

THE ROAD WE WALKED TOGETHER



ANNUAL **REPORT** 2020

ENRICHING LIVES | REBUILDING COMMUNITIES | PROVIDING RADICAL HOSPITALITY

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Dr. Patrecia Williams



A MESSAGE FROM THE FOUNDER

Dear Friends,

2020 was a challenging year that inspired Organization of Hope like never before. COVID-19 will forever be etched in our minds as a year of challenge and triumph. The challenge was meeting an increased need as many lost jobs, more people were homeless, and mental instability at an all-time high. The triumph was due to this increase need were able to come together with like-minded partners and provide masks, gloves, hygiene kits, food and assistance to suffering communities and our Healthcare and Essential Workers.

2020 Impact Highlights

- Providing Hope on Wheels Laundry RV for COVID-19 Assistance to healthcare & essential workers.
- Distributing over **10,000 Meals**.
- Distributing over **2,000 Face Masks and 5,000 Gloves**.
- Participating in Partner Greater Good Charities **"Home for the Holidays"** Campaign and distributing **1,000 Good Packs and 600 Pet Packs**.

To every staff, student advocate, outreach team and board member who champion our mission by campaigning, raising awareness, and providing radical hospitality by any means necessary, thank you.

To every donor, corporate sponsor, and partner who shows their support through monetary donations, one-time gifts, and in-kind donations, thank you.

To everyone that has made these last 11 years possible through your dedication to Organization of Hope's mission - from the bottom of my heart, I thank you.

As we look back on 2020 and look forward to 2021, I am proud of the impact we have made and together we will continue to provide radical hospitality that revitalizes and rehumanizes the under-served communities we serve.

With Gratitude,

Dr. Patrecia Williams

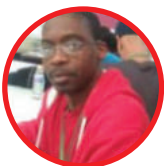
PhD, PMP, CBM, QMS, CNE, CNC, CLSSMBB, RCP, PRS, RPS
Founder/Executive Director

www.organizationofhope.org



IN LOVING MEMORY

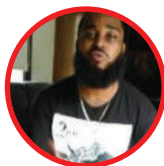
Heroes Work Here



Christopher
Parker



Vernadette
Rogers



Gregory
Newman



Healthcare
Heroes



Gregory
Hill



Veterans

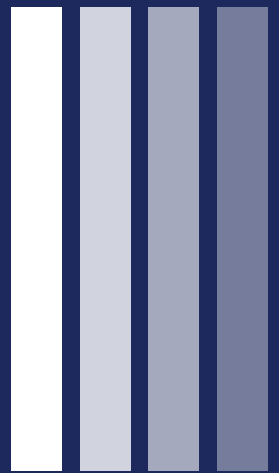
Gone But Not Forgotten

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.

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OOH IN ACTION

*Together
we make a difference*



ORGANIZATION OF HOPE

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 careservices including emotional, educational, and behavioral support.

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

 ORGANIZATION OF HOPE THE POWER OF HOPE COMMUNITY SERVICES <i>FOR THE PEOPLE BY THE PEOPLE</i>				SERVICES WE PROVIDE	
TREATMENT PROGRAMS		SUPPORTIVE SERVICES		HOUSING PROGRAMS	HOPE ON WHEELS
 Peer Support	 Group counseling and therapy + intensive outpatient program	 Recovery Treatment Management	 Veterans Family Supportive Services	 Rapid Rehousing	 Laundry
 Program orientation and intake/admission	 Vocational training and employment services	 Assisted Living Facility Certified level 3 care	 Business incubator business consultant support	 Emergency Sheltering	 Toilets
 Individual treatment planning + case Management	 DLI assessment + training	 Workforce Development /Employment Readiness Skills training	 Animal Services	 Transitional Housing	 Showers
 Community based support + interpersonal process group	 Alcohol and drug monitoring	 Strategic Planning & Community Partnerships & Connections	 Online Radio Show	 Single Room Occupancy (SRO)	 Mobile Treatment Services
 Family reintegration and counseling	 24-hour crisis coverage	 Adolescent and Young Adult Support	 Mobile Hygiene and Support Services	 Residential Inpatient	 Mobile Thrift Store Services

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HISTORY OF BUILDING HOPE

May 10, 2009 – Present

2009 [Grand Opening]

- Official Grand Opening at Fairview Avenue.

2015 [501C3]

- Received 501c3 Determination Letter from IRS.

2017 [Hope on Wheels Initiated]

- OOH Initiated Hope on Wheels Program
- Maryland Recovery Net Program Care Coordinator

2018 [License & Accreditation]

- License for Intensive Outpatient Program and Outpatient Program
- OOH received Provisional 1- year Council on Accreditation certification
- Reorganized and merged as Bridging Hope w/ dba Organization of Hope

2019 [Awards]

- Council on Accreditation Award-3 Year Certification for S Programs
- Founder Dr. Patrecia Williams named Women of the Year

2020 [Accomplishments]

- Certification for SUD & PRP Residential Treatment, Mobile Support Program
- OOH joined BRIDGES Committee
- OOH joined National Coalition of Homeless and Dr.Williams selected as a Board Member

2020 [Awards]

- Council on Accreditation Award-3 Year Certification for S Programs
- Founder Dr. Patrecia Williams named Women of the Year

2021 [Awards]

- Council on Accreditation Award-3 Year Certification for S Programs
- Founder Dr. Patrecia Williams named Women of the Year

2021 OUTLOOK VISION

PROGRAM	VISION	GOAL STATEMENT
IMPROVE OOH'S BEHAVIORAL HEALTH SYSTEM		
Substance and Alcohol	Creating a culture in communities where alcohol is used responsibly and other drugs (tobacco, prescription, and illicit) are not misused.	<ul style="list-style-type: none"> Change social norms, attitudes, and behaviors around substance use. Strengthen community collaboration around substance abuse prevention. Increase funding for alcohol, tobacco, and other drug prevention, treatment, and enforcement.
Behavior Health	Promote well-being by preventing or intervening in mental illness such as depression or anxiety, along with preventing or intervening in substance abuse or other addictions.	<ul style="list-style-type: none"> Increase the public's awareness of the importance of good mental well-being and community services available to support their mental well-being. Improve alcohol & other drug abuse and mental health treatment services. Further, integrate behavioral health within the delivery of health care.
STRENGTHEN & EXPAND HOPE ON WHEELS' BEHAVIORAL HEALTH CRISIS SERVICES		
Behavior Health	Creating a culture in communities where alcohol is used responsibly and other drugs (tobacco, prescription, and illicit) are not misused.	<ul style="list-style-type: none"> Protect and advance the OOH's community conditions that promote health. Build upon community assets in a manner that benefits all OOH students and their families, volunteers, and staff. Foster resiliency among individuals, families, and communities OOH serves Create a strong sense of place for all OOH students to enjoy.
SUPPORT A COORDINATED RESPONSE TO ADVERSE CHILDHOOD EXPERIENCE		
	Preventing or reducing the impact of potentially traumatic events that can have negative, lasting effects on health and well-being.	<ul style="list-style-type: none"> Maintain an ACEs/TIC Collaborative Initiative in the Washington DC area. Increase community providers and the public's understanding of the physical wellbeing link between Adverse Childhood Experiences and overall mental health.
EXPAND FUNDING COMMITMENTS FOR BEHAVIORAL HEALTH AND HOPE ON WHEELS		

2020 IN REVIEW

PROVIDING RADICAL HOSPITALITY

COVID-19 & OUTREACH RELIEF EFFORTS

Providing Hope on Wheels (HOW) Laundry RV to Healthcare & Essential Workers 5 days a week.

- 150 Outreach Efforts
- Distributed 15,000+ Meals
- Distributed 2,000+ Masks
- Distributed 5,000+ Gloves

SECURED VALUABLE PARTNERSHIPS

- Maryland Department of Health
- Greater Good Charities (GGC)
- C-CARE Amerigroup National Coalition for the Homeless (NCH)
- Mayor's Office of Homeless Services (MOHS)

APPROVED SYRINGE SERVICE PROGRAM

- Received approval from Maryland Department of Health to operate a Syringe Service Program.
- Awarded a 2-year grant to provide harm reduction services in Baltimore City.
- HOW awarded 2-year grant.

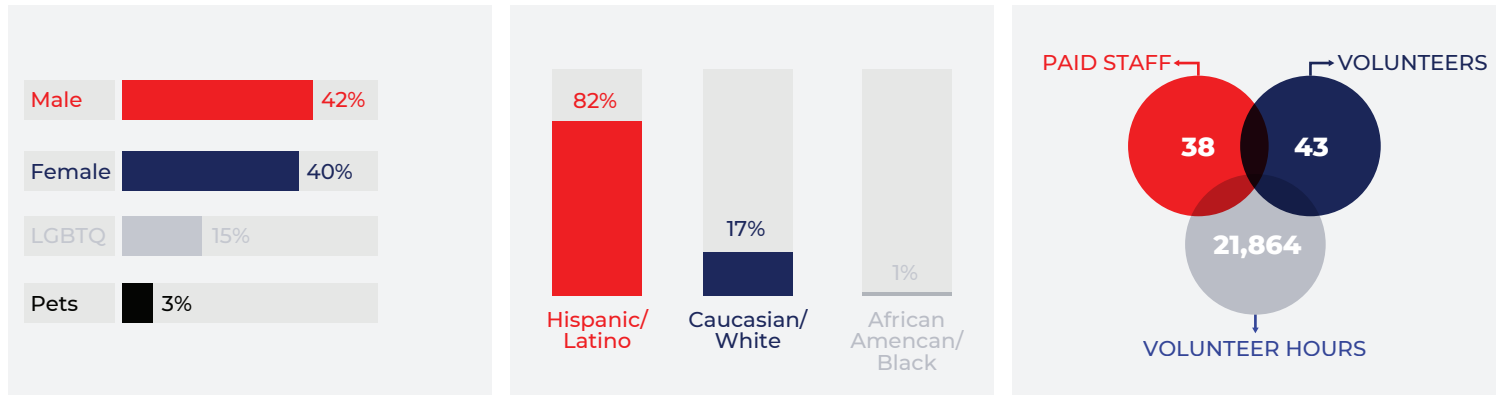


FINANCIALS

2020 ANNUAL REPORT METRICS

Organization of Hope is an organization that aims to strengthen and advocate for families and our community of all ages and diversities. This annual report highlights the organization's financials and performance for the fiscal year of 2020.

SERVED MORE THAN 21,000 CHILDREN, ADULTS AND PETS.



PROGRAM HIGHLIGHTS

■ Program Support Services

OOH served 34,100 families throughout Northern VA, Washington, DC, and Maryland

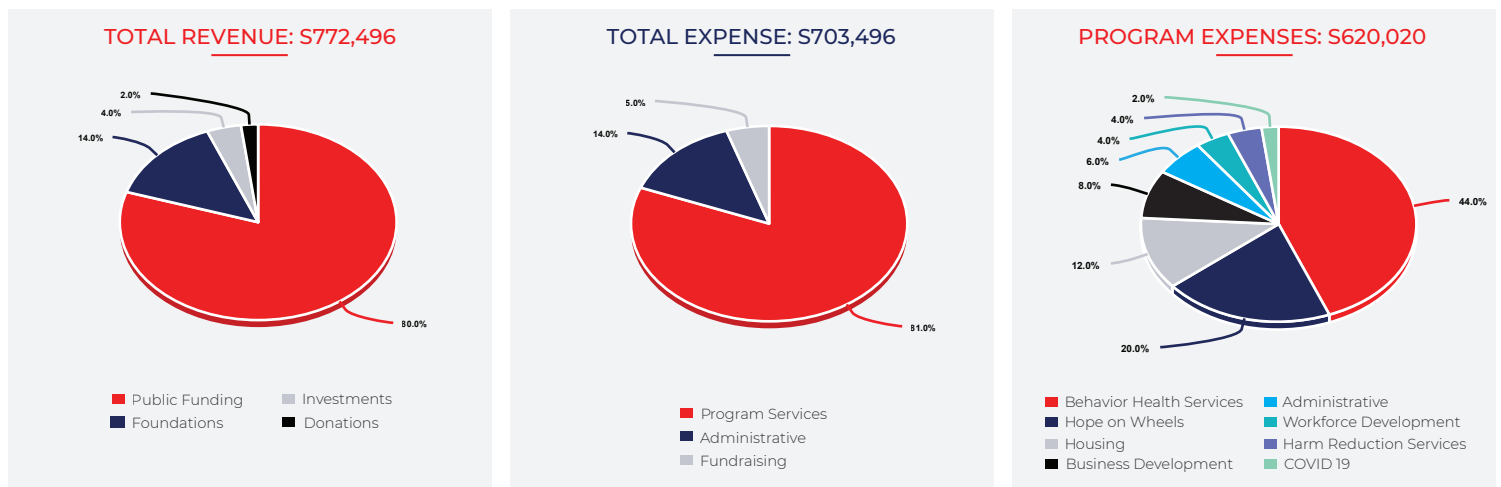
■ Behavior Counseling

354 participants received substance and mental health counseling at over 35 sites

■ Outreach-Harm Reduction Consultants

460 youth and 1,391 pal eras served

FINANCIALS PERFORMANCE YEAR-END DECEMBER 31, 2020



IN-KIND DONATIONS

01

GREATER GOOD CHARITIES

- 32,000 Facemasks
- 1,300 Good Packs 700 Pet Packs
- 609 Women's Jackets 4

02

AMERIGROUP

- 1,000 Hand Sanitizers
- Toothbrushes
- Hats & Blankets

03

LINEN WORLD

- Household Items
- Curtains
- Mattresses
- Toiletries

04

INFECTIOUS DISEASE

- PPE
- Face Masks
- Aprons
- Gloves

06

C-CARE

- 900 Hygiene Kits
- 220 Hand Sanitizers

05

DEPARTMENT OF HEALTH

- Fentanyl Strips
- Naloxone Strips
- Naloxone Injections
- Naloxone Kits



2020 A YEAR OF CHALLENGE & TRIUMPH

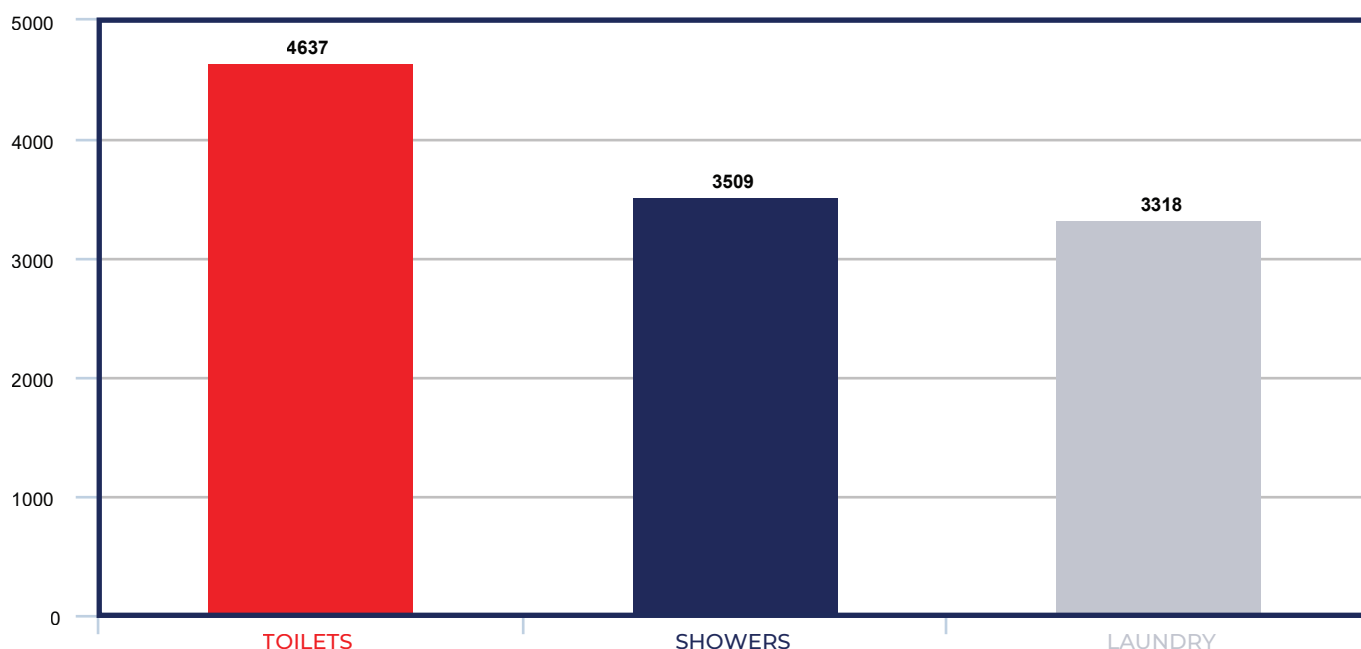
HOPE ON WHEELS (HOW)

Organization of Hope provides on-site Hope on Wheels (HOW) Mobile Support Team with community volunteers who can provide medical, substance, alcohol, mental health, housing counseling and other services to those in need.

- To provide showers, toilets, and laundry services in a mobile environment to deliver hygiene and rekindle dignity for our homeless citizens.
- Effectively embracing radical hospitality by providing an experience to our guests that revitalizes and re-humanizes.
- To offer Peer Support Specialists who can empathize with the needs of the community we serve.
- Keeping our communities safe by providing a Harm Reduction Program which includes Syringe and Naloxone distribution



HOW IMPACT



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COVID-19 RELIEF EFFORTS

HOPE ON WHEELS (HOW)

Providing COVID 19 testing 5 days a week and Distributed over 2,000 masks and 5,000 gloves.

Covid-19 produced many challenges for everyone, but especially for Healthcare and Essential Workers. Imagine not being able to go home due to the fear of possibly infecting your loved ones. These are the sacrifices that Healthcare and Essential Workers made throughout 2020.

In 2020, Hope on Wheels was very active with our Covid-19 Relief Efforts which so many lives depended on.

- Mobile COVID 19 Testing (5 days/week 8am-6pm)
- Laundry/RV
- Meals over 10K and 1750 Boxes of Produce (3 days/week)
- All Virtual Classes- Shared on Facebook Live for Public
- 24 Hour Peer Support Warm Line



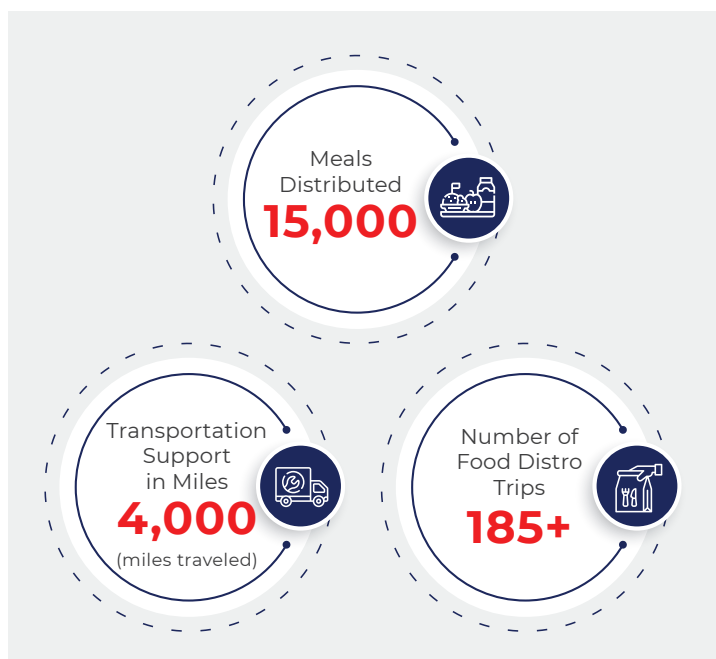
YEAR OF CHALLENGE & TRIUMPH

HOPE FOOD ASSISTANCE



HOPE ON WHEELS

Our STOP HUNGER Food Initiative supported local food banks in the Washington/DC Metro Area. COVID-19 wrecked havoc on many stores resulting in bare shelves and many families turned to food banks and soup kitchens for support.



RE-HUMANIZING HOMELESS COMMUNITIES

IMPACT STATISTICS

**TOTAL 2020
INVESTMENT**

\$475K

**CONDUCTED 150+
OUTREACH EFFORTS**

13,235



Volunteer
Hours

\$79K



Volunteer
Amount

\$65K



Donation

215



Employment

162



Housing



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WE ARE THE SOLUTION

STRATEGIC PARTNERSHIPS & COLLABORATIONS

Consent Decree Mission & Purpose

The Consent Decree obligates BPD and the City to adopt a comprehensive set of reforms designed to promote fair and constitutional policing, rebuild BPD's relationships with Baltimore's communities, and ensure public safety.

The Consent Decree prescribes corrective action in a number of areas, including: community engagement; community policing; stops, searches, arrests, and voluntary police-community interactions; impartial policing; interacting with people with behavioral health disabilities and in crisis; use of force; interactions with youth; transportation of persons in custody; First Amendment protected activities; handling of reports of sexual assault; technology; supervision; misconduct investigations and discipline; coordination with Baltimore City School Police; recruitment, hiring, and retention; staffing, performance evaluations, and promotions; and officer assistance and support.

The Consent Decree, in short, requires transformational institutional change.

The Journey Home

Baltimore City Continuum of care (CoC) is a collaborative body 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.

Bridges

BRIDGES is an advocacy coalition working to end overdose and criminalization by promoting safe spaces, dignity, health, and justice for people who use drugs.

We are advocating for the legal authorization of overdose prevention sites in Maryland that promote:

- SAFETY because safer consumption in OPS build stronger communities
- HEALTH because OPS provide a bridge to wellness and healthcare
- DIGNITY because OPS bring loved ones out of isolation, into healing
- JUSTICE because OPS provide the safety we need and the justice we deserve

National Homeless Coalition (NCH)

The National Coalition for the Homeless is a national network of people who are currently experiencing or who have experienced homelessness, activists and advocates, community-based and faith-based service providers, and others committed to a single mission: *To end and prevent homelessness while ensuring the immediate needs of those experiencing homelessness are met and their civil rights are respected and protected.*

NEW PROGRAM SPOTLIGHT

HARM REDUCTION PROGRAM

The Maryland Department of Health approved OOH in September 2020 to become a Syringe Service Program responsible for keeping our communities safe by providing a Harm Reduction Program which includes Syringe and Naloxone distribution.

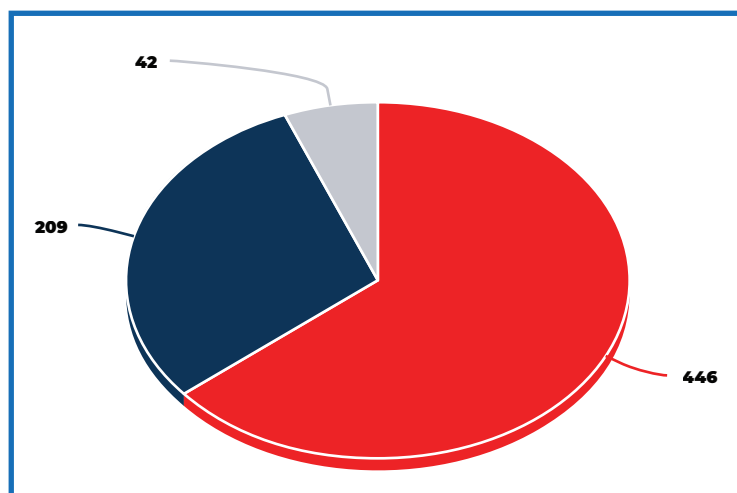
Harm reduction incorporates a spectrum of strategies that includes safer use, managed use, abstinence, meeting people who use drugs “where they’re at,” and addressing conditions of use along with the use itself.



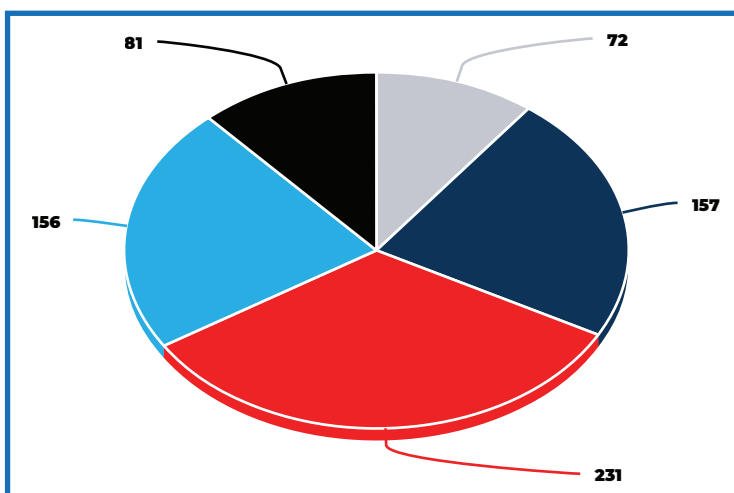
Demographics

Summary of Population Served

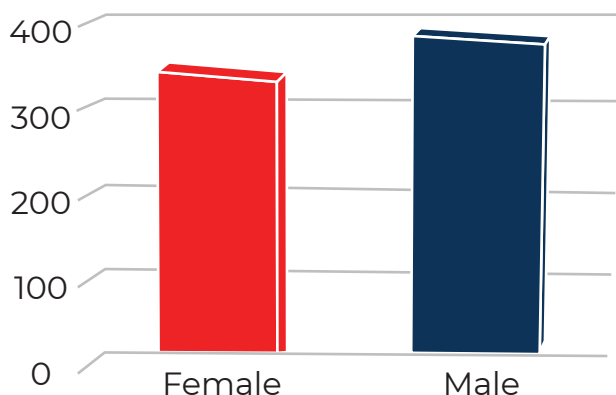
2962 People Served



Black/African-America White/Caucasian Hispanic/Latino



18-24 25-34 35-44 45-54 >55



Gender

Gender and number served during the reporting period.

Type of Referral	Budget
Substance-related disorder counseling, treatment, and recovery services	1943
Overdose education	292
naloxone distribution	412
Wound care	22
Reproductive health education and services	354
Mental Health counseling, treatment and recovery	643
Recovery Housing	161
Other Housing	698
Total	2962

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HARM REDUCTION STRATEGIES



ACCEPT

Accepts, for better or worse, that licit and illicit drug use is part of our world and chooses to work to minimize its harmful effects rather than simply ignore or condemn them.



UNDERSTAND

Understands drug use as a complex, multi-faceted phenomenon that encompasses a continuum of behaviors from severe use to total abstinence, and acknowledges that some ways of using drugs are clearly safer than others.



ESTABLISH

Establishes quality of individual and community life and well-being — not necessarily cessation of all drug use — as the criteria for successful interventions and policies.



NON-JUDGEMENT

Calls for the non-judgmental, non-coercive provision of services and resources to people who use drugs and the communities in which they live in order to assist them in reducing attendant harm



PROMOTE HARM REDUCTION STRATEGIES.



INCLUSION

Ensures that people who use drugs and those with a history of drug use routinely have a real voice in the creation of programs and policies designed to serve them



AFFIRMS

Affirms people who use drugs (PWUD) themselves as the primary agents of reducing the harms of their drug use and seeks to empower PWUD to share information and support each other in strategies that meet their actual conditions of use.



RECOGNIZE

Recognizes that the realities of poverty, class, racism, social isolation, past trauma, sex-based discrimination, and other social inequalities affect both people's vulnerability to and capacity for effectively dealing with drug-related harm



ACKNOWLEDGE

Does not attempt to minimize or ignore the real and tragic harm and danger that can be associated with illicit drug use.

PARTNERSHIP SPOTLIGHT

TOGETHER WE CAN MAKE A DIFFERENCE

Greater good in-kind **sponsor** has donated

- › 32000 FACE MASK
- › 1848 PIECES OF FOOD
- › 608 WOMEN'S SCARVES/JACKETS
- › 13000 GOOD PACKS AND 600 PET PACKS



OOH became the proud partner of Greater Good during a tumultuous time for the under-served communities we serve. Greater Good is a Champion for People, Pets, and the Planet. *In 2020 greater good donated more than \$55 million in grants to organizations around the globe and we are happy to be one of organisations.*

OOH was also selected to be a part of Greater Good's "Home For The Holidays" Campaign in December. This event included Hope on Wheels distributing Good Packs filled with Hygiene Items, Blanket, Masks, Hand Sanitizer, Non-Perishable Food & Much More. These radical hospitality moments will be featured in a video that can be seen by Greater Good's Global audience.

We are grateful and look forward to being a steward of hope as we distribute these in-kind donations provided by Greater Good.

"Champions for People, Pets, and the Planet!" – Greater Good



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THANKS FOR SUPPORTING OOH!



“Be the **Change**
You Want to See
In the **World**”

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Instagram.com/OrganizationOfHope
Twitter.com/OrganizationOfHope

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