



Chairman's Report

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. 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 have found hope and have had the despair of poverty and addictions broken. 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. I am enormously grateful to God, to our donors, our grantees, our partners 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.

John V Thomas: Chairperson: Living Hope Trust

Programme Director's Report

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. This integration results in our clients receiving greater support and care thus enabling them to succeed and overcome whatever their challenge maybe. Every department is presently receiving and/or giving support to another department.



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

Acknowledgements

We wish to acknowledge that all our programmes are made possible through the generous support of:

Sean Altern

Hein & Froula Van Zyl

Michael Mol

Wiegand Morning Star Foundation

Bronner Burgess Memorial Fund



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. Please note that the content of our programmes are the responsibility of Living Hope and do not necessarily reflect the views of our donors.

Compassionate Health Care

During this past year we applied to the Department of Health in order to be able to operate a “private 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. We are so grateful that God has given us so many resources, and we know that there are so many opportunities to serve are all around us. 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.



Amy Aaron: Health Care Centre Manager

There are three major services which Community Based Services run: Home Based Care, Chronic Disease Lifestyle Support Groups and Adherence Support. **Home Based Care** cares for the sick in their homes, does wound dressing, monitoring of basic health conditions, offering advice on healthier habits and lifestyle changes. Our **Chronic Disease Education** programme supports the community and is also actively involved in the distribution of Chronic medication to clients close to their own homes. **Adherence Support Care Workers** delivers HIV and TB treatment Adherence Support as well as education is given on how to prevent the spread of HIV and TB.



Joy Truter: Community Based Services Programme Manager

Our dedicated and proficient Living Hope Counsellors serve in 2 local hospitals and 5 clinic facilities. During the last year they provided 2 075 talks in clinics, 50 924 people reached through clinic talks, 24 059 HIV Testing provided for new clients, 644 new HIV+ clients and 1 387 follow up counselling sessions provided to HIV+ clients. Our staff have facilitated 60 bi-monthly ARV adherence clubs. 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. 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.



Sue Scholtz: HAST Co-ordinator

14 461

**Clients reached through our
Community Health
Programmes**

64 093

**Clients reached in our HAST
programme**

5 969

**Patients who've received their
Chronic Medication through
our Support groups**

225

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

15 124

**Home visits done by our Home
Based Carers**

1 135

**Clients reached by our
Adherence Care Workers**

Community Networking

Mzamomhle, East London:

Our Mzamomhle branch has really grown over this past year. Our staff component now consists of one full time and two part time Life Skill Educators, four Community Health workers and our Manager. Our team in Mzamomhle continues to be led by Pumla Madliwa who has done an amazing job in leading this team and who has great networking skills and influence in the community of Mzamomhle.

Masiphumelele NGO Forum:

Living Hope has continued to Chair and run the administration of Masiphumelele NGO Forum which meets Quarterly. This forum is a wonderful networking body, preventing unnecessary duplication of services.



Chantel Delcarme: Community Networking Co-Ordinator

Stats at a glance

9 275

**People reached in the
Eastern Cape**

629

**People reached through
Home Based Care in the
Eastern Cape**

423

**Children & Teens reached in
the Eastern Cape**

190

**Defaulters recalled to the
clinic to continue their
treatment**

Recovery Programme

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 and faith at work, at the Graduation celebration is both humbling and gratifying.

Peter Lovick: Recovery Programme Manager



Stats at a glance

7 837

**People reached through the
Substance Abuse Recovery
Programmes**

137

**Clients attending the Aftercare
programme**

275

**Family members joined family
Support Groups**

308

**People attended Family Day
events**

Life Skills Programme

I want to thank all DAD donors, partners and funders who support the Life Skills programme. Without God and the support of partners and funders we cannot do what we're able to do.

Some of the communities in which we serve have experienced really difficult times this past year; gang violence, shootings, protests, venue challenges and other issues. This has added to the challenge of working in these areas.

The Family Strengthening team continues to minister to families. When we have strong families, so much changes positively for the child. One hundred and seventeen parents participated in Parenting workshops. We were privileged to help 142 children and teens work through losing a family member. In our Orphans and Vulnerable Children's programme we cared for 2250 children and guardians. Our Job Centre continues to help people access work. This year we added an additional Job Centre in Ocean View and those Centres helped 651 unemployed people access the job market. We reached 6044 people through parenting talks in clinics and other public spaces.



Nathan Panti: Life Skills Programme Manager

Stats at a glance

12 702

People were reached through the various programmes

2 397

Children and Teens in our Afternoon clubs

6 044

Parents reached through talks in clinics and other public spaces

651

People accessed Job Centre seeking employment

Harvest Training Initiative

The Agriculture and Business Training programme is a four phase, holistic training programme for individuals who have a desire to run successful farms and business. We continue to grow and had 22 students enrolled in the Programme this past year, mainly from the Eastern Cape. It has been wonderful to see changed lives and students who have developed a passion for farming. Some of our Phase 4 students have proven themselves to be excellent Entrepreneurs going on to run their own successful businesses.

During the past year we expanded our vegetable growing beyond the food tunnels to large open fields, protected from the wind by shade cloth. These organic vegetables are really sought after by all.

We have been able to sell our farm produce to Food Lovers Market, Pick 'n Pay, our Living Hope Farmstall & Coffee Shop, and a number of restaurants and shops in the Fish Hoek Valley. We are so grateful that the Living Hope Fresh Produce brand is becoming so popular and the first choice of many consumers in our area.

Gerrit Kleynhans: Harvest Training Initiative Programme Manager



Stats at a glance

492

**People reached
through the
Programme**

22

**Students enrolled
in our Programme**

5

**New open fields for
vegetables**

Chaplaincy

The Living Hope Chaplaincy department encourages and trains our staff to share the Good News of Jesus Christ with their clients, as well as arranges daily devotions for our staff across Living Hope in all departments and branches. In these devotions, staff are able to share their challenges, both personal and work related and are prayed for and encouraged.

Our staff also refer clients and patients to our Chaplaincy for counselling and spiritual help. These folk are visited in their homes and referred into churches close to their homes. Our Chaplain is also part of our Health Care Centre Interdisciplinary Team and daily spends time with each of our patients in the Health Care Centre.

Noloyiso Mzizana: Chaplain



Teams and Volunteers

We are so thankful for the continued faithfulness of returning teams. Over the last year we have hosted 18 teams with over 202 team members. These teams have been such a help and blessing.



It is nothing short of inspiring to see the commitment these teams make, in planning and preparing to serve us our Communities. We have seen the Lord use them in a variety of ways through Holiday clubs, maintenance, photography, Home Based Care visits, Donation sorting and distribution as well as farm work alongside our Harvest Training Initiative Students.

Karen Peiser: Teams Co-ordinator

In the last year, 127 Local and International volunteers have given their time, talent and treasure at Living Hope. The local Volunteer programme has grown very significantly and is an entry point for people to become paid staff of Living Hope. More and more people are becoming involved as volunteers then faithfully wait for a vacant post for which they apply and often are employed.



Kenny Kneezle: Volunteer HR Co-ordinator

Stats at a glance

127

**Individual Local and
International
Volunteers**

202

**Team members
who came to
serve**

18

Teams hosted

Human Resources

As of March 2018 our staff complement stood at 203 permanent employees and for the current reporting period we have had 118 local volunteers and 9 International volunteers working at Living Hope. It has been particularly pleasing to see the growth of local volunteers many of who go on to work full time with us. We seek to source staff directly from the communities they live in as they are the most suited to serve their own community.

We have wonderful staff for which we are so grateful. They are our greatest asset. There is higher turnover at entry level jobs where we seek to upskill people, giving them an opportunity to get a better job. Our management team is a very stable, happy team.

Kerry-ann Ives: Human Resources Manager

Monitoring and Evaluation

One of Living Hope's values is that "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 seeks to make sure everything we do is done with Excellence. We collect every single statistic we can and seek to accurately report and interpret these statistics. This department also encompasses our Quality Improvement programme or our 'Excellence for God' programme.

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.

Our Board of Trustees reviewed a total of 111 policies, this includes new policies that were written in consultation with relevant professionals.

Tawanda Mutsigwa: Monitoring and Evaluation Manager

Finance Report

In the 2017 – 2018 budget year, Living Hope received R22 576 340 in income and expended R20 913 504. 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 and Coffee Shop and preparations for the Water Bottling plant to be completed in 2018. The income funding increased by 10%. Expenses increased by only 8%

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.

Jessica Bennett: Finance Manager

R22 576 340

Income for 2017/2018

14c

In every Rand/Dollar funded goes to cover administration costs

R20 913 504

Expenses for 2017/2018

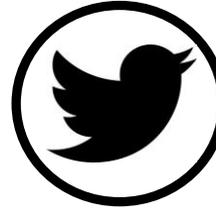
86c

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

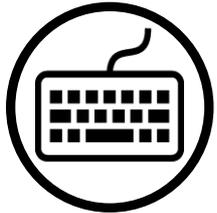
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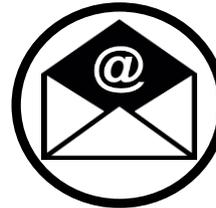
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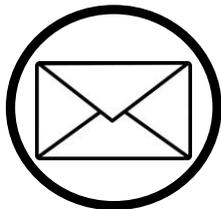
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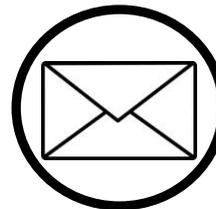
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