



2020-2021 Annual Impact Report



Haven House
Services

STRONG YOUTH. BRIGHT FUTURES.

1,216 YOUTH SERVED THROUGH 11 PROGRAMS

Agency Outcomes



92% of youth increased their independent living success/skills



95% of youth were prevented from or decreased their involvement in the court system



85% of youth improved their school performance



92% of youth had an increase in the safety, stability and supportiveness of their home/living environment



1,156 CRISIS CALLS ANSWERED

2020-2021 Highlights

WE HAVE MOVED!



New Agency Headquarters

In October 2020, Haven House Services purchased a 14,419 SF building located at 1008 Bullard Court in Raleigh. After renting our main program offices for nearly five decades, we are excited to finally have a permanent home. Significant renovations are transforming the building into the perfect facility for our programs, staff, and most importantly, the youth and families we serve.

Under this roof, we will have more space to help more youth, engage more volunteers in our work, and build programs and services to do even more for youth in need. Learn more about our new facility at: havenforgood.org



We distributed **85** backpacks for youth in need for the 2020-2021 school year.



100 volunteers plus our staff raised funds for our programs with a record-breaking Annual Campaign.



We provided **3,378** hours of counseling, therapy, mentoring, and case management services via telehealth and in-person sessions.



Street Outreach program acquired a mobile van. Distributed **306** hygiene kits & **413** snack bags and made 1,244 referrals for youth to needed services.



We expanded our Transition in Place apartment program and our Street Outreach program to serve more youth experiencing homelessness.

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

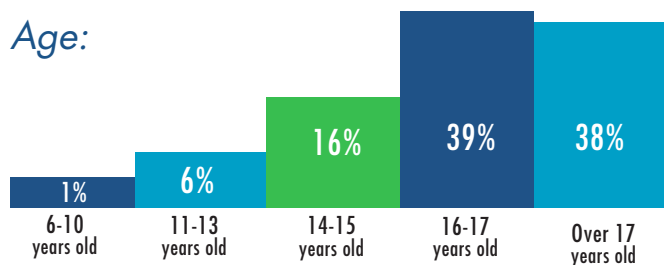
OUR CORE VALUES:

Compassion | Commitment | Integrity | Respect | Accessibility | Diversity, Equity & Inclusion | Social Justice

About the Youth We Served

Our youth come to us for a number of reasons. Some of the most common challenges our youth are facing include homelessness, immediate crisis, history of trauma, abuse and/or neglect, unsafe and/or unhealthy living environment, at-risk behavior and activities, court involvement and difficulties at school or at home.

Age:



Gender: 62%

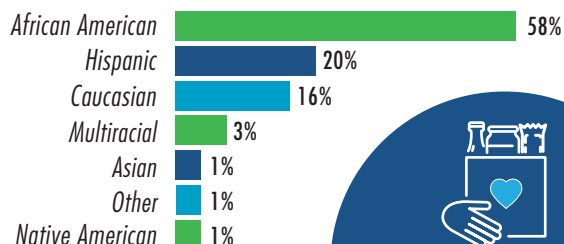
identified as male

37%

identified as female

1% identified as gender nonconforming/transgender

Race:



More than 30 groups and individuals collected in-kind donations for us

Financial Information

2020-21 Expenses

Program	\$2,951,993	79%
Management	\$480,641	13%
Development	\$317,617	8%

Total Spent: \$3,750,251

2020-21 Revenue

Government	\$2,332,343	58%
Program	\$439,596	11%
Contributions	\$1,225,107	31%

Total Raised: \$3,997,046*

*Total revenue does not include Capital Campaign donations.



100% Board Member Giving



1298 New Donors



210 Volunteers



6820 Volunteer Hours

THANK YOU TO OUR GENEROUS CONTRIBUTORS!

Visit www.havenhousenc.org for ways to help & get involved

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Corrie Piontak, Secretary
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Lanier McRee
Thomas Nisbet

EXECUTIVE LEADERSHIP

Michelle Zechmann, MPA, Chief Executive Officer
Patricia Cardoso, LCMHC, Chief Operating Officer
Sarah Keenan, Chief Financial Officer



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This publication is based on the July 1, 2020 – June 30, 2021 fiscal year.

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