You Shine a Light
IN OUR COMMUNITY


ANNUAL IMPACT REPORT 2018
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### 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.
Deidra Eskew, DC native and mom of two, went through much of her childhood feeling alone. She never knew her father and lost her mother as a young adult.

“I had no hope,” Deidra said. “Even though I had the push and brains to do everything I was supposed to, it wasn’t working. I needed more help.”

Deidra had to get better not only for herself but for her two kids, ages nine and two. She was referred to Community of Hope where she has worked on her life goals including sobriety and letting go of anger from her childhood and challenges in her adult life.

“When I got to Community of Hope, I felt a newfound freedom. I’m around people that are trying to do the same things as I am; be better” she said. “That makes me feel comfortable and it gives me back my hope.”

“Community of Hope gave me hope—knowing that I was going to be okay and my kids were going to be okay. I knew that I was going to be pushed to do better for myself and for them.”

—DEIDRA ESKEW, HOUSING CLIENT

Leading Change on Complex Challenges

Our programs include housing services, comprehensive healthcare, financial support services, and other services for families. Community of Hope provides compassionate support for the whole person. We understand that one problem often leads to another. Chronic disease or depression can make maintaining employment a challenge. Lack of safe and stable housing can lead to stress that exacerbates a patient’s health problems.

Because of Community of Hope’s extensive range of services, the people we serve experience a light that sparks lasting improvements in their lives.
Dear Friends,

Your light shines bright for the families we serve who are overcoming homelessness. Your warmth floods the lives of patients seeking medical, dental, and emotional wellness.

Thank you for giving, encouraging, and sharing the good news of our work.

It’s always a privilege for me to share the impact of our partnership with you. 2018 was an incredible year with our return to our beloved Marie Reed Health Center, the long-awaited opening of The Commons at Stanton Square, and finally, the opportunity to provide safe, dignified housing for 50 additional families at The Triumph. A record-breaking number of people both in healthcare and housing turned to us for hope.

Our work is critical – especially at a time when our neighbors continue to struggle to find and maintain affordable housing and when huge disparities exist in access to healthcare and positive health outcomes for many at-risk neighbors, particularly for moms and babies. That’s why 2019 is a year of dreaming, planning, and strategizing about where we can make deeper impact for families. As a staff and board, we are listening to best practices, prioritizing our biggest ideas, and developing our dream into a three-year plan.

We look forward to sharing the outcomes of our planning and hope you’ll carry the light with us into the year ahead.

With Gratitude,

Kelly Sweeney McShane
PRESIDENT AND CEO
After years of increases in family homelessness in DC, our city saw a decrease of nearly 40% over the past two years! This significant drop was recognized by the National Alliance to End Homelessness who awarded Community of Hope with an “Excellence in Ending Family Homelessness” nonprofit award along with our partners, DC Department of Human Services, at their national conference.

Still, over 6,500 women, men, and children in our city do not have a stable place to call home. Many factors contribute to homelessness, including poverty, systemic racism, and unemployment. The median household income in Ward 8 – where the majority of our housing families come from – is only $34,824, less than half the median for the District. Sixty-three percent of renters in Ward 8 have to spend more than 30% of their gross income on rent. On top of that, Wards 7 and 8 have the highest unemployment rates in the District.

Our housing programs provide stability and hope in the face of difficult circumstances. Our case managers, housing specialists, and other staff offer resources, guidance, and encouragement, empowering clients to make the best decisions for their families. Your support helps clients find and maintain stable homes and turn their lives around. We work to end homelessness for families by supporting them through three approaches:

**OUR APPROACHES**

**Prevention** – case management, mediation, budgeting, and limited financial assistance to help families remain stably housed.

**Short-term housing** – either emergency shelter or transitional housing providing a short-term stay with employment, housing search and other supports.

**Long-term solutions** – including both rapid re-housing, a short- to medium-term rental assistance with employment search support, and permanent supportive housing, long-term support to stabilize families experiencing chronic homelessness.

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

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<td><strong>2,146</strong></td>
<td><strong>children</strong></td>
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<tr>
<td><strong>1,444</strong></td>
<td><strong>adults</strong></td>
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<tr>
<td><strong>3,590</strong></td>
<td><strong>people</strong></td>
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Lights Are ON at The Triumph

In December 2018, in partnership with the DC Department of Human Services, we opened The Triumph (Ward 8) – a new short-term family housing site for 50 families. The Triumph is providing families with safe, dignified emergency shelter and case management support as they seek permanent housing. The facility filled quickly and 30 families have already moved out to a positive home situation.
A Voice For The Community

Jennifer, 41, grew up in Baltimore and never had an example of stable housing. Her parents became homeless when she was three years old and she was placed in the foster care system.

In 2001, she moved to DC with her children. After a brief period living in a shelter, Jennifer knew that she and her family needed housing and stability. After being connected to Community of Hope's housing services, she finally found relief. She was “glad to receive permanent and supportive housing” after so many years of constant moving.

Now Jennifer is able to take full control over her life. With the help of her case manager, she is learning how to budget her money. She understands the importance of financial literacy and hopes to teach budgeting classes to others in the community.

Her experience at Community of Hope has transformed her into a strong advocate for other struggling families. We are encouraged to see her leading change on behalf of so many others.

We provided HOUSING STABILITY for 1,159 families

- Homelessness Prevention: 635 families served, 85% stable
- Transitional Housing: 13 families, 92% stable
- Permanent Supportive Housing: 177 families, 99% stable
- Rapid Re-housing: 297 families, 97% stable

Note: Housing stability is assessed differently depending on the type of program: prevention, short-term, or long-term approaches.
Without stable housing, good health, and connections to a job and other benefits, how can families lift themselves out of poverty? The income gap in DC continues to grow and many Black residents are experiencing the worst of it, according to the DC Fiscal Policy Institute.

At Community of Hope, our employment specialists connect families to job training courses, educational opportunities, and most importantly, to jobs. In 2018, our employment specialists worked with 180 families to advance employment opportunities for clients and we conducted outreach to potential employers. We also connected our clients to other resources: health insurance enrollment, access to other supportive benefits, and connection to the hundreds of other amazing organizations with access to food, education, and a host of other needs.

**INCREASING FAMILY-SUSTAINING INCOME**

**You’re Lighting Paths to a Better Financial Future**

We exceeded our goals for the number of adults who gained or retained **EMPLOYMENT**

- **Emergency Shelter**: 45% actual (20% goal)
- **Transitional Housing**: 47% (35% goal)
- **Permanent Supportive Housing**: 28% (28% goal)
- **Rapid Rehousing**: 37% (37% goal)

759 people were **enrolled in health insurance** through our insurance enrollment team. Health insurance helps families have better financial futures if unexpected medical expenses arise and it lets them focus their funds on food and housing.
Too many community members find leading a healthy life in our nation’s capital extremely difficult. Black residents, who have the lowest median household income in DC, disproportionately live in areas with insufficient access to health care and experience fair or poor health at a rate “over twice that of all other races.” (Health Equity Report: District of Columbia 2018) Without access to preventative health care, manageable health problems can become health crises with long-term consequences.

Our three Federally Qualified health centers are patient-centered medical homes, where we are providing a host of services.

### OUR SERVICES

**Primary Medical Care** including sick and well visits for the entire family.

**Dental Care that is more than cleanings** – including x-rays, extractions, dentures, and dental care plans which are affordable for uninsured and Medicare patients.

**Emotional wellness screening and counseling for children and adults**, integrated into routine medical care, schools, and other services.

**Centering Pregnancy** is group prenatal care that offers a self-empowering and peer-oriented approach to teaching women about pregnancy, labor, newborn care, and breastfeeding.

**Chronic Disease Care** that helps patients suffering from diabetes or hypertension manage their diseases and lead healthier lives.

**Reproductive Care Coordinators** help patients with family planning and provide reproductive health education.

**Refugee Health Education** which ensure language assistance and workshops on hygiene, health, and navigating the US healthcare system.

**Home Visiting Services** for families with infants and toddlers who learn about appropriate physical and emotional development and are connected to resources.

**Teen Nights** that provide health education to adolescents in a fun and interactive environment.
We provided **QUALITY HEALTH SERVICES** with almost 60,000 visits for 12,744 people and we were recognized by the federal government with **FOUR AWARDS FOR OUR HEALTH OUTCOMES AND ACCESS**

Community of Hope consistently **ACHIEVES EXCEPTIONAL OUTCOMES** in partnership with our partners and clients

Your support has made it possible to serve more of our neighbors in need than ever before – and to serve them well.

With your partnership, our patients are achieving strong health outcomes that lead to longer, happier lives.
In 2018, Community of Hope provided prenatal care to nearly 700 pregnant women. Many of these women reside in Wards 5, 7, and 8 and are Medicaid recipients. As if pregnancy and new motherhood isn’t hard enough, our moms face greater challenges:

1. There are no hospitals on the entire east side of Washington, DC that deliver babies.
2. Infants born to black mothers are five times more likely to die than infants born to white mothers.*
3. Thirteen of fourteen maternal deaths in a five year period were black moms.**

We believe that the women we serve from high-risk communities must be wrapped in robust health services.

**OUR PRENATAL SUPPORTS:**

- CenteringPregnancy model of prenatal care
- Care coordination
- Breastfeeding education and support
- Access to diapers, baby care kits, and other resources
- Home visiting to support moms, dads, and infants
- Birth options – hospital or free-standing birth centers
- Midwives of color

*DC Health Perinatal Health Infant Mortality Report, April 2018
**DC Perinatal Healthy Key Facts
In the past few months, we have added a number of new Emotional Wellness services, along with our new location at The Commons at Stanton Square.

Since we opened The Commons in July 2018, almost 800 people showed interest in our work or directly benefited from our services at The Commons. We hosted a Nurturing Parenting class, funded by Helping Children Grow; provided homelessness prevention services to families in 149 cases; and educated 74 families about their infants’ and toddlers’ physical and emotional development and connected families to resources; and presented to over 100 Teens at Teen Nights.

**OUR COMPREHENSIVE EMOTIONAL WELLNESS SERVICES:**

Now available at all three health centers are quick screenings for anxiety, depression, or trauma for medical patients, along with connections to our therapists for ongoing counseling.

New approaches to serving children through play therapy or supporting strong parental bonds through Parent-Child Interaction Therapy.

Collaborative counseling services at two Ward 8 elementary schools – Moten Elementary School and Ketcham Elementary School.

Psychiatry offered in person or through telehealth.

Addictions counseling and Medication Assisted Treatment with suboxone for patients with opioid addiction.
Thank you to the 29 generous sponsors, 33 host committee members, and 420 guests who together helped us raise about $345,000! Christine Carroll, a Community of Hope mom, talked about where darkness shadowed her journey and where the light of her new Community of Hope shone.

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

We could not accomplish the work that we do without the support of our generous partners. Because of your commitment, our families have stable housing, high-quality healthcare, and other critical services.

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

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“My world is filled with light now, because of the hope you have given me and my family.”
—CHRISTINE CARROLL, HOUSING CLIENT
Our volunteers are essential in fulfilling the mission at Community of Hope and we are so proud of their support that impacted our programs in 2018.

Volunteers continue to serve our community by:

• Mentoring youth.
• Serving meals and providing family engagement activities at shelter dinners.
• Hosting 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.

Thanks to you, our patients and clients can move closer to achieving their personal and professional goals.

2018 Volunteers – What an Impact

451 Individual Volunteers

4,434 Volunteer Hours

97% of Volunteers are “satisfied” or “very satisfied” with their volunteer experience

100% of Volunteers are “likely” or “very likely” to recommend Community of Hope as a place to volunteer

We are so proud of our mentor, Kristal Lightning, who was not only selected as Community of Hope’s 2019 Mentor of the Year but she was also chosen as one of the three United Way of the National Capital Area and Deloitte’s Mentoring Matters Coalition Mentors of the Year! Kristal and her mentee, Moena, have been together since 2015.
With your support, we hosted four fun community events for patients, clients, and neighbors throughout the year: Ladies Night In, Commons Grand Opening, Bellevue Back to School Bash, and our Holiday Market. We love being hospitable to our neighbors, creating memory-making moments where people learn about our services and connect to our partners.
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U.S. Department of Housing and
Urban Development
United Way of the National Capital Area

Community of Hope is grateful to be included as one of the
Bezos Day One Families Fund’s first investments. The one-
time $5 million grant will be expended over the next four years
to support Community of Hope’s work to end family homelessness
in Washington, DC.

The funds will allow Community of Hope to expand and deepen its full range of
services for families experiencing homelessness, and to address
the urgent needs of family homelessness in a way that
provides long-term change.

Not only will these funds increase the number of people served, but they will allow the
organization to strategically partner on innovative ways to
meet the needs of families who are experiencing homelessness.

Thank you, Bezos Day One Families Fund!

Caty Poulin has long been an advocate for children, families, emotional wellness and all
our work. Led by husband, Robert, her family and friends honored her by giving and naming
the Caty Poulin Child and Family Interaction Zone at The Commons at Stanton Square.

Sustainers of Hope give monthly donations. For more information visit https://www.communityofhopedc.org/donate/sustainers-of-hope
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Rediet Abebe, Jeff Milota, Wency Coleman, and Lekeisha Vone of sponsor Horning Brothers enjoy the capitol view.
We enjoyed seeing Dr. Thandeki Myeni and Michael Bing from sponsor Visionary Eye Doctors.
Host Committee members Chris and Carole Kerns and Vernon Oakes lit up our special night.
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Telling Our Story on the Airwaves and Print

Community of Hope earned 45 media spots in 2018. If you would like to read more of our featured articles please visit our website www.communityofhopedc.org/newsroom.

WUSA 9 NEWS

DC non-profit “changed my life” by providing quality healthcare in Ward 8
“It’s not easy to remain optimistic about healthcare in D.C.’s Ward 8, which has some of the highest disparities of health outcomes in the Metropolitan area, but a non-profit is working to change that. Community of Hope is a place where residents can feel they can belong, and where they can get access to quality healthcare for the entire family.”
https://on.wusa9.com/2Eh8BcO

THE WASHINGTON POST

D.C. has a high maternal mortality rate. Lawmakers want to know why.
“Community of Hope says making its predominantly black patients feel welcome is crucial to their safety, so women come for care regularly during pregnancy and problems that necessitate referrals to hospitals are spotted early.”
https://wapo.st/2Vya6sw

THE ATLANTIC

Why Are So Many Women Dying From Pregnancy in D.C.?
“Maternity Desert, a new documentary from The Atlantic, follows Amber Pierre, a 24-year-old African-American woman living in southeast D.C. Pierre is pregnant with her second child. After two previous miscarriages, she is navigating a high-risk pregnancy that, combined with her Medicaid coverage, requires she visit a hospital every two weeks to be seen by an Ob-Gyn.”
http://bit.ly/2w9sf5G
STAY INVOLVED

More Ways You Can Shine Even Brighter

There are many ways you can get involved. 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.
- Visit communityofhopedc.org/donate to Give Today.
- Give monthly. Join Sustainers of Hope.
- Participate in your employer’s Workplace Giving Campaign or Corporate Match Gifts Program.

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
School-based emotional wellness provided by Community of Hope

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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