

Housing



Annual Impact Report 2024-2025

Hope

Caring for Families. Improving Lives. Leading Change.







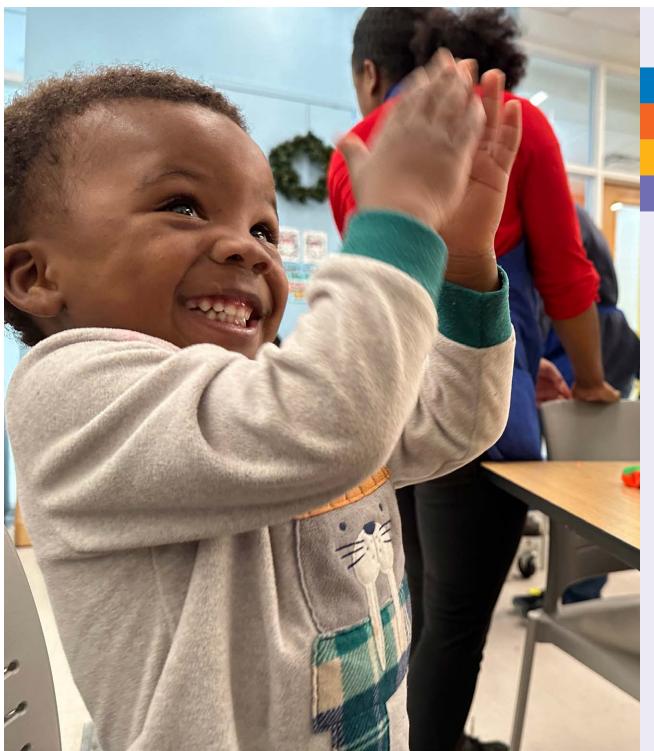


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Our Mission

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

Our Vision

Everyone in Washington, DC is healthy, housed and hopeful.

Dear Friends,

I am excited to share this Annual Impact Report with you. Woven throughout this report, you will find stories, pictures of the people we serve, and lots of outcomes. This report not only shares our 2024 impacts but some of our impacts since we launched our last strategic plan five years ago.

For all of 2024, we reflected on this word—**Imagine**. We listened to clients, patients, board, and staff and we imagined ways to sustain and potentially expand our impact through 2029. Check out the new strategic plan graphic capturing our mission, vision, goals, and values on this page.

In 2025, we have gotten right to work on items in our strategic plan, while also navigating a changing environment. We are agile at managing change and remain hopeful that we can overcome any challenges.

Even as we were imagining the new future, as you'll see in this report, we are actively and effectively serving our community. I am pleased to share that over 20,000 people received health, housing, and community resources last year.

Thank you for your role in supporting Community of Hope's mission.



With hope,

Kelly Sweeney McShane
President and CEO

Board Members Kessia Cruz, Board Chair Cathy Austin Ann McAllister Monique Diop Frin Henderson Moore Melissa McGuire, Vice Chair Vincent Ratliff Lise Hall Jenna Kirkpatrick Howard, Dr. Khandra Y Tyler-Beynum Warren Ingram Treasurer Adyba Khorami Frnesto Del Valle Portia Quarles Ross. Lisa Madden Secretary List as of April 2025 We celebrate people's strengths and acknowledge the impact of trauma on people's lives OUR **APPROACH** & VALUES GOAL #1 Improve health and eliminate We lead and advocate for system change health inequities. We strive for excellence and value integrity in all that we do GOAL #2 Make homelessness **OUR VISION** rare, brief, and Everyone in Washington, DC non-recurring. is healthy, housed, and hopeful. **OUR MISSION** GOAL #4 To improve health, end homelessness. and partner with communities to Be a strong make Washington, DC more and sustainable equitable. organization. GOAL #3 Support thriving communities through innovation and collaboration. Me embrace diversity, welcome all voices, and freat everyone with respect and compassion.

Imagine: A Journey of Change, Led by Hope

At 65, Cheryl is in a season of healing and reflection. "I'm blessed by the best," says Cheryl Ball with a warm laugh. But her journey—like many who come to Community of Hope—has been one of perseverance and finding the right people at the right time.

Cheryl and her husband Dennis first came to Community of Hope in 2018, during their personal time of rebuilding. Cheryl had just lost her job, and she found herself without insurance or a primary care provider. For the first time in her life, Cheryl applied for Medicaid—and she was nervous about what care would look like with her new benefit.

When Cheryl arrived at Community of Hope, those worries quickly faded. She began receiving ongoing primary care and emotional wellness support, while her husband became a regular with our dental team. Cheryl and her husband have seen Dr. Gerstenmaier—"Dr. G," as Cheryl affectionately calls him—ever since.

"He's been there for both of us—always checking in, giving us referrals when we need them, and making sure we're taken care of."

For Cheryl, Medicaid has been a lifeline. As a retired woman on a fixed income, access to comprehensive healthcare wouldn't be possible without it.

"If I didn't have Medicaid, I don't know what I would do," she says. "Community of Hope and Medicaid together? That's how I'm still here and healing."

Earlier this year, Cheryl faced one of her toughest challenges—a fall that fractured her ankle and required surgery. Recovery was difficult. That's when Community of Hope's new Transitions of Care Nurse, Rosanna Broadbent, stepped in.

"She's been a blessing to me," Cheryl says. "She helped me get a wheelchair, made sure I had what I needed, even cleaned my foot when I couldn't reach it after surgery."

Rosanna is part of our expanded chronic disease program, made possible by the United Health Foundation. She helps patients adjust post-hospitalization with support for medications and recovery.

"[I've] got her on speed dial," Cheryl laughs.



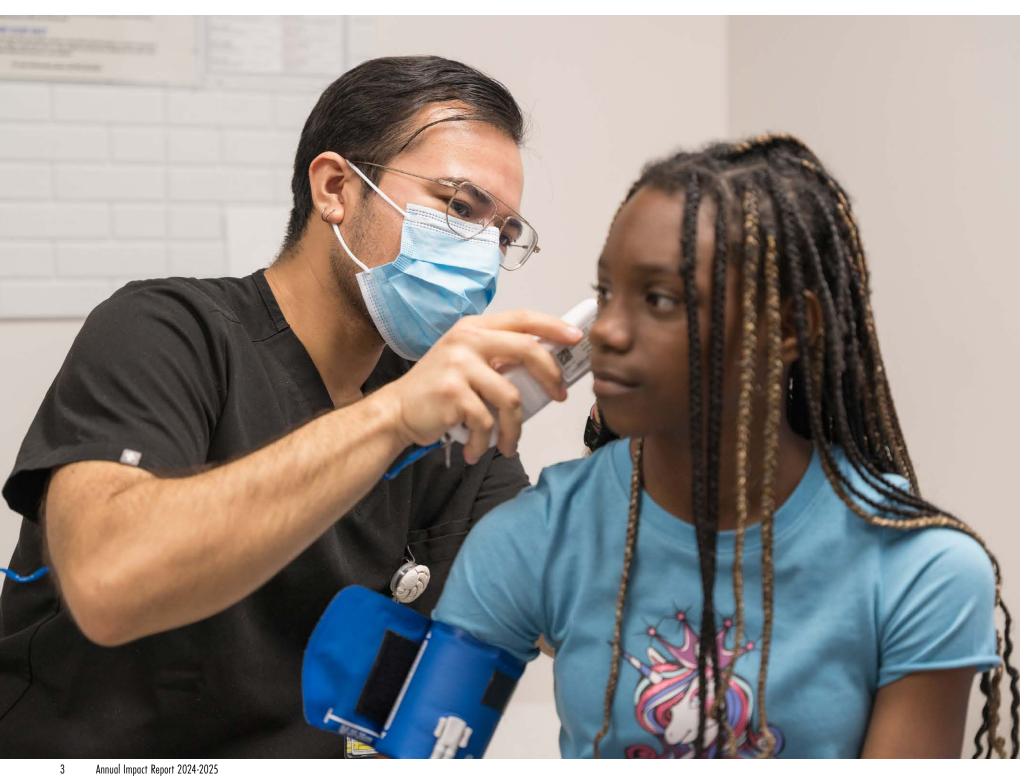
While physical healing has taken center stage, Cheryl has also leaned on Community of Hope for emotional wellness care.

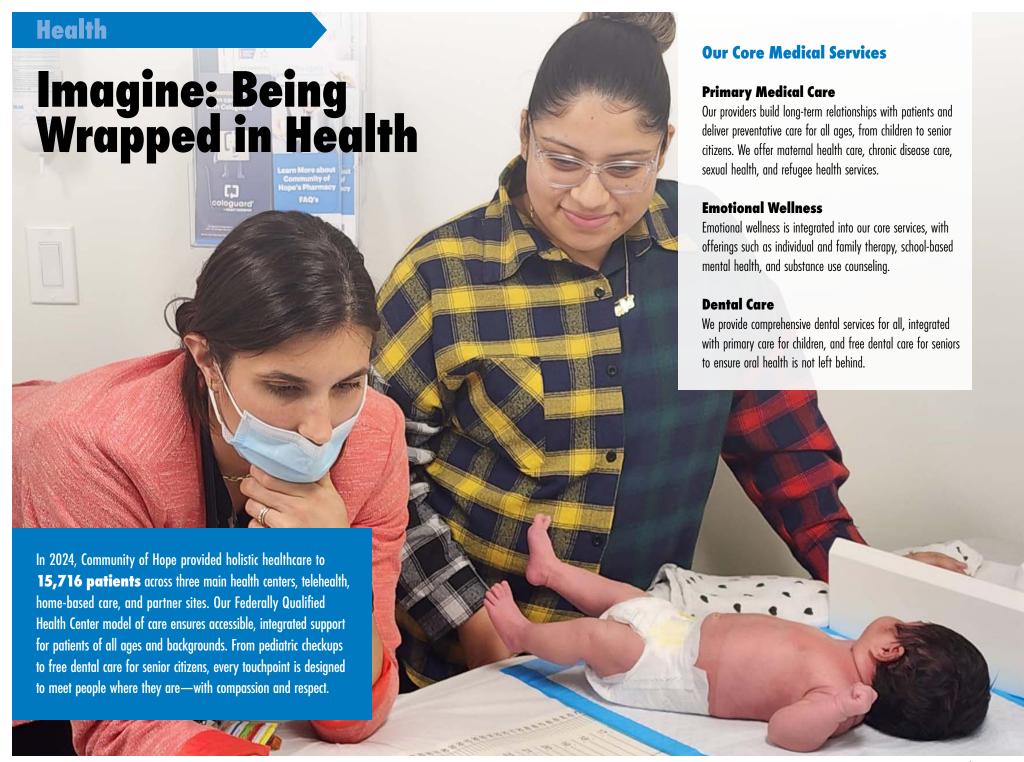
Today, thanks to Medicaid and the care at Community of Hope, Cheryl is healing, supported, and surrounded by a community that sees her, believes in her, and stands by her.

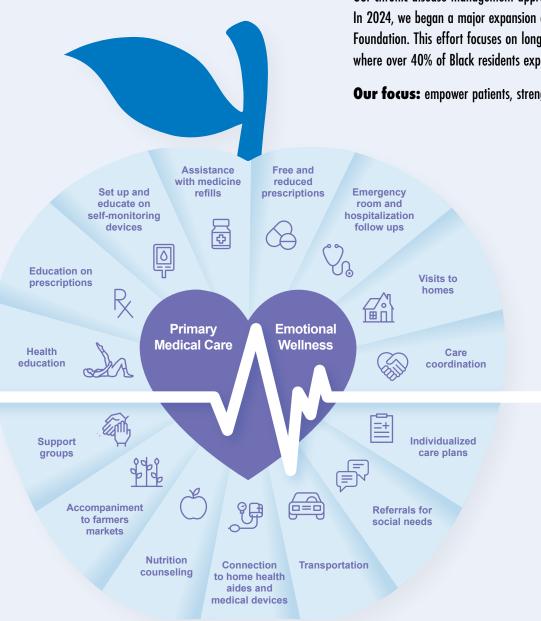


Community of Hope and Medicaid together? That's how I'm still here and healing.









Our chronic disease management approach improves outcomes for people with hypertension and diabetes. In 2024, we began a major expansion of our program through a \$3 million partnership with the United Health Foundation. This effort focuses on long-standing health disparities in communities like Wards 7 and 8—where over 40% of Black residents experience hypertension.

Our focus: empower patients, strengthen care coordination, and prevent re-hospitalizations.

Care Coordination

Community health workers, nurses, and care managers address social needs that impact health.

Medication + Health Management

Free/reduced prescriptions, refill help, device setup and training, and pharmacy education.

Support at Home and Beyond

Home visits, follow-up after hospital visits, referrals to home health aides, and local farmers market partnerships.

Emotional + Social Wellness

Counseling and support groups integrated with referrals for housing, food, and transportation.

Education + Empowerment

Nutrition counseling, health education, and care plans tailored to each patient's goals.



Health Outcomes

Providing Access

84,037 VISITS FOR 15,716 PATIENTS (13,835 in 2019)

44%
INCREASE IN
PHARMACY
PRESCRIPTION
FULFILLMENTS

95%
of patients who would recommend Community
of Hope



Integrating Care Throughout Our Programs

of our Family Success Center clients also receive healthcare with us

49%

13%
of our medical patients
also received emotional
wellness services

12% of our medical patients also received dental services

Our clients and patients are invited to take full advantage of all our health services and we always respect their choice. We love serving as many people comprehensively as we can.

10%
of our housing
clients also receive

Improving Health Outcomes

76%
of hypertensive patients with
controlled blood pressure
(67% in 2019)

77% of diabetic patients with controlled A1C (76% in 2019)

64% of women screened for breast cancer (69% in 2019)

76% of women screened for cervical cancer (66% in 2019)

58% of adults screened for colorectal cancer (61% in 2019)

We've seen a lot of changes since 2019, some health outcomes got worse during the pandemic when normal patient care was disrupted. We are seeing many get back to their pre-COVID levels. Every percentage improvement is a moment to celebrate.

At Community of Hope, maternal and child health is rooted in respect, trust, and a whole-family approach. In 2024, 698 patients received care from pregnancy through postpartum, and 246 babies were delivered by our midwives.

Supporting Healthy Beginnings

698
PERINATAL
PATIENTS
(708 in 2019)

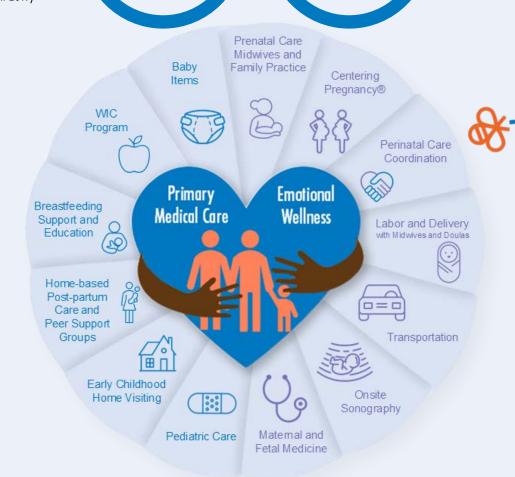
91.7% of babies were born at a healthy weight (89% in 2019)

90.4% of babies were born full-term (86% in 2019)

An analysis by *OptumInsights* revealed that our 2023 to June 2024 outcomes continue to surpass city and Medicaid averages. Dig into the comparisons to other families on Medicaid and learn about the impact of trusting care here.



These results are the product of integrated services, culturally affirming care, and intentional partnerships that meet families where they are and build from their strengths.



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At COH, I really felt like a person, like I had agency and could speak up for myself, and like I had advocates...

Just having that familiarity with each [midwife] throughout the course of my prenatal care made me feel very safe, like my best interest was at the forefront.

- Denise, patient





Homelessness Prevention

Our Homelessness Prevention Program stabilizes families at risk of homelessness by providing mediation, goal planning, budgeting support, legal support access, and rental assistance to help them achieve stability.

Temporary Housing

At two shelters for families—and one operated in 2024 for individuals—our clients have a safe place to stay while working towarding finding a new home.

Long-term Support

Our Rapid Re-housing program assists families who have recently exited shelter to maintain stable housing and increase their income. Our Permanent Supportive Housing offers those who have faced chronic homelessness intensive case management and rental supports to stay stably housed in either site-based developments or across the city in their own apartments.



Housing Outcomes

Scale of Support

1,601
HOUSEHOLDS
SERVED

1,386 FAMILIES

220 INDIVIDUALS

Overall Outcomes

90%of all households
experienced a positive stable
housing outcome

More than Just Housing

Children's academic success

100%
of school-aged children in
Community of Hope's housing
programs advanced to the next
grade in school

Health for all

90%
of individuals served in the
family permanent supportive
housing programs have a primary
care provider and visit a doctor
at least once annually

Housing in the Last 5 Years

17% INCREASE

in people served since 2019

12 individuals
without children were
supported in 2020 and it's now

18x more

Average length of stay in family shelter dropped by

28 DAYS

3 % POINT INCREASE

for people accessing mental health when needed

IMPROVED

measures related to academics, teen pregnancy, and criminal justice involvement for children and teens

EXPANDED

shelter offerings for families





Credit: Studio Twenty Seven Architecture

The Aya

Homelessness in DC is expected to rise for families in the upcoming year and Community of Hope is responding by expanding our housing programs to meet the need.

In December, we took over operations at The Aya, a second short-term family housing site in Ward 6. This colorful and modern facility offers private rooms, play areas on each floor, stunning views, and on-site support while families work toward securing permanent housing.

The Paxton and Ridgecrest

We also launched services at the brand-new Paxton Apartments, a Foulger-Pratt property in Ward 7, and through expansions at Ridgecrest in Ward 8. These mixed income housing developments allow us to provide permanent supportive housing and case management to 23 families and 2 individuals—including several hard-to-find, three-bedroom units for families.

These new sites represent our deepening commitment to ending homelessness—and ensuring every person has the space and support to build what's next.



Credit: Hoachlander Davis Photography



Guided by a dedicated Community Advisory Council made up of local residents, the Family Success Center ensures its programming remains rooted in the lived experiences, priorities, and strengths of the Bellevue community.

In 2024, our programming included

- Let's Get It: Housing and employment navigation series
- Circle of Parents: Peer-led parenting support
- Fitness Fridays: Wellness and connection for youth and families
- Community Violence Prevention

Signature Events

• Back to School Bash: With thanks to Amazon and 10 other partners, our August Back to School event welcomed 1,500 guests and gave away over 2,500 backpacks with school supplies for students of all ages in the community and our housing programs. Many thanks to our partner Bellevue Neighborhood DC Public Library.











Host committee co-chairs, David and Erica Farhat, and Jenna and Adam Howard, pose with Kelly Sweeney McShane.

At Night of Hope: IMAGINE, 350 guests came together with one purpose—to join our bold imagination for the future.

Hosted by Delia Gonçalves, former TV anchor and community leader, the evening spotlighted the inspiring story of special guest Tytiana Johnson, who shared her journey with Community of Hope from childhood through motherhood.

Guests exceeded a \$125,000 challenge grant, helping raise a total of over \$520,000 in gifts, tickets, and sponsorships to expand access to housing, healthcare, and community resources services across the District.

Every donation, every hand raised, and every shared moment brought us closer to imagining—and creating—a city where everyone is healthy, housed, and hopeful.



Colleen Connors, Ramon De Castro, and Howard Opinsky enjoy a selfie at Night of Hope.

Celebrating Record-Breaking Generosity

Imagine: What Generosity Makes Possible

A. James & Alice B. Clark Foundation

Jesse Abraham. PhD and Amy Peck Abraham

Alexander & Margaret Stewart Trust

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Bezos Day One Families Fund

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Claudia Barnett Charitable Fund

Kim Clendenin

Community Foundation of Sarasota County, Inc.

Community Partnership for the Prevention of Homelessness

DAF Giving 360

DC Department of Behavioral Health

DC Department of Human Services

DC Health

DC Health Benefit Exchange

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Diane & Norman Bernstein Foundation

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Amy Dunbar and Theodore Hester

Every Mother Counts

The Ferris Family Foundation

Fidelity Charitable Donor-Advised Fund

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Highmark Health

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Lynne Horning

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Lois and Richard England Family Foundation

Ann and John P McAllister *

MedStar Health Care Research Institute

Morris & Gwendolyn Cafritz Foundation

Naomi and Nehemiah Cohen Foundation

New York Community Trust



Maria Weber (center) who received our 2024 Tom Nees Award for Exceptional Service poses with her husband, Lee, and son, Braden.

Optum Services. Inc.

RAD-AID International

The Rita and Alex Hillman Foundation

Roland N. Karlen Foundation remembering Roland N. Karlen

Bruce Rosenblum and Lori Laitman Rosenblum

The Schattner Foundation

Share Fund

The Estate of Meyer and Deanne Sharlin

The T. Rowe Price Program for Charitable Giving

Rachelle Toman, MD and Kirsten Barrett, PhD

Unity Healthcare/Title X

U.S. Department of Housing and Urban Development

William J. & Dorothy K. O'Neill Foundation



Volunteers from **USI** Insurance were part of assemblina over 2.000 backpacks with school supplies.

American Federation of State, County & Municipal Employees

Ardmore Institute of Health

Association of American Medical Colleges

David and Naomi Balto

Brian and Cathy Bernasek

Stephen Blommer and Charles Holzwarth, Jr.

Bloomberg L.P. ★

G. Thomas Borger and the late Geraldine Borger

Elizabeth Roberts Boyle and Alex Boyle

Sarah L. Buffone

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Centene Corporation ★

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City First Bank *

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Raymond and Jen Martz *

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Morgan Stanley Gift

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Timothy and Cynthia O'Neill

Gail K. Paster remembering Howard Paster

Pebblebrook Hotel Trust

Beth Peters and Brad Fagg

Suzanne M. Rhoad •

Shrensky Foundation Inc. honoring Chris and Carole Kerns

Lewis and Barbara Shrensky

Sibley Memorial Hospital ★

Skadden, Arps, Slate, Meagher & Flom LLP *



Members of our Board of Directors (all named on page 1), pose with Kelly after a full day together.

Richard W. and Katie Snowdon

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Patricia Stonesifer and Michael Kinsley

Kelly Sweeney McShane and Kevin McShane

Brian and Debbie Sweeney

Molly O. Sweeney

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from Urban Land Institute Washinaton eniovs colorina at Bellevue **Family Success** Center's Winter Celebration.



Denise and Geoff Eaton gather with Kara and Gerald Morrisey.

Brett and Catherine Abbott Oluhunmi Akinadewa -American Endowment Foundation America's Charities

Michal Avni

Nancy Barnum remembering Joe Horning, Jr

James and Linda Beers

Darric Boyd

Carin C. Brown

Richard and Judy Carfaano

Patricia Carter

Lois Cecsarini Molly Charles •

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Patrick Condray

remembering Sydney J. Condray John and Louise Crissman

Jeffrey and Tamara Dierman

Whitney Doll

Danielle Dooley, MD

John Douglass

Julia Druhan 🕶

Ruth Fisher Pollard and Gary Pollard

Melanie and Rick Folstad honorina Chris and Carole Kerns

Holly C. Frost

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Eileen Wiley

Al Wilkins and Ms. Patricia's Helpina Hands

Ed Williams

Emily Wolf

Victoria O. and Harvey Zuckerman



Palmer Voorhees. James and Pamela Wise, TaQuova Livingston, and Nicole Dresner enjoying each other's company at Night of Hope.

★ Event Host or Sponsor • Sustainers of Hope give monthly donations.

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HOYA Clinic at Georgetown University

School of Medicine

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Vaccines for Children

Vedder Price DC

Washington National Cathedral

Friends from Booz Allen Hamilton leading a birthday party







Ways to Volunteer

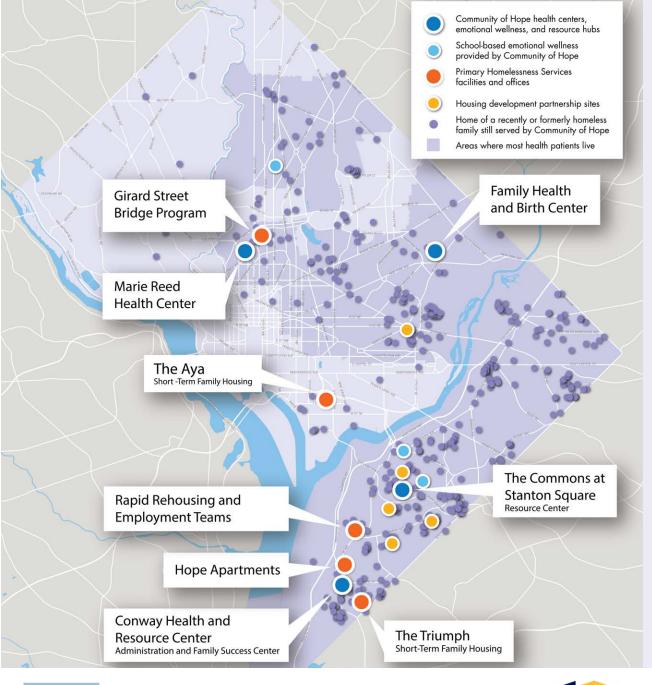
Your time is a gift. Volunteers lead family celebrations, host workshops, and create moments of joy in our

- Host a Fam-Club or birthday party at The Triumph
- Connect with us to explore team or individual volunteer opportunities

You power the work. Every donation—big or small, one-time, or recurring—helps us provide healthcare, housing, and hope

- Make a one-time gift at communityofhopedc.org/donate
- Become a Sustainer of Hope with monthly giving
- Leverage your company's workplace giving or corporate
- Donate baby supplies, household goods, or children's books from our wish lists

Ways to Give, Volunteer, and Spread the Word



Our Mission

To improve health, end homelessness, and partner with communities to make Washington, DC more equitable.

Our Vision

Everyone in Washington, DC is healthy, housed, and hopeful.

Approach and Values

We celebrate people's strengths and acknowledge the impact of trauma on people's lives.

We strive for excellence and value integrity in all that we do.

We embrace diversity, welcome all voices, and treat everyone with respect and compassion.

We lead and advocate for system change.

Administrative Offices

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www.communityofhopedc.org

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