



## 2020 IMPACT REPORT



*offering youth safety, hope, and a place to call home*



Dear Partner,

It proved to be quite a year to "cut my teeth" as a new Executive Director. The aphorism is especially vivid as a new dad. Teething is brutal and so was 2020. I headed into my first year with the goal of maintaining and growing a firm and healthy foundation before making any significant changes. A firm and healthy foundation means a mission-centered and joy-filled staff supported by strong community partners. The right people pointed in the right direction can do almost anything. This is the way God made us to be and build a compassionate community.

2020 presented every opportunity to fail, but the foundation proved stronger than the challenges we faced. I don't need to tell you how difficult the year was. You lived it right alongside us. What you should know is the foundation is firm and we are ready for whatever lies ahead. We have the right people, we are pointed in the right direction, and we are confident that "we" includes a beautiful, diverse, compassionate community of partners.

**After a year of making few changes to the structure of the organization, we enter 2021 with a very significant change: a new mission statement.** Next year will be our silver anniversary. Heading into another quarter century, we must remain anchored in the heart and values that inspired my parents to start The Coffee Oasis. Their vision was marked by Christ-like love and personal sacrifice. Their humility showed through doing hard and lonely work for years without being recognized. They were the right people pointed in the right direction. The goal of the new mission statement is to reawaken the original vision to walk in the way of Jesus, caring for those youth who are most hurting, lost, and alone. It also points to the fact that we have grown to include new communities and have influence beyond the homeless youth we serve. **The new mission statement is: Restoring communities through compassionate youth programs and coffee businesses.**

The heart of restoration is the healing of relationships. Everything we do is with this goal in mind. Whether we are providing shelter, roasting coffee, or responding to a crisis text, we are working towards the restoration of relationships.

Thankful for your continued support in helping us restore communities.

With gratitude,



Daniel Frederick  
Executive Director



**Mission: Restoring communities  
through compassionate youth  
programs and coffee businesses.**





## 24/7 Shelter

You provided youth with a safe location to "shelter in place" in Kitsap and Pierce County during the onset of the COVID-19 pandemic. Because of the generous support from partners like you, we were able to operate the Bremerton youth shelter and drop-in center 24 hours a day, seven days a week from March 29 through June 15 in addition to the Serra House youth shelter in Tacoma (which regularly operates 24/7).

### HOST HOMES

12 families chose to open their homes to youth and provide life-altering stability, support, and hope through participating in the Host Homes program.

 **1,089**

bed nights provided through **Host Homes**


(June - December)


 **716**

bed nights provided through **Nelson House**

(June - December)

## You kept youth sheltered, healthy, and safe amidst the COVID-19 pandemic.

 **91** youth accessed housing through Hope Homes (59 Kitsap, 32 Pierce)

 **948** bed nights were provided through the **Bremerton Shelter**

 **1,757** bed nights were provided through the **Serra House**

## You provided youth with safe homes in which to live, learn, and grow.

### NELSON HOUSE

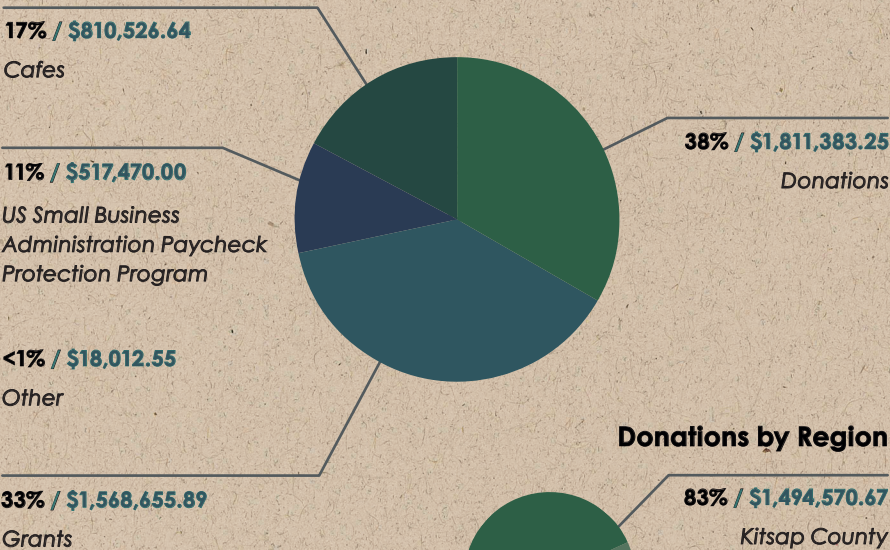
Youth developed a greater sense of responsibility, gained employment, and overall kept their jobs long term. They maintained a city park with pride and learned new skills—including teamwork, taking direction, and time management. Of the 15 move-ins and 13 move-outs, 12 utilized The Coffee Oasis services outside of the house consistently and participated in case management successfully. Of the 13 move-outs for the year, 3 moved on to other supportive housing or to relatives who reached out. **10 of the 13 youth who moved-out in 2020 moved on to permanent housing.**

## 69 youth moved on to permanent housing

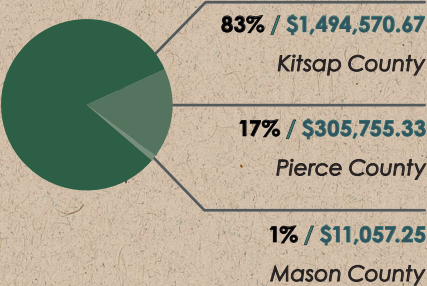


# Financials

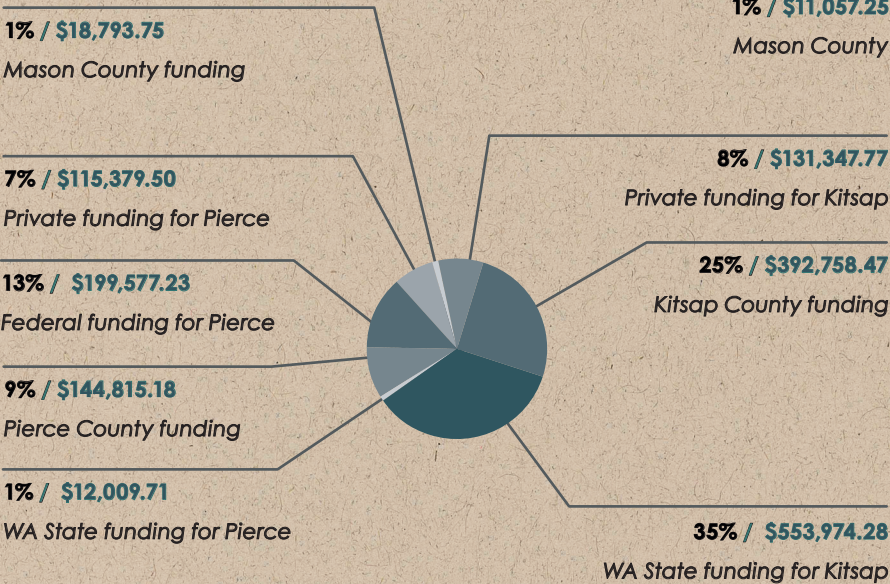
TOTAL INCOME  
\$4,726,048.33



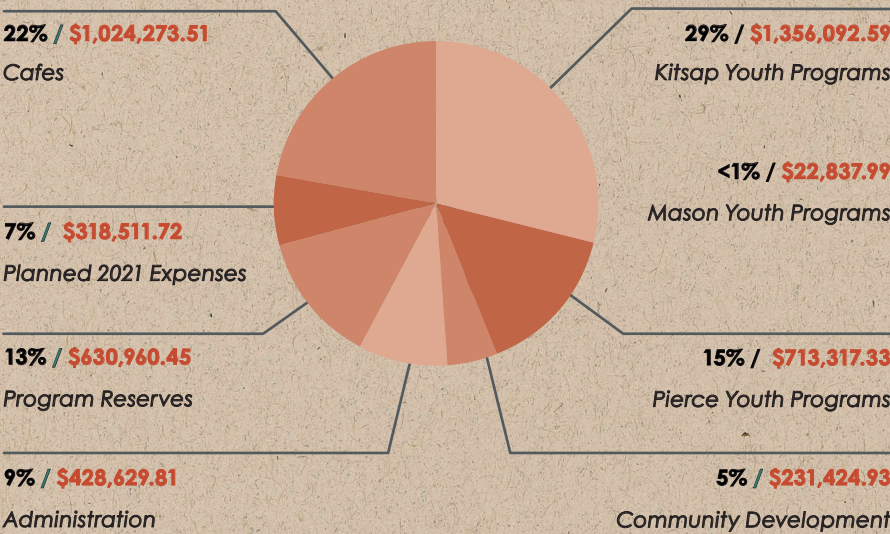
## Donations by Region



## Grant Funding

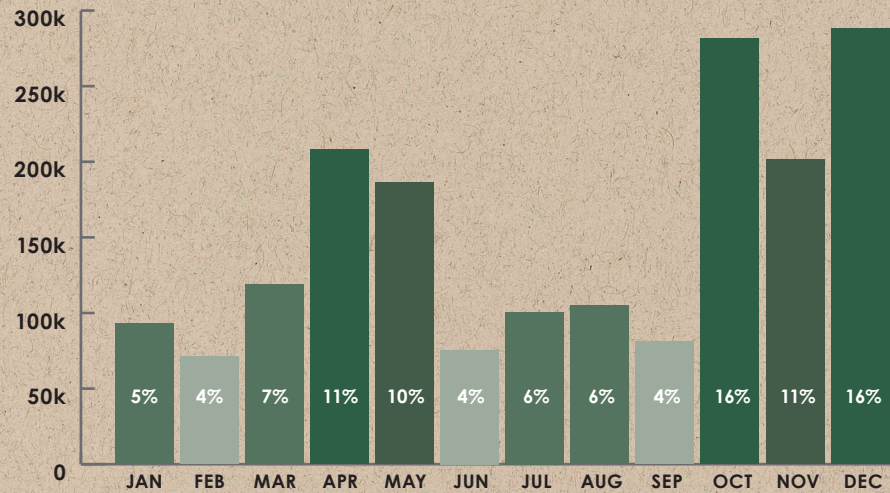


TOTAL EXPENSES  
\$4,726,048.33



## Month-to-Month Donations

The graph below illustrates the variation of the amount of donations made each month in 2020.





# Out of Sight: Reaching out to the hurting, vulnerable, and hidden

 **1,335**

youth were connected with The Coffee Oasis through street, school, and crisis outreach

(Crisis Services: 780; Street & School Outreach: 342 Kitsap, 162 Pierce, 51 Mason)

You made it possible for us to not only connect with students from Kingston to Tacoma, but to seek out the hidden and vulnerable. We went out into the community and located camps. At times, we were met with hostility. Yet with the patience and care of trained Outreach Workers and Crisis Navigators, we were able to connect with youth who may otherwise have been overlooked. Not only were we able to connect with these youth on a personal level, but we were able to provide physical resources, encourage them, and hear their stories.



 **9,230**

text messages were responded to through the **Oasis Line**

One youth shared their appreciation for the Oasis Line saying...

**"I just wanted to say thank you to everyone on the Coffee Oasis text line for helping me get through all of my hardships since March. It's nice having someone to talk to while I didn't have a therapist or anyone I could trust at that time and it really means a lot that you guys care for me."**

## Preventing Suicide

In June, a young lady messaged the text line who was fearful that her friend was going to attempt suicide. She shared images of her friend's social media messages which contained severe suicidal ideations. Through conversation, we were able to determine that the friend had previously lived in Kitsap, but was now living in Seattle. We contacted 911 in Kitsap and were transferred to Seattle's 911 dispatch center and provided the information that we had available. We were able to get officers out to the youth's home and intervene in what would have been a completed suicide.

Overall, in 2020, Crisis Services responded to **408 youth** who were in crisis. Roughly 108 of them were self-harming. Thank you for giving these youth the safety net they needed. **Thank you for saving lives.**



**1,167** therapy sessions were provided for youth

## Equipping youth with resources to thrive.

A young woman had a mountain of debt weighing on her shoulders. She got teary-eyed as she spoke about the debt. Her boyfriend had recently gotten a better job, so that disqualified him from getting help elsewhere. He made too much now, but they were still left with an overwhelming amount of debt that wasn't going away. She wasn't working, had a child needing her care, and mentioned that their relationship wasn't going to last for much longer anyway. They were splitting up. She worried about what would happen because she had no way to pay for her part of this burden.

Yet through The Coffee Oasis, she was able to meet with a case manager who was able to help her access rental assistance. As her case manager went through the ERAP eligibility questions with her, she noticeably became more relaxed. The burden of thousands of dollars of debt was being lifted from her shoulders and she was starting to see a better future for herself. She told her case manager over and over she was so grateful.

**Thank you for offering case management to youth through The Coffee Oasis amidst the challenges of 2020!**

 **215**

youth participated in **case management**

(137 Kitsap, 72 Pierce, 6 Mason)

**Encouraging youth as they work towards achieving their educational, employment, housing, and personal goals.**





Celebrating a youth's graduation from our job preparation program

## Job Preparation Classes & Internships

While the shutdowns from COVID-19 made internships with our community business partners challenging for much of 2020, youth were still able to attend life skills classes, get help with resume building and cover letter writing, and gain employment—even amidst a season that has left many without jobs. When youth were able to participate in internships, 23 youth completed internships and 21 youth were employed within 6 months of participating in our job preparation program in Kitsap County.



**277**

youth were equipped  
with **life skills and job  
preparation classes**

As one chapter ended, another began:

## Introducing our new location in Pierce County!

On December 30th, The Coffee Oasis Serra House shelter not only moved to a new location but was granted a license to increase capacity from 6 beds to 12 beds as well.

**This means 6 more youth will be given the opportunity to have a safe place to call home.**



## Your coffee & cafe purchases at work...

In December, Kyla completed an internship with one of The Coffee Oasis Cafes and was offered a position at the cafe! Throughout the internship, Kyla was completely engulfed in love, care, and acceptance. It gave her a chance to grow and changed her life. She is officially a new employee, and we are excited to see her continue to grow and learn within this new position. The cafe manager shares her perspective saying that...

*"Kyla's graduation day was the highlight of 2020 for me. I am unbelievably proud of my staff and their dedication to Kyla and how much they got to know her story. I have never had the pleasure of managing such a stable and committed staff. My heart is full of joy and I am honored that I had the privilege to witness an intern get treated with such a supportive team and make it to employment."*

*We were meant to be involved in change, to encourage growth, to stand alongside others in turmoil, and to celebrate in success. Although 2020 has been one of the most interesting years, it has challenged me to grow, change, think outside of the box, cherish moments, and savor times spent in peace.*

*The Coffee Oasis is truly a beautiful place, with lovely people, a warm hearted mission, and a unique and unmatched environment. I am blessed to be a part of the team. I am so proud of my team and our intern—now employee Kyla!"*



Ensure youth have a place  
to find **safety, hope, and**  
**a place to call home** by  
joining the Real Hope Club

The Real Hope Club is a group of people who are committed monthly givers. Your monthly gift will provide youth with the **consistent care** they need.

[thecoffeeoasis.com/rhc](http://thecoffeeoasis.com/rhc)

Thank you to all our generous partners who made this possible through giving of your time and resources. **We cannot do this without you. Thank you!**

Yet the work doesn't end here. Youth are still counting on you to continue providing the shelter, safety, and resources they need to thrive. Youth are still facing...

**Trauma // Addiction**  
**46% of youth experiencing homelessness were physically abused at their home.**<sup>2</sup> About 80% of homeless youth age 12-21 used drugs or alcohol as a means to self-medicate to deal with traumatic experiences and abuse.<sup>3</sup>

**Human Trafficking**  
More than **one third** of homeless youth engage in **survival sex** to get resources like food, shelter, or protection. **162,000** homeless youth are estimated to be victims of commercial sexual exploitation in the U.S.<sup>2</sup>

**The Housing Crisis**  
In Washington State, a minimum wage earner (\$13.50/hr) would have to work **73 hrs/week** to afford a modest 1 bedroom rental home at Fair Market Rent.<sup>1</sup>

SOURCES: 1. National Low Income Housing Coalition. "Out of Reach 2019: Washington." [reports.nlihc.org/oor/washington](http://reports.nlihc.org/oor/washington). 2. National Network for Youth. "Unaccompanied Youth Fact Sheet." [www.nn4youth.org](http://www.nn4youth.org) 3. Greene, J.M., S.T. Ennett, and C.L. Ringwalt. "Substance use among runaway and homeless youth in three national samples." *American Journal of Public Health*, 1997.