You Bring Smiles AND HOPE

35th ANNIVERSARY EDITION
ANNUAL REPORT 2015
Our 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.

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A Note From Kelly

Dear Friends,

One of my greatest joys is to see the smiles and hear the stories from people that we serve at Community of Hope. It happens when a family talks about moving into their own apartment, as a child gets a special photo with Santa at the holiday market, or in the waiting room as a patient leaves an appointment. I even had a waiter at an event share his praise for his doctor after overhearing me talking about Community of Hope.

This report is my opportunity to share with you the smiles, the stories, and the ways lives are being changed. In this 35th year of our mission, I know that Community of Hope’s successes are the result of many, many hands. Your financial support, your partnership, and your volunteerism form our foundation.

This anniversary year, you brought smiles and hope. By caring for families—605 families with housing challenges. By improving lives—nearly 10,000 patients. And by leading change in our city.

Thank you.

Kelly Sweeney McShane
PRESIDENT AND CEO

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Rob Lazerow
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Maira Mendoza
Keven Vance
Kimberly Woods
(list as of June 2016)
1980 Community of Hope, Inc. organized at 1417 Belmont Street NW.

1992 Girard Street Apartments renovated and begins to serve 20 homeless families.

2003 The health center moves to Marie Reed Learning Center in Adams Morgan.

2005 Our first health center, Marie Reed Health Center, becomes a Federally Qualified Health Center.

2006 Hope Apartments in Southeast DC begins to provide services to homeless families recovering from substance abuse.

2007 Home Now, a scattered-site, permanent supportive housing program, launches for families.

35 Years of Serving Our Nation’s Capital
We are so grateful to be surrounded by faithful friends and supporters like you who are committed to serving DC families and have supported Community of Hope for the past 35 years. To honor the commitments of our friends, in 2015 we instituted the Tom Nees Award for Exceptional Service.

The award—given in honor of our founder, Tom Nees—recognizes its recipient for his or her long-standing, deeply-impacting service to the women, men and children who turn to Community of Hope for help.

Recognizing Chris Kerns: Inaugural Award Recipient, long-term board member, volunteer and advocate

For 28 years, Chris’ leadership has built a much needed community for our families. He has gone above and beyond by providing Community of Hope with his extensive knowledge of construction, real estate and legal services; connecting us to new partners and donors; and giving us his time and attention. His passion for Community of Hope is infectious and his heart incredibly big and open.

With this award, we thank Chris for his integral role in Community of Hope’s growth and development.

Above left: Chris Kerns; Kelly Sweeney McShane; Founder, Tom Nees; and Founding Board Chair Bob Sloan

2009 Rapid Re-Housing, a short term subsidy and supportive services program, launches for families.

2011 Mississippi Avenue Apartments, a site-based permanent supportive housing location, opens Christmas week.

2015 Keep reading to see all that we have achieved this year.

2011 Family Health and Birth Center in Northeast DC joins Community of Hope and we expand to add more primary medical care.

2014 Conway Health and Resource Center, our now largest health center, is opened for medical and dental care for residents of DC’s Ward 8.

2015 MARKED A MILESTONE IN OUR MISSION. From our roots in an apartment building on Belmont Street, NW, to our growth throughout the city. 35 years later, we have remained poised to meet the needs of our low-income neighbors in Washington, DC. Thank you for your role in our journey.

“We came to serve, but found that we were served.” —Tom Nees, Founder
Thank you to our Host Committee, sponsors, and attendees for this special night!

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Lesli Foster, WUSA9 News

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Bill Conway, Bedford Falls Foundation

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NIGHT OF HOPE
You Gave Generously!

On October 8, 2015, 375 Community of Hope friends, neighbors and partners came together to celebrate our 35th anniversary of serving the District’s most vulnerable residents. Guests enjoyed a beautiful evening with signature cocktails, hors d’oeuvres, a Give Hope auction and stunning views of the US Capitol and National Mall. With your generous support, we raised over $325,000.

Because you give hope, our families have hope.
Thank you.

“I was empty inside and had to be refilled.
That is what Community of Hope did for me.” —Alyce McFarland, client speaker
OUR VOLUNTEERS AND MENTORS

You Gave Your Time and Yourself

Volunteers are a core part of the work that we do. In 2015, 220 people volunteered their time, energy and heart to the mission of Community of Hope. They created special moments for children and parents such as:

- Mentoring youth
- Throwing birthday parties
- Dressing up as Santa and his Elves
- Helping clients with interview preparation
- Providing legal and human resources advice to staff
- And so much more.

We are able to do all that we do because of the commitment and time that you lend to our mission. A special thank you to our corporate partners who contribute so much time and energy (listed on page 19). We are so grateful!

MENTORING

Our Mentors develop meaningful relationships with the youth in our housing programs. In monthly meetings, the pairs work on youth-designated goals and have fun getting to know each other. In 2015, our matches:

- Worked on homework and improving grades
- Enjoyed ice cream, local restaurants and community events
- Went for a ride in an airplane
- Attended a baseball game and events at the National Harbor.

Learn more about mentoring at www.communityofhopedc.org/mentor

MENTORS MAKE A DIFFERENCE FOR THIS HOME

In the Watts household, conversations about mentor outings are normal. Why? Because all three daughters—Niaja, Kayla and Moena—have Community of Hope mentors.

Their mom, Jennifer, talks about the positive effects of the mentoring program too.

“As a single, working mom, it’s hard to give each child the individualized attention they deserve. Things like their homework, school projects and taking them out for one-on-one time—that’s what the mentor helps them with.”

Jennifer’s hopes for her children are that they do well in school and go to college. With our mentoring program, it looks like the girls are on track for that goal. Jennifer says she has seen “an all-around improvement in all three” in terms of their behavior, academics and social skills.
Not only do we provide essential services, but we are integral to the fabric of our neighborhoods. Through fun, family-friendly events, we were thrilled to work with you to meet thousands of our neighbors in 2015.

The year began by remembering Dr. Martin Luther King in the MLK Day parade, and was filled with markets, community events and back to school celebrations, ending with festive holiday celebrations.

Our first-ever Ladies Night and Spring Market celebrations were huge successes. Even the Easter Bunny stopped in for a visit!
BELLEVUE BACK TO SCHOOL BASH
In August, thanks to the generosity of Walmart, Gallup Corporation, Pepco, and The Carlyle Group, we gave away 850 backpacks to children in our housing programs and in the neighborhoods surrounding our health center. Over 1,200 people, including Mayor Muriel Bowser, attended and over 80 volunteers staffed the celebration, hosted by Community of Hope and the William O. Lockridge/Bellevue Library.

HOLIDAY HAPPENINGS
A special thanks to The Advisory Board Company and Urban Land Institute who sent over 45 volunteers to help out with our Holiday Market!

Each holiday we also give our families $50 gift cards that help them buy food and gifts to make the holidays special. Gallup and The Invisible Hand Foundation and many more supporters gave generously to over 480 families.
With the support of you, our donors, and partner organizations, we worked to end and prevent homelessness for 606 families, including 1,122 children. Ending homelessness is more than ensuring a roof over a head or a safe bed to sleep in. We meet families wherever they are and work with their fundamental strengths to achieve their goals of stability, unity, and self-sufficiency.

Unfortunately our city saw a dramatic increase of 32% in family homelessness last winter. The face of homelessness in our city is families with young children. We continue to partner with the District government on *Homeward DC: A Strategic Plan to End Homelessness.* Partnerships include adding a program to prevent homelessness; providing feedback on a plan to replace the dilapidated DC General Shelter; and continued strides toward making homelessness *rare, brief and nonrecurring.*

We are proud to serve families in the way that best meets each family’s need.

Our primary focus is on Housing First, making sure that families have their own homes and then work on all their other goals. You have helped Community of Hope be a leader for system change in DC.
You Helped Prevent Homelessness

In October 2015, DC launched its Homelessness Prevention program. Directed by the Department of Human Services and developed by the DC Interagency Council on Homelessness, the program uses a screening tool to identify families most at risk of homelessness and intervene.

Community of Hope is one of just four nonprofit agencies providing prevention services, including:

- Mediation with family members
- Case coordination
- Housing search
- Connection to services
- Budgeting
- Financial assistance
- Utility assistance

We are proud to serve families in the way that best meets each family’s need. The results have been positive. The average cost of assistance per family is under $1,000. By comparison, the average cost of just a one-month shelter stay is about $3,500.

And in human terms, we know that the cost of shelter is much greater, as emergency shelter has such a negative effect on the stability and well-being of families, especially children.

We are excited about our work and heartened to see the results so far.

3 MONTHS + 176 FAMILIES + HOMELESSNESS PREVENTION SERVICES = 92% OF FAMILIES NOT ENTERING SHELTER!

ANGEL EXPERIENCES HOPE

Packing up and moving was all too familiar for now 24-year-old Angel. Since she was seven, she had bounced in and out of 15 different foster homes. However, her housing stability started to crumble when she found out she was pregnant. “I was a foster child. Then, I became a foster child expecting one of my own.” She moved from program to program before, at age 21, Angel and her daughter were homeless.

Three months ago, Angel transferred to our permanent supportive housing program. Her case manager helped Angel find a place for her family to live and helped map out steps to attain her goals.

Now, Angel and her 8-year-old daughter are stably housed, living in a comfortable two-bedroom apartment. “Getting connected to Community of Hope made me feel like I had people who cared about me. I have a support system.”
A key part of a family’s stability is having enough income to meet basic needs. It is challenging to find a job in DC if you do not have a college degree, and, sometimes even if you do.

Our employment specialists work with clients on their resume, job search, employment and education goals, and the hiring process. In 2015, 187 clients met with our employment team. Our results show that people who met with our employment team were twice as likely to find and maintain employment than clients who did not work with our employment team.

For most families, family sustaining income means more than just a steady paycheck. We also work to connect people to community resources and help them understand the benefits that they are eligible for. Our enrollment assisters ensure that our clients have access to insurance. Homeless Prevention clients enroll in financial literacy classes delivered by a nonprofit partner. All of this additional support increases our families’ income and increases their stability.

You Helped Families Move Towards Financial Stability

<table>
<thead>
<tr>
<th>People enrolled in health insurance with enrollment assisters in 2015.</th>
<th>Individuals met with our employment specialists. 71% of those met more than one time.</th>
<th>Clients who meet with our employment specialist are twice as likely to obtain employment than those who do not</th>
</tr>
</thead>
<tbody>
<tr>
<td>382</td>
<td>187</td>
<td>2x</td>
</tr>
</tbody>
</table>
FAMILY SUSTAINING INCOME
You Helped Families Move Towards Financial Stability
In 2015, another record-breaking number of patients—9,825 in total—sought care at our three health centers more than ever before. The neighborhood around our newest healthcare center—the Conway Health and Resource Center—increasingly sought our medical, dental and behavioral healthcare.

We implemented an innovative model of behavioral healthcare. Intending to de-stigmatize behavioral health, our behavioral health team is integrated into our medical team. Rapid response therapists join routine medical care to screen for signs of depression, trauma, or anxiety. They create plans to address the patient’s challenges and refer them for more intensive therapy.

**YOUR IMPACT:**
TOTAL NUMBER OF PATIENTS SERVED

<table>
<thead>
<tr>
<th>Year</th>
<th>Total Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>7,100</td>
</tr>
<tr>
<td>2014</td>
<td>9,054</td>
</tr>
<tr>
<td>2015</td>
<td>9,825</td>
</tr>
</tbody>
</table>

**TOTAL NUMBER OF VISITS IN 2015**

- **2,140** Behavioral
- **6,793** Dental
- **27,593** Medical
- **4,608** Wellness Support

**OUR HEALTH OUTCOMES HAVE REMAINED IN THE TOP 10% OF HEALTH CENTERS NATIONWIDE**

| Condition               | National/DC Average | Community of Hope
<table>
<thead>
<tr>
<th></th>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Pre-Term Birth</td>
<td>8%</td>
<td>11%</td>
</tr>
<tr>
<td>C-Section Rate</td>
<td>18%</td>
<td>32%</td>
</tr>
<tr>
<td>Controlled Blood Pressure</td>
<td>64%</td>
<td>69%</td>
</tr>
<tr>
<td>Controlled Diabetes</td>
<td>71%</td>
<td>78%</td>
</tr>
</tbody>
</table>
BETTY JEAN MADE A BIG CHANGE

When Betty Jean was diagnosed with diabetes three years ago, she knew she had to make a change. That’s when she found Community of Hope. In 2014, Betty Jean walked through the doors of our newly opened Conway Health and Resource Center hoping to find answers about living with diabetes. At her first appointment, Betty Jean got the confirmation she was looking for.

“Nurse Fife told me I needed to lose weight, so I listened to her. In group, they showed me how to measure my food when I cook, so I do it,” Betty Jean proudly exclaims. “I do what Community of Hope tells me to do because they want what’s best for me. They care about me.”

The results were dramatic. Within the past two years, Betty Jean has shed more than 80 pounds and her blood sugar is currently steady at non-diabetic levels.

In addition to her primary care and diabetes group, Betty Jean also receives dental, podiatry and ophthalmology services from us. “I will never go anywhere else. I get great care close to my home. I tell all my friends they have to come here.”
Good health is about more than just access to a doctor. It’s also about the overall wellness of an individual. That’s why we have made a strategic shift to increase our focus on care coordination and wellness programs like these:

- **Pregnancy Care including groups:** fun and interactive learning opportunities about pregnancy, labor, breastfeeding and basic newborn care.
- **New Parent Support:** Our Healthy Start program began in 2015 and provides home visiting to new moms and dads, as well as information on community resources and bonding with the new baby.
- **Chronic Disease Management:** Our one-on-one support and group care help patients manage chronic conditions and meet their health related goals.
- **Refugee Health Services:** Refugees are new to the US and have challenges navigating our healthcare system. More than just access to care, we provide care coordination, immunizations and vaccines, workshops on hygiene, health, and new environments, and access to transportation, all in their preferred language.

### 78%
Through our group care and high quality care, **78% of our patients with diabetes** maintained controlled blood sugar levels.

### 443
**Pregnant moms** received robust prenatal services.

### 492
**Refugees and asylees** received immunizations, health education and care coordination at Community of Hope.

### ABDISSA’S HEALTHCARE HOME
As patients at Marie Reed, Abdissa and his family have access to health workshops and care coordination. We serve almost 500 refugees a year, with medical care, health education, and assistance with the medical portion of the immigration document process.

“They know what to do, they are well organized,” Abdissa says. “Hope is when you are secure in your healthcare system.”

"You Paved the Way For Healthy Lifestyles"
2015 FINANCIAL OUTCOMES

Stability—Our Commitment to You

In 2015, with the support of many donors and funders, we had a positive net income. Other highlights of our financial year are below. *Full audited financial statements are available upon request.*

**Statement of Activities**

**SPENDING CATEGORIES**

- **Health Services**: 54%
- **Housing Services**: 29%
- **Management and General Support**: 13%
- **Fundraising and Communications**: 4%

Total Spending: $16,354,282

**REVENUE SOURCES**

- **Government**: 47%
- **Earned Revenue from Health Services**: 38%
- **Foundations and Institutions**: 11%
- **Individuals**: 3%
- **Miscellaneous**: <1%

Total Revenue: $16,547,224

**Statement of Financial Position**

**ASSETS**

- Cash and Cash Equivalents: $3,776,570
- Accounts, Pledges, Grants Receivable: 3,281,241
- Other Current Assets: 15,170
- Property and Equipment*: 25,351,360
- Other Assets: 263,970

Total Assets: $32,688,311

**LIABILITIES AND NET ASSETS**

**Liabilities**

- Accounts Payable*: $1,598,663
- Accrued Salaries/Benefits: 516,464
- Other Current Liabilities: 435,487
- Long-term Debt: 757,374

Total Liabilities: $3,307,988

**Net Assets**

- Unrestricted: $24,264,023
- Temporarily Restricted: 5,116,300

Total Liabilities and Net Assets: $32,688,311

* Increases reflect garage construction in progress at Conway Health and Resource Center.
OUR 2015 SUPPORTERS

Your Gifts Gave Hope

HOPE GIVERS

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Forrester Construction Company
Gallup
Greater First Baptist Church
Hagerstown Church of the
Nazarene
The Invisible Hand Foundation, Inc.
Living Word Church
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Sustainers of Hope faithfully give each month to support our clients.
For more information visit www.communityofhopedc.org/sustainers.
LOOKING AHEAD

You’re Invited to Join Us

We are always looking to the future at Community of Hope—thinking about how we can better support families and meet unmet needs. Several exciting projects are in the works for the next few years.

2016 Thanks to a generous gift from Cornerstone, Inc, Community of Hope is hiring a Director of Policy and Advocacy to focus on behavioral health and affordable housing—both critical areas for the families we serve. This new staff position is endowed for the next four years, and will help Community of Hope lead change to make mental health services and affordable housing more accessible.

2017 We are so excited for the much-needed renovation of the Marie Reed Health Center, due to re-open in fall 2017. Because of the advocacy of our patients, donors and neighbors, the DC government has committed funds for the renovation of the health center, elementary school, recreation center, and early childhood center on this jewel of a campus in the heart of Adams Morgan. The new campus will be beautifully landscaped, build the best learning environment for the children, and expand space for community partners like Community of Hope. The plan for the health center includes more exam rooms, more dental chairs, and more light in general. We are grateful to the Mayor, the City Council, and our community for making this renovation possible.

2018 The Commons at Stanton Square represents a unique partnership between the Horning Family Fund, Horning Brothers, Martha’s Table, and Community of Hope. Our shared mission is to provide quality educational programs, healthy food, parenting support, counseling, and social services that promote the growth of a community where children and families thrive. Scheduled to open in the summer of 2018, Community of Hope will be providing supportive services for families in a new neighborhood in Ward 8, including behavioral health support. Martha’s Table will be opening an early childhood program and relocating their headquarters and food services to this location. We can’t wait for you to see this exciting new collaboration in action!

You Can Care for Families – Improve Lives – Lead Change With us!
GET INVOLVED!

How Can You Help?

There are many ways you can make an impact. Learn more about getting involved below.

DONATE
Help your neighbors—low-income and homeless families and individuals in DC—receive the housing and healthcare they desperately need. Give today!

VOLUNTEER
Our volunteer program offers a number of individual and group volunteer activities—matching a wide range of interests and skills.

Go to www.communityofhopedc.com/volunteer to find out how to dedicate your talents and passions to help us care for families, improve lives and lead change.

MENTOR
Our mentoring program matches youth in our housing programs between the ages of 8 to 18 with a compassionate, committed and responsible adult mentor for a minimum of one year.

If you’re interested in providing opportunities for education and personal growth, while making a difference in the lives of local youth, apply to be a mentor www.communityofhopedc.org/mentor

WISHLIST
Together we serve families who are going through major transitions. Our clients are on the verge of homelessness, have just exited shelter, or simply need extra help to care for their young families. Support them by providing kitchenware, linens, infant clothing or cleaning supplies.

For more information about the needs of our families, visit our In-kind Donations page. We make it easy to purchase directly from our Amazon Wish List at bit.ly/COH_wishlist.
Community of Hope site-based program, either housing or health center
Home of a recently or formerly homeless family still served by Community of Hope
Areas where most health patients live

Girard Street Apartments
Marie Reed Health Center
Under Construction. Reopening Fall 2017

Hope Apartments
Mississippi Avenue and Archer Park Apartments

The Commons at Stanton Square
coming 2018

Rapid Rehousing and Employment Teams

Our Mission
Our Mission is to create opportunities for low-income families in Washington, DC, including those experiencing homelessness, to achieve good health, a stable home, family-sustaining income and hope.

Our Approach
Community of Hope advances our mission by providing direct services to families, advocating for system change, collaborating with others, and utilizing a person-centered, strengths-based, integrated approach to our work.

Our Values
To serve with compassion, integrity and respect.
To strive for excellence.

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