

Overcoming Hidden Barriers



Annual Report
2018–2019

Language

Mental Health

Stigma

Opioid Crisis

Abusive
Relationships

Health

Education

Gentrification

Hidden Barriers

Unaddressed, they can silently trap someone in poverty, homelessness, or addiction. But every day, your UGM support offers people resources to triumph over these complex challenges, moving them toward transformation. And that's worth celebrating!

Our People

Our Board

Jim Barkman

Chairperson

Stanley Martin

Vice Chairperson & Secretary

Laurie Bristow

Treasurer

Cheryl Bear

Teresa Black Hughes

Kathy Chan

Almira Chow

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Our Leadership

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Ryan Koch

Director of Resource Development

Derek Weiss

Director of Community Engagement and Social Enterprise

Rob Thompson

Director of Housing and Support Services

When Union Gospel Mission first opened its doors, poverty, homelessness, and addiction in Vancouver were mainly caused by the Great Depression. But today, countless factors contribute: trauma, health issues, mental anguish, overwhelming grief, the opioid crisis, vacancy rates, and social isolation—to name just a few. And sadly, the need for help is greater than ever.

However, your love is feeding hope every day—and because of that, we have so much to rejoice in. This year, we're celebrating the life-changing ways you've equipped people with tools to overcome a diversity of hidden barriers. Though this happens one life at a time, we believe each triumph is worth celebrating.

We are also celebrating guests overcoming daily challenges through program expansions. This year, your generosity launched a Fraser Valley Mobile Mission, and kept our Emergency Shelter open longer. Your investment also started constructing a new Women & Families Centre in the Downtown Eastside, which will help break generational cycles of poverty.

And finally, your trust in UGM's leadership thanked Teresa Black Hughes for 8 years of loyal service as Board Chairperson, and welcomed Jim Barkman into the role, who has served on our Board since 2012. Beyond our wise and faith-driven leadership, we are so grateful to God for every loving member of our UGM family—including you.

As you read this Annual Report, we invite you to join us in celebrating these incredible feats. Our prayer is that you feel inspired, knowing the safety, dignity, and hope you're offering daily. We thank you—you are truly transforming communities.

God Bless,



William B. Mollard
President



Jim Barkman
Board Chairperson



You're Welcoming Newcomers Home

Omar's Story

When Omar landed in Vancouver and walked off the plane as a refugee from the Middle East, he was ready to embrace freedom. However, between barely speaking the language, hardly knowing anyone, and often having nowhere to stay, settling in can be a rocky road for refugees.

Thankfully, newcomer services connected Omar with UGM that very day. Here, he chowed down on his first Canadian meal, and was warmly welcomed into our safe shelter. Omar then met with Demetrius, a compassionate Case Manager. Together, they started building a foundation for Omar's new life by filing paperwork, making phone calls, and getting enrolled into English classes.

After three weeks, Omar secured his work permit and moved into housing, supported by income assistance in the meantime. At a Community Meal, Omar was introduced to a UGM Volunteer who is a fellow Middle Eastern refugee and previous Shelter guest. With shared experiences, the two instantly connected—leading to a job perfect for Omar: using his culinary experience as a chef in a Middle Eastern restaurant!

Omar quickly went from not having an ounce of income to being housed, employed, and completely independent. You made this possible—thank you for offering Omar shelter, meals, and the Case Management services he needed when he arrived in Vancouver. Today, he feels at home—and has a strong sense of safety, optimism, and belonging!

“I trust Demetrius so much. He was the first person I met in Canada, and now he’s like a friend, brother, and teacher”

1,794

Mobile Mission connections
made in Metro Vancouver and
the Fraser Valley

28,976

nights of safe shelter provided

295,664

hot, nutritious meals served

751

Case Management referrals to
health services, legal aid, housing,
or employment

10,267

clothing items distributed



You're Restoring Women's Passions

Jessica's Story

Sadly, growing up in the foster care system is often a rough experience for kids. But Jessica had healthy Christian influences, was involved in youth outreach ministries, and served on mission trips. This secured her safety, developed a passion for children, and built her faith in God.

However, life changed dramatically when Jessica ‘aged out’ of the foster care system and moved out on her own. After meeting new people and experimenting with alcohol and drugs, she grew apart from her faith community. This eventually unraveled into a lonely, unrelenting four-year on-and-off struggle with homelessness and addiction.

When it started freezing last winter, Jessica sought warmth at a women’s drop-in center. That’s when she decided to try recovery at UGM’s Lydia Home. Opening up was hard at first, but the community respected Jessica’s boundaries, helping her trust again. Here, she also rekindled her relationship with Jesus—giving Jessica the hope, dignity, and strength to overcome addiction.

Since finding renewal at Lydia Home just a year ago, Jessica has gotten her own place, and graduated college with a Diploma in Early Childhood Education (ECE). Today, she’s returned to her love for kids as a full-time ECE Assistant, and beams of confidence!

Thank you—because you believe in restored lives, Jessica has fast-tracked into stability and deep purpose.

“At Lydia Home, I found my worth in God. I learned that I’m actually worth a better life”

10

women's lives transformed through
Alcohol & Drug Recovery at Lydia Home

37

women successfully transitioned from
The Sanctuary to their next step,
including 6 women with babies

60%

of graduated women celebrate
1 year of sobriety

760

food hampers distributed

20

kids enrolled in Eastsiders Homework Club

9

teens attended The SPACE youth program per week

125

youth 1-on-1's with Outreach Workers

622

children & parents experienced camp through sponsorship



You're Walking Alongside Families

Juliette & Hope's Story

*Names and faces changed to protect guest's identities.

Parenthood can be challenging for anyone, but especially for a low-income single mother who is living with a disability. That's why our Women & Families team were quick to connect with Juliette and Hope* at UGM's Summer BBQ. After learning about Juliette's multiple sclerosis and its effect on her mobility, employment, and ability to care for Hope, UGM staff were determined to help make their lives a little brighter.

Graham, a Children's Outreach Worker, invited Hope to UGM's Summer Day Camps, and then to our Eastsiders Homework Club in the fall. Now, she comes almost every day after school. Here, she tries new activities, and has made friends and positive mentors. But most importantly, it gives Graham daily opportunities to personally walk alongside their family.

When they were evicted from their home, Graham assisted them with a UGM "Hope 7" Grant—financial aid for guests facing crisis—alleviating moving company costs. And later, when he learned Hope didn't have a bed and wasn't sleeping well, the Women & Families team worked quickly to deliver a mattress to their apartment the next day. Today, Graham often walks Hope to and from school, and Juliette is supported through food hampers.

Although every day is still tough, Juliette and Hope know that they are safe. For Graham, investing in whole families like theirs is a way of living out his love for Jesus. Thank you for supporting these stable relationships—they are feeding hope, and helping build resilient communities!

“We focus on relationships. Because we know families this well, we can serve them in a way that makes them feel loved and appreciated. — Graham”

197

men stayed in Gateway,
our pre-recovery program

149

men transitioned from Gateway
into a recovery program

73%

of graduated men celebrate
1 year of sobriety

39

men's lives transformed
through our 6 month
Alcohol & Drug Recovery



You're Loving People Unconditionally

Robert's Story

Our Vision for Tomorrow

Today, Union Gospel Mission is celebrating the steps that you're helping men, women, and families take toward brighter futures. But as we look to tomorrow, we also see that the needs are only growing.

With homelessness at an all-time high, vacancy rates stubbornly low, the affordability crisis deepening, and the opioid epidemic continuing to be an ongoing battle, there is a desperate need to offer hope and a hand-up. And that need stretches far beyond Vancouver's Downtown Eastside.

UGM is stepping into tomorrow with a deepened heart for justice, and a sense that God is calling us to expand our ministry's reach. While we are honoured to embark upon this journey, we're even more thrilled to share with you an early glimpse of it.

Our most ambitious vision is to expand UGM's continuum of care across Metro Vancouver, and into the Fraser Valley. Because we've seen people in Vancouver successfully journey through our continuum, out of poverty, homelessness and addiction, and into restored life, we are determined to make this care accessible to people in every community we serve.

We are also committed to strengthening our Alcohol & Drug Recovery programs. While UGM alumni have high sobriety rates, our programming can be improved by integrating recent research, and working alongside the healthcare system. This way, the men and women who walk through our doors ready for transformation will experience it more deeply.

And finally, we are anticipating our new Women & Families Center. When its doors open in 2021, your ongoing support will remarkably increase our capacity from 21 to 123 beds. With long-term recovery, supportive housing, childcare, and youth development programs, vulnerable families will be well-supported as they break intergenerational cycles of poverty.

All this may seem ambitious, but because of you, we are confident in the possibilities. Today, your faithful support is helping people overcome hidden barriers. And into tomorrow, your continuing compassion will help rebuild their lives completely. With a humble heart, we thank you for partnering with us in transforming communities—one life at a time.

Demonstrating the love of Christ, Union Gospel Mission is determined to transform communities by overcoming poverty, homelessness, and addiction—one life at a time

2018–2019 Fiscal Year in Review

Donations & Other Revenues

\$27,496,159

87% \$23,828,378 Donations

67% Annual Campaign
20% Legacy Campaign

13% \$3,667,781 Other Revenues

9% Social Housing
4% Store Sales, Investments & Other

Expenses & Designated Funds

\$22,798,826

76% \$17,420,116 Programs, Services, & Social Housing

52% Outreach & Recovery
11% Housing
9% Education & Engagement
4% Other

16% \$3,635,845 Development

8% \$1,742,865 Administration

Refugee

Housing
Affordability

Social Isolation

Foster
Care System

Race

Trauma

Sexuality

Gender



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