



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

Hope Gospel Mission's Info Handbook

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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. You may be interested in just our Short Stay Program to have a place to stay for a few days while you get back on their feet. You may be interested in our long-term Renewed Hope Program where a team of staff and volunteers will help you create a fresh start. The purpose of this program 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 this program 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.

If you join our Renewed Hope Program, shortly after you begin programming and complete your first assessments, the program team will provide you with more specific details regarding your unique and comprehensive long-term program plan.

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; just click on “Fresh Start.” 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 Department 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. We can also mail you one or you can pick one up at 2650 Mercantile Drive in Eau Claire anytime.

Drive in Eau Claire 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 Department, we'll discuss how we can best help you. We'll thoroughly explain all options and answer any questions you may have during this meeting.

Step Three

Meet with our staff. **Please call our Intake Department at (715) 579-1185 or send an email to intake@hopegospelmission.org to set up an appointment.** If you do not have access to a phone or email, stop by at our main offices at 2650 Mercantile

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 a 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.

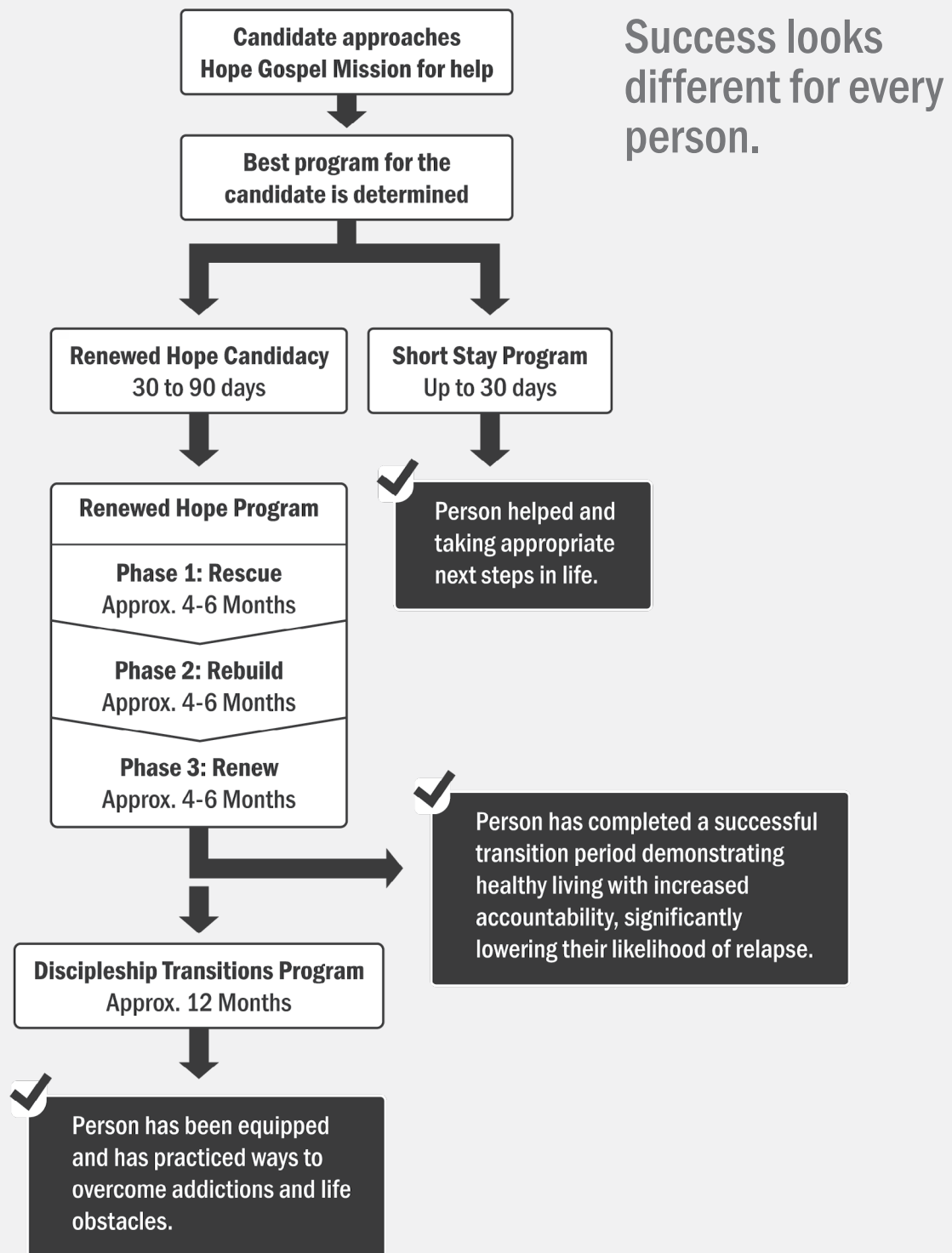
Sometimes a person knows that things aren't going well in their life but they need some time to stop and think about what's

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. Academics, addictions, finances, life skills, mental health, nutrition/fitness, spirituality, and employment are all addressed to help each person holistically build a new foundation for their fresh start.

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. The candidacy period is also a time for the candidate and Hope Gospel Mission to consider if it is the right decision to continue moving forward. Hope Gospel Mission will be considering how the resident is demonstrating commitment, positive attitude, and whether or not the resident is helping to create our intentional, faith-based, healthy, healing community.

Residents enrolled in the Renewed Hope Program are helped in 8 different areas of life. We call these “dimensions.” The program is designed so that it helps

you where you most need it. A renewal counselor will be assigned to you. They’ll help you make and complete a plan for success in your life.

Academic Dimension

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

Addictions Dimension

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

Financial Dimension

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.



Residents and staff enjoying an outing to Wisconsin Dells.

Life Skills Dimension

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

Mental Health Dimension

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

Nutrition/Fitness Dimension

We'll 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 Dimension

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

Vocational Dimension

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

Resident Advisers

Resident Advisers are available in the house during the time that residents are at home. Resident Advisers maintain our code of conduct and create an intentional, faith-based, healthy, healing community to provide a safe environment for our residents to get well. They are available to help residents navigate life at Hope Gospel

Mission or assist with needs residents may have inside their home.

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'll 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. 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, or create emergency savings fund.

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.

Testimonials

Quotes from current & former residents of the Mission.

Maggie

Everything was conditional from the people who were in my life before. Now I have unconditional love from people. They just want to be a part of my life because they want to see me do well. I keep seeing myself growing and growing. I just celebrated six months of sobriety. My mind is healing, my body is healing. I'm excited about the person I'm going to be.

Matthew

I've learned a lot, and I feel like I'm ready to start life again. I hope I can reach out to people the way others here reached out to me. To have someone willing to guide you along the way, it's definitely helpful. I don't know where I'd be without this program, I really don't. Probably in prison or dead. "Thank you" doesn't even begin to say how thankful I am.

Carolyn

It was complete torture when I was using drugs because I knew I should be somewhere else doing something else.

I knew the life I was living was wrong, and I knew God had a plan for me, but I just couldn't see it. Now I can see it, and I know that I can do this! I am worthy because God paid a ransom for me.

Heather

Before I came to the Mission, I didn't have any support when it came to being sober. If I wasn't using, they didn't really want me around... coming here has been awesome because I have people who want to see me do well. I've learned that who I used to be can't define me anymore. I'm not classified as an addict any longer, and I'm so much happier.

Desiree

I was tired of crying. Tired of being sad. I spent so much time thinking that no one cared about me. If it weren't for the people here, I would just be another statistic. I've been to treatment and I've been to jail, and I've never felt the love and the encouragement that I've felt here. It was time to change and that's what Hope

Gospel Mission did for me.

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 Hope Renewal Center for Women. God has changed my life tremendously. I owe it all to Him because He paid it all for me. God brought me to the Hope Renewal Center for Women 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 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 Department. **Please call our Intake Department at (715) 579-1185, send an email to intake@hopegospelmision.org, or stop by our main offices at 2650 Mercantile Drive in Eau Claire between 9:00 am and 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 Department, so please have a backup plan in case you are not admitted.



Directions

Use these directions to meet with our Intake Department at our main offices in Eau Claire.

From North

- 1** Go South on Highway 53.
 - 2** Take the WI-312/N Crossing exit.
 - 3** Use the right lane to take the US 12 E ramp
 - 4** Turn left onto North Clairemont Ave.
 - 5** Turn right onto West Moholt Drive.
 - 6** Take an immediate right onto Mercantile Drive. Our facility is at the end of the road.
- 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** Turn right onto West Moholt Drive.
 - 6** Take an immediate right onto Mercantile Drive. Our facility is at the end of the road.

From East

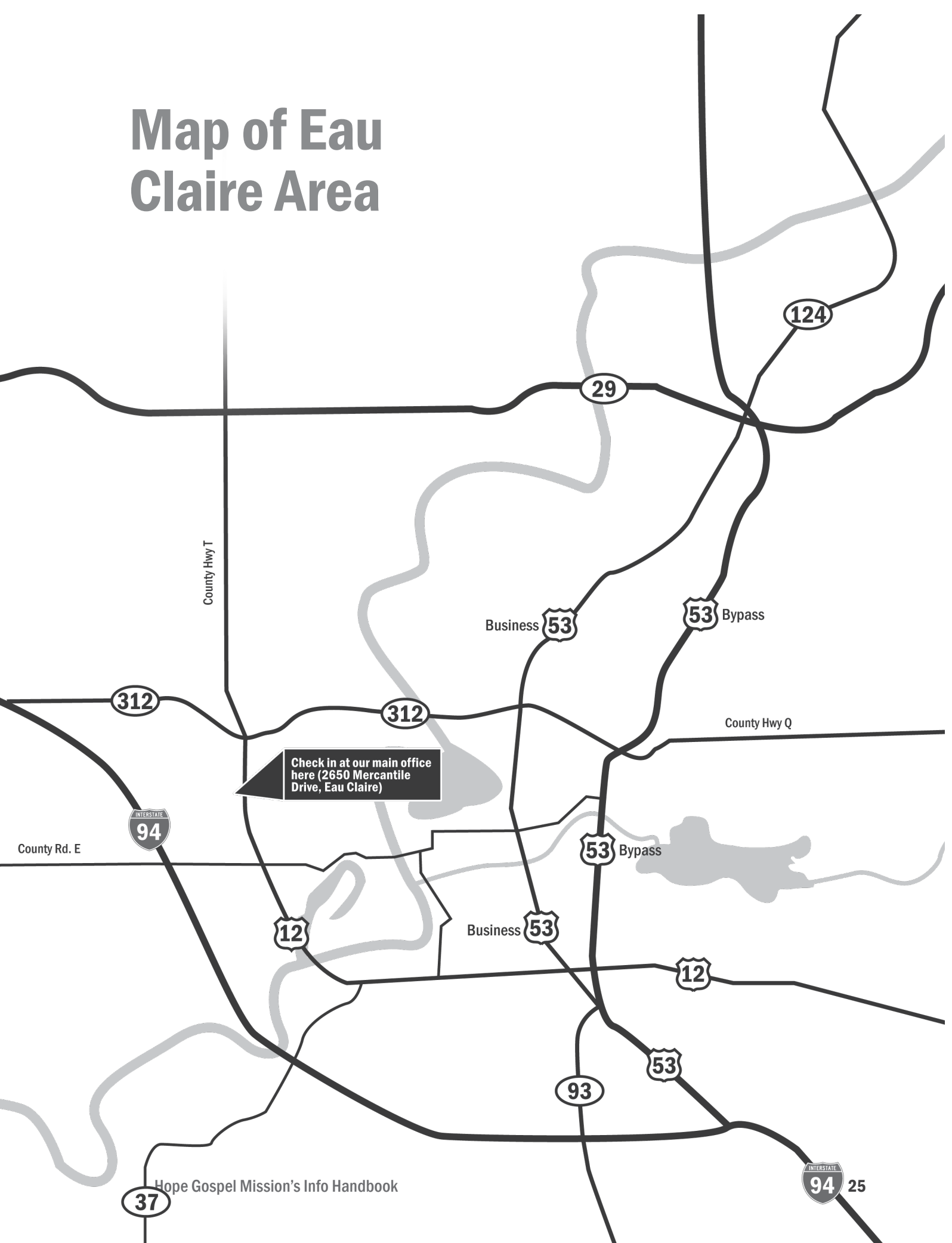
- 1** Take Highway 29 going West.
 - 2** Take exit 69 toward Eau Claire.
 - 3** Take a left on 60th Street. It turns into Clairemont Avenue.
 - 4** Turn right onto West Moholt Drive.
 - 5** Take an immediate right onto Mercantile Drive. Our facility is at the end of the road.
- 1** Take any of the highways going north towards Eau Claire.
 - 2** When you reach Highway 12/ Clairemont Ave, go West.
 - 3** Turn left onto West Moholt Drive.
 - 4** Take an immediate right onto Mercantile Drive. Our facility is at the end of the road.

From South

From West

- 1** Take Highway 94 going East.

Map of Eau Claire Area



Notes

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My Next Steps

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*Lives Rescued.
Rebuilt.
Renewed.*



• **Hope Renewal Center
for Men**
• **Main Offices**
2650 Mercantile Drive
PO Box 1127
Eau Claire, WI 54702
Call 715-552-5566



HOPE + BARGAIN CENTER

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



**Hope Renewal Center
for Women (Ruth House)**
2517 Moholt Drive
Eau Claire, WI 54703
Call 715-834-4000



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



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



BUILDING + HOPE

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



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



HOPE + BARGAIN CENTER

Hope Bargain Center
1230 N Broadway St
Menomonie, WI 54751
Call 715 598-2097