Thanks for your dedication to giving Hope!

Wilbert Williams & Dr. Patrecia Williams

VOLUNTEER
Explore opportunities by going to www.organizationofhope.org

Mr. & Mrs. Joseph Albright

DONATE
Checks Payable To: Organization of Hope
CashApp: $OrgOfHope

CONTACT US
1-855-966-4467
info@organizationofhope.org
218 East Lexington St, Ste 600, Baltimore, MD 21202/629
K. Street NW, Suite 300, Washington, DC 20006

Stay Connected!
Facebook.com/OrganizationOfHope
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Twitter.com/OrgOfHope

Bridging Hope, Inc.
dba Organization of Hope, Inc
ENRICHING LIVES | REBUILDING COMMUNITIES | PROVIDING AUDACIOUS HOSPITALITY
When I became the CEO of Organization of Hope, I took the helm of an organization that invested in Veterans, residents, animals, neighborhoods, communities, and strategic partners in the Washington, DC metropolitan area.

I think often about what would have become of urban communities without the commitment of poverty-fighting organizations like ours to combat the systemic under investment that was and is taking place.

When I took this role, I knew — as we all did — that facing a poverty crisis, but also an economic crisis.

I knew then that we would need to use every facet in Organization of Hope’s framework — including our unparalleled metric-driven and garnishing fundraising and grantmaking expertise — in addition to some new tactics to address much-needed systemic change.

As we were making strides and experiencing the small victories in the organization, we could not have foreseen then how the world would change in these past two years.

The health and economic crisis, as well as the overdue reckoning of racial equity, have brought to bear vulnerabilities and inequities for the underserved that we have supported for 70 years.

In 2021, your unwavering generosity helped us to respond in force to these unprecedented challenges with bold and strategic grantmaking, effective partnerships, targeted advocacy, and critical relief.

And now, I have never been more confident in this incredible organization and our remarkable team’s ability to build on our legacy of impact for decades to come.

These are perilous and momentous times, but OOH was built for this.

Thank you for everything you have done this past year and all you continue to do as we work to build a (new) normalcy.

Elevate,
Patrecia Williams
Ph.D., PMP, CBM, QMS, CNE, CNC, RCP, PRS, RPS, CCTP, CSAM, CTMH, USA (Ret)
Founder/Executive Director
**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 for things that matter.”

Ms. Brown  
Son enrolled in OOH program for 6 months.

---

**Board/volunteers**

“We really feel like we make a difference.”

Garry H  
Audit Committee Chair

---

**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  
$50k donor

---

**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.”

Angela O  
CEO, AMO Consulting

---

**Strategic Partners**

“Work alongside of us to help us be effective in action and progress to support the continuum of care services.”

---

---

**Remembering Our Heroes**

In loving memory of those we lost in 2020 To everyone who lost a loved one to the devastation of COVID-19 our hearts are with you. Thank you to all of our healthcare Heroes who risked their lives to save lives. We also salute all of our Veterans lost in the battlefields; we appreciate your service to our country.
ABOUT ORGANIZATION OF HOPE

2021
[WHERE WE ARE NOW 2021 OUTREACH]
- OOH Impact and Recognition Award
- OOH Toys for the Holidays: Sneak Peak
- Greater Good Toys donated from OOH to PG county police dept.
- Dr. Patrecia Williams Listed Among Maryland’s Most Admired CEO for 2021

2020
[Covid-19 Support]
- 150 Outreach Efforts
- Distributed 15,000+ Meals
- Distributed 2,000+ Masks
- Distributed 75,000+ Gloves

2017
[HOPE ON WHEELS]
- OOH Initiated Hope on Wheels Program
- Maryland Recovery Net Program Care Coordinator

2015
[501c3 Determination]
- Received 501c3 Determination Letter from IRS

2009
[HOUSE REHAB]
- House Reconditioning

2009
[Grand Opening]
- Official Grand Opening at Fairview Avenue

Moments
Our Mission

Since 2009 Organization of Hope’s mission has been 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.

Our Vision

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.

This will be accomplished by 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.
Our Core Values

- Preeminence of teaching and learning
- Constant respect for people
- Talented group of staff comprising
- Uncompromising integrity
- Dedication to continuous improvement
The BWI Business Partnership is an organization of major local and regional businesses and local, state and federal government agencies. The central Maryland region— with BWI Airport, NSA, Ft. Meade and Arundel Mills Mall as its economic engines—has led the state in job growth over the last five years.

**GOALS**

- To bring cohesion to the central Maryland business community and create a framework to address business interests.
- To actively support improvements in the transportation network in the corridor, including sound commuter programs that benefit employees and employers.
- To promote the development and success of BWI Marshall Airport, and support Ft. George G. Meade and our intelligence community.
- To take an advocacy role with local, state and federal agencies, elected officials, businesses and organizations to collectively represent the interests and views of our members.

**GOAL**

<table>
<thead>
<tr>
<th>Strategic Focus</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Economic Justice</td>
<td>To bring cohesion to the central Maryland business community and create a framework to address business interests.</td>
</tr>
<tr>
<td>Human Rights and Justice</td>
<td>To actively support improvements in the transportation network in the corridor, including sound commuter programs that benefit employees and employers.</td>
</tr>
<tr>
<td>Ending Violence Against Women</td>
<td>To promote the development and success of BWI Marshall Airport, and support Ft. George G. Meade and our intelligence community.</td>
</tr>
<tr>
<td>Peace Justice</td>
<td>To take an advocacy role with local, state and federal agencies, elected officials, businesses and organizations to collectively represent the interests and views of our members.</td>
</tr>
</tbody>
</table>

Baltimore City Continuum of Care (CoC) is a U.S. Department of Housing and Urban Development (HUD) CoC Program that promotes community-wide commitment to the goal of making homelessness rare, brief, and non-recurring in Baltimore City. The CoC is organized to carry out responsibilities assigned by the Department of Housing and Urban Development's (HUD) CoC Program and coordinates available resources and stakeholders' efforts.

Continuum members include government agencies, organizations that serve homeless persons, people with lived experience of homelessness, funders, health and behavioral health systems, advocates, affordable housing developers, education systems, and other stakeholders interested in preventing and ending homelessness in Baltimore City.
YOUTH VOLUNTEERS OF THE YEAR
Michael and Kailey Blow

VOLUNTEER OF THE YEAR
Rashawn Jackson
Jamie Tongue

STAFF MEMBER OF THE YEAR
Ashley Alexander

BOARD MEMBER OF THE YEAR
Dee Gaister
**TREATMENT PROGRAMS**

- Peer Support
- Program Orientation and Braking Points
- Individual Treatment Planning: Holistic Management
- Community-Based Support: Interpersonal Process Groups
- Family & Relocation and Counseling
- Group Counseling & Therapy: Intensive Outpatient Program
- Vocational Training and Employment Services
- Outpatient Treatment
- Alcohol & Drug Monitoring
- Skilled Home Care

**SUPPORTIVE SERVICES**

- Recovery Treatment Management
- Assisted Living Facility: Certified Level 3 Care
- Workforce Development / Employment Readiness: 24/7 Training
- Strategic Planning & Community Partnerships: Connections
- Adolescent & Young Adult Support
- Veteran Family Supportive Services
- Business Incubator: Business Consultant Support
- Animal Services
- Online Retail Shopping
- Mobile Engineering & Support Services

**HOUSING PROGRAMS**

- Rapid Rehousing
- Emergency Re-sheltering
- Transitional Housing
- Single Room Occupancy
- Residential Inpatient

**HOPE ON WHEEL**

- Laundry
- Toilets
- Showers
- Mobile Treatment Services
- Mobile Thrift Store Services

---

VETERANS IN THE U.S. ARE AT RISK FOR HOMELESSNESS

- $1.4M

VETERANS IN THE U.S. HAVE MENTAL HEALTH ILLNESS

- 41%
In the News

ANNAPOLIS, MD. — Bill would provide mobile laundry service for the homeless Maryland state lawmakers are advancing a bill designed to make homeless people feel human again and more connected to society by establishing a mobile laundry service.

The bill, which has strong bipartisan support, passed in the House last month and is currently before a Senate committee.

Hope on Wheels is a mobile laundry service for the homeless -- replete with washers, dryers, a toilet and a shower -- and it provides an oasis from the gritty streets and also offers counseling.

"[We do] what we can do to make them feel human again -- clean and fresh -- and find out what it is that we can do to help them get off the street," said Dee Gaister, a volunteer with the Organization of Hope.

A mobile hygiene unit operated in Baltimore in 2019 for just a month before the city shut it down because of the lack of necessary permits. State lawmakers want to revive it not only in Baltimore, but statewide.

"We have all seen homeless people using public restrooms. I know a former homeless woman who said she had to wash her clothes in public restrooms and put them on wet. Some said they had to go to job interviews in soiled clothing," said Montgomery County Delegate Lily Qi, D-District 15.

The bill would establish a mobile laundry three-year pilot program. The Department of Housing and Community Development would provide matching grants to nonprofits to operate the units, making $75,000 available each year.

"A pilot program that leverages existing community partners and resources is just what we need, especially now," Qi said.

The short-lived mobile hygiene units in Baltimore served as many as 800 people near the downtown post office. The nonprofit Organization of Hope cites many lessons learned, advising community buy-in is a must for the program to work, as well as setting up the unit in government-approved locations. Several permits are required, and water hydrant costs without a waiver could run as high as $65,000. Because of COVID-19, the units must also be equipped with personal protective equipment and hand cleanser.

"Access to clean water, as we all know, is among the most basic of human needs. Clean laundry and a hot shower, for example, is about dignity about feeling human and feeling connected with society," Qi said.

The legislation requires the Department of Housing to file a report to the governor and lawmakers in December 2024 on whether the pilot program should continue.
FOCUS POINTS

Structural Racism and Effects on Health Equality and Inclusion

Historical racism has led to the marginalization and oppression of Indigenous peoples, African Americans, Latinos, Asian Americans, Pacific Islanders, Native Hawaiians, and other communities of color. This discrimination has extended to sexual and gender minorities. Structural racism has resulted in persistent health disparities, poor health status, and premature mortality as demonstrated by the current disproportionate burden of morbidity and mortality from COVID-19.

The data show that racial and ethnic minority groups, throughout the United States, experience higher rates of illness and death across a wide range of health conditions, including diabetes, hypertension, obesity, asthma, and heart disease, when compared to their White counterparts.

To build a healthier America for all, we must confront the systems and policies that have resulted in the generational injustice that has given rise to racial and ethnic health inequities.

Treating Violence AS A Mental Health Problem

The relationship between mental illness and violence has a significant effect on mental health policy, clinical practice, and public opinion about the dangerousness of people with psychiatric disorders.

- **2M** Times H. Jair, People with Serious mental Illness is booked Into Giles
- **50,000** Veterans are Held in local Giles - 55% reported Experiencing Mental Illness.
- **70%** Youth In Juvenile Justice System
  - Of youth in the juvenile justice system have a diagnosable mental health condition.
- **66%** WOMEN IN PRISON
  - Of women in prison reported to having a history of mental illness, almost twice the percentage of men in prison.
LOOKING FORWARD & BEYOND 2021

The need for behavioral health services and emotional support is more important than ever in the aftermath of the COVID pandemic.

Our 2022-2023 behavior priorities aim to build on the strength of our current behavioral health system to improve access to effective and culturally relevant mental health and substance use services.

Our Current Priorities Include

Establish moderation management housing, expand to 24/7 Overdose Prevention Sites and promote harm reduction strategies in every aspect of our services.

Invest in support services for youth and families and expand mobile services to underserved and underprivileged.

Build a stable workforce to ensure equitable and reliable access to prevention, early intervention, treatment and rehabilitation, and support services.

Strengthen and expand community-based behavioral health crisis services.
Key Performance Metrics

Student Demographics

GT = Grand Total  CT = Cumulative Total  AT = Average Total

FY 21

FY 17-21 AT (Average Total)
Staff Overview
Demographics

FY 21

Paid Staff (Employees) | Paid Staff (Contractors) | Male | Female | LGBTQ | Hispanic /Latino | Caucasian /White | African America /Black | Others | Military

FY 17-21 AT (Average Total)

Paid Staff (Employees) | Paid Staff (Contractors) | Male | Female | LGBTQ | Hispanic /Latino | Caucasian /White | African America /Black | Others | Military

Board Members
Demographics

FY 21

Male | Female | LGBTQ | Hispanic /Latino | Caucasian /White | African America /Black | Others

FY 17-21 AT (Average Total)

Male | Female | LGBTQ | Hispanic /Latino | Caucasian /White | African America /Black | Others
**Hope on Wheels Stats**

**FY 21**
- People & Animal Employment: 11,792
- Employment: 398
- Housed: 348
- Laundry (loads): 4,125
- Total: 5,890
- Showers: 5,871
- Residence Items: 12,368
- Referrals: 15,216
- Volunteer Hours: 1,534
- Volunteer Cost Savings: $12,000
- OOH Investment: $119,000
- Donation Requested: $240,000
- Clothing Donated: 46,000
- Food Donated (in Meals): 27,000

**FY 17-21 AT (Average Total)**
- People & Animal Employment: 4,785
- Employment: 123
- Housed: 130
- Laundry (loads): 1,975
- Total: 3,273
- Showers: 2,345
- Residence Items: 5,125
- Referrals: 3,816
- Volunteer Hours: 5,768
- Volunteer Cost Savings: $36,600
- OOH Investment: $129,800
- Donation Received: $101,000
- Clothing Donated: 16,329
- Food Donated (in Meals): 40,000
- Food Donated (in Meals): 159

**Harm Reduction Services**

**GT = Grand Total  CT = Cumulative Total  AT = Average Total**

<table>
<thead>
<tr>
<th>FY 21</th>
<th>FY 17-21 AT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overdose Training Classes</td>
<td>1756</td>
</tr>
<tr>
<td>Syringe Services (Distributed)</td>
<td>2,091</td>
</tr>
<tr>
<td>Syringe Services (Collected)</td>
<td>172</td>
</tr>
<tr>
<td>Rapid HIV Testing</td>
<td>905</td>
</tr>
<tr>
<td>Rapid HEP C Test</td>
<td>1436</td>
</tr>
<tr>
<td>Rapid Pregnancy Test</td>
<td>1042</td>
</tr>
<tr>
<td>Condoms (Distributed)</td>
<td>2979</td>
</tr>
<tr>
<td>Fentanyl Test Strips</td>
<td>1756</td>
</tr>
<tr>
<td>Naloxone Units (Distributed)</td>
<td>1756</td>
</tr>
<tr>
<td>DT- Peer Encounters/Services</td>
<td>409</td>
</tr>
<tr>
<td>DT- Mental Health</td>
<td>733</td>
</tr>
<tr>
<td>DT-ASAM (Substance Use Disorder)</td>
<td>868</td>
</tr>
<tr>
<td>DT- Housing</td>
<td>201</td>
</tr>
<tr>
<td>DT- Transportation</td>
<td>587</td>
</tr>
<tr>
<td>DT- Legal Support</td>
<td>628</td>
</tr>
<tr>
<td>R- Medical Services</td>
<td>536</td>
</tr>
<tr>
<td>R- Mental Health</td>
<td>538</td>
</tr>
<tr>
<td>R-ASAM (Substance Use Disorder)</td>
<td>963</td>
</tr>
<tr>
<td>R- Housing</td>
<td>851</td>
</tr>
<tr>
<td>Wound Care</td>
<td>1626</td>
</tr>
<tr>
<td># of People Served</td>
<td>2224</td>
</tr>
</tbody>
</table>
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.

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

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Placement rate of 89% in the last two years.
Assisting those in Crisis

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.

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

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.

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.
Mobile Food Assistance Program

GT = Grand Total  CT = Cumulative Total  AT = Average Total

<table>
<thead>
<tr>
<th>Mobile Food Assistance Program</th>
<th>FY 21</th>
<th>FY 17-21 CT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retail Donations</td>
<td>0</td>
<td>4,629</td>
</tr>
<tr>
<td>Purchased Units of Food (Outreach)</td>
<td>379</td>
<td>9,258</td>
</tr>
<tr>
<td>Purchased Units of Food (HOW)</td>
<td>628</td>
<td>16,844</td>
</tr>
<tr>
<td>Federal Commodities (Govt Programs)</td>
<td>0</td>
<td>5,329</td>
</tr>
<tr>
<td>Fresh Produce</td>
<td>3,580</td>
<td>22,759</td>
</tr>
<tr>
<td>Cooked Meals</td>
<td>11,004</td>
<td>33,526</td>
</tr>
<tr>
<td>Non-perishable Can Food</td>
<td>527</td>
<td>5,237</td>
</tr>
<tr>
<td># of Deliveries (Internal/External)</td>
<td>723</td>
<td>5,911</td>
</tr>
<tr>
<td># of Families/Households Served</td>
<td>4,544</td>
<td>11,131</td>
</tr>
<tr>
<td># of Children Supported</td>
<td>2,170</td>
<td>4,746</td>
</tr>
</tbody>
</table>

Training

GT = Grand Total  CT = Cumulative Total  AT = Average Total

<table>
<thead>
<tr>
<th>Training Services</th>
<th>FY 21</th>
<th>FY 17-21 CT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overdoes Response Program</td>
<td></td>
<td>1253</td>
</tr>
<tr>
<td>Mental Health Training</td>
<td>4</td>
<td>186</td>
</tr>
<tr>
<td>CCAR Recovery Academy</td>
<td>4</td>
<td>146</td>
</tr>
<tr>
<td>CCAR Ethics</td>
<td>4</td>
<td>60</td>
</tr>
<tr>
<td>CCAR Spirituality</td>
<td>4</td>
<td>72</td>
</tr>
<tr>
<td>CCAR Professional</td>
<td>4</td>
<td>66</td>
</tr>
<tr>
<td>Harm Reduction for Peers</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Peer Supervisors</td>
<td>7</td>
<td>25</td>
</tr>
<tr>
<td>Peer- Test Prep Training</td>
<td>11</td>
<td>23</td>
</tr>
<tr>
<td>Wellness Recovery Action Plan</td>
<td>87</td>
<td>181</td>
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<tr>
<td>GED Prep</td>
<td>9</td>
<td>102</td>
</tr>
<tr>
<td>Business Incubator</td>
<td>18</td>
<td>81</td>
</tr>
<tr>
<td>Lean Six Sigma Awareness</td>
<td>147</td>
<td>379</td>
</tr>
<tr>
<td>Team Dynamics</td>
<td>86</td>
<td>361</td>
</tr>
<tr>
<td>Conflict Resolution</td>
<td>94</td>
<td>420</td>
</tr>
<tr>
<td>Board Governance</td>
<td>35</td>
<td>121</td>
</tr>
<tr>
<td># of External Trainings</td>
<td>48</td>
<td>154</td>
</tr>
<tr>
<td># of Internal Trainings</td>
<td>125</td>
<td>407</td>
</tr>
<tr>
<td>GRAND TOTAL</td>
<td>692</td>
<td>4042</td>
</tr>
</tbody>
</table>

Ladies serving food with love...

Staff Spotlight:
OHH Food Pantry started by Ms. Dott who began cooking using her own resources
Making Moments that Matter
You’re Making A Difference!

GT = Grand Total  CT = Cumulative Total  AT = Average Total

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 Impact</th>
<th>FY 21</th>
<th>FY 17-21 CT</th>
</tr>
</thead>
<tbody>
<tr>
<td># of Peers Trained</td>
<td>130</td>
<td>764</td>
</tr>
<tr>
<td># of Classes Conducted</td>
<td>35</td>
<td>113</td>
</tr>
<tr>
<td>Warm Line (Virtual) 6 pm-10 pm</td>
<td>391</td>
<td>2230</td>
</tr>
<tr>
<td>Warm Line (Virtual) 11 pm-1 am</td>
<td>894</td>
<td>3416</td>
</tr>
<tr>
<td>Warm Line (Virtual) 2 am-5 am</td>
<td>301</td>
<td>1444</td>
</tr>
<tr>
<td><strong>GRAND TOTAL</strong></td>
<td><strong>336</strong></td>
<td><strong>1557</strong></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
### Social Media

- **FY 21**
  - 8 Social Channels
  - $8,875 Social Channel Revenue (Crowdfunding)
  - 825 # of Posts in 2021
  - 428 # of Tweets in 2021
  - 332 New Fans on Facebook
  - 591 New Followers on Instagram

- **FY 17-21 CT**
  - 13 Social Channels
  - $8,875 Social Channel Revenue (Crowdfunding)
  - 1,882 # of Posts in 2021
  - 1,126 # of Tweets in 2021
  - 753 New Fans on Facebook
  - 988 New Followers on Instagram

### In-Kind Donations

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>FY 21</th>
<th>FY 17-21 CT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Greater Good Charities</td>
<td>$84,602.44</td>
<td>$237,344.41</td>
</tr>
<tr>
<td>Good 360</td>
<td>$9,932.56</td>
<td>$18,370.56</td>
</tr>
<tr>
<td>Amerigroup</td>
<td>$6,450.00</td>
<td>$14,950.00</td>
</tr>
<tr>
<td>Linen World</td>
<td>$5,891.00</td>
<td>$10,791.00</td>
</tr>
<tr>
<td>Center for Harm Reduction</td>
<td>$212,578.72</td>
<td>$286,632.72</td>
</tr>
<tr>
<td>GSA</td>
<td>$104,133.00</td>
<td>$157,000.00</td>
</tr>
<tr>
<td>John Hopkins</td>
<td></td>
<td>$-</td>
</tr>
<tr>
<td>MD Infectious Disease</td>
<td>$95,725.56</td>
<td>$1,200.00</td>
</tr>
<tr>
<td>C-Care</td>
<td>$25,168.12</td>
<td>$356,824.12</td>
</tr>
<tr>
<td>Private Donations</td>
<td>$29,589</td>
<td>$129,602</td>
</tr>
<tr>
<td>Shabach Ministries</td>
<td>$24,988</td>
<td>$14,320</td>
</tr>
<tr>
<td>Tech &amp; Rec</td>
<td></td>
<td>$287,643</td>
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<tr>
<td>Maryland Department of Health</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (Previously Reported)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>$582,649</strong></td>
<td><strong>$1,358,849</strong></td>
</tr>
</tbody>
</table>

**To support our professional development services, the OOH gladly accepts men’s and women’s professional and business casual clothing (all seasons) and accessories. Acceptable items include: business suits, separates (blouses, shirts, skirts, pants, and jackets), handbags, and shoes. In addition, we accept non-perishable items, personal care products, and pet care products. For more information, please email us at Donations@OrganizationofHope.org**
Financial Overview

GT = Grand Total  CT = Cumulative Total  AT = Average Total

**FY 21**
GRAND TOTAL: $4,309,616

- Total Revenue: $1,359,068
- Total Expenses: $766,670
- Total Program Expenses: $690,285
- Total Assets: $587,334
- Total Liabilities: $513,083
- In-Kind Donations (TO OOH): $582,649
- In-Kind Donations (TO FRI): $10,527

**FY 17-21 CT** (Cumulative Total)
78% of Each Dollar Going to Program Cost

- Total Revenue: $6,586,475
- Total Expenses: $3,636,121
- Total Program Expenses: $2,471,494
- Total Assets: $1,710,633
- Total Liabilities: $1,918,048
- In-Kind Donations (TO OOH): $1,422,132
- In-Kind Donations (TO FRI): $233,197

Programming

GT = Grand Total  CT = Cumulative Total  AT = Average Total

**FY 21**

- Behavior Health Service Programs
- Harm Reduction Program
- Hope on Wheels
- MDSMCare Coordination Program
- Workforce Business Incubator Program
- Residential Housing Program
- Scholarship Program
- Animal Assisted Therapy Program
- Mobile Food Distribution
- Thrift Store
- Training Program

**FY 17-21 AT** (Average Total)

- Behavior Health Service Programs
- Harm Reduction Program
- Hope on Wheels
- MDSMCare Coordination Program
- Workforce Business Incubator Program
- Residential Housing Program
- Scholarship Program
- Animal Assisted Therapy Program
- Mobile Food Distribution
- Thrift Store
- Training Program
### Administrative Expenses

<table>
<thead>
<tr>
<th>Category</th>
<th>FY 21</th>
<th>FY 17-21 AT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payroll</td>
<td>35%</td>
<td>27%</td>
</tr>
<tr>
<td>Transportation</td>
<td>4%</td>
<td>7%</td>
</tr>
<tr>
<td>Rent</td>
<td>12%</td>
<td>14%</td>
</tr>
<tr>
<td>Marketing</td>
<td>3%</td>
<td>5%</td>
</tr>
<tr>
<td>Insurance</td>
<td>8%</td>
<td>7%</td>
</tr>
<tr>
<td>Telecommunication</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>Supplies</td>
<td>2%</td>
<td>2%</td>
</tr>
</tbody>
</table>

### Miscellaneous Expenses

<table>
<thead>
<tr>
<th>Category</th>
<th>FY 21</th>
<th>FY 17-21 AT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Award Program</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>Stipend Program</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>Private Donations</td>
<td>8%</td>
<td>4%</td>
</tr>
</tbody>
</table>

### Donations

<table>
<thead>
<tr>
<th>Category</th>
<th>FY 21</th>
<th>FY 17-21 AT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash Contribution</td>
<td>0.50%</td>
<td>2%</td>
</tr>
<tr>
<td>Fee for Services (Training)</td>
<td>2%</td>
<td>1%</td>
</tr>
<tr>
<td>In-Kind Donations (TO OOH)</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>In-Kind Donation (From OOH)</td>
<td>3%</td>
<td>10%</td>
</tr>
</tbody>
</table>

### Business Development

<table>
<thead>
<tr>
<th>Category</th>
<th>FY 21</th>
<th>FY 17-21 AT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grants</td>
<td>8%</td>
<td>3%</td>
</tr>
<tr>
<td>Fundraising</td>
<td>3%</td>
<td>1%</td>
</tr>
<tr>
<td>Sponsorship</td>
<td>1%</td>
<td>1%</td>
</tr>
</tbody>
</table>

### GRAND TOTAL

<table>
<thead>
<tr>
<th>Category</th>
<th>FY 21</th>
<th>FY 17-21 AT</th>
</tr>
</thead>
<tbody>
<tr>
<td>GRAND TOTAL</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>
Business Incubator

GT = Grand Total  CT = Cumulative Total  AT = Average Total

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.

Business Incubator Metrics

<table>
<thead>
<tr>
<th></th>
<th>FY 21</th>
<th>FY 17-21 CT</th>
</tr>
</thead>
<tbody>
<tr>
<td># of New Businesses Counseled</td>
<td>13</td>
<td>342</td>
</tr>
<tr>
<td># of New Businesses Created</td>
<td>9</td>
<td>55</td>
</tr>
<tr>
<td># of Jobs Created</td>
<td>22</td>
<td>125</td>
</tr>
<tr>
<td>Adult Entrepreneurs Trained</td>
<td>28</td>
<td>412</td>
</tr>
<tr>
<td>Youth Entrepreneurs Trained</td>
<td>30</td>
<td>344</td>
</tr>
<tr>
<td>Volunteer Donated Hours</td>
<td>105</td>
<td>925</td>
</tr>
<tr>
<td>Monetary Donations</td>
<td>102</td>
<td>1278</td>
</tr>
</tbody>
</table>

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.