

FAQ of HOPE *worldwide*

In our desire always to be responsive and transparent with our volunteers and donors, we provide this document to answer some of the most frequently asked questions.

Q: What is the Vision for HOPE *worldwide*?

- A:**
1. To fulfill the complete ministry of Jesus, including serving, teaching, and healing.
 2. To be the vehicle through which volunteers can have a meaningful hands-on experience serving the poor.
 3. To be a source of expertise in serving the poor and a resource for training volunteers.
 4. To open doors for volunteers to connect with local governments, charities and community leaders.
 5. To have a lasting impact on the poor, the suffering and those in need.

QUESTIONS ABOUT OUR RELATIONSHIP WITH CHURCHES

Q: Why do we need HOPE *worldwide*? Can't individuals and churches help the poor on their own?

A: Every individual and every church can and should help the poor in whatever way they are able. HOPE *worldwide* provides a larger, more effective impact locally and globally, across cultures and geographic regions, and spreads best practices for more meaningful outcomes.

First, HOPE *worldwide* is able to organize our efforts in a productive and meaningful way both locally and globally. God expects us to show mercy to those who are suffering and needy at home and around the world. By working together we are able to do this in a far greater way than as individuals.

Second, we are far more **effective** together than separate. We are having a global impact now in Cambodia, Africa, India, Bolivia, Nepal and many other places. We are recognized by the UN, and they have granted HOPE *worldwide* special consultative status because of our work around the world. Together we are changing the world; there is only so much we can accomplish alone. Serving the poor is a great unifying agent, and we know it pleases God when we work together.

Third, together we are building an amazing base of experience and expertise that everyone can access. That way every chapter or member that starts a group doesn't have to "reinvent the wheel." They can draw from a toolbox of resources and plug into a well-established history of service that gives them instant legitimacy in our communities.

Q: Why serve through HOPE *worldwide* and not some other recognized charity?

A: While we certainly respect other charities and partner with many of them, HOPE *worldwide* is our own family of volunteers fulfilling the compassionate ministry of Jesus

HOPE *worldwide* is your charity. As a family, we serve all over the world and put together fantastic programs and projects that impact millions. The relationships built as we serve side-by-side is what makes HOPE *worldwide* unique. In addition, our programs are top notch; they have

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opened doors to Kings, Queens, Premiers and Presidents, so why not take advantage of the resources and increase the unique value of our charities impact on the globe.

Q: Does HOPE *worldwide* help brothers and sisters in need? After all, doesn't the Bible admonish us to look after the poor among us?

A: Yes. HOPE *worldwide* serves needy people of all demographics, including the poor in our own ministries.

At HOPE *worldwide* we are realigning our service projects to be sure we are not overlooking needs within our partner ministries. The Community Service Brigades throughout Central America are a prime example of this. Wherever there is a need, we want to help our brothers and sisters around the world to rise above poverty and obtain a healthy, dignified life. This goal does not imply that we serve only our members. To the contrary, In Matthew 4:23 we find that Scripture tells us how Jesus was serving the poor in Galilee, but the next verse says that the Syrians heard and came to him and he healed them as well. On another occasion, an expert in the law asked Jesus the same question, "Who is my neighbor?" Jesus then told the parable of the Good Samaritan. Two "brothers" fail and one who is considered not one of God's people is the 'Hero.' Jesus made it clear that looking after brothers and sisters does not mean we ignore the suffering of others.

Q: Why is it important that we wear our HOPE *worldwide* t-shirts whenever we serve?

A: HOPE *worldwide* is a global brand that is gaining in recognition and reputation around the world. We invite you to help build the brand, and we hope the HOPE *worldwide* name will help open doors in your community.

Serving in our communities is an honor and responsibility. Trust must be earned. In order to be welcomed and trusted you must have credibility. With your HOPE *worldwide* T-shirts on, you are part of a global network in over 60 nations and over 100 U.S. cities. As we serve together in our communities, the HOPE *worldwide* t-shirt builds unity and camaraderie among volunteers, and local partner organizations recognize the brand that always brings the best volunteers!

Also, as an international NGO, HOPE *worldwide* has commanded a certain respect in city hall, in Congress, and even at the White House and UN. Our charity has demonstrated impact with all levels of government officials including Kings and Queens, Premiers and Prime Ministers all around the world.

Q: Is it true we can't share our faith when we go out to serve with HOPE *worldwide*?

A: No. In fact, our stated mission is to serve the needy as a compassionate ministry of Jesus.

There was a time when a few of our major government grants forbade "proselytizing" and therefore evangelism was more of a concern for HOPE *worldwide*. However, as we have realigned with our founding ICOC ministries we have ended these few overly-restrictive grant relationships with a belief that serving the entire individual, family, or community involves meeting spiritual needs, in addition to meeting physical, emotional, or social needs. As a faith-based charity we respectfully serve all people just as Jesus did. We serve people from all walks of life and have volunteers with all kinds of backgrounds, but we are a Christian charity that

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demonstrates the love of Christ to the world through our service. We believe HOPE *worldwide* can be the embodiment of the Gospel to the poor.

QUESTIONS ABOUT GIVING

Q: Why do charities spend money on administration? Can't we just give money directly to the poor?

A: Certainly everyone can give money directly to the poor. However, when someone gives through HOPEww, we are able to leverage our efforts to multiply each dollar into many more dollars to serve the poor. In fact, \$1 of general support can be multiplied into as much as \$10 in goods and services for the poor. To operate our global charity, we rely on general fund support to ensure our outreach is effective, accountable, and efficient. This requires trained professionals capable of administering excellent programs and carefully complying with regulatory requirements.

Funds used to support administration are an important resource for any charity. These donations are often leveraged to gain even greater resources for the poor. With these funds we are able to secure donated goods and services, obtain public and private gifts, and operate revenue-generating programs, all of which drive even more resources directly to families in need.

Like a church or business, helping the poor requires a great deal of organization, leadership and quality management. We serve a network of over 60 international HOPE *worldwide* organizations and over 100 U.S. Chapters. HOPE *worldwide* is a global nonprofit so we deal with many countries and regulations all around the world. Here in the US we have strict government guidelines and restrictions governing nonprofits, therefore we need professionals in accounting, governance, and administration to maintain accountability and excellence. Also we have major programs for the poor around the world that require professional leadership. Our Program Directors serving abroad require everything from marketing services and fund development, to health insurance, training and retirement.

Q: People seem very interested in nonprofit "overhead". Shouldn't we feel good that some of our contributions go to sustain the organization itself?

A: Yes, gifts supporting a charity's operations are essential to their ability to impact the poor. Without a healthy organization, our programs for the poor would suffer. See [Dan Pallotta - Ted Talk](#)

Nonprofit overhead has been a highly debated subject in recent years. While most nonprofit evaluators still value and rate charities on the basis of low overhead and expense efficiency, many are now recognizing the value of investments in nonprofit infrastructure. Many are beginning to recognize how moderate increases in overhead can deliver huge gains in mission outcomes for the poor. If you're interested in learning more about the power of healthy overhead, watch this Ted Talk: [Dan Pallotta - Ted Talk](#)

Practically speaking, just as a congregation supports their local ministry staff who preach, teach and serve communities and support the church administrators who make sure everything is handled righteously and legally, we also have an obligation to support the brothers and sisters who have left their careers to organize great programs and projects that serve the poor around

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the world. This means paying salaries, retirement, insurance, etc. so that they can focus their energy and talent on serving the poor.

Q: How does HOPE *worldwide* use donations it receives during its International Day of Giving (IDG)?

A: Church giving through the IDG supports the core operational needs of HOPE *worldwide*.

While we receive generous donations throughout the year for many designated purposes, the funding we receive during our International Day of Giving is devoted to help HOPE *worldwide* operate and support the variety of programs serving the poor throughout our global network. These donations go into our general fund to pay for essential administrative functions – which include accounting, human resources, development, legal and insurance coverage, procurement, and many other administrative necessities. These functions have averaged about 16 percent of our total expenses over the last decade. This annual church fundraising campaign is a key reason behind our strong performance in ratings by independent evaluators. Information materials explaining the International Day of Giving represent our plans, priorities and the programs HOPE *worldwide* supports – which truly are improving lives.

Q: Why do some ICOC churches choose not to participate in the International Day of Giving or not support HOPE *worldwide*?

A: We have identified a few categories for non-participation, but overall we are encouraged that more and more churches are deciding to support our work!

Below are a few reasons we have identified as we have engaged these ministries:

1. A few are already serving in a different way or are working with different charities. They may already be doing great work with the poor.
2. Others are under the false impression that serving the poor is in competition with evangelism and saving the lost. This is an artificial tension that Jesus did not have. He served the poor and preached good news to everyone.
3. Others might be working their way out of financial hardship as a ministry, but they are on their way to supporting HOPE *worldwide* as soon as their monetary circumstances change.

QUESTIONS ABOUT ACCOUNTABILITY

Q: How much does HOPE *worldwide* spend on programs vs. administration?

A: Over the last 10 years, on average we have spent 84% on programs.

While our expenses can be vulnerable to events in the more than 60 countries we serve, our spending on administration over the last decade has averaged about 16 percent – which means we meet the benchmarks for a responsible charitable organization in that we spend 84 percent on programs to serve those who are poor and in need.

We are grateful for the generous support we receive to cover our overhead as we seek to maximize our effectiveness in carrying out God's work. We do everything we can to minimize our administrative expenses, and we bring rigorous Board scrutiny to all of our spending

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decisions. We also would point you to our ratings on **Charity Navigator**, an independent review panel that reports on the performance of nonprofit organizations, which has consistently rated us high on transparency and accountability measures. In addition, we meet all 20 “**Standards for Charity Accountability**” established as part of the Better Business Bureau’s Wise Giving Alliance.

Q: How does HOPE *worldwide* demonstrate transparency and accountability?

A: We have an annual independent audit, we are under the authority of a Board of Directors, and we provide regular reports to the government, and to the Chairman’s Committee and the Delegates of the ICOC.

HOPE *worldwide* is committed to transparency in everything we do. We use an independent outside auditor to conduct annual audits and help ensure we operate according to Generally Accepted Accounting Principles. Our accounting and financial statements have always been approved by outside auditors. In addition, our Board of Directors includes audit and finance committees led by financial professionals who also review our fiscal matters.

HOPE *worldwide* considers our financial accountability among our highest priorities, and we provide robust financial disclosure in our IRS 990 forms and our annual reports, which are posted on our website **hopewww.org**. When necessary, we have sought independent legal and audit review, which has consistently resulted in affirmation of our work.

Q: Was HOPE *worldwide* the subject of a federal investigation?

A: No.

Q: Was HOPE *worldwide* subpoenaed as part of a federal investigation?

A: Yes, HOPE *worldwide* was called as a witness, NOT the subject of the investigation.

HOPE *worldwide* is cooperating as a witness with federal officials, who have requested information about a former affiliate in another country, but HOPE *worldwide* is not facing any action or consequences, nor has it paid any federal fines. We can’t comment on the government’s action, but we can tell you that HOPE *worldwide* terminated its affiliation agreement with the affiliate in February 2015, after grant funders expressed concerns about possible misuse of funds. It is important to remember that all of members of our global network are separate and distinct organizations, established and governed independently of HOPE *worldwide*. To support our network of autonomous organizations, HOPE *worldwide* provides consultation to these members but does not oversee day-to-day operations – a task that would dramatically increase our administrative costs. It also is worth noting that employees of the affiliate who were deemed to be involved in this situation were terminated and, in addition, are no longer part of the ICOC.

Consequently, our cooperation in the government inquiry has caused us to incur extensive legal fees in 2014 and 2015 to hire legal counsel and respond appropriately in providing documents and other information. These fees exceeded our normal budget for legal guidance in 2014 and 2015, but are not expected to persist in 2016 and beyond.

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Q: How does HOPE *worldwide* respond to instances of waste, fraud, or abuse?

A: As a compassionate ministry of Jesus, our mission is to defend the cause of the poor and needy. Thus, we take seriously any allegation of this kind and strive to take swift, appropriate action.

HOPE *worldwide* embraces the challenges that come with working in some of the most far-reaching, disadvantaged areas of the world. We acknowledge that our efforts to serve the poor are at times imperfect, but we strive to ensure financial integrity, transparency, and the safety of our staff, volunteers and those we serve.

Working under challenging circumstances in many different countries and cultures, we commit to deal with any instances of waste, fraud or abuse with the responsiveness, integrity and openness that God's work commands. When it comes to protecting the most vulnerable among us, we are committed to continual improvement and an ever-growing vigilance.

We take allegations of abuse very seriously. Although we rely on the members of our network to follow best practices in guarding against and responding to physical and sexual abuse, HOPE *worldwide* recently investigated the response of a former affiliate when confronted with a report of sexual misconduct at one of their facilities in 2011. We worked closely with ICOC leadership to examine this and other allegations of abuse, and suggested corrective action to protect the children.

These measures include a zero tolerance policy, additional staff training, required reporting of all allegations to proper authorities, improved outreach to victims, and enhanced child protection policies and procedures. A review by ICOC leadership and other local partners recently affirmed that appropriate measures have been implemented by the former affiliate to help strengthen child safety. We remain committed to serving orphans and other needy children around the world and expect members of our global network to deliver the high-quality care and services that this particularly vulnerable population deserves.

Q: Does HOPE *worldwide* contract for services with people employed by its sponsoring ICOC churches?

A: Yes, on occasion HOPE *worldwide*, in keeping with industry standards, contracts with church-related organizations such as Disciples Today, ICOC Hot News or other individuals for services.

Intuitively it makes sense that communication with our sponsors in the church would best be handled by church communication groups. Our independent counsel advises that such contracts are appropriate and in keeping with similar faith-based nonprofit organizations. These contracts are subject to annual review and evaluation to ensure reasonable market value and efficacy.