



2021 IMPACT REPORT



Celebrating

25

YEARS

creating opportunities for youth to thrive



**"Tell me, what is it you plan to do with
your one wild and precious life?"** - Mary Oliver

Dear Community Partner,

This last year, I sifted through hundreds of photographs that tell the 25 year story of The Coffee Oasis. The earliest photographs are grainy and candid. *Dave and Cindy, youthful and simple, standing shyly in an empty coffee shop. Youth in trench coats and baggy jeans smoking on the sidewalk.* More recent images are sharper and brighter. *Jacob Wischoff, a veteran team member of 13 years, eating burgers and sitting with youth on the couch of the Port Orchard drop-in center. A beautiful diversity of joy-filled faces from the Tacoma shelter visiting a pumpkin patch.*

Every picture tells the story of what Dave and Cindy and hundreds of staff and volunteers chose to do with their *one wild and precious life*. Their choice has given hope to thousands of youth. Their lives are a legacy of sacrificial love that continues to run in the DNA of The Coffee Oasis. To state the obvious; the choice to serve at The Coffee Oasis was and is often difficult. It is hard to leave the safe and comfortable and familiar to build a ministry of compassion, sharing the suffering of others. Dave would often say that he wasn't sure what God was doing, but he was sure of God. There were days he didn't feel loving but could still be sure of God's unfailing love. There were many seemingly immovable barriers, but faith never failed to find a way forward.

When The Coffee Oasis first opened in 1997, I was 11. In a quarter of a century, I will be 61! What will The Coffee Oasis look like in 2047? *The future depends on what you and I choose to do with our one wild and precious life.* Our faith remains the same and strong—sure of God's unfailing love. We are committed to the mission and core values that have time and again helped us stay true. Looking to the future, we see training the next generation of Coffee Oasis leaders, expanded services and impact in the communities we are currently located, and growing where there are others who want to use their wild and precious lives to **restore community through compassionate youth programs and coffee businesses.**



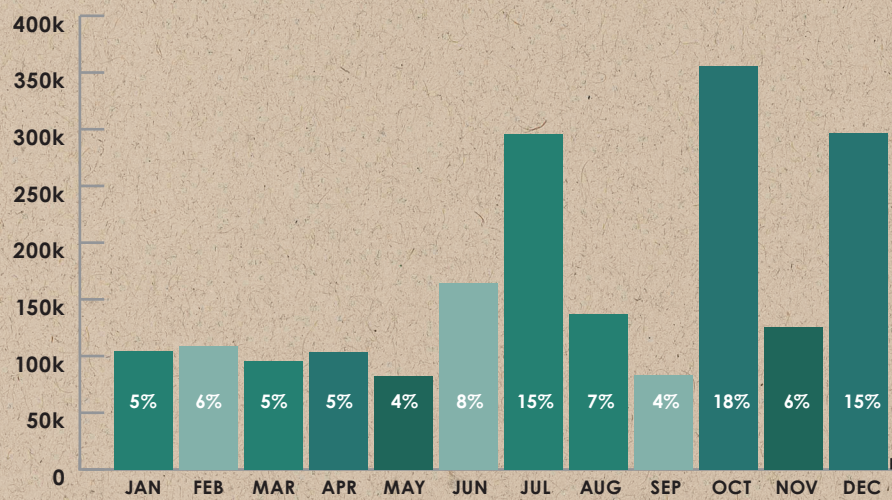
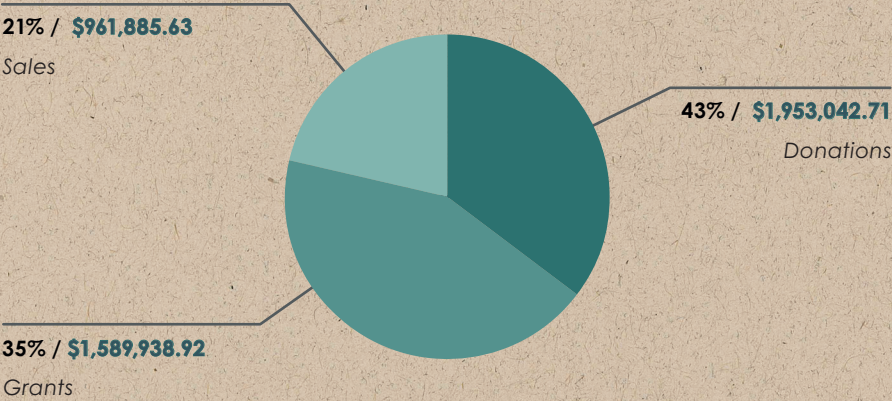
Daniel Frederick
Executive Director



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

Financials

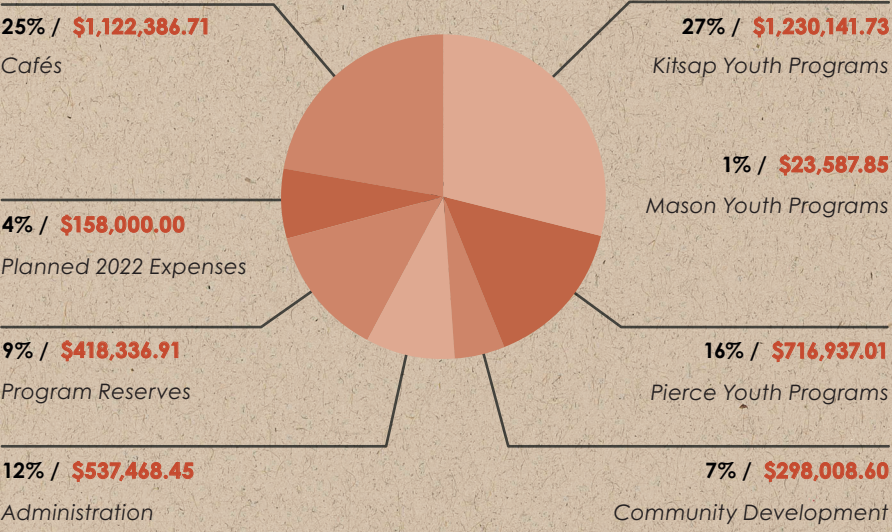
TOTAL INCOME
\$4,504,867.26



Month-to-Month Donations

As illustrated above, donations varied greatly from month-to-month in 2021. Would you consider becoming a committed monthly donor to help reduce the fluctuation of income from month-to-month, offering youth reliable compassionate care?

TOTAL EXPENSES
\$4,504,867.26



Insight Into Cafe Income and Expenses:

- 2 years of the COVID pandemic have profoundly impacted our coffee shop sales and staff.
- The cost of goods has grown with inflation over the last 2 years (4.7% in 2021 up to 7.5% so far in 2022).
- Steady increases in labor costs also impacted coffee shop profits (minimum wage is \$14.49/hour as of January 1, 2022).
- We did not raise prices to match the rising cost of goods and services over the last 2 years. In February of 2022, we increased prices to match industry standards.
- Staff turnover and training new team members during "The Great Resignation" of 2021 cost financially and emotionally.
- We have seen less job trainees as many youth in need of support have been harder to reach and place in internships. Job training program is the heart of our coffee shops. We are already seeing encouraging growth of job training in 2022.
- Thankfully the PPP and sale of Naval cafe have helped our coffee shops stabilize and we are seeing encouraging growth in sales.

Satori and her case manager, Aleya, walking near the train tracks where Satori slept for a few nights before coming to the Shelter.



Satori began her journey of healing and found a safe place to belong.



64

youth connected to **safe, stable housing** in 2021

Pierce County: 35
Kitsap County: 29



98

youth accessed housing at Hope Homes in 2021

Pierce County: 68
Kitsap County: 30



5,959

bed nights were provided at Hope Homes in 2021

Pierce County: 2,369
Kitsap County: 3,590

Satori's Story

About two weeks before Satori came to The Loft Tacoma Youth Shelter, she was sleeping next to train tracks. She would run away because she needed a safer place to stay. She would climb into old abandoned cars to sleep in at night.

Satori's first day at The Coffee Oasis was a pretty emotional day. She shared how she was dropped off at the shelter saying...

"She packed all my bags threw them out of the car and she just left without even knowing if there were any beds available."

Feeling abandoned and craving validation, one night she got drunk and started cutting. Not in her right mind, she called out repeatedly saying, "Just let me die." Yet after a rough night in the hospital and 37 stitches later, she persevered.

Aleya, her case manager, continues to meet with her every week. Satori expressed her appreciation for Aleya saying...

"I've always thought that a home was supposed to be like a house, but it's not. Aleya's my person."

Looking back at her experience, Satori shared that she felt a sense of belonging at The Loft saying...

"I feel like the shelter has always been more of like a home to me... because Aleya was just there and hugged me and she didn't even know me... I felt really safe."



393

youth have connected to **safe, stable housing** since 2013

“People like you... give me great hope. All of you guys are so respectful and open minded. I really respect how you go out of your way to listen to other people. I like how you don't make impulsive judgements about me”



6,670

text messages were responded to through our 24 hour crisis line

Overall, in 2021, Crisis Services responded to **490 youth** who were in crisis. Thank you for casting a lifeline for youth in dire need of someone to listen. **Thank you for showing up.**



Building Relationships // Youth Engagement



10,309

youth found **belonging** in a **safe community** and enjoyed warm **meals** at drop-in centers



1,369

youth were connected to The Coffee Oasis Youth Programs through **outreach**

Pierce County: 118
Kitsap County: 1,251



459

youth accessed resources, such as **showers, laundry, clothing, and hygiene items**, at drop-in centers

Jacob shares how he has found a place to belong saying...

“Coffee Oasis is a place where I can have friends and at the same time don't need to change myself or act differently.”

**Creating
Opportunities for
Youth to Thrive**

Youth Development
& Café Internships

"I'm hopeful for my future. This has given me my first step towards it. It's given me a job. It's given me great experiences. It's a good first step."

**Eli's
Story**



1,498

youth connected to services for **education, safety, and well-being**, building positive youth development in 2021

Pierce County: 91
Kitsap County: 1,375
Mason County: 32



1,038

youth attended **classes** at drop-in centers in 2021



54

youth who completed our job training program **gained employment** within 6 months

"Right now, I'm a barista. During my internship when I was still training, one lady asked me if I was training because I was wearing the basic apron. I told her I was doing my internship. She said, 'That's good. I've been a barista the past 20 years and you're always going to find work.'"

"My favorite part about working in the cafe has been the people. It's a really warm environment around here—everyone is really nice."

Around October, Eli started working with a case manager and participated in the job training program at The Coffee Oasis to work towards gaining employment and housing.

"The job training program was really helpful. Being able to put an internship on your resume and be able to say, 'hey I did this. I'm 18. I have customer service experience.' That's beautiful on your resume."

Since completing her internship and gaining employment as a barista, Eli is working with her case manager towards finding safe and stable housing.

"It's been awesome here. It's been such a great experience for everything."



**REAL
HOPE
CLUB**

Youth like Eli still need your help to gain safe housing and employment...

To learn more, scan the QR code or visit:
thecoffeeoasis.com/rhc





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