



2020 was a year like no other. Throughout it all, the great days and the tough ones, there was YOU. Volunteers new and gold responded to calls to action. Friends made gifts to support new needs and meet new challenges. You were always there.

We are forever grateful to you!

Page 2

A Note From Pam

Page 3

FY 2020 Impact & Highlights

Page 4

"It's Safe Here"

Page 5

Experience-Driven Hope

Page 6

FY 2020 Finances

Page 7

FY 2020 Leadership

Dear Friends,

I hope you, your family, and your friends are all healthy and safe.

Our fiscal year 2019-2020 began and ended on such different notes. October 24, 2019 was unseasonably warm, bright, and beautiful as we cut the ribbon to open the new Bailey's Shelter and Supportive Housing. A day like that can make you dream of all sorts of opportunities.

Only two weeks before, I had been in a creek bed with Julie Carey from NBC and a dozen shelter guests as we launched a new jobs program partnership with Fairfax County. This year showed promise.

A few months later our world changed. Masks went on, so many doors closed, and we distanced ourselves. Our spring fundraiser was cancelled, but still people gave. New Hope Housing never really closed, because we can't. Dedicated staff and incredible volunteers found ways to help us stay open safely to ensure that our homeless neighbors were taken care of, too.

As a member of our caring community, YOU are and have always been an important part of this team and mission. You've always shown that you care about your neighbors - whether you know their names or not. Every dollar, meal, and coat that you've given has gone to easing the pains of homelessness or to connecting people to housing. I am grateful for you.

I hope you enjoy this Gratitude Report with stories of people you've helped achieve their dreams, our fiscal year finances, and many smiles.

With gratitude and hope,



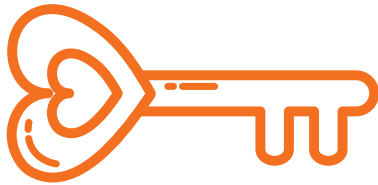
Pamela L. Michell
Executive Director



FY 2020 IMPACT



Served 1,635 people in shelter or housing



Placed 262 shelter guests in housing



Assisted 305 shelter guests with employment

FY 2020 HIGHLIGHTS

Launched Operation Stream Shield - Job program in partnership with Fairfax County

Began Managing Residential Program Center - A 44-bed shelter in Arlington County

Opened Bailey's Shelter and Supportive Housing - A 48-bed shelter with 18 units of supportive housing, & 4 medical respite beds

Opened Q-PID Hotel - Emergency shelter for people at-risk or affected by COVID



**514 Volunteers Contributed
Over 4,600 Hours of Service!**

Thank You

I became homeless around the start of the Pandemic. I started staying at the shelter in November of 2020. Even though my situation was difficult I had a positive experience at the Eleanor Kennedy Shelter.

I would definitely encourage anyone that becomes homeless to stay at the shelter to get themselves together. I was able to get myself housing in 5 1/2 months just by working and being motivated. With the proper determination and motivation you can utilize this program and accomplish anything. Thank you all!

- Monica, moved to her home 5/1/2021

"We Look After Each Other Like Family"

Tenbit often sees fear in the eyes of new shelter guests when she does intake. Many of them ask if it's safe there. She knows how they feel, because she was sitting where they were not that long ago.

She had never expected to be without a place to live. An abrupt divorce and cancelled lease left her with few options in December 2019. She had a little bit of savings but not enough to get a place by herself. She didn't want anyone to know what she was going through. Like so many people, she had been taught that to end up homeless meant that you were a failure. (Tenbit thinks very differently now.)

Tenbit's previous impressions of shelter were shaped by TV: shelter is a scary place where you can get hurt and have your belongings stolen. Despite that, she went to a shelter in Alexandria and started the intake process.

But it was the middle of December, the busiest time for shelters, and she was told there was no space for 30 days. She reluctantly called a friend and asked to stay with her.

It was then that she learned about job openings at New Hope Housing. Tenbit has a degree in economics and has worked jobs from kindergarten teacher to flight attendant to bank teller. But she wanted a career where she could have real impact on people. Her customer service experience and care for people shined in her interviews, and she was hired at the Residential Program Center in Arlington when New Hope Housing took over in February 2020. Since then, she has been one of the first faces you see when you walk in.



As Shelter Service Specialist, Tenbit is the one doing shelter intake now. When asked by new shelter guests if it's safe at RPC, she confidently says: "Yes, it's safe here. We look after each other like family."

Tenbit is thankful to be on this team and wants people to know that a good shelter can be a pathway to change your life. Good people can help you see a future you might not see for yourself.

Experience-Driven Hope

When COVID shut down the barbershop where he worked, Troy Clark was worried, but said he still had hope. "Experience-driven hope" he calls it. Because what he has been through taught him that hope and hard work can lead to a better life.

Troy first came to the Eleanor Kennedy Shelter in 2017 after 12 years in jail. He was 53 and had difficulty trusting people at the shelter. A few months later, he left to start a job at a barbershop on Route One. Unfortunately, there was little foot traffic and he got few customers. Eventually he couldn't afford the fees to rent the barber chair or his apartment. That led him back to shelter, but this time to Bailey's Crossroads.

When Troy got to shelter this time, he felt different. Paul Kola, NHH's Workforce Development Manager, noticed that Troy seemed different, too. He was determined to become a successful barber. He convinced Paul that he was ready and asked for help.

"Don't Give Up. There's Always Hope."

Together, Paul and case managers at Zero Model NOVA created an apprenticeship with the owner of Ultimate Barbershop in Crystal City. By July 2019, Troy was in an apartment and working at the shop. He quickly began to build a list of regulars. He also got a part-time job at Whole Foods to make sure he'd never miss rent again.

The shutdown did slow things down, but Troy had built customer loyalty. He made home visits, or his clients came to see him at his home.

Talk to Troy for even one minute and he'll tell you how grateful he is for his life now. He's spent the last several months mentoring clients at Offender Aid & Restoration (OAR) who have also spent time in jail, and who struggle with how to adapt after release. He tells them to surround themselves with good people, and "don't give up, there's always hope." He told us that mentoring is so important because "when you got someone in your corner, it does a lot for you."

Thank you for being in Troy's corner!



**Troy Clark and Paul Kola,
NHH Workforce Development Manager**

FY 2020 Finances

7/1/2019-6/30/2020

SUPPORT & REVENUE

County Contract Services	\$6,635,980
Federal & State Grants	\$1,281,741
Contributions & Grants	\$761,863
In-Kind Contributions	\$313,981
Client Rental Income	\$282,216
Special Events	\$117,131
Interest Income	\$2,566
Other Income	\$57,971

TOTAL SUPPORT & REVENUE **\$9,453,449**

EXPENSES

Program Services

Shelter	\$4,730,396
Permanent Supportive Housing	\$3,334,040
Rapid Rehousing	\$544,073

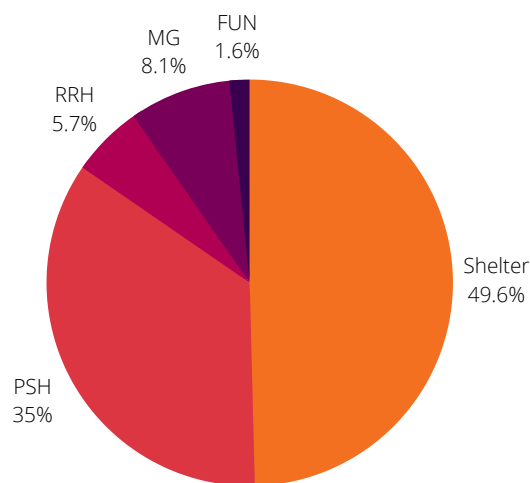
Total Program Services **\$8,608,509**

Leadership & Support Services

Management & General	\$772,529
Fundraising	\$154,373

Total Supporting Services **\$926,902**

TOTAL EXPENSES **\$9,535,411**



New Hope Housing is audited annually by Rogers & Company PLLC.
If you wish to receive a copy of our latest audit for more detail,
please contact Jan-Michael Sacharko at jsacharko@newhopehousing.org

FY 2020 Board of Directors

Antonio Coleman, President
Denise Mackie-Smith, President-Elect
Ted Phillips, Immediate Past President
Michael Keegan, Secretary

Ilona Birenbaum
John Body
Amy Flynn
Brenda Malone
Jim McCabe

Chhaya Muth
Hayden Ramsey
Ambreen Rizvi
Craig Spraggins

New Hope Housing is governed by an all-volunteer Board of Directors. New members are elected by the current members, and each member may serve up to two three-year terms on the board. We're grateful to these special volunteers!

FY 2020 Senior Leadership

Pamela L. Michell, Executive Director
Tonya Golden, Chief Program Officer
Shawn Valentine, Chief Financial Officer
Jan-Michael Sacharko, Development Director

Our Mission: to provide shelter, housing, and the tools to build a better life for homeless men, women, and families.

Our Vision: is a home and bright future for every man, woman, and child in our community.

Hi there! Right about here is where you often see lists of donor names and how much you've given over the past year. We're not doing that.

Your privacy is important to us. We will never sell or rent out lists of donors. And we've decided we won't list out your names too, so other people won't contact you based on our list. We do truly thank you and appreciate you, and hope by not printing your names, that shows appreciation, too. Thanks again!

Pam Michell Announces Retirement

Our executive director, Pam Michell, has announced her retirement after more than 30 years of service. Her last day will be October 1, 2021. The board of directors has begun a process to select an interim executive director to ensure New Hope Housing carries out its mission to end homelessness while the board engages in a broad and deliberate search for a new permanent executive director.



Pam has certainly earned her retirement and looks forward to spending time with her grandchildren, gardening, traveling, and continuing to advocate for better and more resources to end homelessness! A retirement party is still being planned. To get updates on this party and the transition process, please contact Jan-Michael Sacharko at jsacharko@newhopehousing.org.

If you would like to send a special message to Pam, call 703-799-2293 x 29 or email pmichell@newhopehousing.org.

As of June 7, 2021, we're welcoming volunteers back on-site at our shelters! Contact Sami Smyth at ssmyth@newhopehousing.org or visit www.newhopehousing.org and click "Volunteer" to get started.

Save the Date - July 24, 2021 - for Volunteer Appreciation Lunch!



It's time to rethink homelessness.

Learn More and Get Involved
New Hope Housing
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Alexandria, Virginia 22309
703-799-2293
www.newhopehousing.org