

ORGANIZATION OF HOPE
THE POWER OF HOPE **COMMUNITY SERVICES**
for THE PEOPLE by THE PEOPLE

2019 ANNUAL REPORT

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FIND HOPE HERE



A Message from Dr. Patrecia 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.

Patrecia Williams

Dr. Patreica Williams

Founder of Organization of Hope

Our Leadership

ORGANIZATION OF HOPE TEAM



Dr. Patrecia Williams
Founder/Executive Director



Joseph Albright
Advisory Chair



Wilbert Williams
(Sunset 2013)

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.

BOARD MEMBERS

Joshua Harris - Board Chair
Terry Kinney - 1st Board Chair
Dee Gaister - Community/Corporate Sponsorship Chair
Franchesia Weeks - Secretary
Crystal Knight - Treasurer
Angela Gross - Treasurer
Steven Poirier, Esq.- Legal
Wilbert Williams – Honorary Board Member

COMMITTEE MEMBERS

Garry Hepburn	Audit Committee Chair
Nate Fields	Hope on Wheels
Dorian Brown	Fundraising & Events Chair
Curtis Eddy, III	Fundraising & Events Chair
Dorian Brown	Alumni Chair

ORGANIZATION OF HOPE

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

SERVICES WE PROVIDE

TREATMENT PROGRAMS



Peer Support



Group counseling
and therapy +
intensive outpatient
program



Program orientation
and intake/admission



Vocational training
and employment
services



Individual treatment
planning +
Case Management



DUI assessment
+ training



Community-based
support + interpersonal
process groups



Alcohol and drug
monitoring



Family reintegration
and counseling



24-hour crisis
coverage

SUPPORTIVE SERVICES



Recovery Treatment
Management



Veterans Family
Supportive Services



Assisted Living Facility
Certified Level 3 Care



Business Incubator/
Business Consultant
Support



Workforce Development
/Employment Readiness
Skills Training



Animal Services



Strategic Planning &
Community Partnerships
& Connections



Online Radio
Show



Adolescent and Young
Adult Support



Mobile Hygiene and
Support Services

HOUSING PROGRAMS



Rapid Rehousing



Emergency Sheltering



Transitional Housing



Single Room
Occupancy (SRO)



Residential Inpatient

HOPE ON WHEELS



Laundry



Toilets



Showers



Mobile Treatment
Services



Mobile Thrift Store
Services

ACCOMPLISHMENTS

20
09

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

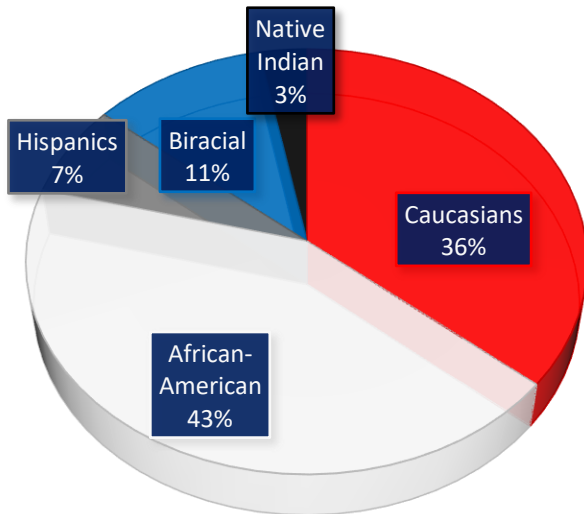
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19

In The Community Making Moments that Matter

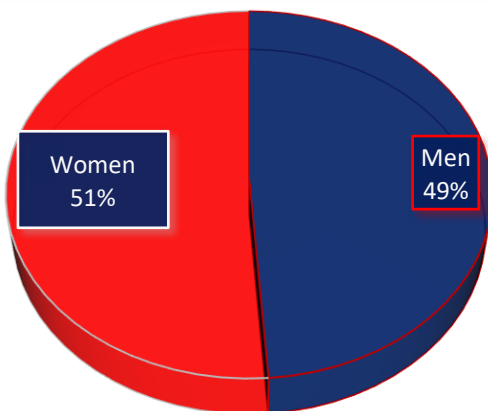
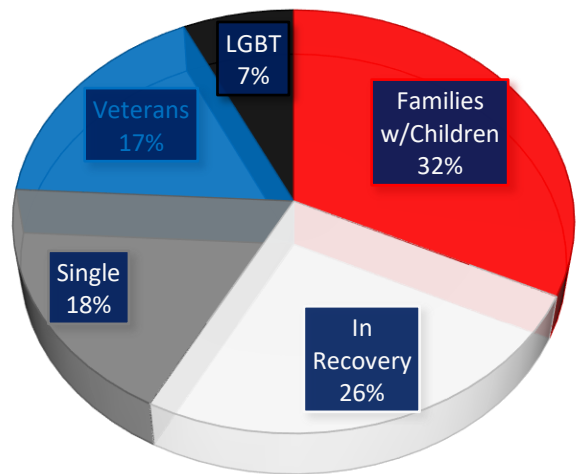


2019 Impact Creates Thriving Communities

DEMOGRAPHICS - RACE



TYPE OF FAMILIES SERVED



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

2016-2019
1038

10 Years of Giving:

4,542 Bus Passes Distributed Totaling = \$73K

4,012 Gift Cards Distributed Totaling = \$200K

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



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



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.



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

Changing Minds, Bridging Lives



GOVERNMENT

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



STRATEGIC PARTNERS

“Work alongside of us to elevate our causes to action and progress to support the continuum of care services.”
Angela O, CEO, AMO Consulting

Creating Hope – Media Spotlight



MEDIA SPOTLIGHT

June 5, 2018

New mobile project to provide homeless with hygiene services.

WBALTV 11 – Covers Organization of Hope’s grand opening of our Wheels of Hope program that provides showers, toilets, and laundry services for those who are homeless.

Open seven days a week!

MEDIA SPOTLIGHT

June 21, 2019

Wheels of Hope offer services to Poe Homes residents following water outage. WBALTV 11 - Mayor Jack Young expresses outrage by tweeting that the water outage in Poe Homes is “unacceptable” as water outage reaches fifth day. Wheels of Hope mobile showers and toilets maintained a constant presence when the community needed us most.

MEDIA SPOTLIGHT

June 24, 2019

Hope flows into Poe Homes as water outage continues. WMAR 2 News - Baltimore showcased Organization of Hope as we provided washing machines, showers, and toilets to a forgotten poverty stricken community. In the heat of the summer when Poe Homes was without water for 5 days, Wheels of Hope provided a solution.

*“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

D
A
I
L
Y

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

S
E
R
V
I
C
E



4,637
Toilets



3,318
Laundry



3,509
Showers



6,635+
People Serviced Overall



11,942+
Volunteer Hrs



3,781
Resources (Food, Clothing,
Workforce)



631
Referrals to MOHS

Making Moments that Matter You're Making A Difference!

We could not continue providing a message of hope for the community without your support. Thank You!

Peer Support Making An Impact – Getting Results:

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

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.”



Housing Couples & Families in Recovery



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

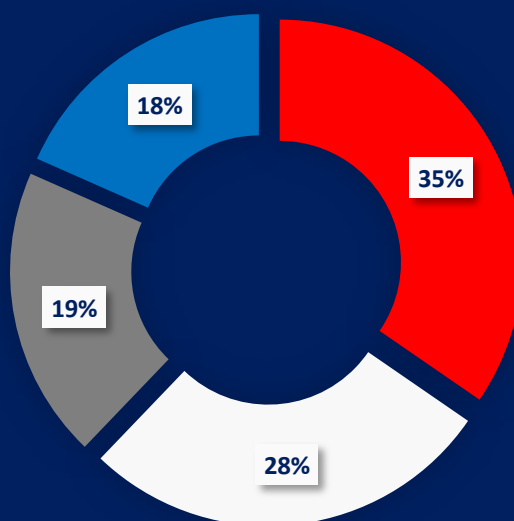
provides these families with a place to call home!

Placement rate of 89%

in the last two years.

Our Dedication to Homeless Families with Children

% OF POPULATION SERVICED



- Families in Recovery
- Families with Children
- Single
- Veterans

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

2
0
1
9



\$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

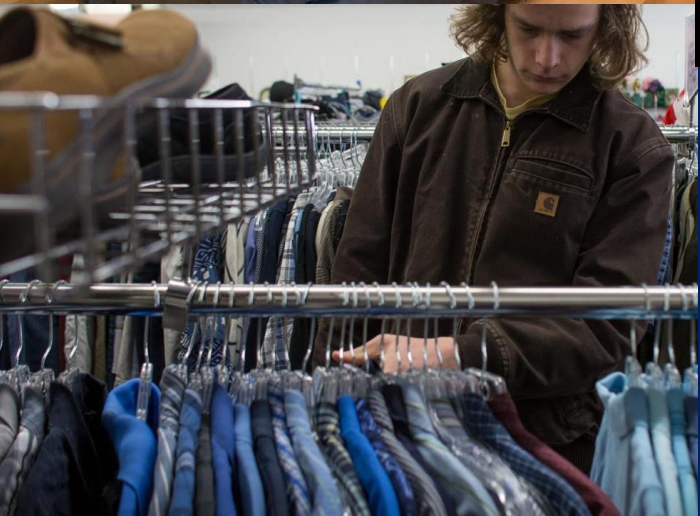


TRANSITIONAL HOUSING

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

Workforce Development Program

Partnership with KRA

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.

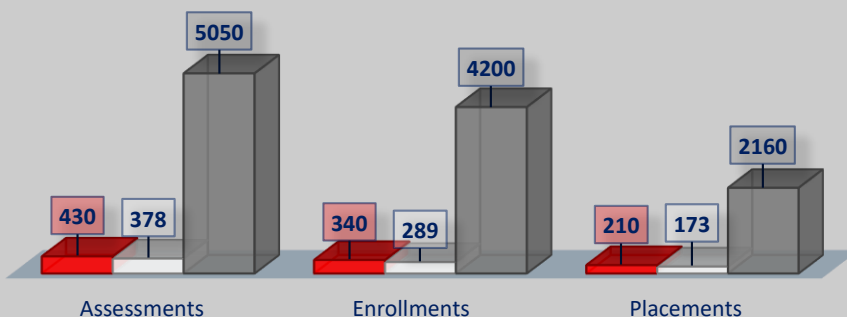
Success Training - Enrolled KFA volunteers are provided "soft skills" development training, including work-readiness and retention skills; enhanced self-awareness as it relates to communication, judgment, and engagement in the workplace; budgeting and financial literacy; and civic-leadership participation.

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

2019 Employment Metrics

ACCOMPLISHMENTS FY19 - TO DATE

■ 2019 ■ 2018 ■ 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%

Business Incubator

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.

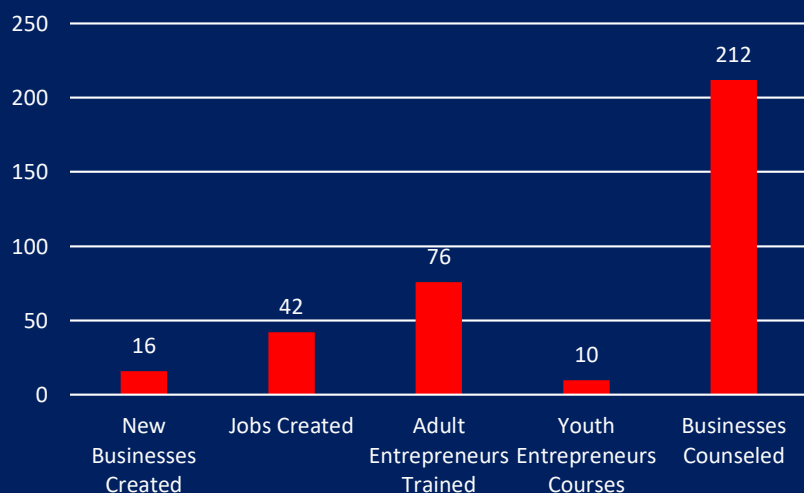
SERVICES INCLUDE:

One-on-One Counseling Mentoring in the areas of business plan development, operations, marketing, management, technical and financial literacy, and more.

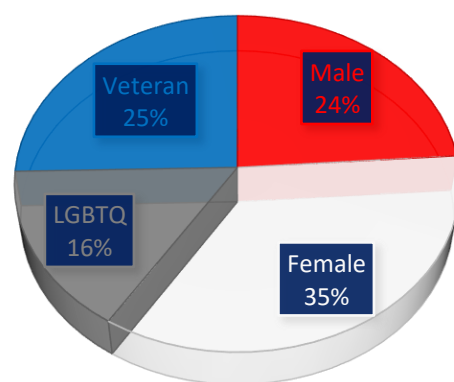
Educational Workshop Training is provided on a variety of business topics to help entrepreneurs become successful business owners. The training program includes classes, workshops, and seminars that present new ideas, practical business skills, fresh perspectives and valuable information.

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



2019 DEMOGRAPHICS

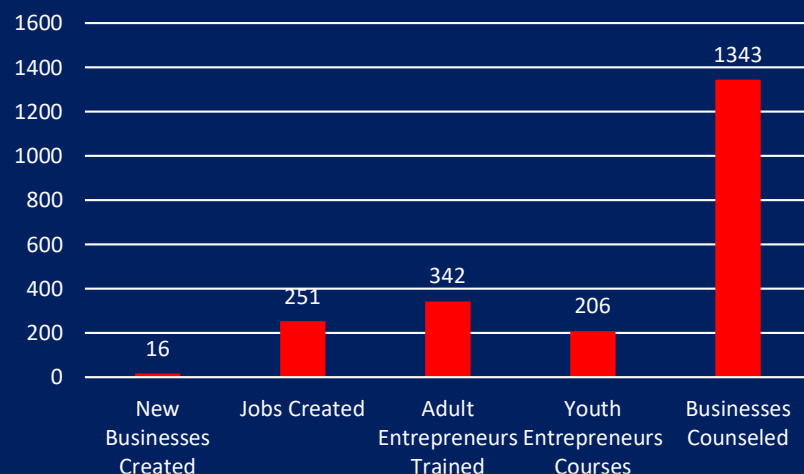


VOLUNTEER DONATED HOURS – 231

MONETARY DONATIONS - \$13,860

10 YEAR METRICS

2009-2019 New Businesses Created



VOLUNTEER DONATED HOURS – 2,517 | IN-KIND DONATIONS - \$150,000

Food Assistance Program

(Number of Meals)

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

COOKED MEALS

1,325

NON-PERISHABLE CAN FOODS

859

2019

2017-2019

COOKED MEALS

3,856

NON-PERISHABLE CAN FOODS

2,537

Ladies serving food with love ...

Staff Spotlight:

OOH Food Pantry started by Ms. Dott who began cooking using her own resources.



Ms. Dott



Ms. Gills



Ms. Linda

Animal - Assisted Therapy



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.

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



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!!! 😊

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.

Council on Accreditation

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

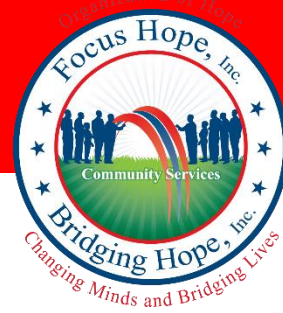


"Whenever you see our seal of accreditation, you know that the organization has been rigourously examined and that it meets or exceeds national standards and we are aggressively working to meet the community public health needs of those we serve as effectiley as possible."

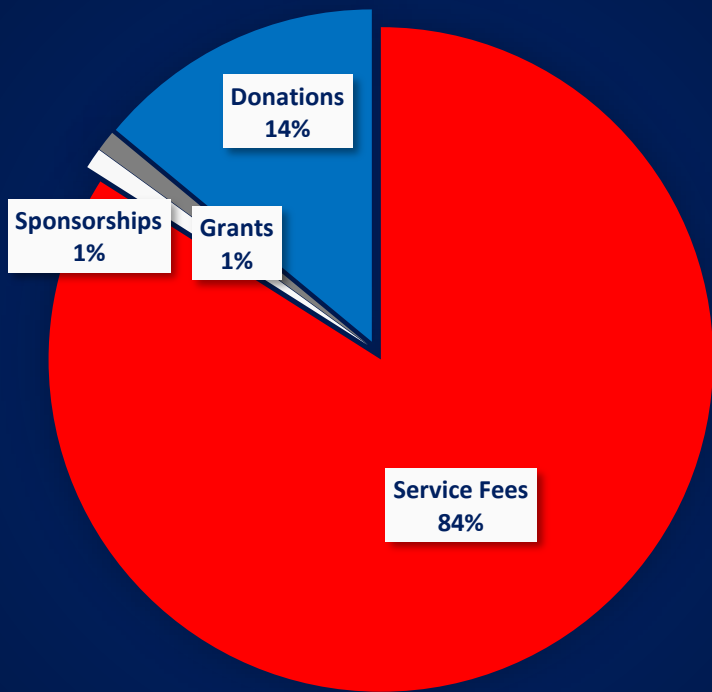
-Dee Gaister (Community Engagement Chair}

2019 In Numbers

FINANCIALS – For the year ending December 31, 2019



REVENUE BREAKDOWN



DONATIONS

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

GRANTS

Grants	1%
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SERVICE FEES

Behavior Health Service	83%
Training	1%

SPONSORSHIPS

Corporate Sponsorship	1%
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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%

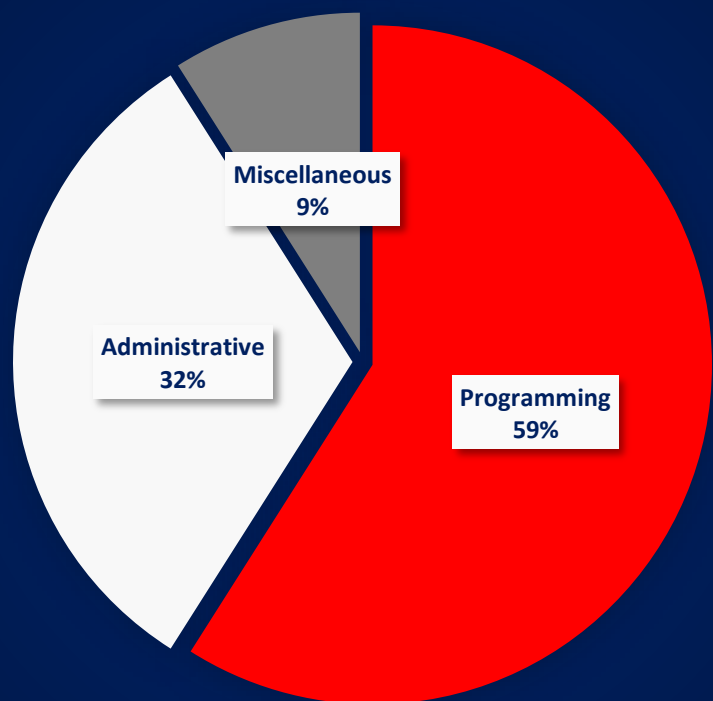
ADMINISTRATIVE

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

MISCELLANEOUS

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

TOTAL EXPENSES



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!

Thanks for your dedication to giving Hope!

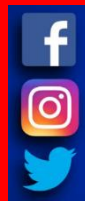


Mr. & Mrs. Joseph Albright



Wilbert Williams & Dr. Patrecia Williams

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

Contact Us

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