



Haven House
Services

A place for Help. A reason for Hope.

ANNUAL REPORT 2016-2017

MEET EVAN.

When Evan was young, his father died. During his teenage years, his relationship with his mother and family became difficult and complicated. At 17, he ran away. After sleeping outside for a few days, Evan told a caring adult about his situation and eventually came to Haven House Services' Wrenn House shelter – the only temporary shelter in the Triangle area for youth ages 10-17 who are homeless or in crisis.

Evan stayed at Wrenn House for several weeks while staff helped him set goals for his future and worked with him and his mother to figure out a safe, stable housing plan. During his stay at Wrenn House, Evan became more confident. Eventually, he enrolled in a residential job training program and plans to return home upon completion. He says he is thankful every day for the help he found at Wrenn House.

est. 1973

MISSION: *To help youth be safe, supported, and successful.*

Our Impact

1,234 Youth Served by 11 Programs



91% of youth were prevented from or decreased their involvement in the court system

93% of youth had an increase in the safety, stability & supportiveness of their home/living environment

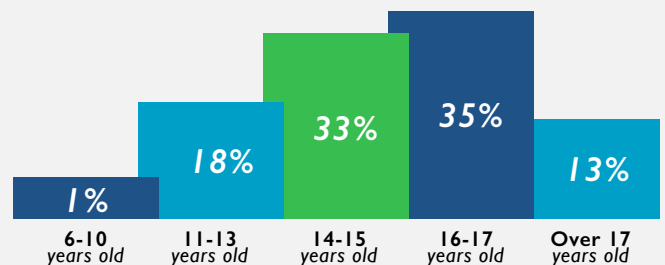
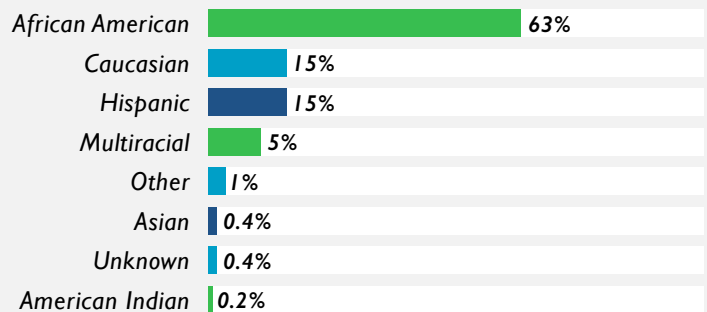
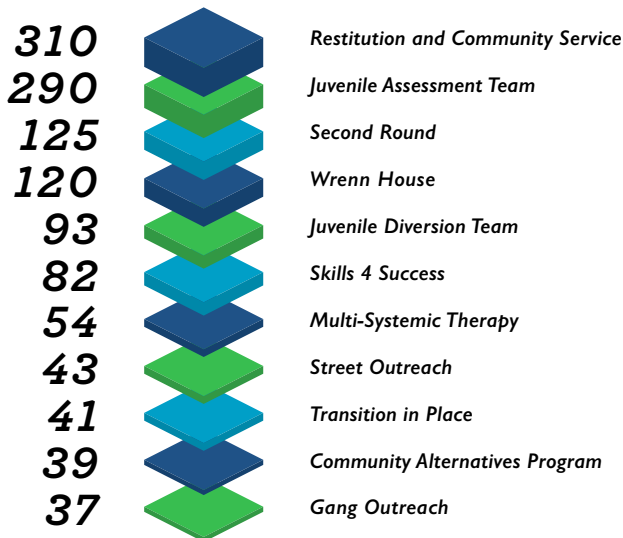
87% of youth improved their school performance

About the Youth We Served

Homeless, in-crisis, involved or at-risk for involvement in the court system, and/or having difficulty at school or home.

32% identified as female **68%** identified as male

Youth Served By Program

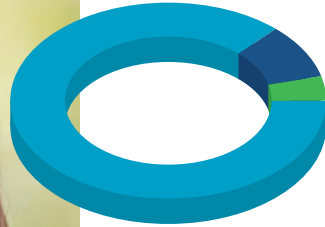


“Without the services of Haven House, I do not believe that my son would be alive today. Having a safe place for him and some respite for me were essential components of his transition through his teen years.”

– MOTHER OF YOUTH WHO STAYED AT WRENN HOUSE

We believe *all* youth deserve opportunities to succeed.

Financial Info



2016-17 Expenses

Program	\$2,241,189	83%
Management	\$359,206	13%
Development	\$108,828	4%

Total Spent: \$2,709,223



2016-17 Revenue

Government	\$1,743,496	62%
Program Generated	\$613,281	22%
Charitable Contributions	\$440,544	16%

Total Raised: \$2,797,321

Donor Impact



100% Board Member Giving



405 New Donors

Celebrating Our Volunteers



1,422 total volunteers



9,840 volunteer hours



39 different groups volunteered

2016-2017 Highlights

1



We completed our 4-year strategic planning process. Our new strategic plan focuses on 7 key areas: *Board Development, Staff Capacity, Resource Development, Marketing & Communications, Volunteer Management, Programs & Services and Infrastructure.*

2



2nd Annual *Battle of the Bags Cornhole Tournament* held on May 21, 2017 at Trophy Brewing netted more than \$32,000 for our programs – an increase of more than 36% over last year.

3



We filled nearly 200 backpacks for youth in need and distributed them at our *Back to School* event, thanks to the in-kind donations of dozens of individuals, groups and companies.

4



Our Skills 4 Success program expanded to serve 5 middle schools in Wake County.

5



Staff at our Wrenn House youth shelter answered 634 crisis calls from youth and families – an increase of nearly 25% over last year.

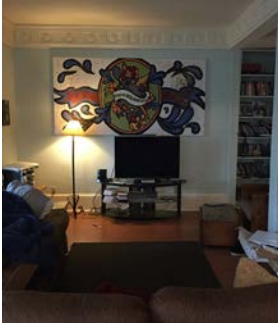


SPOTLIGHT: *Haven House Hero Award*

BEFORE



AFTER



Each year, we select one individual or group who has made a transformational gift to our organization to be awarded our Haven House Hero award. This year our recipient is A Lotta Love. The nonprofit's incredible makeover of our Wrenn House shelter for homeless and in-crisis youth was provided through a \$30,000 grant received by the Women's Giving Network of Wake County.

A Lotta Love is a local nonprofit organization that aims to transform shelters by creating dignified, safe and emotionally uplifting environments, and by raising awareness about homelessness and empowering communities to transform shelters - *changing homeless lives one room at a time.*

“We are so grateful to A Lotta Love for their vision, hard work and dedication to helping homeless and in-crisis youth in our community.”

- Kelsey Mosley, Director of Crisis & Homeless Services



ANNOUNCEMENT: *Council on Accreditation*

Haven House Services has been awarded reaccreditation from the Council on Accreditation, a human service accrediting organization that evaluates agencies in the United States and Canada against best practice standards. The evaluation is a review of all aspects of our programs, services, management and administration. Accreditation signifies that the agency demonstrates implementation of best practice standards, effectively managing its resources. It also indicates the agency's commitment to providing the best possible services to its stakeholders through services that are well-coordinated, culturally competent, evidence-based, outcome-oriented and provided by a skilled and supported workforce. Our accreditation is approved through February 2021.

THANK YOU TO OUR GENEROUS CONTRIBUTORS!

A complete list of donors can be found on our website www.havenhouseenc.org

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