



Hope Carries On

ANNUAL IMPACT REPORT 2022-2023



Caring for Families. Improving Lives. **Leading Change.**

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OUR MISSION

Community of Hope’s mission is 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**.



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- List as of April 2023*

Dear Generous Friends,

With an abundance of joy, I am pleased to provide you with a deep look at the progress of Community of Hope’s mission, vision, and current strategic plan.

After three disruptive years of a pandemic, 2022 was an opportunity to begin to feel normal and to realize that, through all the challenges and opportunities we experienced, **hope carries on**. Beyond just advancing step by step, Community of Hope was able to advance hope in beautiful ways.

First, we saw the number of people served in our medical, dental, emotional wellness and care coordination programs surpass pre-pandemic levels. We are again increasing our capacity to ensure access to healthcare in communities that are still reeling from how the pandemic exposed inequity.


Second, we added new supports for single adults experiencing homelessness. Because of that and other program growth, we provided housing and supportive services to more households than ever before.

Third, we integrated and collaborated more than ever – especially through our resource navigation program, the Bellevue Family Success Center. Not only did that program provide more connections to resources than ever before but we added new innovations to deepen our care for patients and families in housing.

Finally, with delight, we hosted in-person gatherings including community events and our Night of Hope. I so enjoyed spending time with our community, having deep conversations, and dreaming together about how we can keep ensuring that everyone in our city has a hope-filled future.

Through each of the 17,500 (and more) people who walked through our doors; over 400 staff; over 400 volunteers; and over 1,100 individuals, foundations, and corporations who gave generously – I am reminded that HOPE carries on and cannot be stopped by any force.

With hope and joy,



Kelly Sweeney McShane

“Beyond just advancing step by step, Community of Hope was able to advance hope in beautiful ways.”



Yolanda: A Survivor's Perspective

For Yolanda, the toll of heart disease has led her to experience several heart attacks, each one taking a significant physical and emotional toll. However, with the help of a new healthcare provider and the support of therapists and patient navigators, she is able to make healthier decisions and live her life to the fullest.

"The moment I came to Community of Hope it felt familiar," recalls Yolanda. Here, Yolanda connected with her nurse practitioner, Akite Daniel, who Yolanda credits for helping her get her health back on track and manage her illness.

Yolanda has had many medications over the years and admittedly forgets which one she took that day and which one she didn't. She and Akite worked together on a plan to make it easier to manage and adhere to

her daily medication regimen. Now also, Yolanda has a patient navigator who calls in-between visits to check on any needs that she may have.

As Yolanda started to work on her physical health, she was also referred to a counselor to work on emotional wellness. "What people don't realize is when you go through devastating heart attacks, it starts to mess with your head," says Yolanda. Through Akite, she got connected to her Community of Hope therapist, Renata Powell. "Miss Renata lets me cry, curse, and scream if I need, but I never have to worry about feeling judged or mistreated," says Yolanda.

With the support of her new health community, Yolanda feels like she's starting a new chapter in life.

"It makes a difference to have a doctor that genuinely cares about me, and I wouldn't trade it for the world."

"Healthcare equity at Community of Hope is not just a moral imperative, it is a necessary foundation for creating safe and healthy communities where every individual has the opportunity to thrive."

Dr. Alsan Bellard, Chief Medical Officer





Hope Heals

Improving Health

In 2022, Community of Hope ensured our patients had access to the highest quality, evidence-based healthcare. As a Federally Qualified Health Center, Community of Hope is a health home for our 14,400 patients at three health centers, community resource |and partnership sites, or in homes through telehealth and a variety of home-based care.



▼ Our Medical Services

Our patients rely on Community of Hope for routine and specialized health services to meet their needs.

- ▶ **Primary Care:** sick and well visits for the whole family.
- ▶ **Maternal Health Care:** comprehensive prenatal- and postpartum care from midwives and family care providers; maternal fetal medicine; specialty care; care coordination, doula services, and group supports.
- ▶ **Chronic Disease Care:** coordinated care and home-based visits for patients managing hypertension or diabetes. Check out page 8 to learn about our new Community Health Worker program.
- ▶ **Sexual Health Care:** STI prevention, testing, and treatment as well as family planning and sexual health education for adolescents and adults.
- ▶ **Refugee Health Services:** culturally competent care including health screenings, immunizations, health education, and social groups. Check out page 8 to learn more.
- ▶ **Home Visiting:** 2Gen model for parents to navigate social and physical development milestones for their young children up to age 3 with connection to other resources.
- ▶ **Pharmacy:** providing accessible and personalized care including same-day pick up and home delivery.

Increasing Healthy Smiles

At Community Hope, we go beyond medical care to serve our patients. In 2022, we continued to provide comprehensive dental care and emotional wellness services.



▲ Comprehensive Dental Services

At two of our health centers, 3,359 patients of all ages accessed a full range of dental services including cleanings, x-rays, dentures, dental care plans, and more. These services are affordable for all members of the family regardless of insurance status.

At Community of Hope, we understand that consistent dental care is the gateway to good health, so we break down barriers to care.

- ▶ **Integration into Primary Care:** across our three health centers, young children receive oral health assessments and fluoride treatment at their medical wellness exams.
- ▶ **Free Dental Care for Seniors:** dental patients over the age of 65 can receive free, affordable preventative and restorative dental care. Read more about this program on page 8.

▼ Emotional Wellness Services

The need for emotional wellness services has increased drastically over the past few years. At the end of 2022, we observed a 52% increase in the number of people served since before the pandemic. We've added more approaches and open intake days for patients and community members to access:

- ▶ Individual and Family Counseling for the whole family.
- ▶ Parent-Child Interaction Therapy encourages interaction between a parent and their child and builds parenting strategies and family bonds.
- ▶ School-Based Mental Health Care at two local elementary schools—adding a high school in 2023.
- ▶ Integrated Emotional Wellness Screenings and Services in routine medical care and in care for pregnant people.
- ▶ Substance Use Supports for people managing addiction to alcohol and drugs.

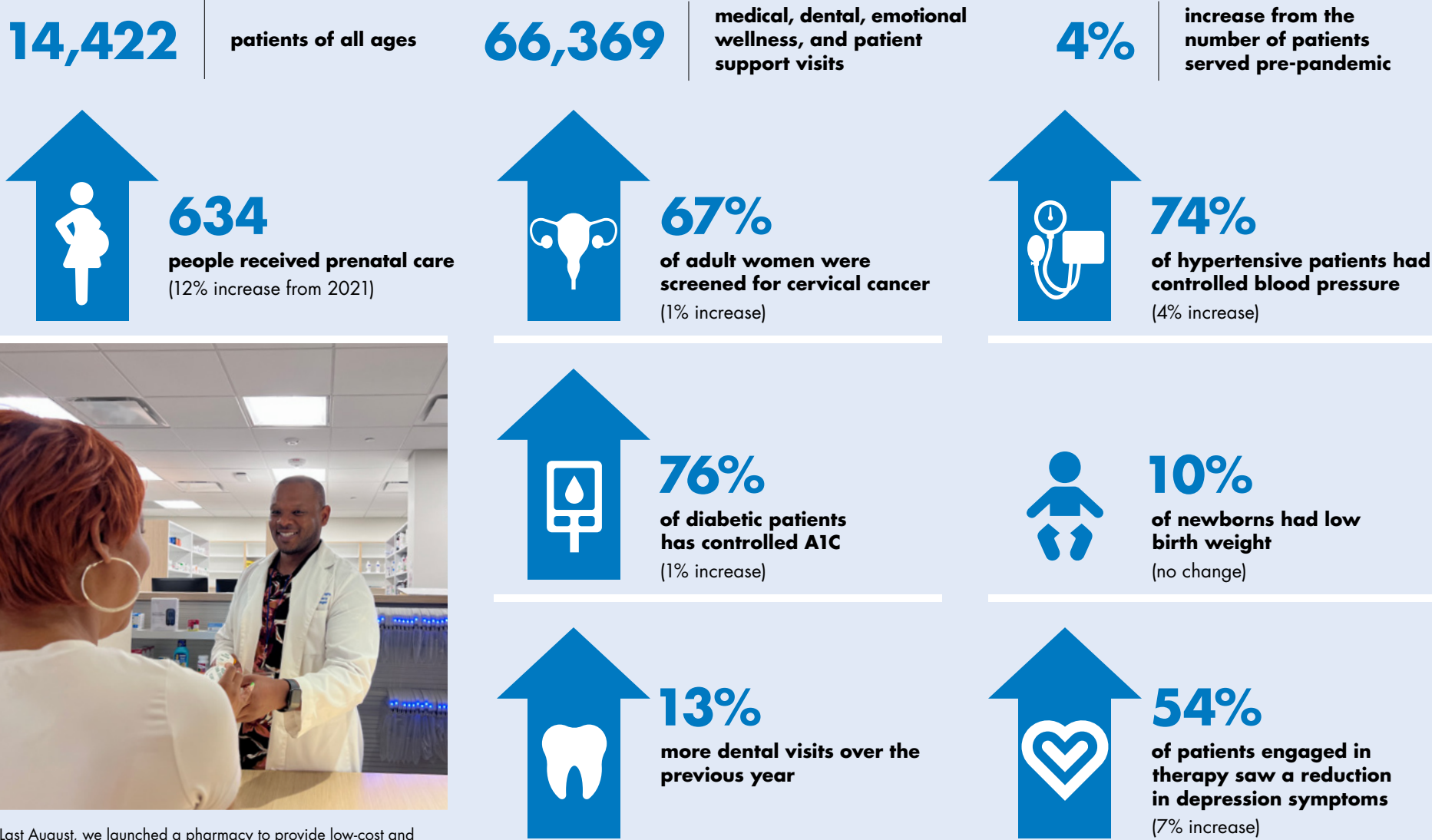
Deepening Emotional Wellbeing



Measuring Improved Health

Through the last few challenging years, Community of Hope has focused on providing high quality care to improve the health and wellbeing of our patients.

IN 2022



Last August, we launched a pharmacy to provide low-cost and accessible prescriptions to patients across all our centers.

Innovating for Moms and Babies



▲ WIC's Welcome Arrival!

We are excited to welcome the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) to Community of Hope. This program will provide lactation and nutrition supports to about 3,000 income-qualifying pregnant, postpartum, and breastfeeding women, infants, and children. We launched this program at Conway Health and Resource Center and the Family Health and Birth Center in March 2023 with plans to expand to a third location.



▲ After Baby is Here!

Last year, our extended postpartum care initiative, supported by the Rita and Alex Hillman Foundation, and being evaluated through a partnership with Georgetown University, began serving participants through midwifery-led home-based visits and Parent Cafés. The program utilizes individual and group supports for participants throughout the first year postpartum. Our goal is to provide high-quality postpartum education and health care without any sense of coercion around decisions related to infant feeding, birth control, and more. Implemented mainly by Black nurses and nurse midwives, this approach is culturally-aware and racially-congruent for the primarily Black moms and birthing people we serve.

Innovating for Chronic Disease, Dental, and Refugees



▲ Community Health Workers at Home to End Chronic Disease

With the support of DC Health, we have launched a Community Health Worker initiative that will allow us to provide home-based health education and care management to select patients with hypertension and diabetes. Our community health workers support patients in their homes and in our centers, with the goal of improving patient care and health outcomes. By going to patients' homes, community health workers will be able to build trust with patients, remove barriers to care, and connect them with resources.



▲ Seniors Get Free Dental Care

With funding from DC Health, we are excited to have reinstated the Senior Dental program at Community of Hope, which was phased out during the pandemic. This program allows dental patients over the age of 65 to receive free, affordable preventative and restorative dental care, which is not covered by Medicare. Through this program, our goal is to serve 130 senior dental patients.



▲ Refugees Thriving in Health and Emotional Wellness

Through our refugee health programs, we provide culturally responsive and linguistically appropriate, accessible health services to new refugees. We also offer compassionate care coordination and health education, including one-on-one sessions, as needed, for this population. This population has traveled very far and still faces a multitude of challenges to achieving stability. During this transition, we work to ensure that patients receive support that meets all their needs. We offer emotional wellness support at all visits and an Integrated Emotional Wellness Clinician performs intakes and connects clients to therapy as needed.

▼ Homelessness Prevention

Our homelessness prevention program supports families who will face homelessness within one to 30 days. Case managers partner with clients to develop housing stability plans. They also offer mediation services, support with finding apartments, and short-term financial assistance.

704 **IN 2022**
families supported by our Prevention Program, a 4% increase year-over-year.



► Their Own Apartment

We have two long-term housing programs at Community of Hope: Rapid Re-housing which provides families with rental assistance and supportive services and Permanent Supportive Housing which offers long-term case management for families with children and single adults in apartments and site-based housing. These households receive long-term rental assistance and supports to help them stay stably housed, increase self-sufficiency, and strengthen family and community supports.

► Temporary Shelter

For families experiencing homelessness, The Triumph provides safe, dignified housing for 50 families at a time for approximately 90 days. They have access to shelter, intensive case management, and children's activities. We also offer Bridge Housing at Girard Street for single adults (read more on page 11).

178 **IN 2022**
families served, 55% more than 2021, and they stayed for just 68 days on average.



Hope Houses

Ending Family Homelessness

As we see the end of many pandemic economic policies, Community of Hope continues to serve an increasing number of families and individuals in our housing programs. Community of Hope offers a wide range of services—case management, youth-focused supports, mentoring, housing search, employment navigation, access to healthcare—all along the homelessness continuum of care.

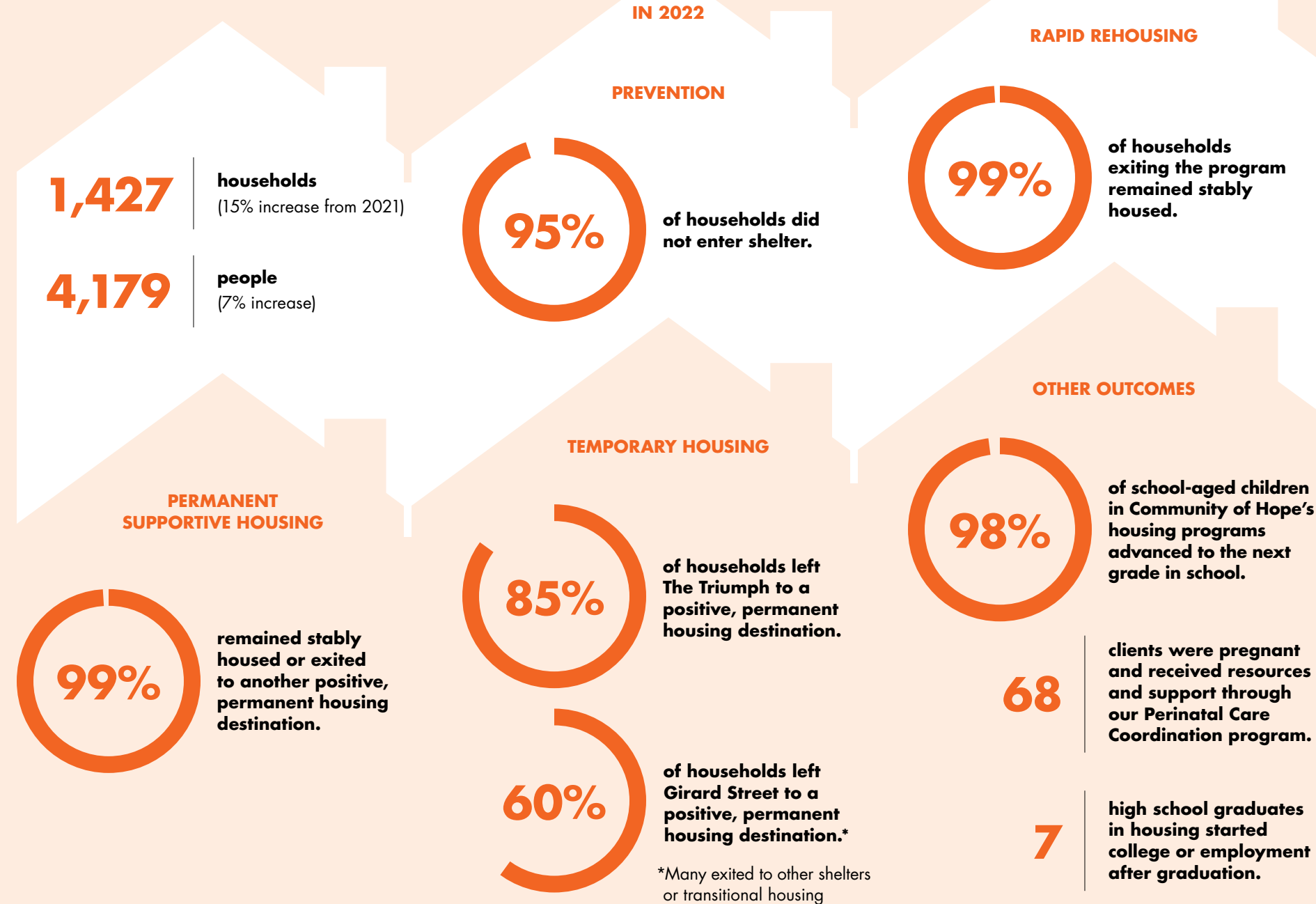


343 **IN 2022**
families served by Rapid Re-housing.

227 **IN 2022**
families supported by Permanent Supportive Housing.



Charting Housing Stability



Innovating for Families and Individuals

Serving More People

In 2022, we served about 200 more households than ever before. Our Homelessness Prevention program, new Bridge program, and expanded permanent supports sprang into action to meet needs. We expect even more to come in 2023 with further expansions in both permanent housing and Bridge Housing programs.



Evictions and Prevention

The end of the pandemic's eviction moratorium came in 2022. Right now thousands of cases are working through the DC court system. Our Homelessness Prevention team is ready to support families facing these difficult moments. They served a record-breaking 704 families last year with incredible outcomes.

Adding More Individuals

Last year, Community of Hope shifted our approach to address the critical needs for housing services for unaccompanied adults in Washington, DC. During 2022, we expanded our Permanent Supportive Housing for individuals experiencing chronic homelessness to now serve 29 people and we will keep adding more. The expansion to serving individuals has not only allowed us to serve new clients but has allowed clients to remain with Community of Hope even when their children grow up and move out.

Bridge at One Year In

In late 2021, Community of Hope launched a pilot of a Bridge Housing program to help adults to transition from living outside or in large shelters into their own apartments. Unlike our other programs, these individuals don't have children and typically, they have next to no support system and other challenges. We connect them to our health programs and refer to other organizations to meet their needs. In 2022, we served 85 people and are currently preparing to re-open our Hope Apartments as a Bridge Housing program, also in partnership with the DC Department of Human Services and The Community Partnership.



**Serving
a Growing
Number of
People**

1,357

total people
served in new and
returning families

Top Three Needs:

1. Housing
2. Food and Grocery
3. Employment Supports

323

new households
connected to card

129

gift cards dispersed,
totaling \$6,350, to
address food security

44

returning families developed
care maps to identify their assets
in navigating crises

Hope Resources

Ensuring Connection to Build Resiliency

At our Bellevue Family Success Center in Ward 8, we connect families with existing community and government resources so that they can address immediate concerns through one-time assistance or short-term case management for up to 90 days.



Hosting Engaging Events that Also Meet Needs



► The Bellevue Family Success Center is community-led by an advisory council made up of Bellevue residents that guide its priorities. It offers intentional programming to connect community members to vital resources, empowering them to overcome challenges and achieve lasting success.

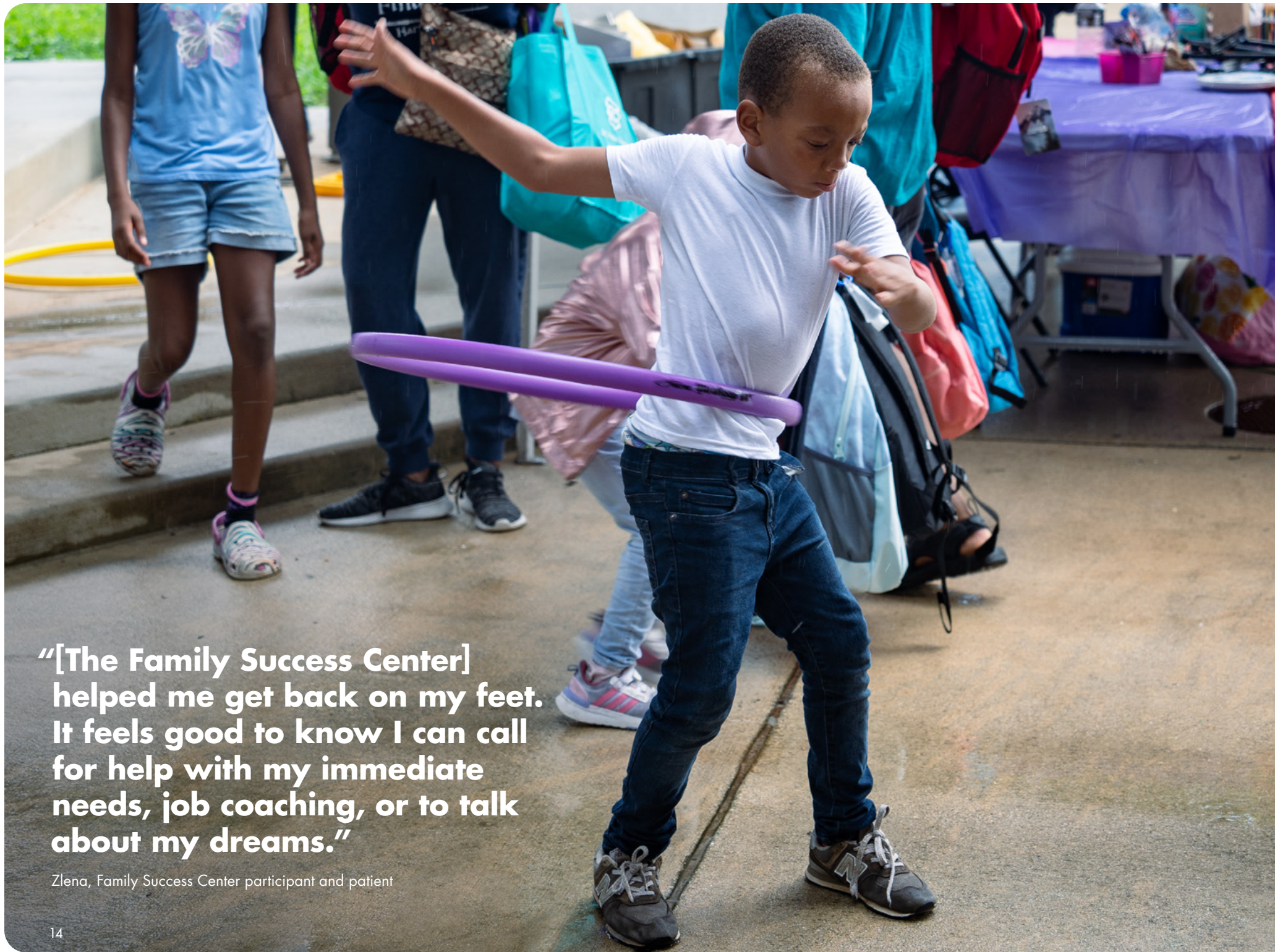
Programs include:

- Living the Protective Factors Lunch Chat
- Teen Nights, now weekly
- Let's Get It: Employment & Housing Navigation
- Family Art Nights with Project Create

► We gave out over 2,400 backpacks with school supplies to children in our community and our health and housing programs. Over 1,700 people attended our Back to School event, a partnership with our DC Public Library and Metropolitan Police Department.

► A holiday-themed family game day in December was an opportunity to give out hundreds of toys, games, bicycles, and gift cards; get pictures with Santa; do art; and to strengthen family bonds.

Thanks to our friends at Amerigroup DC, AmeriHealth Caritas DC, MedStar Family Choice Plan, Amazon Housing Equity Fund, CareFirst Blue Cross Blue Shield, Bloomberg, The Carlyle Group, Consigli Construction, Grace Community Church, Greater First Baptist Church, HomeSnap, National Air Traffic Controllers Association, and Passion City Church.



“[The Family Success Center] helped me get back on my feet. It feels good to know I can call for help with my immediate needs, job coaching, or to talk about my dreams.”

Zlena, Family Success Center participant and patient

“After finding Community of Hope, my life began to change and is still changing.”

Ms. Sherry Williams, mom in our housing program and healthcare patient



Catherine Buell, Kelly Sweeney McShane and KellyAnn Kirkpatrick



Erica Farhat, Emily Madan, and Sara O'Keefe

Hope Celebrates

Community of Hope celebrated clients, volunteers, sponsors, and donors at our annual Night of Hope

What a joy to be **Together Again** for the first time in 3 years. We wholeheartedly appreciate the outpouring of support at our 2022 Night of Hope reception and the leadership of our 2022 Host Committee led by co-chairs, Ray and Jen Martz and Lisa and David Madden. The program, emceed by Jenn White of NPR and WAMU's 1A show, featured the brave story of Sherry Williams and remarks by Kelly Sweeney McShane, President, and CEO, inspiring everyone with the organization's vision and impact. Thank you to our lead sponsor, **Lockton** and all who celebrated with us and helped raise \$440,000 to increase access to quality healthcare and end family homelessness to make Washington, DC more equitable.



Sherry Williams and her beautiful family



Lori Jackson and Julia Baer-Cooper



Jenn White, host of WAMU's 1A with Alfredo and Martha Benavides



Hope Shares

Shouting Out Hope Givers



Caty Poulin (third from left) who received our 2022 Tom Nees Award for Exceptional Service poses with her husband, Robert; sons, Nathan and Benjamin; niece, Christina; and Kelly Sweeney McShane.

Capital One, N.A.
CareFirst BlueCross BlueShield ★
Charina Endowment Fund
Child and Family Services Administration
Naomi and Nehemiah Cohen Foundation
Community Housing Trust
Community Partnership for the Prevention of Homelessness
DC Department of Behavioral Health
DC Department of Human Services
DC Health
DC Health Benefits Exchange Authority

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Every Mother Counts
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Schwab Charitable Fund
Share Fund
Shrensky Foundation Inc.
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Rachelle Toman, MD and Kirsten Barrett, Ph.D
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U.S. Department of Housing and Urban Development
Unity Healthcare/Title X
Urban Institute
Caroline and Steve VanRoekel
William J. & Dorothy K. O'Neill Foundation

Thanking Healers

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The Shafer Philanthropic Family Fund
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Nathanael Pilar with Big Hoya Little Saxa builds a tower with a child at Fam-Club

Richard W. and Katie Snowdon
Suzanne and Jaroslav Stetkevych
Patricia Stonesifer and Michael Kinsley
Kelly Sweeney McShane and Kevin McShane
Brian and Debbie Sweeney
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Sip N Paint Crew is ready for a night of

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Honigman
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Michele and Jeremy Lunsford ♥
Susan Mathias and Michael Neifach
Leith McIndewar
Courtney and Hugh McMahan



GEMS Volunteers Prepare for a fun night of volunteering

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Sarah McNamer ♥
Janet Meyers
Mary E. Miscally
Beverly and Rick Moreland
The Moton Family Foundation
Erin O'Connell
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Heather M. Sand
Ruth Schickel ♥
Ed and Penelope Shapiro
Mr. Michael Silberman
Yael Smiley, MD
Tamara Smith
Dana Spencer
Allan Stamler
Kevin Sweeney and Danielle Dienert Sweeney
Kathlyn and Kurt Taylor Gaubatz
Temple Sinai
The Carlyle Group
The Plasencia Group
Tessa Thompson, MD
Francine Vannicola
Ty Voyles
Victoria Wachino
Eileen Wiley
Dominique Young-Smith ★
Philip Yu
Victoria O. and Harvey Zuckerman
Stephen Zwirn



Lindsay Gough from McAllister & Quinn bonds with a child

Acknowledging Partners, Faith-based Groups, and Other Significant Supporters

Bloc Burnaz MC + Benevolent Beautiez
Bloomberg L.P.
Consigli Construction
Crowell and Moring
Developing Families
DC Diaper Bank
DC Primary Care Association
DC Public Library Outreach Department
Dodie Brady and Global Harmony
Through Personal Excellence
EAB
Edlavitch Jewish Community Center of
Washington, DC
Michal Freedman
Friends Meeting of Washington



Volunteers from Bloomberg Industry Group bring smiles at our Back to School event.



Generous team members at Home Snap donated backpacks stuffed with supplies for children in our housing programs and neighborhood.

George Washington University
Physical Therapy Program
Goods For Good
Huntington Ingalls
Jaida Jackson
Kimberly Woods
Moton Family Foundation
National Air Traffic Controllers Association
Optum Services
Passion City Church

Patricia's Helping Hands
Catherine and Robert Poulin
Gail Ruf
Temple Sinai
The Carlyle Group
The World Bank Group
Vaccines for Children
Vedder Price PC
Washington National Cathedral

Donate

Provide resources to improve health and end family homelessness to make Washington, DC more equitable.

- ▶ Visit communityofhopedc.org/donate to give hope – through a one-time donation or as monthly Sustainer of Hope – today!
- ▶ Double your impact by participating in your employer's Workplace Giving Campaign or Corporate Match Gifts Program.
- ▶ Give to our Wish Lists. You'll give families a fresh start by purchasing household items or baby supplies. Check out our lists at www.communityofhopedc.org/wishlist

Volunteer

Dedicate your talents and passions to support your DC neighbors.

- ▶ We welcome individuals, community, and corporate groups three nights a week at the Triumph, at monthly birthday parties, and through many opportunities. Please visit communityofhopedc.org/volunteer to learn more.
- ▶ Be a mentor for a youth between the ages of eight to sixteen. Your compassionate and committed presence for – at least – one year can make a difference in the life of a child or teen who has experienced homelessness. Learn more here communityofhopedc.org/mentor.

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volunteers generously spent time investing in our clients and in improving lives with us.



Tri Sig members are ready for a campfire themed birthday party for the children!

Hope Gets Involved

Inviting You to Give, Volunteer, and Spread the Word

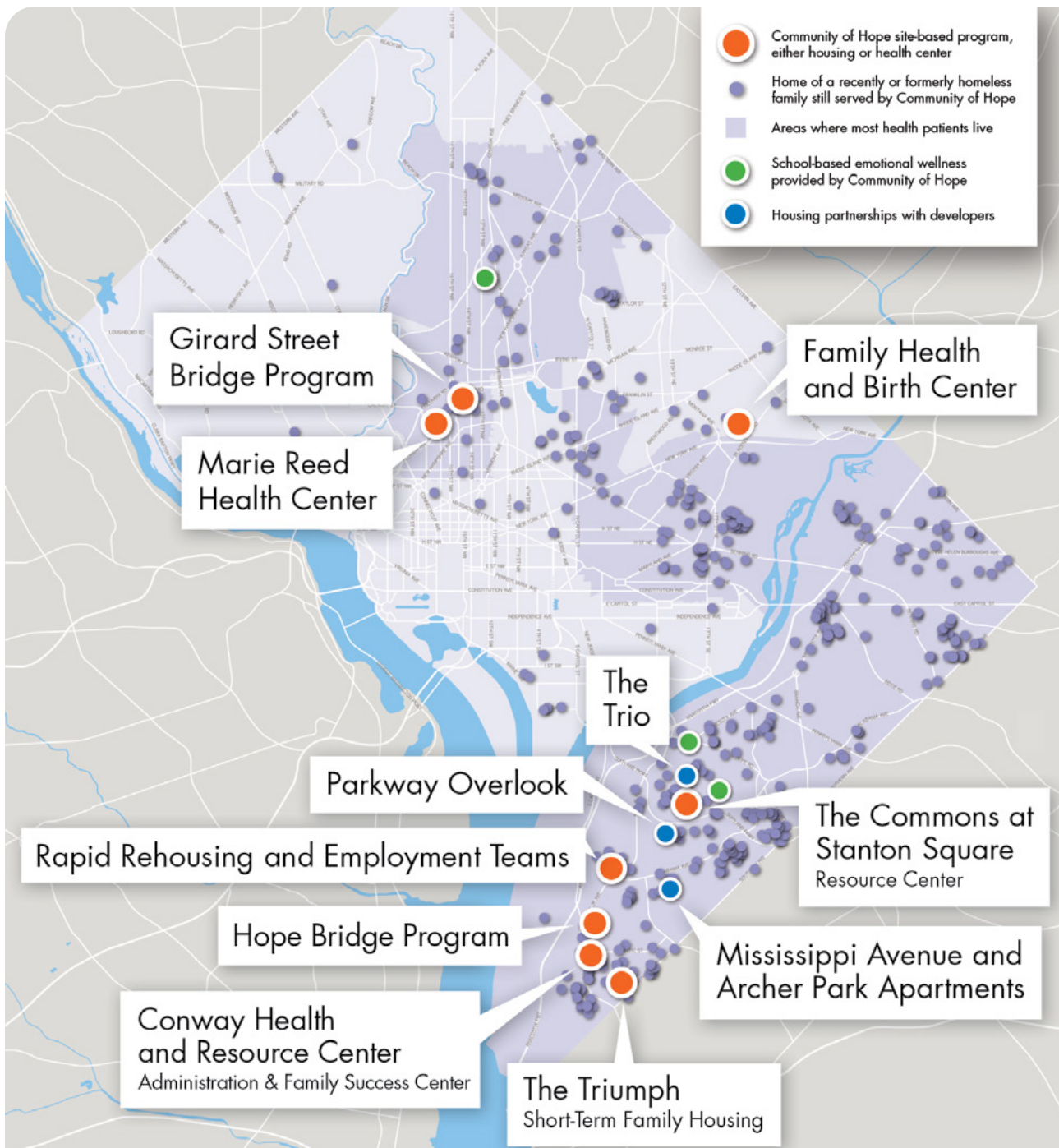
Follow

Join us online and share the word! Visit our website at communityofhopedc.org to read updates and Stories of Hope, to subscribe to our Hope In Action e-newsletter, and like and follow our Facebook, Twitter, Instagram, and LinkedIn.

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Mentor Krystal invests two outings a month in her mentee, exploring the city, talking about the future!



MISSION

Community of Hope's mission is to improve health and end family homelessness to make Washington, DC more equitable.

APPROACH AND 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, multigenerational 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.

ADMINISTRATIVE OFFICES

4 Atlantic Street, SW Washington, DC 20032

202.407.7747

development@cohdc.org

www.communityofhopedc.org



/communityofhopedc



/cohdc



/cohdc



/company/cohdc



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