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A Message from Dr. Patreica Williams

In a world where hope is needed now more than ever, I am proud to lead the way as Organization for Hope (OOH) executes programs that make our community stronger. We believe in empowering our community by providing resources and educational opportunities that allow them to prosper as abiding citizens.

Our incredible network of staff, board members, volunteers and donors collectively contribute to ensure we are meeting the needs of our community. The efforts to building a future of hope began in 2009 and today we are thriving as we provide innovative solutions to everyday problems.

By launching Hope on Wheels we were able to reach significantly more people in our cities most vulnerable population - the homeless community. Providing resources that many take for granted such as toilets, showers, and laundry access on a daily basis.

We are dedicated to continuously:

- Providing relevant education, housing, and transitional services that is affordable, accessible, and of the highest quality;
- Encouraging innovation and scholarly work;
- Working to enhance the quality of life through public service;
- Promoting a responsive and responsible community of diversity; and
- Serving as guardians of the public’s trust.

As we enter into a new millennium full of hope, we reflect on our 2019 accomplishments in the community and look forward to elevating our efforts in 2020 and beyond.

Patreica Williams
Dr. Patreica Williams
Founder of Organization of Hope
LETTER FROM THE BOARD OF DIRECTORS

On behalf of the Board and the management team of the Organization of Hope, we would like to thank all of you who have contributed to our organization's success. Thanks to the dedication, commitment and constant hard work of our team, OOH has an important position in the behavior health industry, mobile hygiene innovative markets, and economic development market. During our vast years of experience, we have evolved, grown and adjusted our strategy to the market's evolution, investing in our business' diversification. It has brought us closer to our vision to be one of the leading business support organizations in the region.

Our determination to deliver the highest standard of service and innovation is the same today as it was when the company was founded more than 10 years ago. We study data, crunch numbers, and continuously innovate. Our commitment to Veterans, peer support training, substance and mental health counseling, mobile treatment services, and development of small businesses is the basis for our actions.

Our core values and determination of all workforce are vital to our continued success with the support of our students, volunteers, funders and other stakeholders with whom we work daily. The backbone of our organization, the management system, provides the structure to manage all of our services, with a strong focus on Quality, with the overall aim to provide the optimal degree of service and to exceed our clients’ expectations at all times. We consistently integrate sustainability in our services, such as high technical standards of our businesses, continuous development of our personnel, implementing our processes and services.

The contribution by all stakeholders in this process is essential to all of us. We are excited about our journey over the coming decades. Therefore, we welcome any idea for further improvement in order to maintain the highest possible standard of service." In closing, we are extremely proud of what OOH has accomplished over the last 10 years. During this time the organization’s affiliation has nearly doubled, and our programs have expanded immensely.
**MISSION:**
To instill hope and make a difference in the lives of children, adults, elders, veterans, families, and animals as they navigate through life's interruptions and disruptions by providing a sustainable continuum of care services including emotional, educational, and behavioral support.

**WHO WE ARE:**
The Organization of Hope’s vision is to be the regional leader in personal development and community support programs and services.

We will enhance our communities one person at a time through professional methods founded on integrity, respect and trust.

**WHO WE SERVE:**
Veterans  
HIV  
LGBT  
Legal-Involved  
Domestic Violence Supportive Services  
Peer Specialist  
Entrepreneurs  
Foster  
Assisted Living  
Home Care Recipients  
Other Strategic Organizations
Thanks for helping us GIVE HOPE!

**ORGANIZATION OF HOPE**

**THE POWER OF HOPE**

**COMMUNITY SERVICES**

*for the people by the people*

---

**TREATMENT PROGRAMS**

- Case Management
- Program orientation and intake/admission
- Individual treatment planning
- Employment services
- Community-based support + interpersonal process groups
- Family reunification and counseling
- Detoxification and drug monitoring
- 24/7 crisis coverage

---

**SUPPORTIVE SERVICES**

- Group counseling and therapy + intensive outpatient program
- Vocational training and employment services
- DTH assessment + training
- Workforce Development / Employment Readiness
- Strategic Planning & Community Partnerships & Connections
- Online Radio Show
- Adolescent and Young Adult Support
- Mobile Hygiene and Support Services

---

**HOUSING PROGRAMS**

- Recovery Treatment Management
- Assisted Living Facility
- Business Incubator / Business Consultant Support
- Animal Services
- Online Radio Show
- Mobile Hygiene and Support Services

---

**HOPE ON WHEELS**

- Rapid Rehousing
- Emergency Sheltering
- Transitional Housing
- Single Room Occupancy (SRO)
- Residential Inpatient
- Mobile Treatment Services
- Mobile Thrift Store Services

---

**ACCOMPLISHMENTS**

- 15K - NUMBER OF PEOPLE HOUSED
- 58K - NUMBER OF PEOPLE AND ANIMALS SERVICED
- 150K - NUMBER OF FOOD ITEMS DONATED
- 158K - NUMBER OF PIECES OF CLOTHING DONATED
In The Community
Making Moments that Matter

2019 Impact Creates Thriving Communities

DEMOGRAPHICS - RACE

- Caucasians: 36%
- African-American: 43%
- Biracial: 11%
- Hispanics: 7%
- Native Indian: 3%

TYPE OF FAMILIES SERVED

- Families w/Children: 32%
- In Recovery: 26%
- Single: 18%
- Veterans: 17%
- LGBT: 7%

PROGRAM | BUS PASSES | GIFT CARD METRICS

2019
345 Programs
423 Overdose Response Program Trained
927 Bus Passes Distributed Totaling = $33K
876 Gift Card Distributed Totaling = $43.8K

10 Years of Giving:
4,542 Bus Passes Distributed Totaling = $73K
4,012 Gift Cards Distributed Totaling = $200K

2016-2019
1038
**We Hear You! OOH Testimonials**

**STUDENT**

“Individualize program approach to support my individual needs and solicit feedback often to make necessary adjustments to improve my success.”

Linda O, 1.5 years in SUD & PRP program

**FAMILY**

“Treat the entire family as a significant part of the solution and providing resources to educate, inform support personnel to become a viable piece of the puzzle.”

Ms. Brown, son enrolled in OOH program for 6 months.

**WORKFORCE**

“Contribute to a value-based organization who believes in the resilience of people and promote hope in everything they do. It is always wonderful to see what we accomplish during our projects.”

Amber, MDRN Care Coordinator 2 years with OOH

**SCHOLARSHIP DONORS**

“We could not be more satisfied and confident knowing that our gifts positively impact lives.”

Tony B, $5K donor

**BOARD/VOLUNTEERS**

“We really feel like we make a difference.”

Garry H, Audit Committee Chair

**ACADEMIA**

“Provide insight, data, and other related trends to aid our research.”

BC DOJ Police Dept Consent Decree Working Group

**GOVERNMENT**

Create partnership with local, state, and federal officials that help bridge innovation to those needing support the most.

“Work alongside of us to elevate our causes to action and progress to support the continuum of care services.”

Angela O, CEO, AMO Consulting
“We’re in the community; we’re here; we’re making people feel a little bit better that someone is listening to them,”

— OOH Coordinator Linda Childress
Thank You For Supporting Hope On Wheels!

### Measurable Impact 2018-2019

- **$65K** Donations
- **$389K+** OOH Investment
- **$79K** Volunteer Amt
- **11,942+** Volunteer Hrs
- **141** Housed
- **3,318** Laundry
- **4,637** Toilets
- **3,509** Showers
- **6,635+** People Serviced Overall
- **11,942+** Volunteer Hrs
- **3,781** Resources (Food, Clothing, Workforce)
- **631** Referrals to MOHS

- Mobile Treatment Services
- Mobile Peer to Peer Support
- Winter Shelters
- Emergency Relief Service
- Laundry Services (5 Washers & 4 Dryers)
- 3 Showers & 3 Toilets
- Clothing Distribution
We could not continue providing a message of hope for the community without your support. Thank You!

**Peer Support Making An Impact – Getting Results:**

<table>
<thead>
<tr>
<th>Peer Support Item:</th>
<th>2019</th>
<th>Timeframe</th>
<th>Past 3 Years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trained</td>
<td>243</td>
<td>6pm-10pm</td>
<td>532</td>
</tr>
<tr>
<td>Virtual /Telephonic</td>
<td>441</td>
<td>11pm-1am</td>
<td>1276</td>
</tr>
<tr>
<td></td>
<td>663</td>
<td>2pm-5pm</td>
<td>1590</td>
</tr>
<tr>
<td></td>
<td>267</td>
<td></td>
<td>746</td>
</tr>
<tr>
<td># of Classes Conducted</td>
<td>35</td>
<td></td>
<td>71</td>
</tr>
</tbody>
</table>

**WHAT IS PEER SUPPORT?**

- Improved social functioning and quality of life
- Lessens the sense of loneliness, rejection, and discrimination
- Fosters independence
- Improves ability to deal with mental illness
- Improves employment outcomes
- Provides comfort & support
- Fewer hospitalizations
- Improves the effectiveness of the mental health delivery system

“It helps that you as a peer support specialist understand where I’m coming from.”

“I’m glad that this group is being led by someone who knows where I have been.”
There are 4,000+ men, women, and children that experience homelessness in Baltimore Maryland today.

Imagine no home to call your own ... sleeping in the streets ... in your car .. or couch surfing.

Your support provides these families with a place to call home!

Placement rate of 89% in the last two years.

Our Dedication to Homeless Families with Children

% OF POPULATION SERVICED

- 35% Families in Recovery
- 19% Families with Children
- 18% Single
- 28% Veterans

OOH is 1 out 3 organizations that provide Families in Recovery, Men/Women with children & Homeless with Animals in the DMV!

2019

- $44K HOUSING ASSISTANCE
- $27K MONTHLY BUS PASSES
- $18K GIFT CARDS

There are 4,000+ men, women, and children that experience homelessness in Baltimore Maryland today. Imagine no home to call your own ... sleeping in the streets ... in your car .. or couch surfing. Your support provides these families with a place to call home! Placement rate of 89% in the last two years. Our Dedication to Homeless Families with Children

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2019

- $44K HOUSING ASSISTANCE
- $27K MONTHLY BUS PASSES
- $18K GIFT CARDS
Assisting those in Crisis

**JOB TRAINING**

Access to continuing education, vocational & employment training opportunities through Maryland Department of Labor, Licensing and One Stop Center Services.

2019
- Enrollment – 289
- Job Placements – 173
- Average Hourly Wage - $12.10

**VETERANS EMERGENCY SHELTER**

Available to veterans up to thirteen weeks. They are assigned a case manager who works with them to identify the cause of homelessness and to outline employment/education goals. Veterans receive VA benefits counseling.

2019
- 50 Bed Capacity
- 115 Veterans Served

**TRANSITIONAL HOUSING**

Provides up to one-year of housing and supportive services. Residents receive life skills development, job readiness training and continued substance abuse & mental health counseling.

2019
- 82 Beds

**NIGHT DROP-IN FACILITY**

Facility offers shelter, shower facilities, clothing, crisis intervention and case management. Available for non-residents and is open from 8:00 p.m. to 12:00 p.m. five days a week.

2019
- 50 Person Capacity
- 860 Served
**KRA Corporation’s Mission Made Simple:**

Providing businesses with a trained and reliable workforce by preparing jobseekers for today’s competitive workplace and global economy.

**Since 1981**, KRA has supported the mission of federal, regional, state, and local agencies that are dedicated to improving the lives of individuals and strengthening the communities in which we live. **Today**, KRA is recognized as a national leader in workforce development for its innovative solutions, exceptional service, and trusted results.

**OOH’s creates a plan for success!**

**Partnership** - OOH has partnered with KRA as a WEX site to assist volunteers through targeted recruitment and screening, job placement, and intensive follow-up.

**Success Training** - Enrolled KFA volunteers are provided “soft skills” development training, including work-readiness and retention skills; enhanced self-awareness as it relates to communication, judgment, and engagement in the workplace; budgeting and financial literacy; and civic-leadership participation.

<table>
<thead>
<tr>
<th>#</th>
<th>ITEM</th>
<th>2019</th>
<th>2009-2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>KRA Participants</td>
<td>78</td>
<td>441</td>
</tr>
<tr>
<td>2</td>
<td>Peer Support Specialist Trained</td>
<td>15</td>
<td>52</td>
</tr>
<tr>
<td>3</td>
<td>OOH Direct KRA Hire</td>
<td>6</td>
<td>15</td>
</tr>
<tr>
<td>4</td>
<td>Completed OOH WFD Courses</td>
<td>12</td>
<td>69</td>
</tr>
<tr>
<td>5</td>
<td>Job Placement Support</td>
<td>47</td>
<td>283</td>
</tr>
<tr>
<td>6</td>
<td>KRA Volunteer Hours</td>
<td>4,680</td>
<td>101,520</td>
</tr>
<tr>
<td>7</td>
<td>OOH Volunteer Hours</td>
<td>520</td>
<td>4,430</td>
</tr>
<tr>
<td>8</td>
<td>OOH Donations Provided</td>
<td>$3,550</td>
<td>$7,823</td>
</tr>
</tbody>
</table>

**2019 Employment Metrics**

**ACCOMPLISHMENTS**

**FY19 - TO DATE**

- **Assessments**: 430 (2019), 378 (2018), 5050 (Since 2009)
- **Enrollments**: 340 (2019), 289 (2018), 4200 (Since 2009)
- **Placements**: 210 (2019), 173 (2018), 2160 (Since 2009)

**AVERAGE HOURLY WAGE:**
- **2019** – $12.00
- **2018** – $12.10
- **SINCE 2009** – $12.00

**AVERAGE HOURLY RATE:**
- **2019** – 83%
- **2018** – 89%
- **SINCE 2009** – 90%
OOH’s Business Center (OOHBC) serves as an advocate for these socially and economically disadvantaged entrepreneurs seeking to create, sustain or grow micro enterprises. The OOHBC offers skill-based resources designed to address the special needs of entrepreneurs in business. OOHBC provides management and technical assistance, help with writing business plans, business counseling, and special workshops, which include internet training and financial literacy.

SERVICES INCLUDE:

- **One-on-One Counseling Mentoring** in the areas of business plan development, operations, marketing, management, technical and financial literacy, and more.
- **Educational Workshop Training** is provided on a variety of business topics to help entrepreneurs become successful business owners. The training program includes classes, workshops, and seminars that present new ideas, practical business skills, fresh perspectives and valuable information.
- **Mentoring (Podcast) Events** are held monthly in a group setting and podcast and social media platforms are available to provide opportunities for business owners to help and support each other as well as impart business expertise and best practices.

### 2019 New Businesses Created

<table>
<thead>
<tr>
<th></th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Businesses Created</td>
<td>16</td>
</tr>
<tr>
<td>Jobs Created</td>
<td>42</td>
</tr>
<tr>
<td>Adult Entrepreneurs Trained</td>
<td>76</td>
</tr>
<tr>
<td>Youth Entrepreneurs Courses</td>
<td>10</td>
</tr>
<tr>
<td>Businesses Counseled</td>
<td>212</td>
</tr>
</tbody>
</table>

### 2019 DEMOGRAPHICS

- Male: 24%
- Female: 35%
- LGBTQ: 16%
- Veteran: 25%

### 10 YEAR METRICS

2009-2019 New Businesses Created

<table>
<thead>
<tr>
<th></th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Businesses Created</td>
<td>16</td>
</tr>
<tr>
<td>Jobs Created</td>
<td>251</td>
</tr>
<tr>
<td>Adult Entrepreneurs Trained</td>
<td>342</td>
</tr>
<tr>
<td>Youth Entrepreneurs Courses</td>
<td>206</td>
</tr>
<tr>
<td>Businesses Counseled</td>
<td>1343</td>
</tr>
</tbody>
</table>

**VOLUNTEER DONATED HOURS – 231** | **MONETARY DONATIONS - $13,860**

**VOLUNTEER DONATED HOURS – 2,517** | **IN-KIND DONATIONS - $150,000**
# Food Assistance Program

## (Number of Meals)

<table>
<thead>
<tr>
<th>Category</th>
<th>2019</th>
<th>2009-2019</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>RETAIL DONATIONS</strong></td>
<td>1,537</td>
<td>13,602</td>
</tr>
<tr>
<td>Donations provided by grocery and retail companies, restaurants, hotels and convenience stores.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>PURCHASED FOOD (OOH-OUTREACH)</strong></td>
<td>1,283</td>
<td>31,324</td>
</tr>
<tr>
<td>Groceries bought from manufacturers and distributors to fill donation gaps.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>PURCHASED FOOD (HOPE ON WHEELS)</strong></td>
<td>1,654</td>
<td>7,950</td>
</tr>
<tr>
<td>Groceries bought from manufacturers and distributors to fill donation gaps for Hope on Wheels.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>FEDERAL COMMODITIES</strong></td>
<td>3,251</td>
<td>7,583</td>
</tr>
<tr>
<td>Food provided by government programs.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>FRESH PRODUCE</strong></td>
<td>1,073</td>
<td>12,657</td>
</tr>
<tr>
<td>Donations from farmers and growers, food banks.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category</th>
<th>2019</th>
<th>2017-2019</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>COOKED MEALS</strong></td>
<td>1,325</td>
<td>3,856</td>
</tr>
<tr>
<td>2019</td>
<td>2017-2019</td>
<td></td>
</tr>
<tr>
<td><strong>NON-PERISHABLE CAN FOODS</strong></td>
<td>859</td>
<td>2,537</td>
</tr>
</tbody>
</table>

Ladies serving food with love ...

**Staff Spotlight:**

OOH Food Pantry started by Ms. Dott who began cooking using her own resources.
Studies indicate that therapy dogs provide significant benefits!

Benefits of Animal Therapy:
Making those nerve-wracking experiences easier to manage.

- Helps with relaxation
- Minimizes Trauma & Stress
- Offers a sense of safety and unconditional acceptance
- Puts the patient at ease
- Encourages communication

Positive Outcomes in Animal Therapy:
The relief of stress and anxiety can help with avoiding triggers.

- Substance Abuse Treatment
- Anxiety Relief
- Trauma Patients
- Mental Health Disorders
- Non-communicative Patients
Program Spotlight
Pampering with a Purpose

The Priceless Gown Project is a charity organization founded in 2004 in Baltimore, MD in an effort to help young women attend their prom who would not ordinarily be able to finance the experience on their own. The Priceless Gown Project services Students in the MD, DC, and in 2019, NYC areas.

400 girls serviced each prom season!

“"I attended The Priceless Gown Project ... and was able to get a pretty red dress ... I also won the title of Prom Queen that year ... I am donating my dress back to the Priceless Gown Project so that another student can enjoy it as much as I did.” - Brianna G.

PROVIDING A MEMORABLE EXPERIENCE WHICH INCLUDES:

1. Entry into Prom Dress Boutique
2. Personal Shopper to help select sizes & styles
3. Select Prom Dress from large inventory of new and gently used gowns

Leave the Princess Gown Project Boutique with a Prom Dress at NO COST!!! 😊

OOH has partnered with The Priceless Gown Project for the past 2 years!
Council on Accreditation

In 2017, the state of Maryland implemented new guidance to all behavior health organization that they must achieve national accreditation by 2018. The Accreditation process presents an organization’s leadership with a blueprint, through resources, links, and sample documents that provide a crucial foundation for building and sustaining a solid infrastructure.

To ensure that the process is objective, compliance with Accreditation Standards is verified by subject matter experts in each area of review, offering vital third-party confirmation of your organization’s commitment to management excellence. The Organization of Hope achieved 3-year national accreditation on 1 June 2019 through the Council on Accreditation Board (COA) since the organization launched in 2009.

To receive accreditation, OOH had to undergo three rigorous, multi-faceted, peer-reviewed onsite assessment process over a 24 month period to ensure it meet or exceeded a set of quality standards and measures. OOH has 477 pages and 668 criteria standards covering five different behavior health programs.

“We are pleased and excited to be recognized for achieving national standards that foster commitment and the philosophy of outstanding service delivery, service effectiveness, and promote continuous quality improvement,” said Patrecia Williams, OOH Executive Director. “With accreditation, the organization is demonstrating increased accountability and credibility to the public, funders, elected officials and partner organizations with which we work.”

3-Year Accredited Programs:

- Workforce Development Psychiatric Rehabilitation Program (PRP)
- Substance and Alcohol (SUD) Program
- PRP/SUD Residential Treatment
- Mobile Treatment Services
- Day Treatment

"Whenever you see our seal of accreditation, you know that the organization has been rigorously examined and that it meets or exceeds national standards and we are aggressively working to meet the community public health needs of those we serve as effectively as possible."

-Dee Gaister (Community Engagement Chair)
2019 In Numbers
FINANCIALS – For the year ending December 31, 2019

REVENUE BREAKDOWN

- Service Fees 84%
- Donations 14%
- Sponsorships 1%
- Grants 1%

DONATIONS
- Cash Contribution 1%
- Fee for Services (Training) 1%
- In-Kind Contributions 9%
- Program Fees 3%

GRANTS
- Grants 1%

SERVICE FEES
- Behavior Health Service 83%
- Training 1%

SPONSORSHIPS
- Corporate Sponsorship 1%

PROGRAMMING
- Behavior Health Service Programs 12%
- MDRN/Care Coordination Program 7%
- Workforce Development Program 4%
- Residential (Housing) Program 12%
- Scholarship Program 1%
- Mobile Hope on Wheels 12%
- Animal Therapy Assist Program 1%
- Food Distribution/Food Pantry Program 4%
- Insurance 6%

ADMINISTRATIVE
- Management/Admin 8%
- Rent 15%
- Marketing 3%
- Utilities 4%
- Telecommunications 2%

MISCELLANEOUS
- Thrift Store 1%
- OOH Donations 7%
- Peer Support Training 1%

TOTAL EXPENSES

- Administrative 32%
- Programming 59%
- Miscellaneous 9%

For every $1.00 spent – 87 cents supports OOH community population.
That’s 87% of your donor dollars going back into our programs that are changing our communities lives!
Stay Connected!

Facebook.com/OrganizationOfHope
Instagram.com/OrganizationOfHope
Twitter.com/OrgOfHope

Volunteer

Explore opportunities by going to www.organizationofhope.org

Donate

Checks Payable To: Organization of Hope

CashApp: $OrgOfHope

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