



# Info Handbook



This handbook will help you understand who we are and how we can best help you. Please do your best to read it in its entirety before meeting with our staff.

[www.hopegospelmission.org](http://www.hopegospelmission.org)



**HOPE**  
**GOSPEL MISSION**

*Lives Rescued. Rebuilt. Renewed.*

# Hope Gospel Mission's Info Handbook

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Version 08/2016.

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# Welcome to Hope Gospel Mission!

**It's a privilege to be able to help you.**

There's meaningful, life-changing help for anyone who comes to our doors seeking a new way to live. We understand that you may be at a crossroads in your life and unsure of anything. You may have many questions on life, family, addictions, your purpose in this world, and more. Our staff is here for you.

Hope Gospel Mission is a local rescue mission in Eau Claire, Wisconsin. We offer you our help, free of charge, thanks to financial donations from our caring community, the help of many volunteers, and funds raised by our businesses.

As a Mission we want to give you a hand up in life. We'll introduce you to our life-changing programs. The purpose of these programs is to prepare you for successful, independent living where you have addressed and have learned to overcome the problems that have been holding you back. In these programs we'll provide

you with help in all of life's major areas, such as addictions, work-related skills and issues, employment assistance, life skills, personal growth, financial guidance, academics, health, and more.

Because we are a *gospel* mission, we'll also help you spiritually. We won't force anything on you, but we'll share the joy and the hope you can have when you cast all your cares on Jesus Christ.

Shortly after you begin programming and complete your first assessments, the program leadership will be able to provide you with more specific details about what our long-term programs look like.

Once you've read this handbook and submitted your application, our staff will meet with you. We encourage you to completely read this handbook before that meeting.

Again, we welcome you to Hope Gospel Mission. We encourage you to speak with our staff with any questions.

# Admission Process

## Step One

Read this handbook. You can also find this handbook on our website at [hopegospelmission.org](http://hopegospelmission.org); just click on “Get Help.” Scroll down to the “Info Handbook” link. From there you can read it online or download a copy. We can also mail you a copy. If you need assistance with reading this handbook, please call our Intake Manager at (715) 579-1185.



## Step Two

Fill out an application. You do this online or by downloading one and mailing it in. These can be found online at [www.hopegospelmission.org](http://www.hopegospelmission.org). We can also mail you one or you can pick one up at 8 South Farwell Street in Eau Claire anytime.

## Step Three

Meet with our staff. **Please call our Intake Manager at (715) 579-1185 or send an email to [intake@hopegospelmission.org](mailto:intake@hopegospelmission.org) to set up an appointment.** If you do not have access to a phone or email, stop by

at our House of Hope men’s home between 9:00 am and 4:00 pm, Monday through Friday. See end section of this handbook for addresses and directions.

During your meeting with our Intake Manager, we will discuss how we can best help you. We’ll thoroughly explain all options and answer any questions you may have during this meeting.

## Important Notes

- We can't guarantee admission into our programs.
- If someone provides you transportation to your appointment with a staff member, they should stay and wait in case you are not staying that night. You are also encouraged to have a backup plan prepared in case you don't stay that night.
- Hope Gospel Mission is a drug, alcohol, and tobacco free campus.

## Requirements

Prior to entrance into any program, we require that potential residents:

- Not be under the influence of drugs or alcohol when they arrive. Testing for both will be performed upon admission to the facility. Our facilities are zero-tolerance.
- Must be able to identify themselves with government-issued ID.
- Be willing and able to perform work assignments as assigned.
- Be willing to follow all rules.
- Complete mental health assessment (if indicated).
- Bring their supply of any prescribed medications required by a doctor.



# About Us

## Our Motto

Lives Rescued, Rebuilt, Renewed.

## Our Vision

To see the lives of the homeless and needy transformed for the glory of God, so they can be the people that God intended them to be!

## Our Mission

Hope Gospel Mission exists to offer Christ-centered, life changing help to the homeless and needy in western Wisconsin. We help them by:

- Meeting their basic needs without enabling them.
- Requiring them to work and help support themselves.
- Providing them a safe and orderly place to stay.
- Addressing the root causes of their situation.
- Offering them a complete life change through our programs.

- Sharing with them the gospel of Jesus Christ and Biblical values.
- Involving them in local Bible-believing churches.
- Keeping them accountable for their actions.
- Showing them both care and correction.

## Our Policy of Non-Discrimination

In an effort to reach all who struggle with homelessness and poverty, Hope Gospel Mission has the following policy on non-discrimination:

Hope Gospel Mission accepts single male and female residents to its facilities who are of the age of majority (18 years or older). Residents must be drug and alcohol free at time of intake and be willing to follow our policies. Given this entrance criteria, Hope Gospel Mission does not discriminate based on age, race, sex, creed, religion, sexual orientation, marital status, criminal background or type or degree of disability. Our facilities are disability-friendly, however, residents must be able to work and care for themselves and not require nursing staff.

In order to maintain a safe environment for residents, staff, and volunteers, admission of individuals with violent or certain sexual offenses are carefully screened and admission is not guaranteed.

## Our Belief Statement

Hope Gospel Mission is not a church. However, we believe in the saving power of Jesus Christ and the effect the Holy Spirit can have on a person's life. Because of this belief, our programs are created with Christ at the center and Biblical principles and values throughout.

**You do not have to profess to be a Christian or believe in the following statements to be involved in our programs.**

However, please be aware of the basis and foundation for our programs. The statement of faith that Hope Gospel Mission Chaplains use is as follows:

- We believe in the verbal, plenary, inspiration of the Bible. We believe his word to be infallible and inerrant, our supreme authority in all matters of faith and conduct.
- We believe in one true God, the Creator of Heaven and Earth, sovereign over all, eternally existent in three persons: Father, Son, and Holy Spirit.
- We believe in God the Son, God manifest in flesh, our Lord Jesus Christ, the world's only savior.
- We believe in his pre-incarnate existence, his virgin birth, his sinless life, his vicarious death, his burial and bodily resurrection, his ascension into heaven, his present mediatorial ministry, his imminent personal return in power and glory.
- We believe in God the Holy Spirit, who convicts the world of sin, regenerates all believers, indwells them, and enables them to live holy lives of witness to our Lord Jesus Christ.
- We believe in the sinfulness of mankind. We believe that man is born separated from God and is subject to his eternal wrath and condemnation.
- We believe in the eternal salvation of every one who believes in the Lord Jesus Christ. This salvation is provided freely by God's grace through the shed blood, the sacrificial death, and the bodily resurrection of our Lord Jesus Christ. This salvation is not by our own works but is evidenced by good works once obtained.
- We believe in the eternal security of the believer. We believe that once a person is saved, he/she can never lose their salvation.
- We believe in the bodily resurrection of all the dead: believers to the full enjoyment of eternal life in heaven; unbelievers to the full condemnation of eternal death in hell.
- We believe in the local church and the importance of it in edifying and equipping the believer for the work of the ministry. Every believer should be a part of a local church, serve within, and be accountable to it.

# Our Programs

You should be aware that we are not just a shelter. Our goal is to not just help you for today, but for life. Our programs are designed to be holistic in their help, meaning that we'll come alongside you wherever you are in life and provide

guidance and training to you in every area of life so that you can reach your full potential. Our staff and volunteers are here to make sure that you can have the resources you need to rebuild your life. No-one is beyond hope.



# Short Stay Program

The purpose of the Short Stay program is to provide clothing, food, and an immediate place to sleep for individuals. Our Short Stay program isn't designed to help a person if they have addiction problems or need help with chronic problems such as long-term joblessness or homelessness.

Instead, residents in our Short Stay program may stay up to 30 nights while they address short-term problems in their lives, such as transitioning between jobs or housing situations.

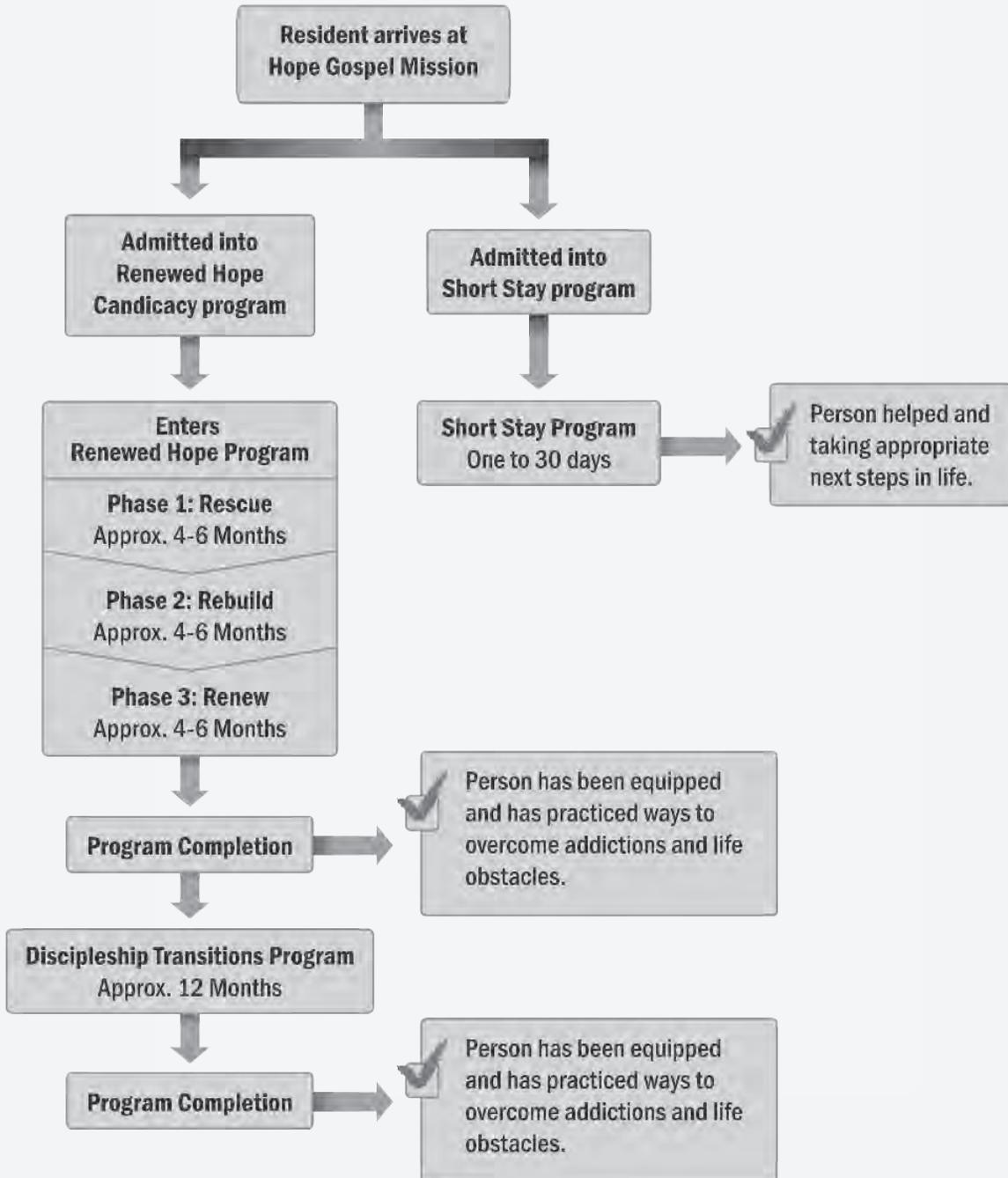
Sometimes a person knows that things aren't going well in their life but they need some time to stop and think about what's

going wrong and what path they want to take next. The Short Stay program also provides some time for our residents to review and consider whether they want the help of our long-term Renewed Hope Program.

Others may want to consider longer term options but need time to detoxify and stabilize prior to moving forward.



# Program Flowchart



# Renewed Hope Program

## Intro

This program is designed to help candidates become all that God created them to be. It provides all academic assistance necessary to bring a candidate up to the education levels expected by employers and to help a candidate get and keep the job they want.

Residents who wish to enroll into this program start out in the Renewed Hope Candidacy period during which they complete assessments to establish how they can be best helped by Hope Gospel Mission. Their commitment and attitude during this time will be considered if they apply for the Renewed Hope Program.

Residents enrolled in the Renewed Hope Program are helped in 8 different areas of life. We call these “tracks.” The program is designed so that it helps you where you most need it. A renewal counselor will be assigned to you. They will help you make and complete a plan for success in your life.

## Academic Track

Improve your math and grammar skills. If needed, you can also get your GED while at Hope and do college research and planning.

## Addictions Track

We will help to equip you to deal with any addictions you have by helping you come up with healthy coping skills. You will take part in weekly addiction recovery group and program.

## Financial Track

You’ll learn how to create and stick to a budget, refine your spending habits, work through Financial Peace University (a personal finance class), and learn to pay off your debt.

## Life Skills Track

Your renewal counselor will talk with you about your happiness, work with you on medical issues, help you connect with your insurance and dental and vision needs. They’ll also connect you to any help



**Residents and staff enjoying an outing to Wisconsin Dells.**

you need with legal issues, and help you improve at working with others.

## Mental Health Track

You'll receive guidance on issues of emotions, mental health, and how to improve your thought life.

## Nutrition/Fitness Track

We will work with you to determine how you can establish healthy eating habits, help keep you accountable with a diet (should you choose one), and help you to set and maintain weight loss and exercise goals.

## Spiritual Track

The Chaplain will connect you with a local church and a mentor as you progress in the program. The Chaplain will pray with you and for you, organize a weekly Bible study, and also teach our Conflict Resolution class.

## Vocational Track

The vocation track is about how to become a good employee, find a job, and learn how to keep a job through work readiness classes.

## Resident Advisers

RAs are the staff who work in our homes. They can also help you if you're wondering what a rule is in a certain area, why we have certain rules, or when you're just needing to talk.

## How long does it take?

This program is not based on length of time. Instead, it is based on reaching goals. Different people have different goals, and some reach them faster or slower than others. Depending on needs, personal goals, and pace, a resident usually takes 12 to 18 months to complete this program.

## The Program Culture

At Hope Gospel Mission, residents share the responsibility of maintaining an intentional, faith-based, healthy, healing community. What does this mean? Let's look at each of those words for an explanation.

### **Intentional**

Wellness doesn't happen accidentally. Each resident sets daily goals for themselves and has forward movement on all

their renewal plans each month. A resident needs to know that this is not a place to hang out; it's a place to reach goals, move forward, and become the person God created them to be.

### **Faith-Based**

Hope Gospel Mission maintains a Christian environment as part of the program culture. A resident does not have to be a Christian to join our program, nor do they need to be a Christian to complete the program. At no point must they believe



what Hope Gospel Mission believes. However, residents choosing to participate in this program agree to assist in maintaining this environment for those who do.

## Healthy

Residents joining this program agree to maintain an environment free from harassment and teasing. All residents agree to not complain and gossip among each other. Instead, residents will work to identify and invest in healthy relationships, as well as identify and protect themselves from unhealthy relationships. Forgiveness, tolerance, and patience will help to make this environment happy and healthy.

## Healing

Hope Gospel Mission maintains an environment that is safe for people to heal emotionally, mentally,

spiritually, and physically. Any verbal or physical abuse is not tolerated. Instead, residents joining this program agree to be part of the support network that helps other residents grow and feel safe. A safe environment also means that residents will decline to keep secrets and hide for each other when someone is involved in behavior that is not healthy, or even harmful.

## Community

Community programming only works if the whole community is giving to each other, not just taking what they need. Living in community allows residents to support and care for each other, improving their odds for success.



# Phases

The Renewed Hope Program consists of three phases, each with its own goals. As your Renewal Counselor meets with you, you will develop a plan together to overcome the challenges that have been holding you back in life.

Phase One (Rescue) is focused on getting started and moving forward. Phase Two (Rebuild) is focused on rebuilding the foundations of your life, such as budgeting, how to be a good employee, or developing healthy coping skills when life doesn't go as planned. For those with addictions, this is where the hardest yet most fulfilling part of your recovery will take place. Phase Three (Renewal) is all about practicing these new skills and preparing to use them outside the program.

## Program Completion Rewards

### Completing Phase One

- \$50 toward child support, debt reduction, or savings.

### Completing Phase Two

- Dinner out with Hope Gospel Mission staff member or regular volunteer (up to \$50, resident chooses both person and place.).
- \$600 toward child support, debt reduction, or savings.
- Approved overnight pass.



### Completing Phase Three

- Renewed Hope Program program completion.
- \$3,000 toward child support or other debt.
- \$100 gift certificate of resident's choice.
- Dinner out with Hope Gospel Mission staff member or regular volunteer (up to \$50, resident chooses both person and place.).
- Receive a donated car from Auto Sales (if available).

# Discipleship Transitions Program

## About

This program is designed to allow a resident to grow and stabilize for an additional year while living in a Hope Gospel Mission facility.

For those practicing renewal, some may desire additional assistance. Some may feel they are not quite ready to be on their own, some may desire to stay connected to Hope Gospel Mission's team for additional resources, or some may desire to stay simply for financial reasons, so they might build their savings, pay off debt, or spend that money going back to school. After completing the Renewed Hope program and obtaining employment, this program is for the resident who wants to stay connected with accountability and Mission resources and continue to grow and develop themselves.

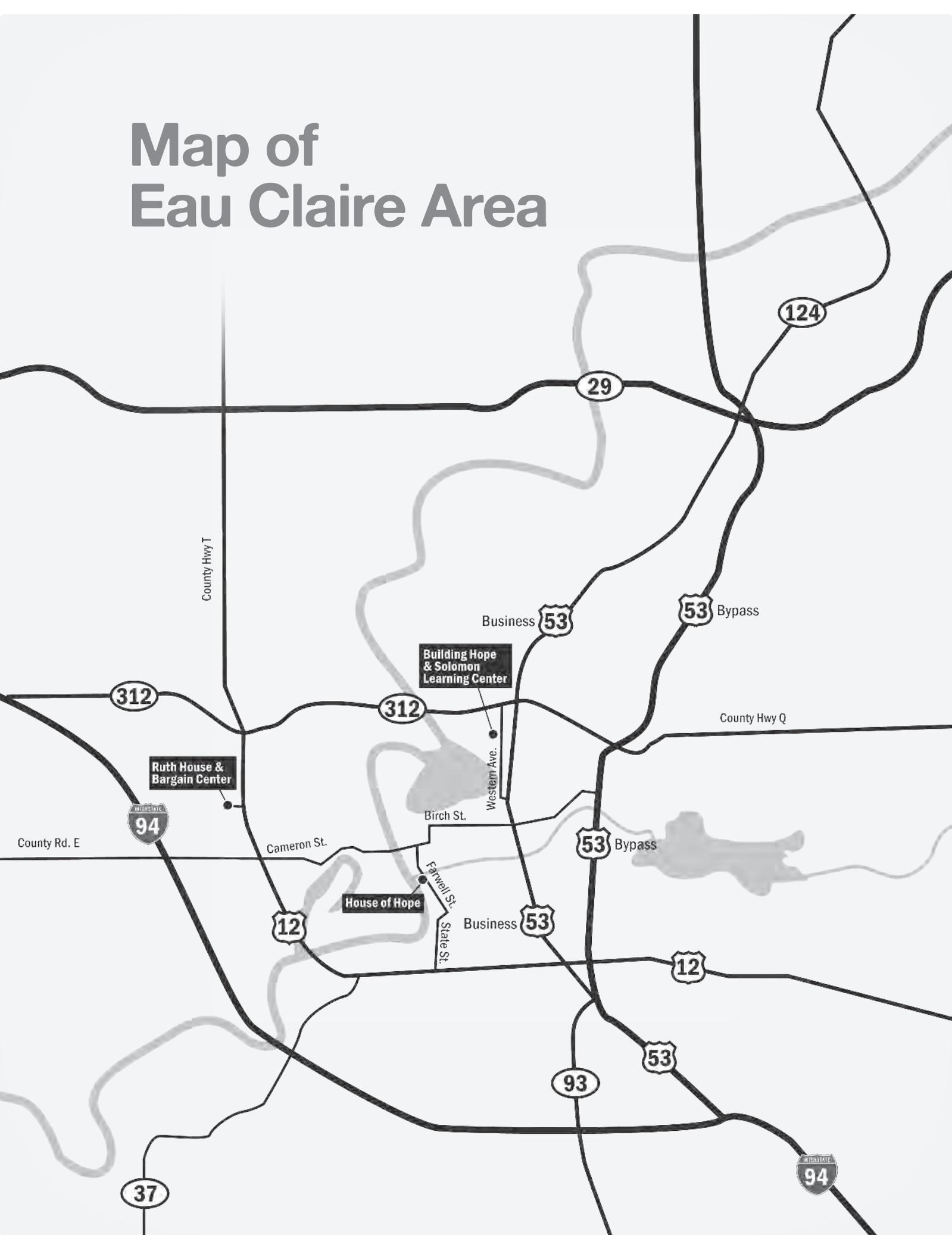
## Program Prerequisites

- Immediately following Renewed Hope Program completion.
- Recommendation for program from staff based on attitude and commitment during Renewed Hope Program.

## Program Completion Rewards

- 50% of Discipleship Transitions Program fees returned to resident for funding emergency savings account.
- \$100 gift certificate of resident's choice.
- Dinner out with Hope Gospel Mission staff member or regular volunteer (up to \$50, resident chooses both person and place.).
- Solomon Learning center will reimburse for one college class (see your Renewal Counselor for details).
- \$500 gift certificate to the Bargain Center/Building Hope.

# Map of Eau Claire Area



# Don't Take our Word for it...

## Quotes from current & former residents of the Mission.

### Rob

“I just love this place, I love the people around here. It's just awesome, I mean, it's not fast, it's slow and people take time. The people ain't fake.

To guys coming into the program I would say: if you're coming in here be ready because it's going to change your life. And it's going to be a good change. When you come here it might be a little hard, but it's going to be worth it. It's totally worth it.”

### Linnette

“Hope Gospel Mission has helped me more than I can ever express. They took me in when I was at my lowest point in my life and are letting me mentor other people and work beside them at the thrift store – people who struggle with the same issues I had. They showed me that being filled with God's love will show through everything that I do. The restoration that has taken place in my life is beyond my wildest dreams. The empty feeling that I had before is gone. I love being a part of the Mission.”

### Loey

“I was ashamed of my drug use. I wouldn't show my hands or my arms. I started reading the Bible and the staff was very compassionate. I've been able to move on from my addiction.”

### Laura

“I just want to tell you that I have come a long, long way since I first came to the Ruth House. God has changed my life tremendously. I owe it all to Him because He paid it all for me. God brought me to the Ruth House so He could save me. I truly believe that.”

### Chuck

“I'm not a bad person trying to be good; I was a sick person trying to get well. Word of advice: Take the long road. Don't come to HGM for a short stay. You got here after years of trouble and that's what it's going to take to restructure your life. You have to change. You need to stop thinking what you used to think. Completely change how you look at life, find the good

things in life; it's harder than you think! I used to talk myself into a failure. But to succeed you need to be humble and give in. It was hard for me to be humble because I just got out of jail and you can't be humble there! I don't want to get back to what I used to be. It was a dark pit. It was horrible and my family couldn't do anything for me. They were worried to death about me. They found HGM and I'm not looking back. I'm looking forward to not being afraid or depressed. Before coming here I was on 15 different meds to treat the symptoms but not the problem. I would OD on them because all those meds just shot my memory. This isn't just a new start; it's a giant leap forward."

## Lori

"I hope to graduate from the Renewed Hope Program. I've seen changes in myself already. This is definitely where I need to be to get my life back on track. I'm glad I came. It took me a while to come but I'm thinking that God knew I wasn't ready right away. Nobody pushed it. But it got to the point where something's gotta change."

## Steve

"It's been a wonderful journey. I'm paying down debt. Working with my counselor Lee has been wonderful. I'm very fortunate to get a counselor that's on your side, who sticks up for you, works with you."

## Chuck

"Everybody has helped me. It's hard to single out one person. Clinton, Mike, Bill: they've always been there for me and treated me with respect. I just feel comfortable around them. I am teachable now; I can do what they tell me to do. I need people to help me think now so I go to them to see if I can afford to go places and do things that I want to do. I used to think I was on top of the world, but my ego is finally gone."

## Gregg

"When I first got here the road that I traveled was pretty rough and I got pretty discouraged but God was not letting go. I heard about Hope Gospel on the radio and thought more than once I should come here now I am. The counselors at SLC have helped me slow down and wait on the Lord, and encouraged me to start a prayer journal, which is the best spiritual discipline I have ever had. The staff and all the people at the Bargain Center and the House of Hope are all very encouraging and helpful, and I thank the Lord for each of them. Since I have recently been blessed by the Lord with a mentor and a life group both of which I am excited build relationships with. The Wesleyan church has been very supportive, providing rides for us and fellowship."

# Making a Decision

Do you think our programs are right for you? We've put together some information that perhaps will help you make the right decision.

Some benefits of joining the Renewed Hope Program:

- Grow in a healthy, faith-based support network.
- Heal from deep hurts and mistakes.
- Learn and depend on staff and a healthy support network to help you on your journey so you're not alone.
- Live in a positive and supportive community.
- Gain victory over addictions and/or other unhealthy thoughts and behaviors.
- Enjoy a fresh start and a new beginning.
- Pay off debt.
- Build and collect financial and material resources such as a car, employment, money for a savings account, and more. See "Completion Rewards" for the Renewed Hope Program for a more complete list.



Some challenges to consider before joining our long-term programs:

- You'll need to make a commitment to finish the program.
- You'll need to sacrifice a few months of your life in order to reach life-changing goals.
- To join our programs, you need to be ready to make a change.
- Recovery takes real work; you'll need to put in a lot of effort (But we'll help you along the way).
- Starting over means you often need to give up things you want today to build a much better future for yourself.

# What do I do now?

Now that you have read this handbook and submitted your application (online, in person, or by mail), set up an appointment with our Intake Manager. **Please call our Intake Manager at (715) 579-1185, send an email to [intake@hopegospelmission.org](mailto:intake@hopegospelmission.org), or stop by Hope Gospel Mission's House of Hope at 8 South Farwell Street during the hours of 9:00 am to 4:00 pm, Monday through Friday.**

When you come for an interview, please have a form of government issued ID.

Residents must bring with them any necessary medications prior to check in.

We remind you that there is no guarantee of admittance when you arrive for your meeting with our Intake Manager, so please have a backup plan in case you are not admitted.



# Directions to our Facilities

Addresses and phone numbers can be found on the back cover of this handbook.

## House of Hope

### From North

- 1 Go South on Highway 53.
- 2 Take Exit 89 onto River Prairie Drive.
- 3 Take a right (going West). When you come to the bottom of a hill you will see Farwell.
- 4 Take a left onto Farwell Street.
- 5 We are the red brick building that comes up immediately after you cross the bridge. Park between the House of Hope and the river.

### From East

- 1 Take Highway 29 going West.
- 2 Take Exit 75A going South on Highway 53.
- 3 Follow the “From North” directions above.

### From West

- 1 Take Highway 94 going East.
- 2 Take Exit 59. Go East on 312 (North Crossing).

- 3 Take the exit towards Clairemont Avenue (Highway 12).
- 4 Take a right (go South) onto Clairemont Avenue.
- 5 Take a left onto Cameron Street.
- 6 Follow Cameron Street through town. When you go over the bridge you will soon meet Farwell Street.
- 7 Take a right onto Farwell Street.
- 8 We are the red brick building that comes up immediately after you cross the bridge. Park between the House of Hope building and the river.

### From South

- 1 Take Highway 93 going North.
- 2 Take Business 53 (Hastings Way) going North.
- 3 Take a left onto Birch Street.
- 4 When you come to the bottom of a hill you will see Farwell. Take a left onto Farwell Street.
- 5 We are the red brick building that comes up immediately after you cross the bridge. Park between the House of Hope building and the river.

# Ruth House

## From North

- 1 Go South on Highway 53.
- 2 Take Exit 90 onto Highway 312 (North Crossing).
- 3 Go West on Highway 312.
- 4 Exit to Highway 12 (Clairemont Avenue). When you come to Clairemont Avenue, take a left to go South.
- 5 Take a right onto Moholt Drive.
- 6 The Ruth House is attached to the Bargain Center. It is the door that is the most to the right.

## From East

- 1 Take Highway 29 going West.
- 2 Take Exit 75A going South on Highway 53.
- 3 Follow the “From North” directions above.

## From West

- 1 Go East on Highway 94.
- 2 Take Exit 59. Go East on 312 (North Crossing).
- 3 Take the exit towards Clairemont Avenue (Highway 12).
- 4 Take a right (go South) onto Clairemont Avenue.
- 5 Take a right onto Moholt Drive.
- 6 The Ruth House is attached to the Bargain Center. It is the door that is the most to the right.



## From South

- 1 Take Highway 93 going North.
- 2 Take Business 53 (Hastings Way) going North.
- 3 Take the Clairemont Avenue (Highway 12) exit on the right. Take a left onto Clairemont Avenue. Follow it until you come to Moholt Drive.
- 4 Take a left onto Moholt Drive.
- 5 The Ruth House is attached to the Bargain Center. It is the door all the way to the right.







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Renewed.*



**House of Hope &  
General Office**  
8 S. Farwell Street  
PO Box 1127  
Eau Claire, WI 54702  
Call 715-552-5566



**Ruth House**  
2517 Moholt Drive  
Eau Claire, WI 54703  
Call 715-834-4000



**Solomon  
Learning Center**  
2110 Western Avenue  
Eau Claire, WI 54703  
Call 715-514-4291



**Bargain Center**  
2511 Moholt Drive  
Eau Claire, WI 54703  
Call 715-839-9498



**Building Hope**  
2108 Western Avenue  
Eau Claire, WI 54703  
Call 715-838-2084



**Auto Sales**  
2615 Moholt Drive  
Eau Claire, WI 54703  
Call 715-830-0155



**Hope Bargain Center**  
121 N Eau Claire Street  
Mondovi, WI 54755  
Call 715-598-4778