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.
Fires, evictions, and family conflict were all familiar nudges that meant it’s time to move. From Nikki’s own childhood, she knew the negative consequences that homelessness could have on her two children.

One day in early 2016, Nikki had just a week to figure out where she was going to live. Her mom had given her and the kids an ultimatum and, although Nikki successfully talked her mom into a longer stay, she was still worried.

Nikki sought refuge and escape, and instead of a homeless shelter, she discovered Community of Hope’s Homelessness Prevention Program.

Our prevention program keeps families from becoming homeless by providing interventions like mediation, financial assistance, budgeting and referrals to other services.

With her case manager’s help, Nikki identified her goals. She has a steady income as a legal assistant, but her credit made finding an affordable apartment difficult.

Adding to a difficult situation, as Nikki searched for her new home, her mother’s apartment building caught fire and she was forced to live temporarily in a hotel. Despite this setback, she stayed positive and doubled down on her housing search.

Luckily, good news came – an apartment was ready for her to move in!

With our team’s help, Nikki and her children were able to move into a comfortable apartment, closer to her job. Nikki also got connected to places to get furniture for her new home and to find nearby childcare options.

“Community of Hope’s patience with me was incredible,” Nikki declares. “My case manager pushed and pushed for me to get my security deposit and first month’s rent. I have never cried so hard as when I got my keys!”

A year and a half ago, Nikki and her children would’ve entered the overcrowded shelter system. Instead, thanks to our Homelessness Prevention Program, the family moved into their own apartment.

Read on to learn more about Community of Hope’s programs, which include other housing services, financial support services, and health services. We provide a unique range of wraparound services for patients and clients, who often experience problems that exacerbate one another. For example, if a healthcare patient suffers from housing instability, she may experience stress or poor housing conditions that worsen her health. Also, if a housing client suffers from a chronic disease, he may be less likely to hold down a job and maintain housing stability. Because of Community of Hope’s wide scope of services, we are able to help patients and clients address their problems holistically and greatly improve their quality of life.
Dear Friends,

2016 marked another great year of caring for families in Washington, DC. I’ve especially appreciated the opportunities to meet you, our valued donors, and learn of your tremendous compassion.

I’ve also met families fighting back against difficult circumstances that have led to homelessness or poor health. The struggles and strengths of families who have experienced homelessness motivate me to find better ways to solve the homelessness crisis in our city. The challenges patients have experienced inspire me to work harder to help them manage their health—whether they face diabetes or high blood pressure, pregnancy, toothache, or the long-term effects of trauma, depression or stress.

Because of you, 2016 is a year marked by progress. We are doing more for families. We continue to stay focused on our strategic goals of improving health, ending homelessness, and increasing family-sustaining income.

I encourage you to read through the following pages to see how much your giving has changed lives for 13,000 women, men, and children in our city.

I look forward to the next part of our journey together!

Kelly Sweeney McShane
PRESIDENT AND CEO
NIGHT OF HOPE

You Gave Generously!

On October 13, 2016, over 400 Community of Hope supporters celebrated caring for families, improving lives, and leading change—strategies that help low-income and underserved residents in DC gain a brighter future.

Our generous partners, neighbors, and friends gathered for a Give Hope auction, drinks, hors d’oeuvres, and extraordinary views of the National Mall and US Capitol.

We are indebted to our client speaker, sponsors, special guest, and host committee who together helped us raise over $345,000!

Because you care for families, we can improve lives and lead change. Thank you.

Thank you to our Host Committee, sponsors, and attendees for a wonderful celebration!

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EMCEE
Lesli Foster, WUSA9 News

SPECIAL GUEST
Kojo Nnamdi, WAMU’s The Kojo Nnamdi Show

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EVENT COMMITTEE CHAIRS
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Suzanne Sullivan
Mallory and Diana Walker
Lee and Maria Weber
Kimberly Woods
Cindy and Merrill Yavinsky

“Community of Hope restored my family.”
—SHIRLENE PHILIPS, CLIENT SPEAKER
Volunteers play an essential role in providing hope to our clients and patients. In 2016, 313 people volunteered their time, expertise, and energy to our mission. They improved the lives of the men, women, and children in our programs by:

• Mentoring youth
• Throwing birthday parties
• Helping out at community events
• Assisting clients with interview preparation
• Providing legal and human resources advice to staff
• Serving as doulas for women in labor
• And so much more.

The commitment that you lend to our mission makes our work possible, helping to break the cycle of poverty for the most vulnerable residents in DC. We couldn’t do it without you!

Mentors Make a Difference for this Home

The Air and Space Museum ✔
A Wizard’s game ✔
Laser Tag ✔

The list goes on and on for the adventures Adam and his twelve-year-old mentee Cy’los have experienced together. But it is the small moments that Adam values the most with his mentee.

“Our time together, Cy’los has bounced between wanting to be a video game designer, a pilot, a professional athlete and many other things. I’ve helped him to understand that he can achieve any of these things and to never limit himself,” Adam explains.

This type of self-exploration is the goal of our mentoring program. Cy’los says he’s learned a lot from Adam, like how to be patient and calm in certain situations.

“It’s been amazing to see a young man grow in front of my eyes and knowing that my role in his life has helped him along his path,” Adam says, proudly.

Thank you, Jane Bancroft Robinson, for making this possible.
As part of our commitment to underserved families and individuals, we hold events that build community and provide resources. Without the support and trust of the communities we serve, we couldn’t do our work. Thank you for helping us host family-friendly functions that drew together thousands of neighbors in 2016.

We kicked off the year by joining Ladies Night In. During the spring and summer we hosted markets, community events, and a back to school bash, before rounding out 2016 with joyful holiday celebrations.

Our Ladies Night In, co-hosted with Breast Care for Washington, Holiday and Spring Market celebrations were once again enthusiastically enjoyed by the community.

BELLEVUE BACK TO SCHOOL BASH
With the support of valuable partners, we gave away over 1,000 backpacks to children in our housing programs and in the neighborhoods surrounding our Conway Health and Resource Center. Over 1,100 people came to the celebration, hosted by Community of Hope and the William O. Lockridge/Bellevue Library. From backpack stuffing to clean up, approximately 40 volunteers made the celebration possible.

GIVING HOPE DURING THE HOLIDAYS
Dozens of volunteers worked to make our Holiday Market a fantastic occasion for families in the community. We are especially appreciative of The Advisory Board Company and Urban Land Institute. Thank you for your time and energy during an incredibly busy season!

During the holidays, our housing families receive donated $50 gift cards that help them buy gifts and meals. These gift cards give parents and guardians with very little expendable income the opportunity to create a memorable holiday for their children and other family members. Helping Children Grow, Gallup and The Invisible Hand Foundation and many other supporters gave generously to approximately 575 families.
LEADING CHANGE

There is a tremendous need for stable, safe, affordable homes because the city is challenged with income inequality and a lack of affordable housing. Since 2002, DC has lost half of its supply of low-cost affordable housing. The impact on low-income families has been devastating. Fortunately, family homelessness declined nearly 22% in 2016 but families experiencing homelessness still make up almost half of the region’s homeless population.

While the struggles of our housing clients may seem insurmountable, the right support can make it possible to overcome even the highest roadblocks. You have helped Community of Hope be a leader for system change in DC. We work with government and other nonprofits at the city level on best practices and solutions to end homelessness.

Through your support, families achieve and maintain housing stability and gain hope for the future. We work to end homelessness for families by supporting them through five methods:

- **homelessness prevention** – mediation and support help families stay stably housed
- **emergency shelter** – a few months’ stay with employment and housing search support
- **transitional housing** – a few months’ stay with substance abuse, employment and housing search support
- **rapid re-housing** – short- to medium-term support with employment search
- **permanent supportive housing** – long-term support to keep chronically homeless stable

IMPROVING LIVES

In 2016 we worked to end and prevent homelessness for 972 families.

<table>
<thead>
<tr>
<th>Families Served</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>537</td>
<td>Prevention</td>
</tr>
<tr>
<td>41</td>
<td>Emergency Shelter</td>
</tr>
<tr>
<td>16</td>
<td>Transitional Housing</td>
</tr>
<tr>
<td>238</td>
<td>Rapid Re-Housing</td>
</tr>
<tr>
<td>141</td>
<td>Permanent Supportive Housing</td>
</tr>
</tbody>
</table>

We served more people than ever before. Your impact reached:

- 1,712 children
- + 1,277 adults
- 2,989 people.
“Mommy, my arm hurts.”

Bianca Bynum was asleep in bed one night when she heard two loud cracks followed by that cry. She quickly got out of bed to go check on her sons, eight-year-old Leonte and six-year-old Kamari.

Moving through the dark, Bianca heard her youngest son's cry. When Bianca got to him, she realized that “my son had been shot!”

Luckily, Kamari’s major arteries were not hit by the stray bullet of the home intruder. He was discharged with thick white bandages wrapping his arm. But Bianca and her sons did not go home. They no longer felt safe in that apartment.

In 2011, Bianca and her family got connected to COH’s Permanent Supportive Housing program.

And on that fateful night in 2015, Bianca reached out to her most trusted support systems: her mother and her COH case manager, Amy. She temporarily moved into her mom’s home while Amy and our team helped her find a new home. Bianca and her family needed a home not scarred by echoes of gunshots.

COH helped Bianca relocate to a safe home in a quiet North East neighborhood. When all of her possessions were stolen that night, COH worked with donors to help get them replaced. The boys got school uniforms too. The kids are happy, healthy, and safe.

“Bianca’s perseverance is inspiring,” Amy shares. “She tells me that she cannot dwell on the past, but chooses to press on for her children.”

We helped families stabilize:

- 100% of families in permanent supportive housing remained stably housed
- 90% of families exiting rapid re-housing did not re-enter shelter within two years
- 89% of families who received prevention services did not enter the shelter system
- 77% of families moved out of emergency shelter into permanent housing
LEADING CHANGE

Family stability is nearly impossible without the money to meet basic needs. Between 2006 and 2015, median incomes in Wards 7 and 8 dropped 10% and 17% respectively while Ward 2 incomes increased by 65%. With a little support from the right services in the right locations, stability is achievable. Our programs help homeless and low-income families with signing up for job readiness, adult education, and job training programs, and with gaining employment. Our employment specialists meet clients wherever they are at on the road to education or employment. We work with both adults and their adult children in the same household because gaining meaningful employment will help end the cycle of poverty. We also provide other essential resources, including health insurance enrollment assistance, guidance for maximizing benefits, and connections to community partners.

IMPROVING LIVES

In each of our housing programs, we exceeded our goals for the percentage of adults that gained or maintained employment:

- **Emergency Shelter**: 53% (goal 20%)
- **Rapid Re-Housing**: 39% (goal 35%)
- **Transitional Housing**: 35% (goal 20%)
- **Permanent Supportive Housing**: 23% (goal 20%)

259 clients met with employment specialists.

2x the likelihood of our rapid re-housing families to gain or maintain employment with support from our team.

588 people enrolled in health insurance by Community of Hope.
Do you look forward to your commute to work each morning?

Geoffrey Jackson does.

After a year of unemployment, this single father of four kids looks forward to his trip to work. “Having a commute means I have a job!”

When Geoffrey lost his job late last year, it was the first time he had been unemployed since getting connected to Community of Hope’s housing services in 2009. Geoffrey and his family were stable until 2015 when his employer started cutting hours severely—down to just three hours a week. With more than a decade of experience in maintenance, Geoffrey found himself unemployed and he was worried. But with our help, he got connected to our employment specialist, LaShaye. Together, the pair updated Geoffrey’s resume, created an email account for him and applied for jobs. That summer, Geoffrey received an offer for another job that paid five dollars per hour more than his old job and was only a fifteen minute bus ride from his home.

“Community of Hope has helped me along the way,” Geoffrey exclaims. “From losing my home, to finding a home. From losing my job, to finding a job. They care about me and my family.”

When Geoffrey received his first paycheck, he couldn’t help but smile: “It’s been so long since I held a hard-earned paycheck!”

Employment specialists work with adults and older teens on their employment and educational goals including resume review, interviewing preparations, and finding jobs.
LEADING CHANGE

In our city, there is a pressing need for high-quality healthcare for low-income residents. Too often low-income residents don’t have coordinated and accessible health resources resulting in significantly more health disparities for minorities. For example, African Americans are 6 times more likely to die of diabetes. Similar disparities exist in data related to deaths from cancer, coronary heart disease, breast cancer, infant mortality, and pre-term births. Through our services, however, thousands of vulnerable women, men, and children become physically and mentally healthier.

Community of Hope works with our government and community partners to improve systems of care and outcomes in DC.

Our three health centers are the Conway Health and Resource Center, the Family Health and Birth Center, and Marie Reed Health Center (currently being renovated in Ward 1).

At these centers, we provide primary care, maternal-child healthcare, behavioral healthcare, dental care, and patient support services. We lead change with interventions that include:

- **Emotional Wellness Screening and Counseling** integrated into primary care and counseling for children and adults.
- **CenteringPregnancy**, group prenatal care that offers a self-empowering and peer-oriented approach to teaching women about pregnancy, labor, newborn care, and breastfeeding.
- **Chronic Disease Group Care** that helps patients suffering from diabetes or hypertension manage their diseases and lead healthier lives.
- **Reproductive Care Coordinators** who help patients with family planning and provide reproductive care education.
- **Refugee Health Services** that include immunizations, vaccines, care coordination, language assistance, and workshops on hygiene, health, and navigating the US healthcare system.
- **Healthy Start Home Visiting Services** for families with young children at risk of toxic stressors, who need extra community.

A FOCUS ON REFUGEE HEALTH

For decades, immigrants have been faithful patients. For the past 3 years, we have served as DC’s state refugee health provider, providing health screenings, primary care, care coordination, vaccines and health education. We are pleased to provide a compassionate medical home for refugees, asylees, and victims of human trafficking during their transition to a new homeland.
In 2016, COH received more quality improvement awards from the Health Resources Services Administration than any other health center in the city. The awards are based on 2015 data and focus on health outcomes, access, value and equity.

In 2016, 9,790 patients trusted us for care. We expanded our services, increasing our behavioral health offerings and programs for mothers, children, teens, and young families. We are grateful to have been able to expand our services and gain these achievements through the support of you, our dedicated donors and partners.

**Total number of visits in 2016**

<table>
<thead>
<tr>
<th>Service</th>
<th>Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Behavioral</td>
<td>2,467</td>
</tr>
<tr>
<td>Dental</td>
<td>6,882</td>
</tr>
<tr>
<td>Medical</td>
<td>27,000</td>
</tr>
<tr>
<td>Wellness Support</td>
<td>5,327</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>41,676</strong></td>
</tr>
</tbody>
</table>

Our health outcomes are in the top 10% of health centers nationwide. ▼
LEADING CHANGE
Through the support of the Department of Health and the Bainum Family Foundation, we launched a Healthy Start program that addresses toxic stressors for expecting parents and families with infants and young children in Wards 5, 7, and 8. Case managers visit families in their homes at least once a week to provide support during pregnancy and between pregnancies. They educate families about infants’ and toddlers’ physical and emotional development and develop Family Support Plans. If that program is too intensive, we also provide a light touch support to hundreds of other mothers and families after delivery.

IMPROVING LIVES
In 2016, 41 families participated in the home visiting program and over 100 received light touch postpartum care.
New parents, Mustafa and Ayona Dennis, learned about our Healthy Start home visiting program while participating in Community of Hope’s CenteringPregnancy® group. After taking part in a parent survey, they qualified and enrolled right away. “Every young family should have this support,” Mustafa shares. Their Family Case Manager, Ashley, has been with them every coo, crawl and cry along the way.

Healthy Start support is tailored to the family’s needs. Some may need help with something as simple as getting the right diaper size, while others may need help learning to bond with their baby. A family can enroll in the program as early as the third trimester and stay in the program until their child is three.

For Mustafa, he is the primary caregiver for Elijah during the day. He says that learning about different stages of development has been helpful. He’s grateful for the support system he has with the Healthy Start Program. He knows the important role dads can play in their children’s lives.
2016 FINANCIAL OUTCOMES

Your Support = Stable Futures

See below for the highlights of our financial year. Full audited financial statements are available upon request.

Statement of Financial Position

<table>
<thead>
<tr>
<th>ASSETS</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and Cash Equivalents</td>
<td>$3,060,610</td>
<td>$3,776,570</td>
</tr>
<tr>
<td>Accounts, Pledges, Grants Receivable</td>
<td>3,317,647</td>
<td>3,281,241</td>
</tr>
<tr>
<td>Other Current Assets</td>
<td>101,467</td>
<td>15,170</td>
</tr>
<tr>
<td>Mortgages Receivable</td>
<td>364,515</td>
<td>—</td>
</tr>
<tr>
<td>Property and Equipment*</td>
<td>26,922,254</td>
<td>25,351,360</td>
</tr>
<tr>
<td>Other Assets</td>
<td>1,747,064</td>
<td>263,970</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td><strong>$35,513,557</strong></td>
<td><strong>$32,688,311</strong></td>
</tr>
</tbody>
</table>

LIABILITIES AND NET ASSETS

<table>
<thead>
<tr>
<th>Liabilities</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Payable</td>
<td>$448,985</td>
<td>$1,598,663</td>
</tr>
<tr>
<td>Accrued Salaries/Benefits</td>
<td>606,189</td>
<td>516,464</td>
</tr>
<tr>
<td>Other Current Liabilities</td>
<td>402,949</td>
<td>435,487</td>
</tr>
<tr>
<td>Long-Term Debt</td>
<td>781,684</td>
<td>757,374</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
<td><strong>$2,239,807</strong></td>
<td><strong>$3,307,988</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Net Assets</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Unrestricted</td>
<td>$31,097,382</td>
<td>$24,264,023</td>
</tr>
<tr>
<td>Temporarily Restricted</td>
<td>2,176,368</td>
<td>5,116,300</td>
</tr>
<tr>
<td><strong>Total Liabilities and Net Assets</strong></td>
<td><strong>$35,513,557</strong></td>
<td><strong>$32,688,311</strong></td>
</tr>
</tbody>
</table>

* Increase reflects completion of a parking garage at Conway Health and Resource Center.

** Due to a special, one-time asset transfer from a partner organization, Cornerstone, Inc, we experienced an increase in revenue that will be utilized for building, operational and other reserves in addition to supporting new work in policy and advocacy.
OUR 2016 SUPPORTERS

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Jessica Pahl*
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**Night of Hope Sponsor

Sustainers of Hope faithfully give each month to support our clients.
For more information visit www.communityofhopedc.org/sustainers.
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Sustainers of Hope faithfully give each month to support our clients. For more information visit www.communityofhopedc.org/sustainers.
We are excited to look ahead at Community of Hope—to continue to improve the lives of the low income and homeless families that we serve. The next several years include significant new projects:

**2017  Marie Reed Health Center**
We are thrilled to be renovating our Marie Reed Health Center (MRHC), which was too cramped to handle patient flow and had an outdated heating and cooling system. Thanks partly to your advocacy, the DC government committed funding to renovate the health center, elementary school, recreation center, and early childhood center located on the Marie Reed campus in diverse Adams Morgan. Renovations began in June 2016, and COH will re-open MRHC in late 2017. The new facility will be state of the art and COH will have the capacity to serve up to 40% more patients annually! We look forward to returning to the newly renovated MRHC and to continuing to serve a niche population of low-income and refugee patients.

**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!

Learn more at www.thecommonsdc.org.
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/COHwishlist.
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
Family Health and Birth Center
The Commons at Stanton Square
Hope Apartments
The Commons at Stanton Square coming 2018
Mississippi Avenue and Archer Park Apartments

Administrative and Housing Offices
Conway Health and Resource Center
4 Atlantic Street, SW
Washington, DC 20032
202.407.7747

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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