



4 Atlantic St. SW  
Washington, DC 20032  
(202) 407-7747

**Community  
OF HOPE**

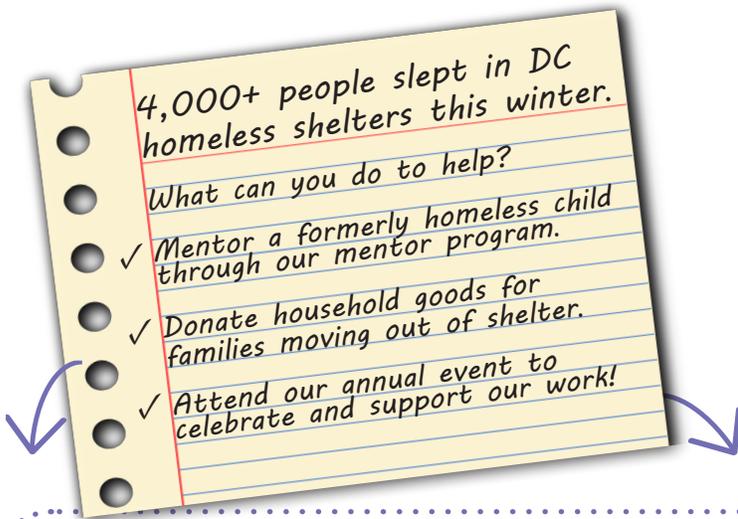
Non Profit Organization  
**POSTAGE PAID**  
Permit No. 2316  
Washington, DC



#38754



#8389



## Board of Directors

Chris Kerns, Chair	Dionne Brown
Cornelius Steele, Vice Chair	Sukera Cooper
Brigitte Courtot, Secretary	Juli Anne Harkins
Michael Ch'ang, Treasurer	Akua Harris
Rose Alford	Rob Lazerow
Patricia Branch	Mayra Mendoza
Kelly Sweeney McShane, President and CEO	Andrea S. Miano

## Your Gift to a Family

Help a family make a smooth transition into housing by making an in-kind donation to our **Welcome Kits**, which each new family receives when they move in.

These are the types of items our families need:

- **Blankets and Sheets**
- **Cleaning Supplies**
- **Kitchen Items**
- **Toiletries**

Read the complete list of Welcome Kit contents here:  
[communityofhopedc.org/wishlist](http://communityofhopedc.org/wishlist)

## Save the Date for Night of Hope!

*Celebrating 35 years of serving the Nation's Capital*  
Thursday, October 8, 6:30-9 pm  
The Roof Terrace, 101 Constitution Avenue, NW

You are invited to our annual reception benefitting our work to end homelessness and improve health for DC families. Honor our 35-year legacy while enjoying cocktails, hors d'oeuvres and stunning views of the Capitol and the National Mall - all on a rooftop terrace!



[facebook.com/communityofhopedc](https://facebook.com/communityofhopedc)



[@cohdc](https://twitter.com/cohdc)



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



# Newsletter

Spring 2015

## Inside This Issue:

*Our New Strategic Plan* p2

*Community Health in Action* p3

*Hope Happenings* p3

*Night of Hope* p4

## Community of Hope Saw Something in Me

**Do you look forward to doing your taxes?** David Mitchell didn't before. But, after three years of unemployment following a layoff, he looked forward to getting a paycheck again, payroll taxes and all.

His employment experience in food service made him a qualified applicant for many jobs, and he was offered countless interviews, but never landed a position. At 32-years-old and living with his grandmother, David had lost his confidence and stopped looking for work.

Then, David signed up for our six-week job training course at the Conway Health and Resource Center, wondering if it would help. He learned a range of soft skills, interpersonal competencies that are vital for success in any workplace. He role-played how to be patient with frustrated customers and learned how to accept feedback from supervisors and avoid coworker conflict.

Volunteers came in to offer mock interviews for the class, and that's where David struggled; they suggested that he work on presenting himself more professionally. He took the feedback and practiced - a lot.

After graduation, David brought his new skills to a real interview at Dulles Airport, and, he said, **"At the end, the interviewer went to get the W-2 and I just wanted to smile. I could go home and tell my grandmother, 'I have a full-time job again!'"**

*(Mr. Mitchell's story continues on page 2)*



"I'm going to be proud to do my taxes this year."

## From the Desk of Kelly Sweeney McShane

You may have heard the staggering numbers: last year, over 7,700 men, women and children in Washington, DC did not have a place to call home. Emergency shelters for families filled up halfway through this incredibly cold winter, and the city has rented costly motel rooms to house the overflow. Homelessness has undeniably continued to be a huge challenge for the city. But thanks to you, these families have some cause for hope. With your help, 411 families received stable housing through Community of Hope's programs in 2014. And this year, we are excited to partner with the city to end homelessness for at least 60 more families.

As you know, housing is a very important first step in a vulnerable family's journey to a better life. Access to good healthcare and family-sustaining income are also keys to long-term stability. Over the past few years, Community of Hope has developed programs to help our housing clients and our wider community in their job search and skills development. And this spring, we are launching a new 5-year strategic plan that strengthens our commitment to improving families' financial wellbeing, while still maintaining our long-held goals to end family homelessness and improve health in our city.

In these pages, you will read about our bold new strategic plan, our outstanding healthcare, and the dedicated individuals and organizations that make the work possible. You, our community of supporters, advisers and advocates, have helped us grow to address some of the District's biggest challenges. As we begin our 35th year of serving DC families, I am grateful for your ongoing concern for the city's most vulnerable residents, and am excited to continue building a compassionate and hopeful city with you.

With gratitude,

*Kelly*



## Looking Ahead

We are excited to close out our last five-year strategic plan and begin working on our plan for the next five years.

We're recommitting to two focus areas – **ending homelessness** for DC families, and **improving the health and well-being** of underserved communities in DC. And we are excited to be taking on an additional goal to **increase financial stability** for the low-income families that we serve.

### Mission:

Community of Hope creates opportunities for low-income families in Washington, DC, including those experiencing homelessness, to achieve good health, a stable home, family-sustaining income, and hope.

### Strategic Goals:

#### Improve the Health and Well-being of Underserved Communities in DC

- Medical, dental, and behavioral services
- Care coordination
- Health education
- High quality of patient care

#### End Homelessness for Families in DC

- System change advocacy
- Rapid Re-Housing, permanent supportive housing, and temporary shelter
- Youth services and mentoring
- Wellness services and housing search

#### Increase Financial Stability for the Families We Serve

- Connection to jobs and education
- Workforce skills
- Financial literacy training
- Access to benefits

Our full plan can be found at [www.communityofhopedc.org/plan](http://www.communityofhopedc.org/plan).



#### *continued from front: Community of Hope Saw Something in Me*

David has been a Wheelchair Escort at Dulles Airport for over six months now, and he uses his customer service soft skills every day. "Being nice to people even when they're not nice to you, knowing the right thing to say, how you come off to people and your presentation - that's huge," he said. His supervisors appreciate the positive attitude, and so do the customers. In fact, he thinks his excellent soft skills lead to better tips.

David likes the work and is glad to be making steady income again. "Community of Hope saw something in me," he said. "I found it, and now I've been working for six months. I'm going to be proud to do my taxes this year."

## Community Health in Action at Marie Reed

**“Welcoming”** – this word sums up the first impression Kwaku had as a patient at Community of Hope’s Marie Reed Health Center in Adams Morgan. Kwaku, a Togolese refugee, survived torture in his home country before fleeing to the United States. He now brings his family to Marie Reed for medical care. “You are more than a health provider,” Kwaku insists. “You are like a member of my family.”

Step into the bustling waiting room, and you will see what Kwaku means. You will see staff and patients chatting in multiple languages and bulletin boards of flyers promoting health activity groups. **This doctor’s office feels like a community center, and that is no accident.** Creating healthy outcomes takes more than an annual physical, especially for medically vulnerable communities, like underinsured patients, refugees, or those living with chronic conditions.

Patients here have many choices of creative wellness programming. Those who struggle to manage their diabetes can join our Diabetes Group for extra support from staff and their peers. Our drop-in weekly Walking Club plans walks around the neighborhood, giving patients and providers a chance to chat while getting active. Our refugee health workshops orient newly arriving refugees to this country’s healthcare system. This winter, patients became poets in our weekly writing club that encourages self-expression as a method of wellness!

For patients with a barrier to good health – be it a lack of income to buy healthy food, a mental health issue or a language barrier – knowing that the doctor’s office is a compassionate resource can make a difference. **Kwaku is amazed by the doctors, staff and receptionists: “They all help you improve your health!”**



Marie Reed patients and staff are teaming up to let the community and the city know that our health center is a vital part of the neighborhood and should be renovated along with the whole Marie Reed Learning Center. Pictured: Pearlne Peart, patient and Dakia Davis, staff.

*“You are more than a health provider; you are like a member of my family.” - Kwaku, Marie Reed patient*

## Hope Happenings

### Adopt-A-Family Success

Girard Street Apartments got a special visit from **Walmart** this holiday season; their employees delivered giftcards for every family in our shelter. All together, our donors and corporate partners helped us give giftcards and holiday cheer to all our families across the city.



### One Year in Ward 8

Our Conway Health and Resource Center celebrated its first anniversary on January 22nd! In our first year of serving patients in Ward 8, we provided medical and dental care for 2,146 patients.

### New Director of Midwifery

We are excited to announce that Ebony Roebuck, CNM, MS has been hired as the new Director of Midwifery at our Family Health and Birth Center. We look forward to her leadership on our prenatal and delivery services.

