

*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 21202/1629

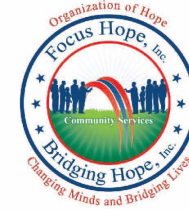
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**Bridging Hope, Inc.
dba Organization
of Hope, Inc**

ENRICHING LIVES | REBUILDING COMMUNITIES | PROVIDING AUDACIOUS HOSPITALITY

Table of Contents

Letter from Executive Director	02
OOH Testimonials	03
About OOH	05
OOH Moments	06
Our Mision	08
Our Vision	09
Partnership Spotlight	11
Our Work	16
Looking forward & beyond 2021	33
Financial Overview	39

Letter from The Founder

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 urbancommunities 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 mobility 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 10 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


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 puzzles 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
\$5K 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."



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

Remembering Our Heroes



Nurses

Family Members

Friends

COVID 19 Patients

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.

ABOUT ORGANIZATION OF HOPE



OOH Moments

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. Patricia Williams Listed Among Maryland's Most Admired CEO for 2021



2017

[HOPE ON WHEELS]

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



2009

[HOUSE REHAB]

- House Reconditioning



2020

[COVID-19 SUPPORT]

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



2015

[501C3 DETERMINATION]

- Received 501c3 Determination Letter from IRS.



2009

[Grand Opening]

- Official Grand Opening at Fairview Avenue.



2021-2023 Visionary Board Members

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



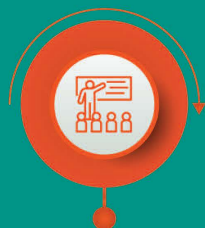
Our Core Values



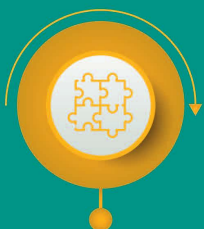
Preeminence of
teaching and learning



Constant respect
for people



Talented group of
staff comprising



Uncompromising
integrity



Dedication to continuous
improvement





PARTNERSHIP SPOTLIGHTS



BWI BUSINESS PARTNERSHIP

OOH is proud to partner with The BWI Business Partnership (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.



NATIONAL ORGANIZATION FOR WOMEN (NOW)

NOW is a multi-issue, multi-strategy organization that takes a holistic approach to women's rights. Our priorities are winning economic equality and securing it with an amendment to the U.S. Constitution that will guarantee equal rights for women; championing abortion rights, reproductive freedom and other women's health issues; opposing racism; fighting bigotry against the LGBTQIA community; and ending violence against women.

- Economic Justice
- Reproductive Rights and Justice
- Ending Violence Against Women
- Racial Justice



CONTINUUM OF CARE (BALTIMORE CITY)

Baltimore City Continuum of care (CoC) is a U.S. Department of Housing and Urban Development's (HUD) 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.

IMPACT & RECOGNITION AWARDS

YOUTH VOLUNTEERS OF THE YEAR



Michael and
Kailey Blow

Rashawn
Jackson

VOLUNTEER OF THE YEAR



Jamie Tongue

STAFF MEMBER OF THE YEAR



Ashley Alexander

BOARD MEMBER OF THE YEAR



Dee Gaister

Our **Work**



PORTFOLIO OF SERVICES

\$1.4M

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

41%

VETERANS IN THE
U.S. HAVE MENTAL
HEALTH ILLNESS

TREATMENT PROGRAMS

 Peer Support	 Program Orientation And Intake/admission	 Individual Treatment Planning +case Management	 Community Based Support +interpersonal Process Groups	 Family & Reintegration and Counselling
 Group Counselling & Therapy + Intensive Outpatient Program	 Vocational Training and Employment Services	 Dui Assessment + Training	 Alcohol & Drug Monitoring	 24-hours Crises Coverage

HOUSING PROGRAMS

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

 Recovery Treatment Management	 Assisted Living Facility Certified Level-3 Care	 Workforce Development / Employment Readines Skills Training	 Strategic Planning & Community Partnerships & Connections	 Adolescent & Young Adult Support
 Veterans Family Supportive Services	 Business Incubator/ Business Consultant Support	 Animal Services	 Online Radio Show	 Mobile Hygiene & Support Services

HOPE ON WHEEL

 Laundry	 Toilets	 Showers	 Mobile Treatment Services	 Mobile Thrift Store Services
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OOH Innovations Profile



MOBILE SERVICES PROGRAM- HOPE ON WHEELS

- Mobile Behavior Health Treatment Services
- Mobile Showers and Laundry Services
- COVID-19 Support
- Continuum of Care Services
- Thrift Store (Clothing Services)
- Harm Reduction Support
 - Rapid HIV, Pregnancy, HEP-B and TB testing
 - Syringe supplies
 - Fentanyl testing strips
 - Naloxone training and distribution



RECOVERY TREATMENT MANAGEMENT

- Case Management Substance Abuse
- Residential Intensive Treatment Program (RTX)
- DUI/DWI Training
- Psychiatric Rehabilitation Program (PRP)
- Mental Health Counseling
- Health Care
- Addictions Recovery (Intensive Outpatient Program)
- Peer Support Training (Onsite) Certification Prep
- Harm Reduction Provider Overdose Response and Syringe Program)



ANIMAL-ASSISTED THERAPY

- Foster Care
- Animal Grieving Counseling
- Veteran Only -Board (Pets2Vets)



Hope on Wheels 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.



2021 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.

National Alliance of Mental Illness Statistics (NAMI)



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



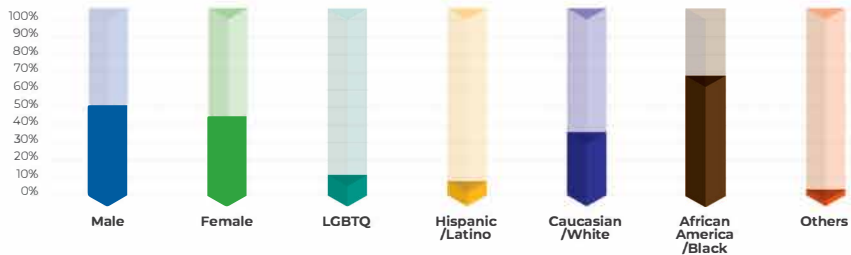
Key Performance Metrics



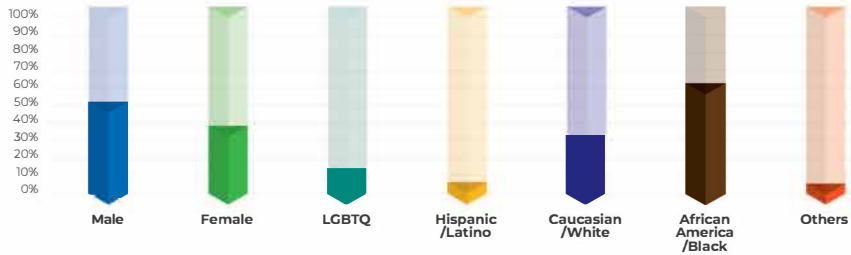
Student Demographics

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

FY 21



FY 17-21 AT(Average Total)



Staff Overview Demographics

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

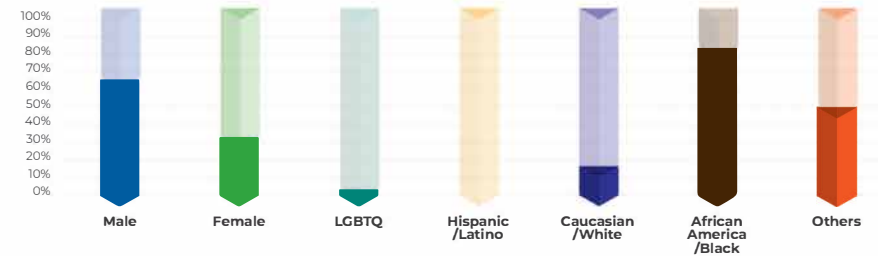
Board Members Demographics

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

FY 21



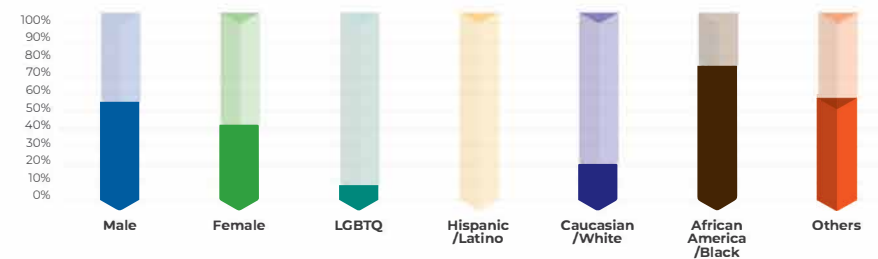
FY 21



FY 17-21 AT(Average Total)



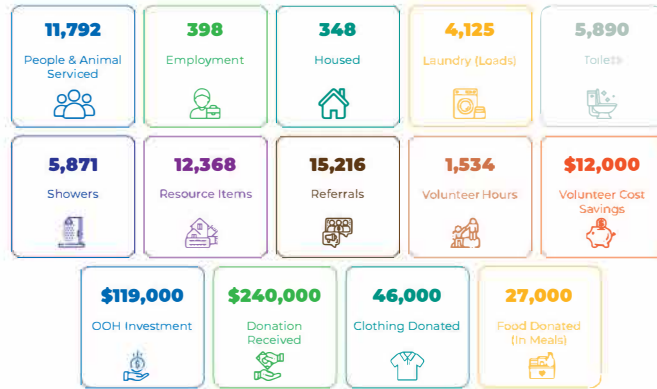
FY 17-21 AT(Average Total)



Hope on Wheels Stats

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

FY 21



FY 17-21 AT(Average Total)



Harm Reduction Services

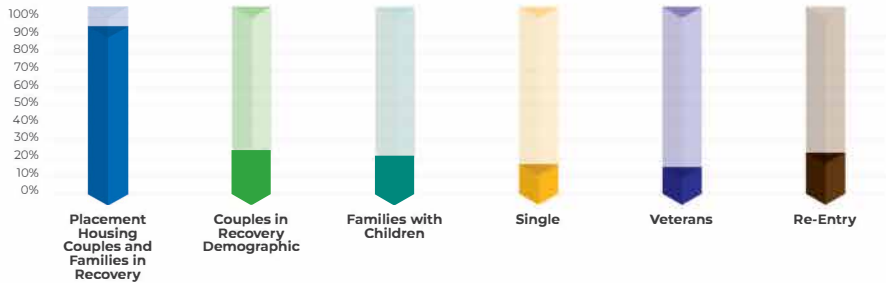
GT = Grand Total CT = Cumulative Total AT = Average Total

	FY 21	FY 17-21 AT
Overdose Training Classes	1756	2055
Syringe Services (Distributed)	2,091	4146
Syringe Services (Collected)	172	344
Rapid HIV Testing	905	1107
Rapid HEP C Test	1436	1541
Rapid Pregnancy Test	1042	1091
Condoms (Distributed)	2979	5034
Fentanyl Test Strips	1756	2453
Naloxone Units (Distributed)	1756	3150
DT- Peer Encounters/Services	409	802
DT- Mental Health	733	1145
DT-ASAM (Substance Use Disorder)	868	1282
DT- Housing	201	362
DT- Transportation	587	687
DT- Legal Support	628	1042
R- Medical Services	536	950
R- Mental Health	538	952
R-ASAM (Substance Use Disorder)	963	1375
R- Housing	851	1341
Wound Care	1626	1626
# of People Served	2224	2921

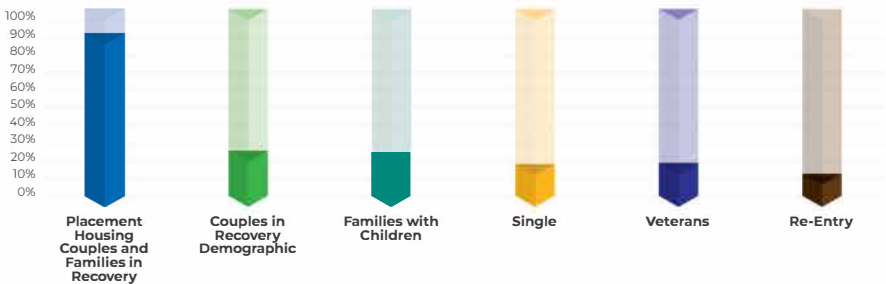
Resending Housing Everyone Deserves to Go Home

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

FY 21



FY 17-21 AT(Average Total)



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.

FY 21



FY 17-21 CT
(Cumulative Total)



Assisting **those in Crisis**

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



Job Training

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

	FY 2021	FY 2022
Assessments	33	33
Enrollment	33	33
Job Placements	33	33
GRAND TOTAL	32.00	7448.00
Average Hourly Wage	33	33
Average Hourly Deferral	89	89

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.

	FY 2021	FY 2022
Bed Capacity	33	33
Individual Served	33	33



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.

	FY 2021	FY 2022
Bed Capacity	33	33
Veterans Served	33	33



Night Drop-in Facility

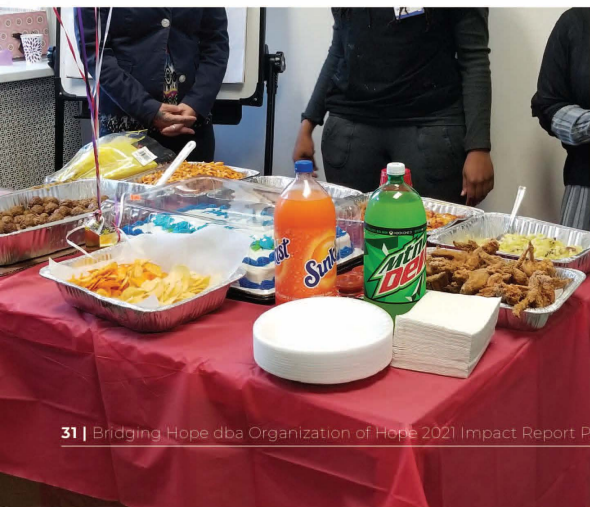
Facility offers shelter, shower facilities, clothing, crisis intervention and case management. Available for non-residents and is open from 8:00 p.m. to 12:00 p.m. five days a week.

	FY 2021	FY 2022
Night Drop- In Facility		
Personnel Capacity	33	1000
Participant Served	33	33
Day Drop In Facility		
Personnel Capacity	33	1000
Participant Served	33	33
GRAND TOTAL	0	1268

Mobile Food Assistance Program

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

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



Ladies serving food with love...

Staff Spotlight:

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

Training

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

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

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:

Peer Impact	FY 21	FY 17-21 CT
# of Peers Trained	130	764
# of Classes Conducted	35	113
Warm Line (Virtual) 6 pm-10 pm	391	2230
Warm Line (Virtual) 11 pm-1 am	894	3416
Warm Line (Virtual) 2 am-5 am	301	1444
GRAND TOTAL	336	1557

COVID 19 Support

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

	FY 21	FY 17-21 CT
Total number of contacts made Outreach (Telehealth)	56	1,026
Total number of contacts made Outreach (Street/ Hope on Wheels)	338	8,527
Total number of contacts made Education (Telehealth)	131	324
Total number of contacts made Education (Group Sessions/Eventbrite)	142	193
Total number of people vaccinated	57	125
Total number of people tested (External Units)	87	287
Total number of people tested (Home Kits)	197	197
Total number of referrals for mobile unit/referral to strategic partners	60	191
# of Staff and Students Trained on COVID 19 and Infectious Prevention and Control		353
# of Masks Provided	17500	39,500
# of COVID Hand Sanitizers	11347	22,410
# of days mandatory telework was necessary	48	362

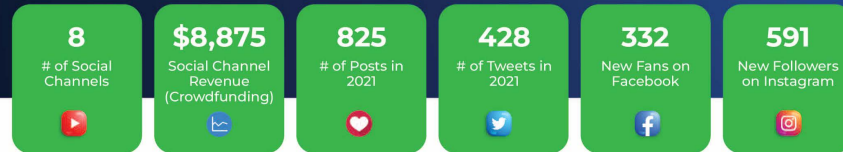
What Is Peer Support?

- 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

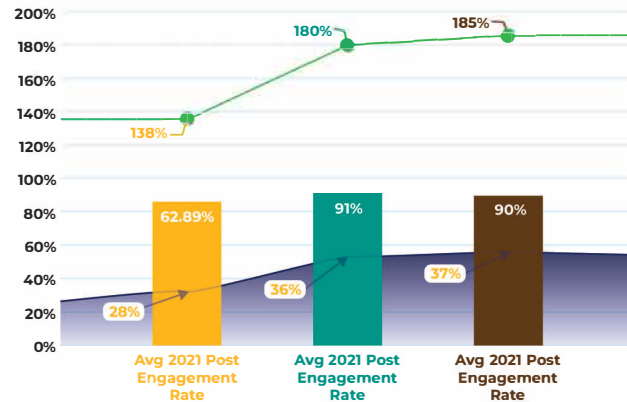
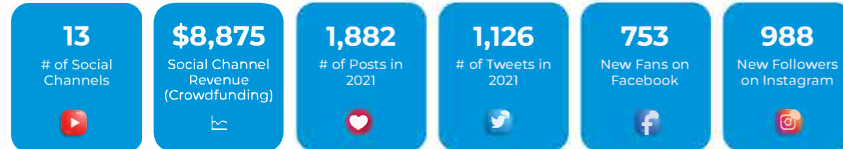
Social Media

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

FY 21



FY 17-21 CT



In-Kind Donations

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

Donate Items

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



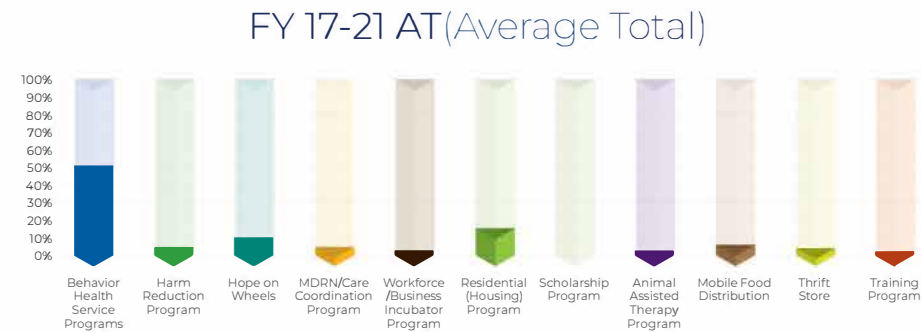
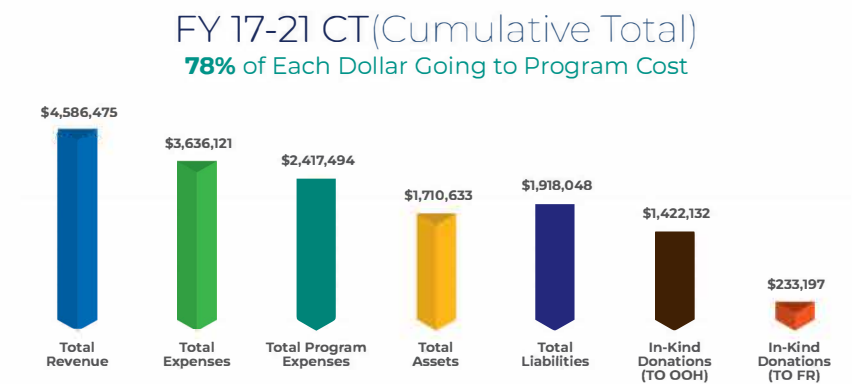
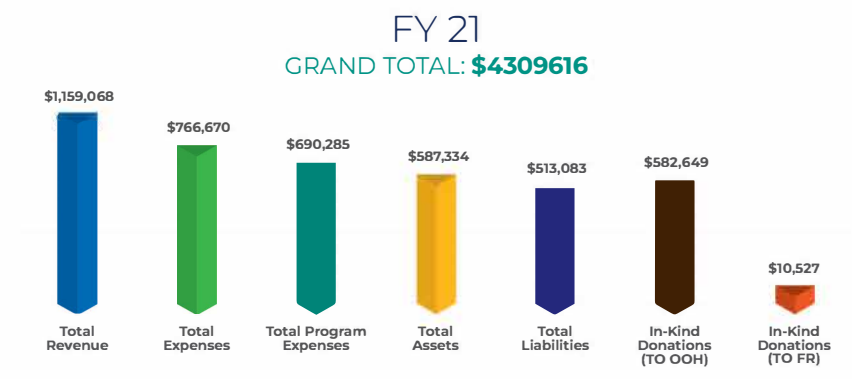
	FY 21	FY 17-21 CT
Greater Good Charities	\$84,602.44	\$237,344.41
Good 360	\$9,932.56	\$18,370.56
Amerigroup	\$6,450.00	\$14,950.00
Linen World	\$5,891.00	\$10,791.00
Center for Harm Reduction	\$225,758.72	\$286,632.72
GSA	\$104,133.00	\$157,000.00
John Hopkins		\$-
MD Infectious Disease		\$1,200.00
C-Care	\$95,725.56	\$110,225.56
Private Donations	\$25,168.12	\$356,824.12
Shabach Ministries		\$29,589
Tech & Rec	\$24,988	\$121,602
Maryland Department of Health		\$14,320
Other (Previously Reported)		\$287,433
Grand Total	\$582,649	\$1,358,849

Financial Overview

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

Programming

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



Administrative

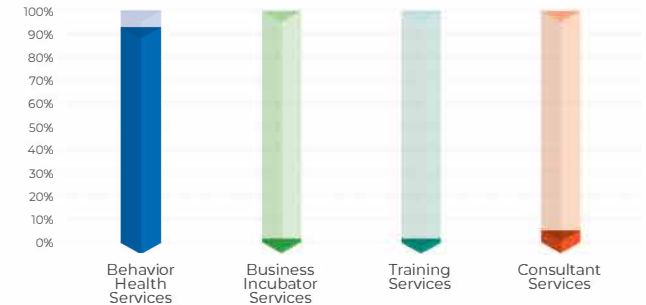
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Administrative	FY 21	FY 17-21 AT
Payroll	35%	27%
Transportation	4%	7%
Rent	12%	14%
Marketing	3%	5%
Insurance	8%	7%
Telecommunication	2%	2%
Supplies	2%	5%
Miscellaneous		
Award Program	2%	2%
Stipend Program	2%	2%
Private Donations	8%	4%
Donations		
Cash Contribution	0.50%	2%
Fee for Services (Training)	2%	1%
In -Kind Donations (TO OOH)	4%	4%
In - Kind Donation (From OOH)	3%	10%
Business Development		
Grants	8%	3%
Fundraising	3%	1%
Sponsorship	1%	1%
GRAND TOTAL	100%	100%

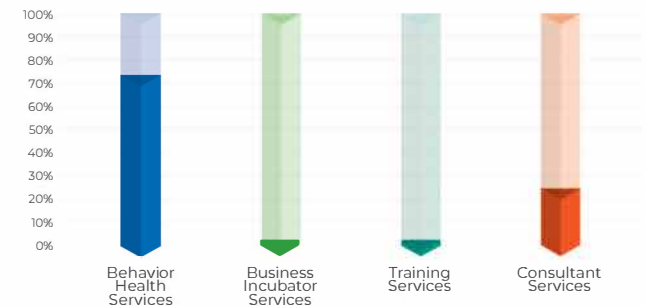
Service Fees

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

FY 21



FY 17-21 AT(Average Total)



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.

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.

Business Incubator Metrics	FY 21	FY 17-21 CT
# of New Businesses Counseled	13	342
# of New Businesses Created	9	55
# of Jobs Created	22	125
Adult Entrepreneurs Trained	28	412
Youth Entrepreneurs Trained	30	344
Volunteer Donated Hours	105	925
Monetary Donations	102	1278

