committed Living Hope staff.

Home Based Care

This ministry continues to provide a meaningful service to the community by caring for the sick in their homes, doing wound dressings, monitoring of basic health conditions, offering advice on healthier habits and lifestyle changes. Our dedicated Carers served 2977 clients and completed 2357 Household Assessments. Our Wound Dressing clinic which falls under Home Based Care treated 1123 clients. This valuable service de-congests the local clinic and Hospital and is a unique service which Living Hope offers.

First Thousand Days

In this programme, we journey with clients from conception, through labour and birth to when the child turns 2 years old. We assist Moms with education and support, using an eight week programme which we designed after which they graduate. We had two Graduation Celebrations, with 62 Mothers who completed their curriculum. Through our clinic talks, we reached 3719 clients.

Support Groups

This ministry provides Chronic Disease Education and support to the community and is also actively involved in the distribution of Chronic Medication to clients close to their own homes rather than having to take



time off to go to their local clinic or False Bay Hospital. We distributed medication to 5969 clients. This service also de-congests the over-full pharmacy waiting room at the Hospital.

Adherence Support Care Workers

This ministry delivers HIV and TB treatment Adherence Support as well as education is given on how to prevent the spread of HIV and TB. Adherence to medication is strongly promoted. The staff mainly do home visits, pill counts and provide education to the clients and their families and participate in community awareness and education initiatives.

Campaigns

We follow 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, Going Turquoise for the Elderly Day, Nurses Day, Mother's day and Mandela Day. Through these outreaches we reached 3428 individuals.

Our goal as an organisation is to integrate these services and connect with all clients holistically. Our programmes have seen many changes, ranging from the positive to some extremely sad occasions. Our Carers have to walk around the Communities they serve to see their patients. They faced some enormous challenges which included unfavourable weather conditions, community violence, gang wars and drug addiction in the community. Despite the roller coaster ride, we managed to stay strong as a team, highly motivated and enthusiastic about improving our level of care and increasing the number for whom we care in the communities in which we serve.

Joy Truter
Community Based Service Manager



HAST REPORT

HIV, AIDS, Sexually transmitted infections & TB

Health Counsellors

Our dedicated and proficient Living Hope counsellors serve in 2 local hospitals (False Bay Hospital and DP Marais Hospital), 5 clinic facilities (Fish Hoek, Ocean View, Masiphumelele, Muizenberg and Seawinds Clinic), and in 2 satellite clinics (Simon's Town and Red Hill). They provide an excellent and much needed service in these facilities by offering HIV counselling and testing, adherence counselling for TB and HIV+ clients and education on chronic diseases, STIs and TB.

During the last year they provided

2075	Talks in the clinics
50924	Approximate people reached through clinic talks.
24059	HIV Testing provided for new clients
644	HIV+ new clients.
1387	Follow up counselling provided to HIV+ clients

Our staff have facilitated 60 Bi-monthly ARV adherence clubs. These clubs serve to de-congest the clinic by providing a service whereby regularly adherent HIV+ clients can be monitored, weighed and collect their medication without a lengthy time in the waiting room. The 1564 members of these clubs are split into support groups of 20-30 clients and gain encouragement and strength from each other's shared experiences.

The Health Counsellors continually go above and beyond their role of testing clients to being that very necessary shoulder to cry on and listening ear. A very happy couple came into one of the clinics recently to share the photo of their baby girl that they would have aborted had it not been for the encouragement and support of the Living Hope counsellor who saw them when they first discovered the pregnancy.



Drug-resistant Tuberculosis

Drug resistant Tuberculosis is just as easily transmitted as Drug Sensitive Tuberculosis but is so much more difficult to cure. Thankfully the length of treatment has recently been reduced from 18-36 months down to 9-18 months but the pill burden is very high and is usually accompanied by very painful injections for the first four months. Patients therefore require a great deal of support and encouragement to complete their treatment journey.

Our DR TB support groups have provided an encouraging and safe space for clients to chat and share with one another and wherever possible we have provided them with nutritious snacks and hygiene gift packs. The patients are very grateful for the chance to be listened to and have freely shared prayer needs with us. We are constantly on the lookout for nutritious food for our clients particularly those, who for one reason or another, have not been able to immediately access the government grant. We are also continually looking out for possible job creation opportunities for those who are no longer infectious and recently linked one of our clients to some gardening work at a premises near to his home. Overall this past year the DR TB team have counselled and visited 141 DR clients and their family members and have screened over 475 DR TB contacts.

Due to extra funding in October, two additional counsellors were able to assist the existing DR TB Counsellor in this programme. In the last twelve months we have seen 21 clients cured or complete treatment, three of whom had had Extensively Drug Resistant Tuberculosis. As well as this amazing achievement, there has also been a significant improvement in defaulter re-call from previous years. One young man who had defaulted and restarted treatment three times previously, finally became consistently adherent and sputum converted. This was after the implementation of Directly Observed Treatment Support (DOTS) and the passionate focus

of one of the new Counsellors. The only outstanding defaulting clients remain those gang members who are fearful to cross other territories to attend clinic or who are still substance-addicted. Contact tracing has become a top priority of ours and the number of contacts screened has also significantly increased through ongoing outreaches.

Sue Schoultz
Health Counselor Co-ordinator





COMMUNITY NETWORKING

Introduction

We are so grateful for yet another year that God has carried us all through. We have seen God provide and come through for us on numerous occasions. The Community Networking Programme has focused on the following programmes: Mzamomhle East London, Private Health Screening and Testing, Masiphumelele NGO Forum and Community Forums.

Mzamomhle

We are grateful and proud of the team of people that God has put together to work in Mzamomhle. They are committed, creative and faithful and they sincerely carry out the vision and mission of Living Hope.

Our Mzamomhle branch has really grown over this past year. We were able to employ 2 part time Life Skills educators at the beginning of the financial year and we were able to employ our 2 faithful volunteers as Community Health workers in December 2017 on a 2 year contract. Our staff component now consists of 1 full time and 2 part time Life Skills Educators and 4 Community Health workers and our Manager. Our team in Mzamomhle continues to be led by Pumla Madliwa who has done an amazing job by leading this

team and who has great networking skills and influence in the community of Mzamomhle.

During this past year the children and teen life skills programme has reached 287 children and 136 teens. Health talks have been presented at the local Mzamomhle and Gonubie clinics and 8982 clients have been reached through these talks which include the attendees of the mothers, chronic disease and HIV support groups that we facilitate. 190 defaulters were recalled to the clinic to continue their treatment. The First 1000 days Support Group has continued to flourish and 12 moms and babies attended these weekly sessions, 24 attended the chronic disease Support Groups and 16 HIV Positive clients have completed the I ACT support groups. We are indebted to the Chets Creek Church, Jacksonville, FL who are the primary generous donors and founders, together with Gonubie Baptist Church, of this ministry. We are also thankful to “One More Child” for their continued support helping us feed the children and teens in our Life Skills programme as well as our First 1000 days programme.

Private Health Screening and Testing

Over this past year the Private Health Screening and Testing didn't have significant growth. Our aim is to educate and impact lives with our Private Health Screening Services (HIV Testing Services, TB Screening, BMI, Blood Pressure, blood sugar testing and group educational health talks). There have been meetings and networking with other businesses and companies offering to do Health Screening and Testing. We were able to have 2 Health Screening and Testing outreaches and were able to test 96 clients of which none were positive, of our targeted 240 people.





Masiphumelele NGO Forum

Living Hope has continued to Chair and run the administration of the Masiphumelele NGO Forum which meets quarterly. In February 2018 there was a health crisis in the Masiphumelele community and we were able to get 28 community leaders and 6 health related NGO's working in Masiphumelele together within 3 hours to meet with the National Dept of Health. After the community campaign, that was requested by the Dept of Health, they came to report to the Masi NGO Forum that they were thrilled with the response from the community and also to find out that 76% of the children reached in the campaign were fully immunised. This showed us again the power and influence of having such great networking partnerships.

Community Forums

Living Hope continues to be actively involved in each of the community networks that it serves and has sought to ensure that a Living Hope champion is allocated to

each area, so that we can constantly be in touch with the needs and uniqueness of each community.

Conclusion

We thank God for all that he has done throughout this past year and we look forward to the new year that lies ahead. We look forward to the new developments and growth of the properties and programme in this department.

Chantel Delcarme
Community Networking Manager



HARVEST TRAINING INITIATIVE

The Harvest Training Initiative is an Agricultural training programme which seeks to prepare farmers to be fully equipped as Farm Managers or Farming Entrepreneurs.

What Does The HTI Programme Involve?

The Agriculture and Business Training programme is a 4 Phase, holistic training programme for individuals who have a passion for farming and business. Throughout this 18 month course, classroom study and practical experience in tunnel and shade netted farming are synergized to equip students with the skills necessary to begin their own farming venture.

Since the start of the programme this is the first time that we had 10 students completing Phase 4. At the end of Phase 3 students presented their Business Plans to a panel and two students were selected to manage their own tunnels on our premises. Living Hope funded a loan to set up their own businesses. One of the winners, Zintle Mdladlana, is managing a single span hydroponic tunnel and has planted tomatoes, cucumbers and kale.

The other winner, Daylan Myburgh, is also managing a tunnel and has planted different kinds of fancy lettuce in an aquaponics tunnel. His was a pilot project which has turned out to be very successful. The other eight students are managing conventional vegetable growing in shade-netted plots. The produce is sold to nearby restaurants and local customers. We are proud of them as they have paid back their loans and are growing for their own profits.

Mission Outreach to The Northern Cape

As part of their Mission School graduation requirements, 12 students went on a 5-day mission trip to the Northern Cape in September 2017. They served 4 towns by running kids clubs, ministry to the elderly, vaccinating 1 356 livestock and praying for 80 local farmers in the mornings. The team ministered to 323 people through showing the Jesus Film and praying with those who accepted Christ or needed ministry in each town.

Expanded Shadenets and Expanded Training

Up to now vegetable growing has happened mainly in the hydroponic tunnels which is expensive to roll out in communities. We have therefore identified the need for training in conventional vegetable growing by way of expanding our farming curriculum and growing vegetables in shade-netted plots. Students have grown mostly leafy vegetables such as kale and spinach, but as we have sandy soil, we are also growing spring onions, beetroot and broccoli.

Students

We have established a Memorandum of Understanding with Lovedale College in the Eastern Cape to have their Farming Management students do their practical





studies through Harvest Training Initiative. We had a second intake of students in February 2018. Currently we have 22 students enrolled in the programme. The arrangement to train Lovedale students has proved to be a successful one - our retention of students is much more stable and we are able to fulfil Lovedale's placement requirements.

Spiritual Life

Harvest Training Initiative is clear about developing people's faith in Christ. Many of our students have grown in their faith and 12 of our current students have received Jesus Christ as their Saviour and 6 were baptized. Through holistic teaching and transformation by the Holy Spirit they are getting equipped and prepared to bear lasting fruit. All 22 students went through the ALPHA course and are attending Live School which is a missions training programme.

Suppliers

We have been selling our farm produce to Food Lovers Market, Pick 'n Pay and a couple of coffee shops and other shops in and around the Fish Hoek Valley, as well as to various individuals. We are so grateful that the Living Hope Fresh Produce brand is becoming so popular and the first choice of consumers in our area.

Staff and Volunteers

Our staff team consists of: Gerrit Kleynhans, the Programme Manager, Buzelwa Mandla, the Programme

Coordinator who handles all the administration, and Samuel Sithole, the Farm Manager who is responsible for the farm work and manages the 3 assistants and students when they are doing practical training on the farm. As a team we want to thank our volunteer facilitators who do a great job and add to the success of our programme: Dirk Steenkamp - Project Planning, Neil Parmenter – Alpha, Live School and general assistant, Beth Parmenter – Computers and Live School, Hannelize Kleynhans – Live School, Andy Wingreen – Personal Finance, Don Glass – Business, Cliff Eva – Vegetable Processing. We have also hosted 160 primary and high school students who came to serve as volunteers in our programme.

Gerrit Kleynhans
Harvest Training Initiative Manager



TEAMS

What an amazing year we have had as a teams department. We are so thankful for the continued faithfulness of returning teams and the steps of obedience new team partners have taken to serve with Living Hope. Over the last year we have hosted 18 teams with over 202 team members. We are so thankful!

It is nothing short of inspiring to see the commitment teams make, plan and prepare to serve with us in South Africa. We are so aware of the sacrifices team members make to serve with us but time and again are reminded of God's faithfulness as individuals so often leave impacted and enriched as God speaks to them while here.

We are so thankful that the teams that have joined

Living Hope this year have been marked with flexibility and a willingness to step outside of comfort zones. When we have teams willing to be stretched as they are exposed to broken situations and hopelessness, our expectations grow as we see Christ bring His hope and love through them to our staff, patients, clients and communities. We have seen God use Living Hope teams in a variety of ways through Holiday Clubs, maintenance, photography, Home Based Care visits, Donation sorting and distribution and farm work alongside our Harvest Training Initiative students.

As we look ahead, we are so excited that teams will be hosting staff appreciation and team building activities for Living Hope's staff. It is a beautiful thing to see teams love and care for our staff that will continue the work on the ground when teams leave. This encouragement could be the very thing that inspires a Living Hope staff member to press on in the calling God has given. We also look forward to having our first multimedia team serve with us in 2018.

Karen Peiser
Teams Co-ordinator





VOLUNTEERS

In the last year, 127 individual Local and International volunteers have given of their time, talent and treasure at Living Hope. I am reminded of the calling we step into as Living Hope staff and the spiritual maturity that develops when volunteers step out in faith to partner with the vision and mission of Living Hope it is such an honour for us to walk alongside such a wonderful volunteer community at Living Hope seeking to reach people for Christ.

The local Volunteer programme is an entry point for people to become paid staff of Living Hope. More and more people are becoming involved as Volunteers and then faithfully wait for a vacant post which they apply for and most times are employed.

It is important that our Volunteers embrace the mission, vision and values of Living Hope as they become our staff. Chemistry is also important and often overlooked in the recruitment process. You can ask all the questions you want in an interview, call a hundred references but you will never know the truth about a candidate until you “live” with them and watch them in everyday life.

This is the beauty of our volunteer programme. We can squeeze volunteers, test them within the reality of the job and see how they respond in the moment. When we hire a faithful volunteer, we significantly reduce the chances of being surprised.

We strive to recruit staff at Living Hope (paid and volunteer) who love God, understand Living Hope’s vision, are enjoyable to be around, have the skills we need and are currently serving faithfully.

Kenny Kneezle
Volunteer HR Co-ordinator





FINANCIAL

In the 2017-2018 budget year Living Hope received R22 576 340 in income and expended R20 913 504 on our Chaplaincy, Health Care, Prevention, Recovery, Harvest Training Initiative, Gonubie Project and General Services. This accounted for a surplus after depreciation and adjustments of R1 662 836. We also spent a further R956 820 on a number of exciting, potentially income generating CAPEX projects including a water treatment plant, the development of the Farm Stall & Coffee Shop and preparations for the water bottling plant to be completed in 2018.

The income funding increased by 10%. We've seen some wonderful growth in donations, especially overwhelming support of the CAPEX projects, and our income generating projects have been growing steadily – the Charity Shop, Farm Stall & Coffee Shop

and farm produce sales. Expenses increased by only 8% largely due to inflationary increases and an annual staff salary increase which is stipulated in our grant funding budgets. Managers and staff are to be commended on their initiative and creativity, going the extra mile to pursue our mission even when funds are tight. They daily live and spread the light of Jesus to those in need.

The following graphs depict the income and the expenses of each ministry area and show in which category these funds were received and expended.

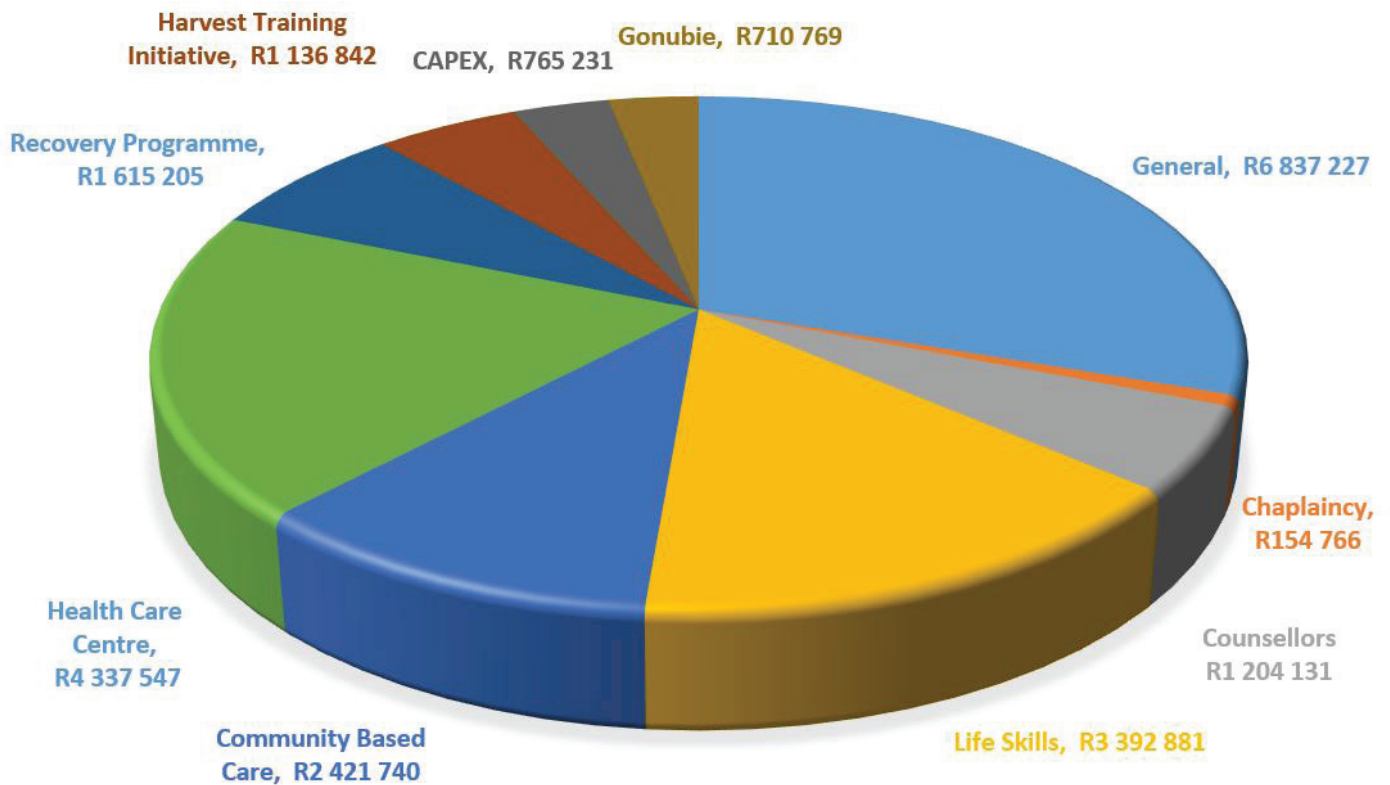
This year 14c in every Rand or Dollar of funding went to cover administration costs, which means that 86c in every Rand or Dollar was directed back into our various ministry programmes and projects to impact the communities (For a more detailed Financial Report see Audited Financial Statements 2018)

We are thankful to God for enabling us to do His work through all those who support our ministries with prayer and giving.

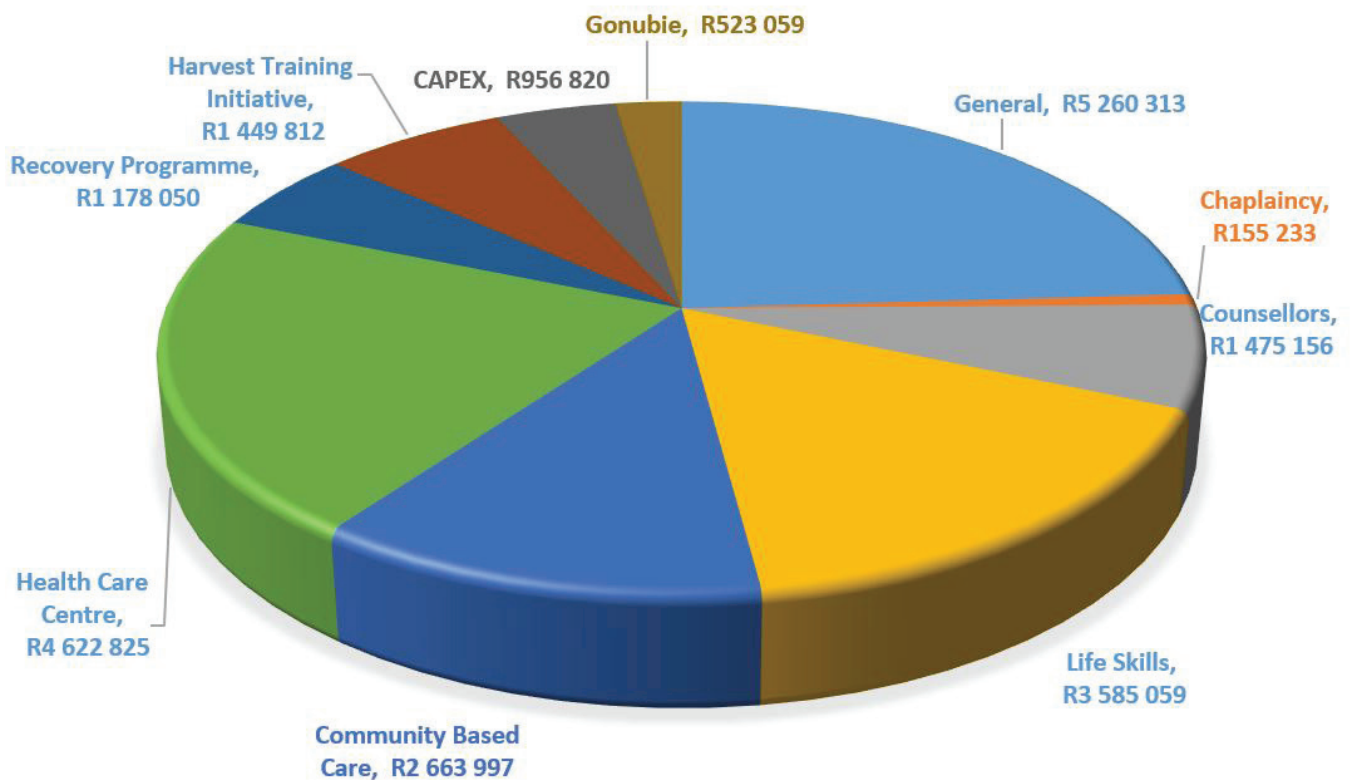
Jessica Bennett
Financial Manager



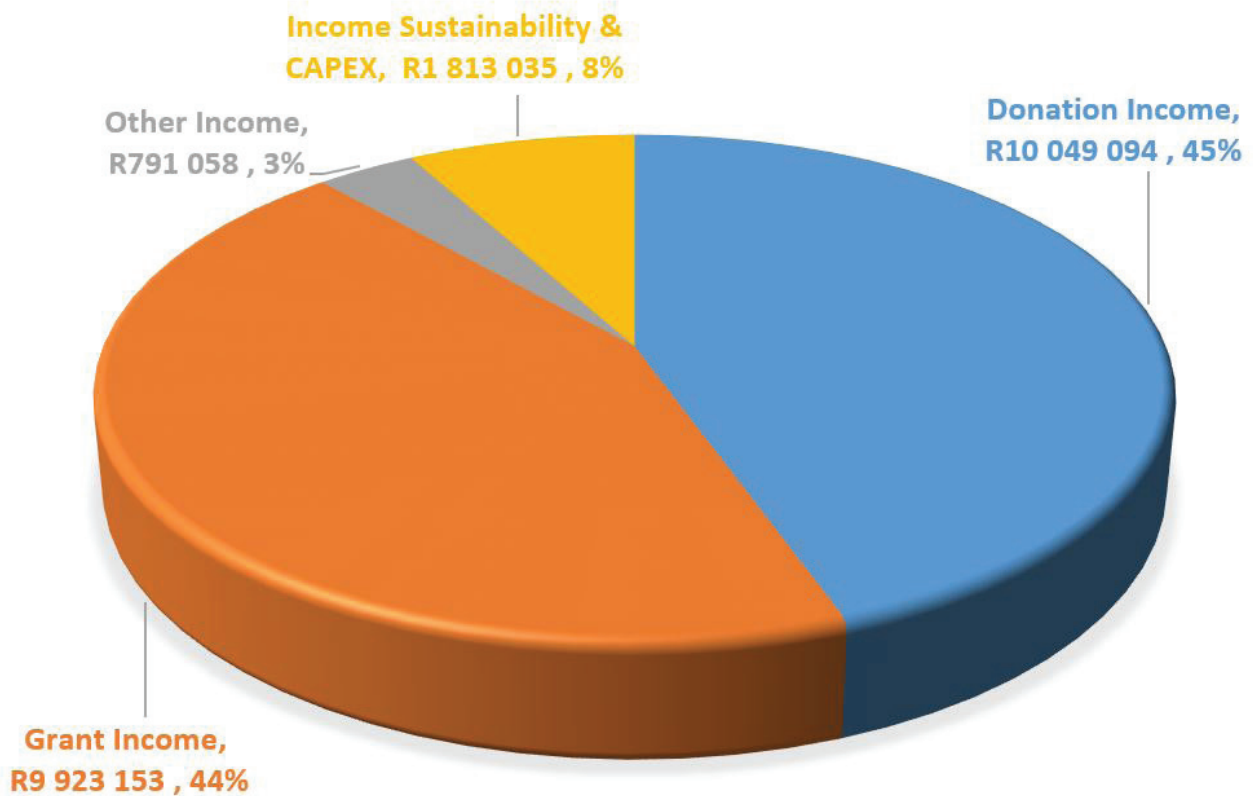
LIVING HOPE INCOME BY MINISTRY



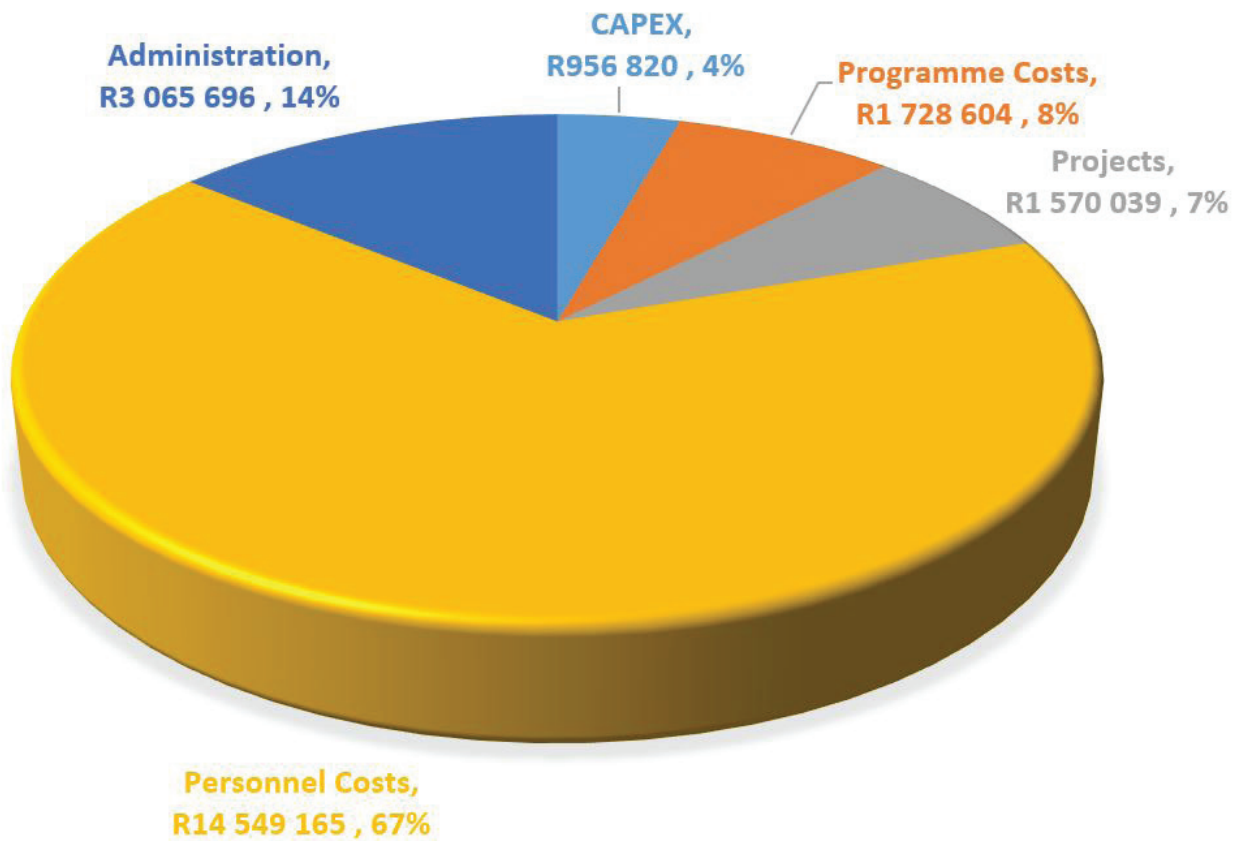
LIVING HOPE EXPENSE BY MINISTRY



LIVING HOPE INCOME BY CATEGORY



LIVING HOPE EXPENSES BY CATEGORY





HUMAN RESOURCES

Living Hope HR overview

The Living Hope Human Resources department consists of two funded full time employees (HR Manager and HR Payroll Administrator) and one full time volunteer who co-ordinates and oversees both Local and International volunteers. We also are blessed to have a local volunteer who assists the HR department with its filing and administrative load.

The HR department is responsible for the following functions:

- Monthly payroll administration and processing
- Recruitment and terminations
- Orientation / induction
- Labour Relations and labour law compliance
- Disciplinary / Performance Management
- Government reporting and compliance: B-BBEE, Employment Equity, Letters of Good Standing (required for funding and government compliance)
- Skills development / Training
- Employee relations
- Management reports
- Record Keeping

As of March 2018 our staff complement stands at 203 permanent employees and for the current reporting period we have had 118 local volunteers and 9 International volunteers through Living Hope. In the past reported year our staffing levels have fluctuated

between 195 and 216 depending on new programmes funded and funding discontinuing.

Living Hope operates in four primary areas; Health, Education, Agriculture, Addiction Recovery. Living Hope is unique in the way it operates as an organisation. We seek to resource staff directly from the communities they work in. Our employees need to be able to relate to their clients and have similar backgrounds, culture and language. It is also important for them to be familiar with their community's geographical layout.

77.83% (158 employees) of our staff operate within the Health (Community Based Services, Health Care Centre and Past Counsellors) and Education (Life Skills Educators) sectors and make up our skilled and semi-skilled workforce. Our professionally qualified staff makes up 11.82% (24 employees) and comprises Nursing staff and Living Hope Services support staff. Our Senior Management consists of 1.97% (4 employees) who are Programme Managers.

Our challenges

- High turnover in entry level / junior positions
- Low turnover in Senior positions – although stable, it does not provide adequate up-skilling opportunities for staff to progress
- Budget in respect of salaries limits pool from which to obtain qualified equity candidates
- Staff education / qualification levels
- Sharp hierarchy in respect of organisational structure (lots of entry level positions versus minimal senior positions)

We are blessed and privileged to serve God through the work that we do and it is a honour to be part of the team that assists and supports all our programmes.

Kerry-ann Ives
Human Resources Manager





MONITORING AND EVALUATION

“Excellence honours God and inspires people; Therefore, we all strive to do our best in all that we do”.

The Living Hope Monitoring and Evaluation department collects every single statistic we can and seek to accurately report and interpret these statistics. It also encompasses our Quality Improvement programme or our ‘Excellence for God’ programme.

This is one of the Eight core values which, together with a desire to serve Christ which are at the heart beat of everything we do at Living Hope and is at the very core of our 18 member “Excellence for God” or Quality Improvement committee.

During the past year, we served 110 151 individual people who were reached through Living Hope programmes. As a Quality Improvement committee we made a number of notable quality improvements which include the monitoring and reviewing of policies, attaining statistical goals, better data reporting, high client retention to care and raising awareness of what we do in the communities we serve.

Evaluations of improvements are based on the distance travelled from the point started and not only outstanding peaks of excellence.

We have done better this year in our “numbers ministry” by focusing on data quality and striving to meet targets. We saw a steady increase of statistical performance that resulted in meeting more targets for the Community Based Services programme, collection of complete and accurate data on time by the Life Skills programmes and HAST (Hiv Aids Sexually Transmitted Infections and TB) programme served the most, 63 579 individual people. All our programmes did well in collecting data and ensuring quality reporting.

Our Board of Trustees reviewed a total of 111 policies,



exceeding the annual target of 72 policies. This includes new policies that were written in consultation with relevant professionals, some of which are aimed at ensuring the safety of clients and staff amidst turbulent unrest faced in the communities that we serve. Most policies were compiled by Living Hope management who worked diligently, especially our Health Care Centre manager Amy Aaron. As a result we are continuing to be on top of the changing needs of all people involved with Living Hope.

The Finance department has been exceptional at monitoring and sending claims on time. This encourages accountability and resulted in higher funder budget claims. The Marketing department met the goals of following up with visiting teams and sending out newsletters to all stakeholders. The Marketing department also introduced a new goal for engaging new donors, in an effort to meet one of our major needs which is financial support, so that we can continue serving.

Retention is another Quality Improvement goal. Phase 1-4 students of the Harvest Training Initiative programme had an annual average retention of 98% and there were three times the number of people receiving HIV+ follow up counselling compared to the number of people tested HIV+ through the HAST (Hiv Aids Sexually Transmitted Infections and TB) programme. We also saw a steady increase in the number of Drug Resistant TB support groups held and patient attendance in these groups.

The small team in the Eastern Cape continued their excellent work and reached out to more people compared to last year. The Human Resources department met the goal of auditing all the employee files and re-designed their filing system to make it easier to access information. Our Volunteers have been God's answer to our prayers for more labourers. The Volunteers Quality Improvement committee member, Kenny Kneezle engaged with 170 potential local volunteers – most of them did not know about Living Hope. 71 of the 170 found an opportunity to serve together with us at Living Hope.

The Chaplaincy department met a goal of monitoring Spiritual activities. We have seen staff passionately participating in daily devotions. The Recovery programme attained a 93% programme evaluation client satisfaction feedback and the Maintenance department attained 84% and 74% annual average for vehicles repairs and vehicles condition monitoring respectfully.

Through all these intentional efforts to excel at everything we do, we believe that the lives of all people we serve are changed for the better to the Glory of God.

Tawanda Mutsigwa
Monitoring and Evaluation Manager





STATISTICS

at a glance

**TOTAL NUMBER OF
INDIVIDUAL PEOPLE SERVED.**
= Total of people Touched + (61% of
total number of people Reached).

Total People	110151
Recovery	7837
Life Skills	12702
Health Care Centre	225
Community Health	14461
HAST (HIV, Aids, Sexually Transmitted Infections and TB)	64093
Community Network	9275
Harvest Training Initiative	492
Volunteers and Interns	127
Marketing	939

ACKNOWLEDGEMENTS

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Bronner Burgess Memorial Fund

Hein and Froula Van Zyl

Wiegand Morning Star Foundation, INC

Michael Mol

and the many numerous other generous individual donors.



And all of our other sponsors who contribute into our programmes. The Board of Trustees, Management and Staff of Living Hope wish to thank everyone for their contribution and would like to advise everyone that the content of our programmes are the responsibility of Living Hope and do not necessarily reflect the views of our donors.

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