



ANNUAL REPORT  
2017-2018

DEMONSTRATING *the Love* OF CHRIST  
UNION GOSPEL MISSION  DETERMINED  
TO TRANSFORM COMMUNITIES BY OVERCOMING  
POVERTY, HOMELESSNESS & ADDICTION  
ONE *Life* AT A TIME

At Union Gospel Mission, our vision is to see entire communities transformed, one life at a time. Because of your compassion, we've stood behind God's provision to achieve this for 78 years.

Over the years, we've learned that effectively following the Gospel includes continuously learning how to best serve our community. This year, we listened to our neighbours' experiences, and grew with their needs. And today, because of you, we're feeding more hope than ever before.

This year, your kindness served a great number of men, women, and families daily. Beyond this, your investment into seeing lives transformed also improved the quality of care received! Through strategic planning, critical assessment, and prayerful consideration, we diligently refined our programs and services.



William B. Mollard  
President



Teresa Black Hughes  
Board Chairperson

One of the positive changes made is incorporating the notion of recovery as a lifelong journey into our programs. We're now seeing higher success, and sustained sobriety rates. Because of your loving support, men and women now stand a better chance at reclaiming life.

There are so many things for us to be thankful for. But more than anything, we are grateful for you. Thank you for choosing to be part of UGM's family, for believing in our mission, and for trusting us to achieve it. We are incredibly humbled.

In this Annual Report, we invite you to read about how your heart to make a profound difference is doing just that. You are truly bringing restoration here to Metro Vancouver.

God Bless,

## OUR PEOPLE

### OUR BOARD

Teresa Black Hughes  
*Chairperson*

Jim Barkman  
*Vice Chairperson*

Laurie Bristow  
*Treasurer*

Almira Chow

Ernest Lang

Robert Pasman

Stanley Martin

Trevor Wilson

### OUR LEADERSHIP

William B. Mollard  
*President*

Dan Russell  
*Director of Programs*

Grace Lynn Reeve  
*Director of Operations*

Ryan Koch  
*Director of Resource Development*

Mary Lum  
*Director of Finance*

Derek Weiss  
*Director of Community Engagement,  
Social Enterprise & Housing*

The background features a photograph of a red brick wall. A large, diagonal stripe pattern in a teal or green color is overlaid across the entire image, creating a sense of movement and depth.

*At Union Gospel Mission, your  
compassion greets every single man,  
woman, and family with a handshake.*

*And your generosity breathes  
life into our continuum of care—  
providing support every step  
along the way toward  
transformation, and  
well-into new life.*



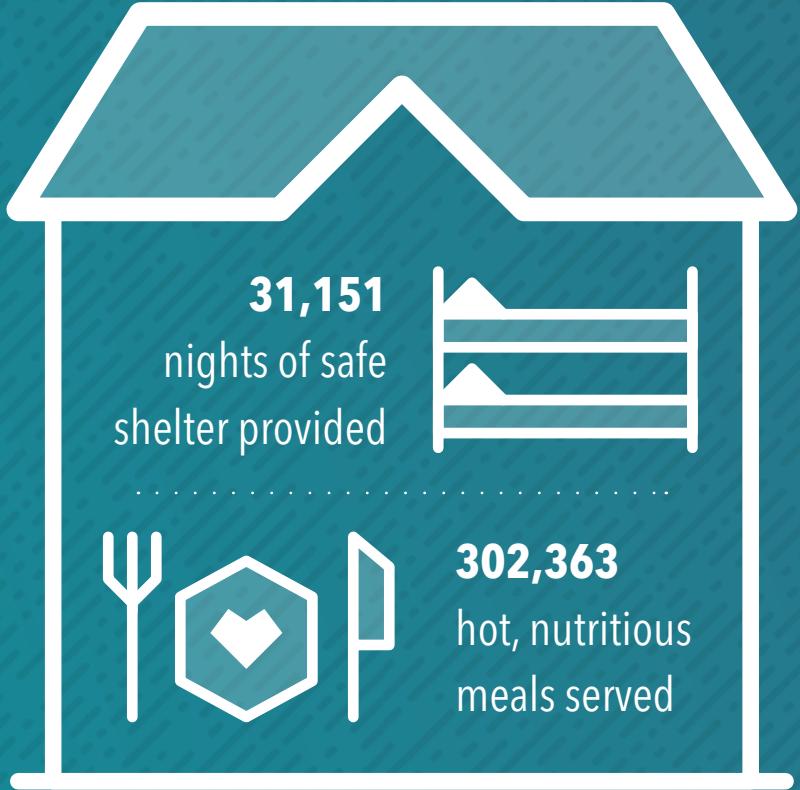
**870**

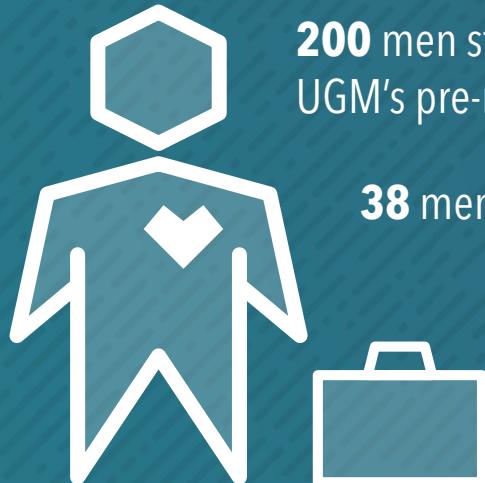
referrals to recovery,  
housing, or  
employment

# 2017-2018 *Year in Review*

**1,285**

Mobile Mission  
connections made





**200** men stayed in Gateway,  
UGM's pre-recovery program

**38** men completed our 6 month Alcohol & Drug Recovery

**30** people found employment  
through Employment Services



**11** women completed Alcohol & Drug Recovery at Lydia Home

A photograph showing a woman in a blue jacket pouring coffee from a large silver thermos into a white paper cup. She is looking down at the cup. In the background, a man in a grey jacket is smiling. The image has a green diagonal bar on the right side.

843

food hampers  
distributed



*We've always had a heart and a vision to serve men, women and families in Metro Vancouver. In our community, that has always meant growing alongside people's needs.*

**7,685**  
clothing items  
distributed

# UNION GOSPEL MISSION



601



*A decade ago, when we noticed longer wait times into Alcohol & Drug Recovery, higher turn away rates for Emergency Shelter, and growing demands for Outreach Services, we knew something had to be done.*

*We dreamt up a new, purpose-built facility where we could not only serve more people, but offer a full continuum of care to men in need.*

*In 2011, your support opened the doors to this building at 601 East Hastings—just in time to help restore hundreds of lives, like Steve's.*



Your compassion  
has paved Steve's  
way for 7 years.  
*Thank you!*

# Steve's Story

Just before Steve arrived at UGM, he was clouded by shame. "*I felt horrible. I wouldn't have shaken my own hand,*" he remembers. Steve had spent the past two years isolated, living in a makeshift camp under the Pattullo Bridge.

Steve grew up in an imperfect home, always longing for 'normalcy'. After discovering a wife and two sons couldn't heal his deep heartache, Steve secretly turned to crystal meth. His marriage unravelled 22 years later, and Steve fell deeper into addiction.

Thankfully, when Steve sought Alcohol & Drug Recovery, UGM's purpose-built facility had newly opened at 601 E Hastings. When he walked in, Jack, an Addictions Counselor, met Steve with a dignifying handshake. "*It felt like someone cared,*" he remembers.

While love, trust, and community are sentiments Steve's life had always lacked, they became familiarities in recovery. Here, Steve unearthed his addiction's roots, trusted peers who would become his best friends, and—by God's grace—felt his heart softening.

Steve continued his journey in Aftercare, UGM's Second-Stage Recovery program. Soon after, he found himself a job on UGM's Maintenance team. "*There was a little painting job in Women & Families at 616 E Cordova,*" he remembers.

That little painting job grew into a full-time job, and eventually, Steve's integrity led to him overseeing maintenance at The Orchard, Lydia Home, and New Westminster Resource Centre. Since then, he has become Assistant Manager of Maintenance & Custodial Services.

Steve's recovery journey hasn't been easy. This past year, a bad accident left him with a brain injury. "*I didn't know where it was all going to go,*" Steve says, quietly. Yet, with a great trust in God, and friends by his side, Steve fiercely overcame the darkness.

Through it all, Steve explains that recovery continues through daily decisions. Of these, equipping himself with love is of most importance. "*As soon as you can love yourself, then you can pass that love on,*" he shares, wisely.

Today, this sentiment informs everything Steve does at UGM. From greeting guests with a handshake, to mentoring other A&D Recovery alumni on the Maintenance team, Steve yearns to love. "*This is my calling,*" he beams. "*I want that next person to have what I have today.*"

*"I was referred to UGM because the facility had just opened, and they thought it'd be a perfect fit,"* Steve says, grinning. Between finding purpose and a newfound family, he humbly admits, "*I guess they were right."*

*When the doors of 601 E Hastings opened, your support allowed us to transform our building at 616 E Cordova into a dedicated Women & Families facility.*

*Expanding the Women's Drop-in Centre we started in 2003, we began offering Day Shelter, Emergency Services, and Children & Youth Programs.*

*In 2014, when we noticed women in the Downtown Eastside struggling to find recovery services and housing, your compassion helped open The Sanctuary—an around-the-clock stabilization program for women and mothers with infants.*

*Since then, your care has helped guide countless women like Deanna into new life—alongside her beautiful baby girl.*



UNION  
GOSPEL  
MISSION

THE

# Sanctuary

**3,425**  
street toiletry  
kits distributed

When Deanna walked into The Sanctuary, she was ready for new life. She had just given birth to a fifth child, and was determined to provide her baby with a bright future.

Deanna has experienced a lifetime of loss. Between her sister moving East, and having her four eldest children removed from her care, she always lacked a sense of belonging. With no one to rely on, Deanna turned to alcohol and drugs to numb her fear and isolation. *"I got so into the drugs that I never tried to achieve sobriety,"* she admits.

But, giving birth to her fifth child was Deanna's saving grace. The second she laid eyes on her precious newborn daughter, Deanna was determined to not let motherhood slip through her fingers. *"I was done with losing my kids,"* she sighs. *"I put it in my mind that I'm not going to use drugs or drink anymore."*

Soon after, Deanna was referred to UGM. The moment she stepped into the building, she dove headfirst into recovery. *"I attended every class and meeting to keep my daughter in my grasp,"* she remembers.

The recovery journey is tough, but Deanna credits UGM's Women & Families staff with providing the strength needed to stay sober. *"They keep my head on the straight and narrow path, and they all want me to succeed,"* she shares.

The safety, security, and family Deanna has found is new for her. *"I've always wanted to feel that in my life, and I finally have it,"* she says, smiling. *"I feel wanted somewhere. People at The Sanctuary are like family to me now."*

While Deanna has been flourishing in her recovery, moving out proved to be a difficult task—due to Metro Vancouver's lack of safe and suitable housing for women. *"It was really stressful—I thought that if I couldn't find housing, I was going to lose my daughter to the ministry,"* she recalls. *"And if I lost my daughter, I feared going back to drugs—because losing her would be losing everything."*

Thankfully, Deanna's newfound family surrounded her with support, joyfully inviting the irresistible duo to stay a little longer than anticipated. After 20 applications and eight months of waiting, Deanna finally received good news: a two-bedroom home was available, and it had her name on it! *"I've never felt so much relief in my whole entire life!"* she exclaims.

Today, Deanna is settled into her new home, and is absolutely captivated with her new life as a mother. *"It's like my dreams have come true,"* Deanna says, giggling. *"The fact that I have my baby with me forever feels really good."*



Your big heart  
gave Deanna the  
gift of motherhood!  
*Thank you!*

# Deanna's Story

*Although women like Deanna may be flourishing, their new lives are threatened by a lack of housing, childcare, and employment services.*

*Unfortunately, these needs are not only vastly unmet—they're growing.*

*This leaves us disheartened, but nowhere near defeated.*

*Your continuous support means we're not just dreaming up new ways to fill these gaps and transform lives. Those visions are becoming a reality.*

616

Welcome to



Women and  
Families Centre

Open  
Mon-Fri



48

women successfully  
transitioned from  
The Sanctuary to their  
next step

**485**

summer camp  
sponsorships  
provided



***Our Vision for Tomorrow***

It feels like it was just yesterday that Union Gospel Mission's doors opened at 601 E Hastings. Yet, in the past seven years alone, your compassion has offered an entire continuum of care to men, re-building whole lives like Steve's—all the way from addiction recovery, through to purposeful employment.

Since then, we've envisioned extending this life-giving continuum of care to women and families. And today, we're humbled to witness what your kindness is accomplishing for women and children through our dedicated Women & Families building.

However, our mission isn't just to lift women like Deanna out of cycles of poverty, homelessness, and addiction. Our vision is to walk alongside, and grow with her needs—not only providing a solid foundation for new life to be built upon, but also equipping the crucial frameworks of housing, childcare, and employment.

We are incredibly thrilled to share with you that your generosity is breathing life to this vision. This year, construction for our new

Women & Families Centre at 616 E Cordova is finally beginning—a building we have studied, strategically planned, and prayed over for years.

Because of you, women and children in the Downtown Eastside will finally have access to a strong, faith-based continuum of care. By greatly expanding our Outreach Services and The Sanctuary, and replicating the success of our men's Alcohol & Drug Recovery and Aftercare programs, this new Centre will fill the gaps necessary for women to begin, and continue their transformation journey.

Today, your support is making all the difference. By sustaining current programming, you're helping establish meaningful connections with women, youth, and children. And tomorrow, through the new Women & Families Centre, these relationships will grow into hope-filled futures.

So, with a humble heart, we thank you. You are truly restoring lives—for good.

# *2017-2018 Fiscal Year in Review*

## **Donations and Income**

**\$22,672,468**

**85%    Donations      \$19,325,084**

- 77%    *Annual Campaign*
- 8%    *Legacy Campaign*

**15%    Other Income    \$3,347,384**

- 11%    *Social Housing*
- 4%    *Thrift Store & Other Income*





## *Expenses and Designated Funds*

**\$20,023,467**

**77% *Programs Services* \$15,369,043  
& *Social Housing***

- 48% *Outreach & Recovery*
- 12% *Housing*
- 10% *Education & Engagement*
- 7% *Other*

**15% *Development* \$3,034,129**

**8% *Administration* \$1,620,295**



Feeding hope. Changing lives.

601 EAST HASTINGS ST.  
VANCOUVER, BC, V6A 1J7  
COAST SALISH TERRITORIES  
604.253.3323 | [UGM.ca](http://UGM.ca)

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