

2018

ANNUAL REPORT



CHANGING THE WORLD FOR HOMELESS YOUTH



# CHANGING THE WORLD FOR HOMELESS YOUTH IN ONE COMMUNITY AFTER ANOTHER THROUGH A STRATEGIC CONTINUUM OF SERVICES SUPPORTED BY SUSTAINABLE COFFEE BUSINESSES.

Dear Partner,

**We are used to the headlines: Housing Crisis. Homeless Crisis. Opioid Crisis. Mental Health Crisis.** It seems like each passing week highlights a "new" crisis that is sweeping across our nation and into our communities.

## What are we to do? How are we to respond?

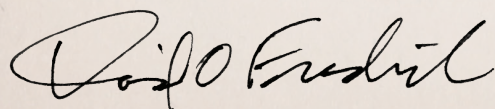
With your incredible support, it is for these crises that The Coffee Oasis exists... not merely responding to each "new" crisis but strategically building a "continuum of services" to meet the needs of our youth in crisis.

It is why we moved to a Crisis Text Line last year for youth in crisis to reach out for help. It is why we added another Mental Health Therapist and a Chemical Dependency Professional.

It is why, besides strengthening our current services in Kitsap County, we have responded to requests to come to Bainbridge Island and Pierce County to serve youth in crisis there.

**To answer the above questions, we will continue to do what we have been called to do:** *"change the world for homeless youth in one community after another through a strategic continuum of services supported by sustainable coffee businesses".*

**Thank you so much for partnering with us in this incredible endeavor!**









David O. Frederick  
EXECUTIVE DIRECTOR

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## GUIDE TO YOUTH PROGRAM STATS & ANNUAL HIGHLIGHTS

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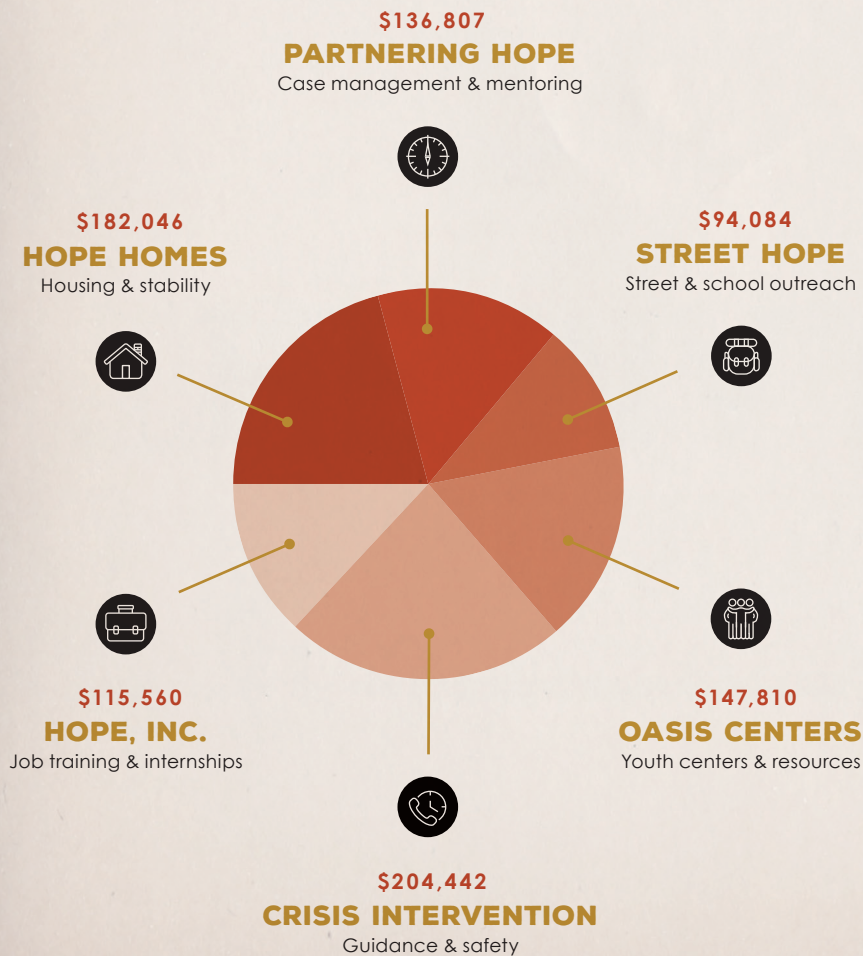
# FINANCIAL

## OVERVIEW

### YOUTH PROGRAM EXPENSES

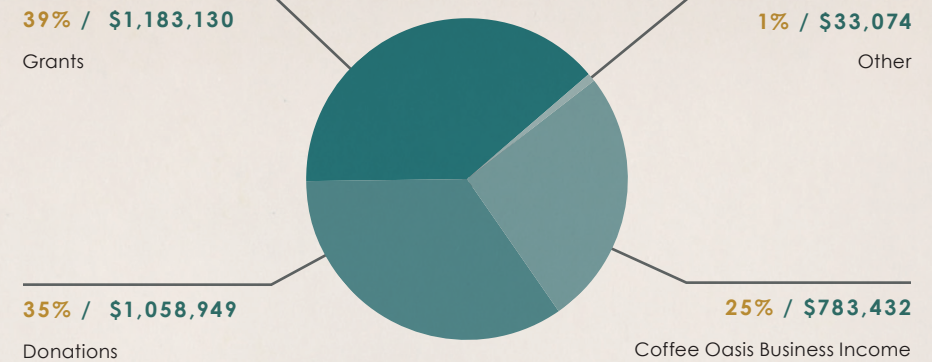
\$882,884

Each Oasis Youth Program plays a key role in the continuum of services for homeless youth. Take a look at how the programs offer hope and opportunity for change!



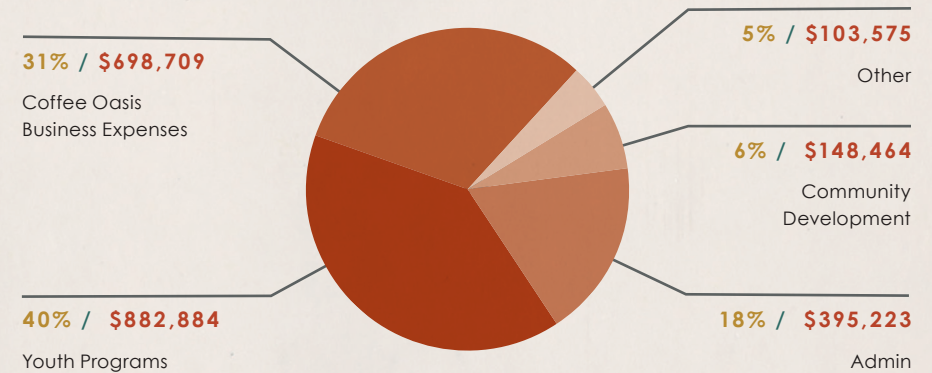
### TOTAL 2018 INCOME

\$3,058,585



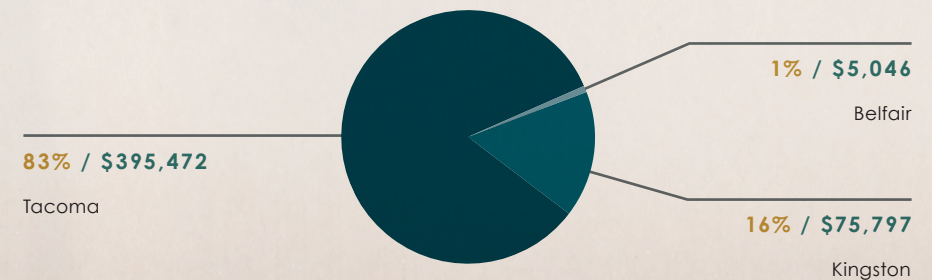
### TOTAL 2018 EXPENSES

\$2,228,855



### INCOME SAVED FOR EXPANSION PROJECTS

\$476,315





## BUSINESS CREATING OPPORTUNITIES FOR HOMELESS YOUTH

### SUPPORTING OASIS YOUTH PROGRAMS

The Coffee Oasis Cafes play a vital role in making The Coffee Oasis sustainable. **100% of business proceeds go directly to the Oasis Youth Programs.** As each new Coffee Oasis location opens, the vision is for the business to sustain the programs serving homeless youth in that community.

### OFFERING INTERNSHIPS

In addition to financially supporting Oasis Youth Programs, the Coffee Oasis business provides opportunities for youth to intern at a cafe. Through these internships, youth gain invaluable work experience, skills, and confidence.

### INCREASING PROFITS

Since 2015 the Coffee Oasis Business has significantly increased in profit. From 2017 to 2018, profits more than doubled with **over 51% increase in total profit!**



THIS YEAR

04

youth interned at the Coffee Oasis Cafes

PROFIT

\$100,000

\$80,000

\$60,000

\$40,000

\$20,000



2018 YOUTH INTERN | PORT ORCHARD

## YEAR IN REVIEW HIGHLIGHTS

- The most profitable year ever supporting our youth programs
- Featured our first product in grocery stores—CO-Cups (single serve cups for Keurig style coffee brewers)
- Re-started baking our own amazing pastries
- Hired a Director of Business: Gisele Podhradsky, providing guidance and vision for the businesses



# CHANCE

story

## ON THE STREETS AT AGE 12.

Chance has struggled with homelessness for six years. Chance still feels the burden of messing up in the past and wrestles to not give in to the hopelessness that once dragged him down. He is a sensitive soul.

**"My mom, I never really had her to teach me how to live, how to take care of myself. My mom didn't know how to take care of her kids, though she tried with all the tools she had. I wasn't allowed to be a kid, do kid things, when I was growing up."** The pain of Chance's childhood is evident when he speaks. At age 12 he started using and selling hard-core drugs to cope. **"I was really going through things. I didn't really realize they were affecting my mind-set and mentality. And I didn't realize the drugs I was selling were tearing my community apart."** Chance is very sensitive to the idea of community, of how to contribute and participate. He feels bad about how his actions affected his community.

When he was 16 Chance moved to Everett in an attempt to escape the drug community and get clean. Unfortunately, he found the same way of life in Everett. It wasn't long before Chance returned to Kitsap and started fighting a new battle: depression.

Chance didn't know how to live a different life than one entwined with the streets, with instability and drugs and pain. The last few years had been a tangle of couch surfing, staying with friends, or living on the streets. While growing up he stayed with his mom at shelters. He needed someone to show him a different way of life. Chance remembers his turning point...

**"I WOKE UP ONE DAY AND JUST WAS LIKE 'I WANT TO HAVE CLEAN MONEY. I WANT TO BE HAPPY. DRUGS DON'T MAKE ME HAPPY, THEY JUST NUMB ME.'"**



About a year ago, Chance met Lisa in downtown Port Orchard. Lisa was doing outreach to connect homeless youth with community and resources at The Coffee Oasis. Chance responded to Lisa's invitation. He was finally ready for change. **"I never believed in myself before here (the Coffee Oasis). I pretended that I was confident but I wasn't. They helped me believe in myself."** At first, Chance's insecurity came out in attitude and rebelliousness at the Oasis Center. He chafed against the rules and against the structured community he deeply wanted. Gradually, he began trust the staff and volunteers. Chance allowed them to get close and they soon became family.

**"WHEN I STRUGGLE WITH DEPRESSION, I THINK OF THE PEOPLE HERE. I THINK OF PAUL, LISA, MAXINE – HOW THEY ARE ALL HERE FOR ME. THEY HELP ME MENTALLY. THEY REALLY HELP ME BELIEVE THERE'S A FUTURE FOR ME."**

Chance now meets regularly with a Coffee Oasis therapist. He comes to the Center to shoot pool, talk with friends, and helps clean at the end of the night. He advocates for the Coffee Oasis and for the youth who come.

**"THE DESERT IS DRY OUT THERE, LIKE THE STREETS. AND THE COFFEE OASIS IS THE OASIS. IT GIVES US HOPE. I'VE SEEN SO MANY KIDS COME DOWN HERE WHO DON'T HAVE A LOT. IF WE DIDN'T HAVE THIS PLACE, WE WOULD ALL BE OUT ON THE STREETS DOING NOTHING."**

**Chance is still homeless.** Housing options are limited for a youth on the streets who has no family. There are few shelters or transitional homes in Washington, despite the increase of homelessness. **The housing crisis continues to push affordable options out of reach for those, like Chance, who are trying to get on their feet and move forward with their lives.**



### THE WA STATE HOUSING CRISIS

The phrase "housing crisis" could be heard all over Washington State in 2018. More than ever, our staff faced immense difficulties in finding affordable housing for youth getting back on their feet. A combination of competitive markets, growing city populations, reduced government funding, and other economic factors made the options scarce. Programs like Hope Homes and case management played vital roles during this time.

**2.7%**

= apartment vacancy rate in Spring of 2018. An acute shortage is considered 3%, while a healthy vacancy rate averages 7-8%.\*

**75 hrs**  
wk

= the amount a minimum wage earner (\$11.75/hr) would have to work to afford a 1-bedroom apartment and not pay more than 30% of their income.\*\*

**40,934**

students were homeless in the 2016-2017 school year. A rise of 34% since 2013\*\*\*

\* Washington State Apartment Market Report

\*\* National Low Income Housing Coalition

\*\*\* Office of Superintendent of Public Instruction, WA





**"IT'S GIVEN ME A PLACE TO COME HOME TO AND RELAX. THERE'S FRIENDLY PEOPLE HERE. IT'S LIKE FAMILY."**

**-BRITTNY**



## HOPE HOMES

Housing & stability

Big steps were made in providing housing options for youth this year! In addition to the Oasis Youth Shelter, Nelson House opened and provided transitional housing for women 18-25 years old. The Host Homes program was launched, giving local families the opportunity to host youth for a short period of time in their homes. And finally, staff were hired to open and oversee Terry's House, an upcoming housing program for women who are survivors of sexual exploitation.

**77**

youth lived in Hope Homes program housing

**56**

youth exited homelessness



**"IT'S ALWAYS A GOOD PLACE TO GO IF YOU NEED SOMETHING—FOOD OR CLOTHES OR RESOURCES. THE TINIEST THING CAN MAKE A BIG DIFFERENCE."**

**-DEVANTE**



## OASIS CENTERS

Youth centers & resources

Oasis Centers continued to be hubs of community and connection for homeless youth in our cities. Each Center hosted four big events, including a Christmas Party where youth received specialized Christmas gifts. The Centers also hosted a variety of class curriculums, partnering with local professionals to teach classes on budgeting, health, voting, and other life skills.

**1,082**

youth came to Oasis Centers

**312**

youth received resources like tents, hygiene items, etc.



## STREET HOPE

Street & school outreach

Street Hope connected with many youth in schools and on the street through outreach this year! 54 youth also participated in Oasis Assist, a program held at local schools to help at-risk students stay in and complete school. In addition to regular outreach staff regularly visited with youth at the Juvenile Detention Center, making valuable connections that helped prevent youth reentering homelessness or at-risk situations upon exiting.



**"A LOT OF THE KIDS DOWN HERE, THEY DON'T HAVE PEOPLE TO TELL THEM 'I LOVE YOU' AT THE END OF THE NIGHT. THE STAFF DO THAT HERE."**

**-CHANCE**  
(read his story on pg. 8)

**803 41**

youth connected with the Coffee Oasis through outreach

youth participated in Oasis Assist



## PARTNERING HOPE

Case management & mentoring

Partnering Hope offered case management to youth working towards a variety of goals, like furthering their education, finding housing, getting a job, and more. In 2018, two more part-time case managers were hired to meet the growing demand. Case managers also connected 25 youth with mentors!



**"THE KNOWLEDGE PASSED ALONG, THE INFORMATION YOU CAN GET, THE GUIDANCE YOU RECEIVE, IS AMAZING. IF YOU HAVE IDEAS OF WHAT YOU WANT TO DO, YOUR CASE MANAGER CAN HELP WITH THAT."**

**-JONATHAN**

**169 201**

new youth enrolled in case management

youth connected with services that increased safety & well-being



# Ruth

**ON JUNE 2018,  
THE OASIS CRISIS TEXT  
LINE RECEIVED A MESSAGE,**

**“I'M IN THE WOODS  
WITH A KNIFE.”**

The text was sent by a young woman named Ruth. Crisis staff contacted law enforcement and engaged in a text conversation with Ruth. They wanted her to know that there were people who valued her life. Soon an officer found Ruth and took her to the hospital. Crisis averted.

Ruth looks back to that text as the moment that defined 2018. “In 2017, 2018, life was SO bad back then. I look back and am like ‘I can’t believe I used to be that person.’ I had prominent mental health issues. My mom and I weren’t really getting along. And I was in a super toxic relationship with my boyfriend.”



## THE NEED FOR THERAPY & COUNSELING

Youth on the streets face an incredible amount of stress each day. Add to this the lack of community or adult support and/or a history of trauma or abuse, and it is understandable why so many youth struggle with mental health. The Crisis Intervention program exists to offer a life-line of hope and help combat the growing incidents of mental health crises among young people.

*The rates of depression, conduct disorder, and PTSD are 3x as high among runaway youth as among their peers who have not left home.\**

## SUICIDE

was the second leading cause of death for ages 15-24 years old in the general youth population in 2013.\*\*

**>40%**

of homeless teens struggle with depression. \*\*\*\*

**80%**

of homeless youth age 18-21 use drugs or alcohol as a means to self-medicate to deal with traumatic experiences and abuse.\*\*

In 2018, Ruth was a senior in high school and dreamed of going to Washington State University. But severe depression, personal insecurities, harmful relationships with her mother and boyfriend, and a disintegrating friend circle were creating the perfect storm to make that dream seem unreachable. “I tried to kill myself several times. I was writing suicide notes at night and reading them to my boyfriend. I struggled having or keeping friends.”

During this dark time Ruth connected with the Coffee Oasis youth programs. Ruth and her friends would go to the café for coffee, and one day she happened to meet one of the outreach staff. That led to a meeting with Dave, a staff therapist. The crisis text line became a daily life line for when the dark of depression closed in and everything seemed like too much. “I would text the line daily. Then feel better for a week and not text. But then Josh (who manages the line) would text and check in on me because he hadn’t heard from me. Something that really helped was I had met them [the staff answering the line] in person. The personal aspect was really nice because you can actually go in and meet these people. They aren’t strangers you are texting.” Throughout her history of mental health, Ruth had contacted other help-lines and clinics, but nothing stuck.

**“THE COFFEE OASIS CRISIS LINE IS THE ONLY ONE  
I’VE USED AND IT ACTUALLY WORKED. IT MADE ME  
FEEL BETTER AND THEY DIDN’T JUDGE ME.”**

At this moment Ruth is getting ready to take her first mid-terms at Washington State University. What is so striking is how HAPPY Ruth is. The same girl who used to text thoughts of suicide now talks confidently about the campus and volunteering at a horse rehabilitation sanctuary. Her fight with depression is not over, but it no longer controls her. The world looks very different now to eyes that once saw only hopelessness.

**“COLLEGE HAS MATURED ME. I CAN SAY THAT I’M  
AN ADULT NOW. AND I HAVEN’T SELF-HARMED IN  
OVER A YEAR!”**

Ruth’s story is a testimony to the mental health struggles faced by so many young people. It also shows the difference that consistent care, adult support, compassion, and mental health resources can have in a youth’s life. What keeps Ruth going on the hard days? Baby penguins.

**“I WANT TO BE A ZOO NUTRITIONIST. I JUST  
IMAGINE CARRYING A BUCKET OF FISH AND ALL  
THESE BABY PENGUINS COME RUNNING UP TO ME  
AND IT MAKES ME SO HAPPY.”**

We believe she’ll get there.





**"I'VE HAD THE WORST INSECURITIES. BUT NOW THROUGH COFFEE OASIS I HAVE A MENTOR AND A THERAPIST. MY THERAPIST IS SO GREAT AND HELPS ME GET THROUGH THINGS I OTHERWISE WOULDN'T KNOW HOW TO."** -ALEXANDRA



## CRISIS INTERVENTION

Guidance & safety

Crisis Intervention continued to offer vital care to youth in the midst of mental health struggles, homelessness, and other crises. In 2018, the Crisis Phone Line was changed to a text line, resulting in more youth texting in for help and support. Staff and volunteers texted with youth in live time, offering much-needed resources and guidance. Also, another full time counselor was hired, bringing the total up to two!

**69** **192**

youth met with an on-staff therapist

youth texted the crisis line for help



**"HOPE INC. GIVES GUIDANCE AND CLARITY—GUIDES YOU IN A DIRECTION TO GO THAT WILL BENEFIT YOU IN THE LONG RUN."** -TAYLOR



## HOPE, INC.

Job training & internships

HOPE INC helped youth gain job experience and confidence that prepares them for the workplace. After completing a series of six job classes, youth complete a 100 hr job internship at a Coffee Oasis cafe or local business. To keep up with the demand for internships, HOPE INC representative were hired for each city to expand the program's capacity.

**83** **42**

youth completed job skills classes

youth completed a job internship



## KINGSTON

Open Youth Center & Cafe

POULSBO

## BAINBRIDGE ISLAND

Launch Capital Campaign

BREMERTON

PORT ORCHARD

## TACOMA

Open Youth Shelter

## MEETING THE GROWING NEEDS OF HOMELESS YOUTH BY...

- Opening the first underage youth shelter in Pierce County
- Hiring City Leads to give personalized care to each location
- Hiring a Host Homes case manager to recruit and care for families who open their homes to care for youth
- Opening a cafe and youth programs in Kingston
- Finding a location and commencing capital campaign for Bainbridge Island
- Opening Terry's House, a home for female survivors of sexual exploitation to find hope and healing

**2019 VISION**



# THE COFFEE OASIS

837 4TH STREET  
BREMERTON, WA 98337