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## OUR MISSION

Community of Hope works to improve health and end family homelessness to make Washington, DC more equitable.

## OUR VISION

Everyone in Washington, DC has good health, a stable home, family-sustaining income, and a hope-filled future.
Patria Harrell, a DC native, smiled as she relived the moment she and her three sons moved into their new home. “I kissed the floor when I first walked into my unit. It was everything that I asked for.”

For Patria and her family, it was a long road to find stable housing, which included living in homelessness, a tough neighborhood, and the unexpected closing of a housing program. Life started to improve once the family was connected to our rapid re-housing program. Once in the program and with the support of her case managers, Patria was not only able to secure a unit, she received her high school diploma and earned her Special Officers Training certification. “I had a good team and support system at Community of Hope. I was fortunate enough to have individuals not aiming for [their] paycheck but [who] cared for me. Community of Hope helped me reach a high level of independence – a maximum level of independence and I’ll be forever grateful.”

Lifting Voices, Leading Change

Community of Hope works to improve health and end family homelessness to make Washington, DC more equitable. We offer a range of innovative and integrated programs that serve our neighbors and community, including a range of housing programs, comprehensive healthcare, and other critical supports for the whole family. We understand the challenges that families face are complex and connected – a lack of safe and stable housing can lead to stress that exacerbates health problems, for example. To address these challenges, we take a comprehensive approach, tailoring our services to meet each family’s needs. Through our work, we hope to lift voices and support our families as they change their lives.
“So many people said they would help us all through our journey, but it wasn’t until we got to Community of Hope that it was true.”

—ANTHONY BAYLOR
Dear Friends,

We celebrated 2019 as a year of giving voice to significant disparities in our city and of working to achieve our impactful mission.

I want to share my gratitude for your critical support. Thank you for giving generously. You help us lift the voices of families overcoming housing instability, patients seeking healthful lives, and – in general – neighbors seeking opportunity in a world where injustice, racial biases, and inequitable systems limit hopeful futures.

The year was also a year of strategic planning to redefine and refresh Community of Hope’s vision for the years ahead. We listened to staff voices and experiences and they heavily influenced that planning process. Board members and patients articulated their vision and engaged in deep conversations over words, phrases, ideas, and their hope for a deep impact from this plan.

We refreshed our mission, vision, and goals, which you can see on the inside cover and throughout this report.

We are finalizing this impact report in the middle of the most transformative public health crisis our world has experienced in this and many lifetimes. On page 20, we share more about the way our mission has adjusted due to COVID-19. All the other pages represent a snapshot of our amazing work in action throughout the last year of the old normal. Thank you for being a part of this mission.

With Gratitude,

Kelly Sweeney McShane
President and CEO

Voices of Gratitude

NEW STRATEGIC PLAN GOALS

Goal 1: Improve health and eliminate inequities in health outcomes in under-resourced communities in Washington, DC.

Goal 2: End homelessness for families in Washington, DC.

Goal 3: Innovate, collaborate, and integrate to improve well-being for families and communities.

Goal 4: Be a strong and sustainable organization, ensuring we have the people, resources, and expertise needed to advance our work.

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(list as of December 2019)
In 2019, we continued to make progress towards our goal of ending family homelessness in the District, serving a record 1,228 households in our housing and homelessness prevention programs! However, we know much more needs to be done. According to the 2019 Point-in-Time Count report, on any given night in DC, there are 6,380 individuals experiencing homelessness, including 767 families and nearly 1,400 children.

Families overcome huge odds to achieve stability. They choose from an extremely limited number of affordable housing units in DC. A 2019 DC Fiscal Policy Institute article reports that “nearly 90 percent of extremely low-income, severely rent-burdened households in the District are headed by a person of color and most of them are Black.” The majority of our clients also live in Wards 7 and 8, where the unemployment rates are the highest – 15.29% and 17.39%, respectively, compared to 6.76% in DC as a whole (Source: DC Health Matters).

Our housing programs provide stability and hope for the families we serve. Our supportive case managers, housing specialists, employment specialists, and other staff offer the help families need during these difficult times. We empower clients to make the best decisions for their families by:

- Linking families with resources;
- Providing guidance, encouragement, and ongoing support;
- Supporting the needs of children, including around education and health; and
- Offering employment and other services to connect families with income.

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

<table>
<thead>
<tr>
<th>2,414 children</th>
<th>+</th>
<th>1,550 adults</th>
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<td><strong>3,964 people</strong></td>
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**OUR HOUSING SOLUTIONS**

**Prevention** – case management, mediation, budgeting, and limited financial assistance to prevent families from entering shelter.

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

**Long-term solutions** – including both rapid re-housing, which provides short-to medium-term rental assistance with employment search support, and permanent supportive housing, which provides long-term rental assistance and case management support to stabilize families experiencing chronic homelessness.
A Family’s Longing for Home

DaLanda Gorman, DC resident, and mother of six had an emotional moment when her family first moved into a homeless shelter. “When I became homeless, I asked myself – How did I end up here?” They were connected to our Girard Street Apartments. “Community of Hope gave us a place to stay, and the support me and my family needed.”

After 90 days in temporary housing, DaLanda and her family moved into their own home with the short-term rental assistance through rapid re-housing. “We now live in a house which I can say is mine.” Now that the Gorman family has a place to call home, DaLanda is focusing on going back to school and encouraging her children. “I want them [my kids] to know they can do whatever they want to do, and I hope they grow up and be whatever they want to be. They need to know that if I can do it, they can do it.” 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.

Community of Hope provided housing stability for 1,228 families

We provide services along the homelessness continuum, serving families wherever they are in the processing of finding housing stability.
In December 2019, The Triumph celebrated one year of providing safe, dignified shelter for families in the District. The Triumph is Community of Hope’s short-term family housing site in Ward 8. At The Triumph, families are provided a safe, supportive, and dignified place to stay while they search for a home of their own. Since our opening, we have provided over 170 families with a safe place to stay for a few months before moving into permanent housing. Seventy-four (74) families exited the program within about 100 days – much faster than our other shelter programs.

Three nights a week and one weekend afternoon, the dining room at The Triumph is filled with caring volunteers, children, and parents engaging in family activities like playing games, creating crafts, and building memories. See more on page 14.

DAEJA’S STORY

When 21-year-old Daeja Kennerly moved into The Triumph, she knew that her challenging journey with unstable housing was finally going to change. For years, Daeja and her three young kids experienced homelessness. But after just 77 days at The Triumph, Daeja and her family and moved into their new apartment. “Oh my goodness! Moving into my apartment was the biggest accomplishment ever. It felt so good to be able to come to my own home and be with just my family.” Now, Daeja is focused on going back to school and teaching her kids the importance of saving money. And even though she has exited the program, her kids continue to receive medical care at our Conway Health and Resource Center.
A Voice for Jobs and Income

In 2019, we helped families lift themselves out of homelessness and poverty by connecting them to education, employment, and family-sustaining income. Our employment specialists worked with 164 people to help them find jobs and get the training and education needed to move toward their goals. Our team connected families, patients, and community members to other critical resources. In fact, 687 families served in 2019 were connected to health insurance.
At Community of Hope, we believe everyone deserves to have access to integrated, culturally competent, and trauma-informed healthcare. For our DC neighbors, especially people of color, who face higher rates of stroke, diabetes, and other chronic diseases, we work to eliminate health inequities. By establishing a relationship with a primary care doctor, our patients address health problems before they become health crises with long-term consequences. We are a Federally Qualified Health Center operating three health centers and a community resource hub.

**OUR SERVICES**

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

**Comprehensive Dental Care** includes cleanings, x-rays, extractions, dentures, and dental care plans which are affordable for uninsured and Medicare patients, and seniors.

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

**CenteringPregnancy®** 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** helps patients suffering from diabetes or hypertension to manage their diseases and lead healthier lives.

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

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

**Home Visiting Services** support families with infants and toddlers in learning about appropriate physical and emotional development and are connected to resources.

**Teen Nights** provide health education to adolescents in a fun and interactive environment.
Providing More Care While Improving Outcomes
We provided quality health services for 13,835 patients in 65,070 visits and achieved strong outcomes with our patients.
MATERNAL AND CHILD HEALTH

A Voice for Healthy Moms and Babies in the District

In 2019, Community of Hope provided prenatal care to nearly 700 patients. Many of these people 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:

- There are no hospitals on the entire east side of Washington, DC that deliver babies.
- Infants born to black mothers are five times more likely to die than infants born to white mothers.*
- 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.

In 2019, we purchased a new home to expand and relocate our Family Health and Birth Center. Stay tuned as we build out to serve more moms and babies in the District for many years to come!

*SAMAR’S STORY

Samiyah Lee settled in DC over a decade ago after moving from New York. For Samiyah, it had always been a desire of hers to become a mother – she couldn’t imagine life any other way. But she struggled to get pregnant, leading her to seek an infertility specialist who identified that a large fibroid. Three months after getting the fibroid removed, she learned she was pregnant!

Samiyah wanted to deliver her baby in, “the most natural environment possible,” and she found exactly what she was looking for at the FHBC. “When I went to Community of Hope, I fell in love with the soul there. When you see someone who is a reflection of you, it’s a different aura and a different experience. I felt so at home.” With support from her midwife, doula and family, Samiyah gave birth to a healthy baby boy.

“For Community of Hope to be in the place where it is, providing the care that they do – shows moms that they are cared about, shows them that they are important and shows them that they deserve to be treated appropriately with the right medical care.”

*DC Health Perinatal Health Infant Mortality Report, April 2018
**DC Perinatal Healthy Key Facts
On October 3, 2019, over 300 business leaders, city officials, and community supporters gathered to celebrate the “Voices of Our City,” our annual Night of Hope reception. Thanks to your generosity and that of our 26 sponsors, we raised almost $450,000 that will be used to improve health and end homelessness in Washington, DC. Event host committee co-chairs, Melissa McGuire and Andy Miller and Joe and Catherine Hall, successfully led the event, which featured Samantha McFadden, whose life was changed by the organization, and a stirring “Give Hope” moment where guests raised paddles to donate funds toward services, such as providing a safe place for homeless families to sleep and support for healthy moms and babies. With your support, more families will have access to stable housing, high-quality healthcare, and other critical services. THANK YOU!

Clockwise from top left: Bradley Butcher extends his generous support; Meg Inomata, Amy Bess, and Sadina Montani of Vedder Price enjoy being honored with the Tom Nees Award for Exceptional Service; Joshua Johnson, formerly of WAMU’s and NPR’s 1A, led the short and impactful program; Event Co-Chairs Andy Miller and Melissa McGuire and Catherine and Joe Hall share a laugh of celebration; Mieka Wicke of J. Willard and Alice S. Marriott Foundation, Carl Hairston, and City First Bank’s Shannan Herbert are always thinking of the many great voices from across our city.
Thank you to our Host Committee, sponsors, and attendees for a wonderful celebration!

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Stephen Lee and Maria Weber
Kimberly Woods

“Community of Hope gave my family the support, encouragement, and hope that we needed to pick ourselves up from what seemed to be a hopeless situation.”

— SAMANTHA MCFADDEN, HOUSING CLIENT
In 2019, our volunteers filled an essential role in all our programs. We are so proud of the impact they had including their work to:

- Mentor youth whose families have experienced homelessness;
- Help serve meals and provide family engagement activities in Ward 8;
- Host birthday parties for children and families;
- Provide enriching activities for children living in our shelter and transitional housing sites;
- Assist with community events;
- Support clients with interview preparation;
- Provide legal and human resources advice to staff; and
- So much more.

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

We want to congratulate Daniela Villar del Saz, our 2020 Mentor of the Year! She has been matched with her mentee, La Georgia, since September 2016. Thank you, Daniela, for your ongoing commitment to serving as a wonderful mentor to a young person in our housing program.

2019 Volunteers – What an Impact!

688 Individual Volunteers
6,514 Volunteer Hours

100% of Volunteers had a meaningful experience.
100% of Volunteers recommend Community of Hope as a place to volunteer.
BEING A GOOD NEIGHBOR

Echoing Voices in Our Community

In 2019, we hosted several community events for patients, clients, and neighbors, including Ladies Night In, Bellevue Back to School Bash, and our Holiday Market. We love being there for our neighbors, creating moments of joy and connection among those we serve, and building relationships with our community and partners.
In November 2019, we were delighted to host Jeff Bezos at The Commons at Stanton Square for a tour and discussion about the one-time $5 million grant from the Bezos Day One Families Fund to support our work in ending homelessness. We are so grateful for this generous gift which will allow us to not only increase the numbers of families we serve, but broaden our focus to addressing the needs of young heads of households (ages 18–24) with children who are experiencing homelessness, with services tailored to their needs (further plans are laid out on page 20).

Thank you again to the Bezos Day One Families Fund!
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Ray Martz and Kari Carr, both of Pebblebrook Hotel Trust; Greg Leinweber of Kimpton Monaco DC; Jamey Burden, COH staff; and Kimberly Woods; COH board member brainstormed creatively about potential jobs partnerships with the hotel industry for families who are homeless.

♥ Sustainers of Hope give monthly donations. For more information visit https://www.communityofhopedc.org/donate/sustainers-of-hope
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A Look Ahead

2020 marks our 40th year serving the community with a bold vision, which we are refreshing for the next five years.

We are rolling out our 2020–2024 Strategic Plan, where we refreshed our mission, vision, and goals, and identified several key areas of focus as an organization over the next five years. While COVID-19 is delaying some of our timeline, our Strategic Plan continues to provide our framework for the future, and has even helped us move forward some initiatives, like around telemedicine.

One exciting area of growth is harnessing the unique expertise of our housing and health programs by adding emotional wellness supports to our shelters and ensuring that every pregnant woman in our housing programs is engaged in perinatal care and receiving support. We will be addressing the needs of young heads of households with children who are experiencing homelessness, enhancing our services for children in shelter, and expanding our work in maternal and child health, particularly as we relocate and expand our new Family Health and Birth Center (FHBC). We are so grateful to the A. James & Alice B. Clark Foundation and Developing Families Center for their generous one-time gifts to support the purchase and renovation of the FHBC.

We are also pleased to share that the Conway Health and Resource Center has been chosen to be the Bellevue Family Success Center. We are one of ten sites selected by the Child and Family Services Administration in targeted neighborhoods east of the Anacostia River. We will also partner with Martha’s Table on their Family Success Center at The Commons. Family Success Centers, part of a new DC-wide plan called Families First DC, will be uniquely designed by each community to facilitate access to existing resources tailored to meet families’ needs.

We look forward to your support and partnership as we continue to address both the short-term and long-term needs of our families and communities.

COVID-19 MAKES OUR MISSION EVEN MORE CRITICAL

Despite the surprise and challenge of the global pandemic, Community of Hope has continued our mission. We rapidly transitioned our medical and behavioral health teams to telehealth solutions as much as possible. We redeployed our dental team to help triage patients and visitors arriving for visits at our health centers and we launched testing. In Housing, we temporarily transitioned as much case management as possible to remote work and we increased meals at the Triumph, temperature checks, and resources like kids activities and technology for our families across the city. Families have still been leasing up into their own homes. We’ve been so grateful for the support of many government entities, foundations, faith-groups and individuals who have supported us during the last few months. Learn more at https://bit.ly/COHCOVIDSupport.
STAY INVOLVED

More Ways to Lift Voices and Change Lives

There are many opportunities to get involved with our work:

DONATE
Help provide resources to meet the housing and healthcare needs of our families.

- 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 range of opportunities to get involved. We are particularly in need of volunteers at The Triumph in Ward 8 to participate in family enrichment activities and help serve dinner to the residents. Go to communityofhopedc.org/volunteer to find out how you can dedicate your talents and passions to change lives.

MENTOR
Our mentoring program matches youth in our Permanent Supportive Housing program between the ages of 8 to 16 with a compassionate, committed, and responsible adult mentor for a minimum of one year. If you’re interested in making a difference in the life of a local youth, apply to be a mentor: communityofhopedc.org/mentor.

WISHLIST
Together, we serve families who are going through major transitions. Our clients face many challenges, including homelessness, health problems, 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. You can purchase directly from our Amazon Wish List at bit.ly/COHDCwishlist.

JOIN US ONLINE. SPREAD THE WORD.
Visit us online to learn more and sign up for the latest updates via email.

Choose Community of Hope for your amazon smile charity.
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

The Commons at Stanton Square Resource Center

Marie Reed Health Center

Family Health and Birth Center
Current Site

Rapid Rehousing and Employment Teams

Hope Apartments

Conway Health and Resource Center
Administrative and Housing Offices

Mississippi Avenue and Archer Park Apartments

The Triumph Short-Term Family Housing

Administrative Offices
Conway Health and Resource Center
4 Atlantic Street, SW
Washington, DC 20032
202.407.7747
development@cohdc.org
www.communityofhopedc.org

Our Mission
Community of Hope works to improve health and end family homelessness to make Washington, DC more equitable.

Our Approach/Values
- **We care for families** by providing direct services with a focus on prevention, healing, and wellness.
- **We improve lives** by building on families’ strengths, honoring their choices, and taking a whole-family, multi-generational approach.
- **We lead and advocate** for system change to address the effects of historical and current racial inequities on health outcomes and housing opportunities.
- **We embrace the diversity of our community**, welcome all voices and perspectives, and treat everyone with respect, compassion, and integrity.
- **We strive for excellence** in all that we do, implement evidence-based practices, measure our outcomes, and use this knowledge to continuously strengthen our work.

Our Contact Information

- **Administrative Offices**
  Conway Health and Resource Center
  4 Atlantic Street, SW
  Washington, DC 20032
  202.407.7747
  development@cohdc.org
  www.communityofhopedc.org

Our Social Media
- Facebook: facebook.com/communityofhopedc
- Twitter: www.twitter.com/cohdc
- Instagram: www.instagram.com/cohdc
- LinkedIn: www.linkedin.com/company/cohdc