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Cover photo provided by Gensler Architects, featuring the new mural at Family Health and Birth Center by talented artist Zsudayka Nzinga Terrell.			2
1	-	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 family-sustaining home, income, and a hope-filled future.

OUR FOUR STRATEGIC GOALS

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



End homelessness for families in Washington, DC.



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



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



Dear friends,



Our work is not just about health or housing—it's about community.

Our work is not just about health or housing—it's about **celebrating community.**This community is made up of Community of Hope's patients and clients, staff, volunteers, and our generous donors. With this report, we celebrate this community because when our community comes together, we can achieve equity.

At Community of Hope, 2021 remained a year of continued flexibility and innovation. Our health services in particular continue to be so important as we all recover from the pandemic and address ongoing inequities in health outcomes. And, we are making progress toward ending homelessness, including a new housing program—
Bridge Housing—specifically for individuals.

You'll also read how we normalized our new, pandemic ways of meeting the needs of our community, including protecting our neighbors with a robust COVID-19 testing and vaccine program.

I invite you to read on to discover all the ways Community of Hope is **strengthening hope.**

Our homelessness prevention program saw the most families ever, with the best outcomes ever. Our Family Success Center served over 250 people, helping families navigate crises. The number of emotional wellness visits, essential during times of uncertainty, grew over the last year. With the opening of our expanded Family Health and Birth Center, more parents, babies, and families in the District now have access to healthy beginnings and comprehensive care.

Our impact, detailed at length in these pages, is a result of the community working together to provide health, stability, and hope to Washington, DC.

Thank you for your support.

With gratitude,

Kelly Sweeney McShane President and CEO

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List as of April 2022



Darin and Janet, youth-focused case manager, on vaccine day.



Many donors shared favorite books for Darin during early pandemic quarantine.

COMMUNITY AT EVERY TURN

Grandmother, Sharnell, has found housing, healthcare, and hope, for herself and two granddaughters at Community of Hope.

Sharnell Boyd takes pride in supporting those in her community, especially her family. She's learned that life's twists and turns can place you in different roles—sometimes a supporter and other times in need of support.

NEEDING SUPPORT

In 2010, Sharnell and her granddaughter Danyell, who was one-year old at the time were in search of housing. After three months of housing insecurity, Sharnell secured permanent supportive housing. The timing could not have been better, as shortly after securing stable housing, Sharnell gained custody of her second granddaughter, Darin, who was 3 years old at the time.

Through the years and transitions, Community of Hope has collaborated with her to stay stably housed in their own apartment, while providing extra supports to her granddaughters. Most recently, Sharnell was briefly displaced by a house fire, which she was able to navigate with the help of a housing specialist.

Additionally, for the past ten years, Sharnell has trusted Community of Hope's Family Health and Birth Center as the health home for her family.

SUPPORTING LOVED ONES

Sharnell is a regular presence at the Family Health and Birth Center.

"I liked it so much I stayed there," says Sharnell. "Everyone there is really nice. It feels like we have known each other for years – for some of them [staff], we actually have. They have watched my kids grow up. Time is really flying."

"Community of Hope has done a lot for me," says Sharnell in reflection of the support over the years.

"I was able to pick up clothes for my kids at the clothes closet. They got their COVID vaccines there. My granddaughter even talked to a therapist there at one point," says Sharnell.

Our team applauds Sharnell – a supportive grandmother, focused on being present for her grandchildren.

Sharnell's story is a beautiful reminder of the important link between housing and health. With your support, Community of Hope provides both to families across Washington, DC.



IMPROVING HEALTH

HEALTHCARE SNAPSHOT

In 2021, as the pandemic continued, Community of Hope remained a steady presence in the community.

With our trusted reputation and long-standing role as a Federally Qualified Health Center, we ensured that our neighbors had access to routine and pandemic-related health services that they needed.





OUR HEALTH SERVICES

Our patients relied on Community of Hope for their health needs by engaging in care at our three health centers, community resource locations, or through telehealth.

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 the whole family, including those who are uninsured or have co-payments.

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 learning about pregnancy, labor, newborn care, and breastfeeding.

Chronic Disease Care helps patients suffering from diabetes or hypertension manage their diseases and lead healthier lives. Check out page 7 to learn more about new expansions.

Sexual Health Care services were provided to patients through STI prevention and treatment, family planning, and sexual health education.

Refugee Medical Screening and Health Education provides health assessments, immunizations, and workshops to learn about healthcare in the United States.

Home Visiting Services supports families with infants and toddlers, as they learn about healthy physical and emotional child development, while connecting them to resources.

ENDING THE PANDEMIC'S EFFECTS

VACCINES, TESTING, TELEHEALTH:
KEEPING OUR COMMUNITIES HEALTHY

TESTING AND VACCINATION

Throughout 2021, we strengthened the community through our robust COVID-19 testing and vaccine program.

Across the country and in DC, Black and Latinx people faced significantly higher rates of COVID-19 infection and deaths than White people. This was deeply concerning to us since 97% of our patients identify as people of color. To address this challenge, we:



delivered 11,029 Moderna and Pfizer vaccines to 5,663 patients and community members – ages 5 and up, as eligible



offered COVID-19 testing, providing 11,889 COVID-19 tests to the community in 2021

OVERCOMING ERODED TRUST

The communities where our health centers are located are only fully vaccinated at rates ranging from 42% to 58%*, as COVID-19 vaccine hesitancy persists. Hesitation is the result of a historic medical mistrust in communities after past racist approaches eroded trust. We creatively intervened by:

- Promoting the vaccine through respectful outreach through our Bellevue Family Success Center, located at our Conway Health and Resource Center in Ward 8, door to door, and through social media.
- Partnered with neighborhood nonprofits to bring vaccine directly to schools and community centers, removing barriers.
- Provided free transportation to vaccine visits.
- 4 Offered information about the vaccine during each point of care visit.

ADAPTABILITY

We continued to offer telehealth but found that we could provide more in-person services and that most patients preferred this approach.

47% of patients had at least one telehealth visit, an 8% drop in patient use compared to 2020.

We continued to develop our telehealth approach – rolling out **Prompt Care** which allows patients to have a same-day virtual care appointment for emerging health symptoms.



^{*} Total fully vaccinated DC residents as of April 24, 2022 was 74.4%.

IMPROVING HEALTH HEALTHCARE ACCOMPLISHMENTS

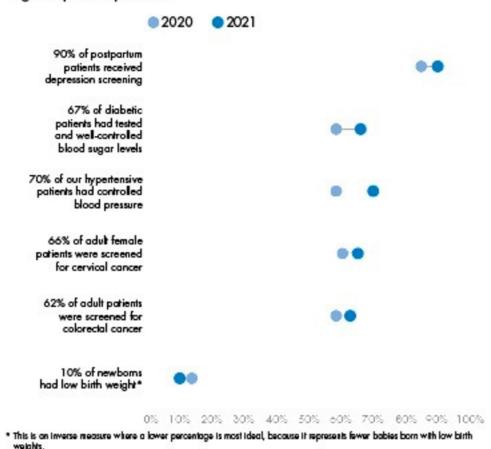
In 2021, Community of Hope provided the highest quality evidence-based care for our patients, focusing on healing and wellness during a time of continued challenges. Last year, we saw a 15% increase in the number of patients we served from the prior year. We also continued our strong focus on emotional wellness services—essential during times of uncertainty—and saw an uptick in the number of emotional wellness visits, which rose 5% between 2020 and 2021. More than 88% of our emotional wellness services last year were delivered via telehealth.

This year, we made strong progress in addressing a number of key health challenges for our patients.



We provided 13,072 patients with 60,034 medical, dental, emotional wellness, nutrition, and care management visits

After a challenging 2020, we were glad to see health outcomes improve and interventions achieve higher participation.



weights.

HEALTHCARE

THREE INNOVATIONS TO BETTER SERVE OUR PATIENTS



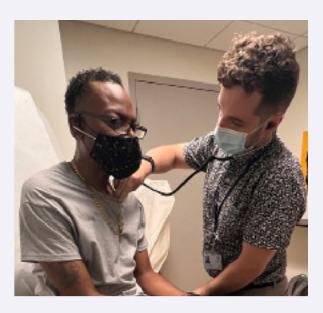
BRINGING MATERNAL FETAL MEDICINE TO WARD 8

With the support of the A. James & Alice B. Clark Foundation, Community of Hope launched a partnership with MedStar Health's D.C. Safe Babies Safe Moms initiative to improve outcomes for pregnant patients. Our new Chief Education Officer supports medical residents. We are expanding perinatal care coordination, hospital access, and, most importantly, interventions for high-risk pregnancies. Dr. Melissa Howard Fries, a high-risk obstetrics expert, now provides first trimester counseling and screenings, ultrasounds, and other services to prenatal patients. We also installed a full-service ultrasound machine and trained all providers on handheld ultrasounds.



RETHINKING POSTPARTUM CARE

We announced a new extended postpartum care initiative, supported by the Rita and Alex Hillman Foundation and in partnership with Georgetown University. The program incorporates individual and group supports throughout the first year postpartum and will be guided by our patients' priorities. Our goal is to provide high-quality postpartum education and health care devoid of 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.



DEEPENING CHRONIC DISEASE EDUCATION AND INTERVENTIONS

We were excited to receive a grant from Direct Relief's Fund for Health Equity to enhance patient services and health outcomes in Ward 8 for a medically underserved, majority Black population that faces some of the highest rates of chronic disease in the DC region. The grant is supporting our efforts to increase the health coaching skills and team-based strategies for our medical assistants and nurses. Through this work, we will enhance preventative services for patients with chronic diseases or at high-risk of developing them.















ENVISIONING HEALTHY BEGINNINGS

OPENING OUR EXPANDED AND RELOCATED FAMILY HEALTH AND BIRTH CENTER

OUR NEW FAMILY HEALTH AND BIRTH CENTER

- A beautiful new building 20,000 square feet filled with HOPE.
- Three floors with space to serve 25% more patients.
- Hallways filled with art from over 40 local artists.

- A new birth suite for moms.
- Three times the space for emotional wellness ser vices.
- A pharmacy to allow our patients to easily access the medications they need (coming later in 2022).

Through 2021, we did not let the pandemic slow our construction on our new Family Health and Birth Center. After years of planning and months of construction, we opened the Center on March 30th, 2022 – at a site just one and a half miles from the old location. This bright and colorful health center provides medical and emotional wellness

services for adults, adolescents, and children. We are thrilled to continue offering vital healthcare services to people in need in our nation's capital.

The center is currently also the only facility on the eastern side of the city where a person may give birth and is the only freestanding birth center in the District.

Thanks to our donors, financing and project partners – more moms, babies, and families now have access to comprehensive healthcare.

OUR PROJECT PARTNERS

Rosewood Strategies, development and financing consultant Montage Development Group, development consultant Gensler, architect

Forrester Construction, general contractor

AMT, civil engineer

ECS, geotechnical engineer

Global Engineering Solutions, MEP engineer

Simpson Gumpertz & Heger, structural engineer

Dennis Consulting, permit expediter

DLA Piper, pro bono

Freddie Mac, pro bono

Venable, pro bono

Maynard Cooper

Klein Hornia

OUR FINANCING PARTNERS

City First Bank, Lender
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Partners for the Common Good

OUR FUNDERS AND DONORS Their generous giving exceeded \$12.3 million from 2019-2022

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World Bank Group and Staff Community Connections Fund Cindy and Merrill Yavinsky

32 enthusiastic friends and family of Ebony Marcelle, Director of Midwifery

48 devoted friends and family of Kelly Sweeney McShane. President and CEO

103 dedicated Community of Hope staff

150+ other faithful donors and friends of Community

of Hope

ENDING HOMELESSNESS

HOUSING PROGRAMS

Reducing Homelessness in Washingles is the approach for becoming As our city celebrates that homelessness on best it is approach for families and single and the approach for families and single and the served more families and house belief the better for families and house belief the better for families as they become homeless and as intentional efforts to house single adults are enacted. Community of Hope leads and is innovating in both areas.

Every household was met with appropriate level of services to prevent or end homelessness, and to ensure housing stability.

Homelessness Prevention –

Offered at two locations for

Temporary Shelter – For families who need shelter, we operate The Triumph including a safe and dignified place to stay for about 90-100 days with employment, housing search, youth supports, and family enrichments, among other resources. In 2021, we innovated our Girard Street to a new model of program for

more families than in 2020.

single adults (see page 11).

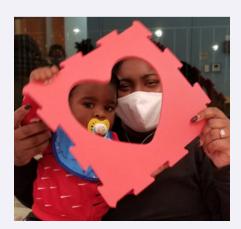
Less families entered shelter but our shelter programs served 130 families.

Long-term solutions –

Supporting families virtually or in their own homes, we have two long-term housing programs. Rapid Re-Housing provides short- to medium-term rental assistance with case management, employment search, youth supports, and utility assistance. Permanent Supportive Housing provides long-term rental assistance and case management support to stabilize people experiencing chronic homelessness.

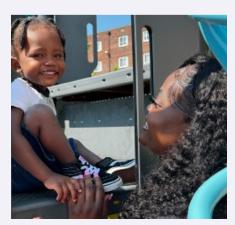
Our original Rapid Re-Housing Program supported 269 families in their own apartments. Additionally, we recently added a Rapid Re-Housing Program for 75 young families, tailored to the developmental needs of heads of households ages 18-24. Our Permanent Supportive Housing Program offers scattered site and four site-based housing services, including intensive case management. Permanent Supportive Housing serves 225 households, and over 90% are families with children.

The successes of homelessness prevention and Rapid Re-Housing, and potentially the pandemic eviction moratorium (which ended in January 2022), have ensured fewer families faced living in shelter. The number of families in our Prevention, Rapid Re-Housing, and Permanent Supportive Housing programs are at all-time highs. Our work with families remains the backbone of our services and is vital to ending homelessness in the District.









ENDING HOMELESSNESS

HOUSING ACHIEVEMENTS

HOUSING IMPACT

1,244 unique households served 3,960 family members

Homelessness Prevention 95% of families not entering shelter

Permanent **Supportive**

Temporary

83% of families exiting

to positive, permanent

our shelter programs went

Housing

destinations

Rehousing 96% of families exited to positive, permanent destinations

Rapid

99% of households remained stably housed or exited to another positive, permanent destination

Housing

ADDITIONAL OUTCOMES

81 adults in Rapid Re-Housing

worked with our employment specialists and gained employment or began education and training opportunities.

97% of children advanced to the next grade level.

67% of our graduating high school seniors advanced to college or employment.

Two New Hopes

MEET ELESSNESS

Community of Hope is stepping up to help DC address a critical need for unaccompanied adults. Adults without children make up 76% of people experiencing homelessness in DC. We are piloting a "bridge housing" program at Girard Street, which was previously one of our family shelters. Bridge housing provides housing and case management for adults without children who have been living outside or in large shelters and will soon transition into permanent housing. Along with adding sixty permanent supportive housing slots for families in 2022, we are also adding 95 permanent supportive housing slots for individuals.



Adults without children make up 76% of people experiencing homelessness in D.C.

In mid-2021, we completed moving 13 families into a new site-based. Permanent Supportive Housing location—**The Trio.** These



Horning Brothers. This location, located on the same block, of The

Commons at Stanton Square where families may access emotional wellness from our team and food and childcare from Martha's Table.

STRENGTHENING OUR BELLEVUE NEIGHBORHOOD

FAMILY SUCCESS CENTER IMPACT

At our Bellevue Family Success Center in Ward 8, we connect families experiencing hardships with government and community resources that provide stability and hope. Over the past year:



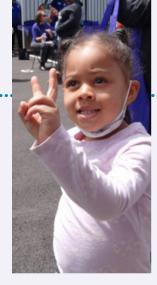
250 community members navigated crises with our two family success specialists.



8 out of 10 families received services for the first time at Community of Hope.



99% of service requests were met. Requests were primarily housing-related, followed by food, medical, and emotional wellness.



4 partner organizations provided art therapy, meditation and yoga, youth development, cooking classes, and family engagement through subgrants.

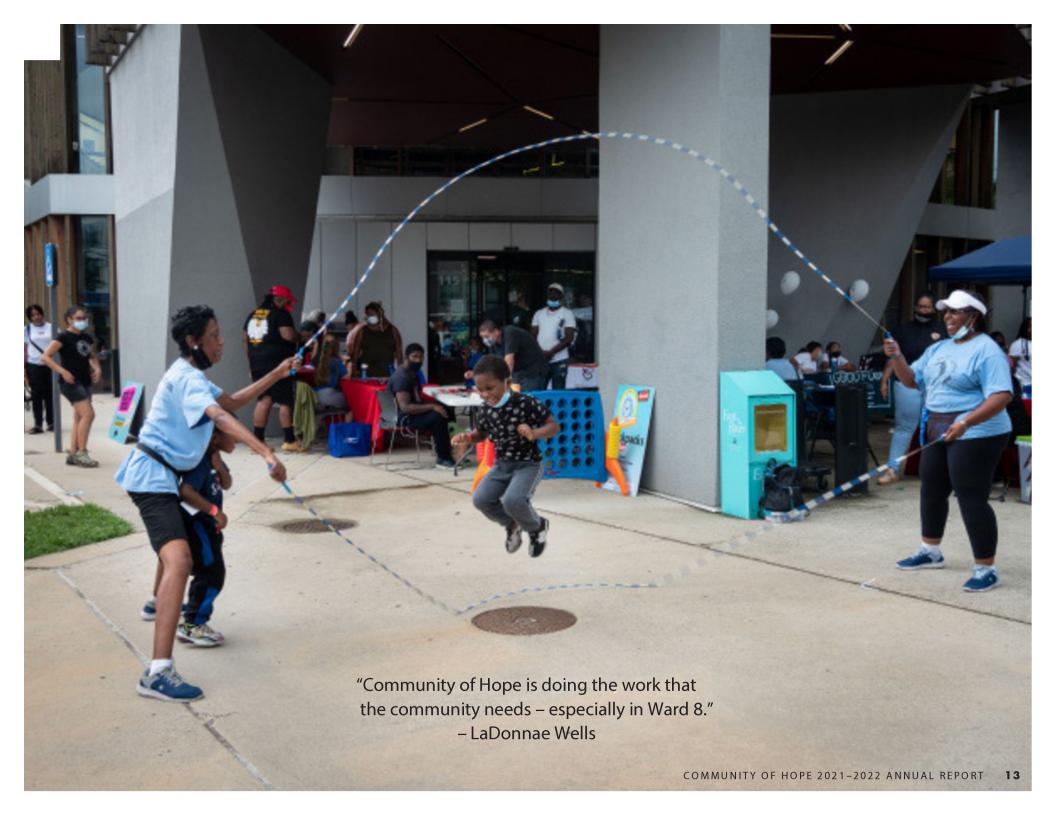


Urgent needs were met with
1,100 backpacks
with school supplies,
hundreds of grocery
gift cards and holiday
gif ts.



We look forward to continuing to expand our services to meet the needs of families in the coming year!





CELEBRATING OUR VOLUNTEERS

2021 TOM NEES AWARD FOR EXCEPTIONAL SERVICE AWARDED TO ROBERT D. HUEY



The 2021 Tom Nees Award for Exceptional Service went to Robert D. Huey, whose dedicated volunteer service over the past 40 years has helped strengthen the organization. Rob, principal and CEO of Huey and Associates, is a widely respected public accountant who first engaged with Community of Hope in 1982 as an auditor with Coopers and Lybrand (now Price Waterhouse Coopers). He was so impressed with our work he began serving as its comptroller on a volunteer basis. He has remained involved as a supporter and friend for four decades, starting with his connection to our founder, Tom Nees. Rob has served on multiple committees, including finance and resource development. His advice has ensured Community of Hope's financial stability and bolstered our fundraising. Thank you, Rob, for your example of

exceptional and faithful service.

Volunteers Make an Impact

- Providing family enrichment activities 3 nights a week at The Triumph
- Mentoring youth whose families experienced homelessness
- **Transporting** donations of diapers
- Staffing community events by collecting #### backpacks and school supplies to support a fresh start for students.
- Sending books, games, and toys for families in shelters and housing programs
- Giving items off our household supplies wishlist to families moving into their own apartments
- Staffing community events by collecting 1,900 backpacks and school supplies to support a fresh start for students.

Will you volunteer too?









Top left: Congratulations to **Holden Ottolini**, our 2022 Mentor of Year, who created book clubs, pottery painting, and circus outings with mentee Dillon.

Top right: **FamClub** volunteers bring the fun to Triumph every week.

Bottom left: Thank you to these passionate volunteers from **Passion City Church** who beautified the landscape at The Bridge at Girard.

Bottom right: Volunteers helped make our Backto-School event such a success even during a pandemic

THANKING OUR GENEROUS GIVING CIRCLE

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World Bank Group Community Connections

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Claudia Callaway (honoring Carole Kerns) **District Doulas** Mary Donaldson Danielle Dooley, MD John Douglass Marian Dvorak Denise and Geoffrey Faton Val and Celeste Ellicott Mary and Terry Fairbanks Linda A. Feldmann and Ramon de Castro Karin Flynn, Ph.D and John Flynn Donald and Cathy Fogel Forrester Construction Company Freedmont Mortgage Group D Leonard Friedman, MD and Colleen Ryan Daniel Frisch Leah and Mark Garrett D Richard Gluck Tawara D. Goode D Jonathan Greenberg D Richard and Patricia Greene Nancy Hammond and Ken Hawes Benjamin Harris and Christina Barry D Anne and Basil Henderson Erin Henderson-Moore and Kellen Moore D **Brigitte and Charles** Herbert

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GETTING INVOLVED WITH OUR COMMUNITY

DONATE

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

- Visit community of hopedc.org/donate to give hope today.
- Create a strong foundation for families by giving monthly and joining Sustainers of Hope.
- Double your impact by participating in your employer's Workplace Giving Campaign or Corporate Match Gifts Program.
- Give in-kind via our Wish List. You can help our client families get a
 fresh start by purchasing household items or cleaning supplies directly
 from Amazon by visiting https://amzn.to/3wThDFT. Don't forget to
 purchase items using smile.amazon.com and choosing "Community of
 Hope" as your designated charity!



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 find out how you can give back to your local community.

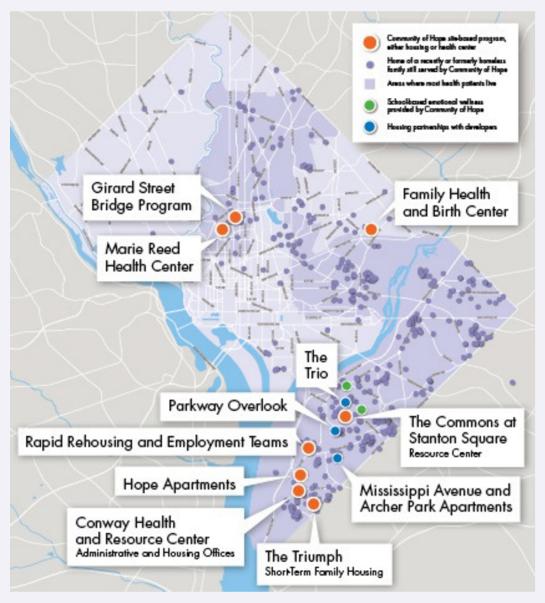
MENTOR

Our mentoring program matches youth between the ages of eight to sixteen in our Permanent Supportive Housing Program 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 child or teen who has experienced homelessness, visit communityofhopedc.org/mentor for more information.

FOLLOW

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







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development@cohdc.org w w w.communit yofhopedc.org

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.















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