

IN A TIME OF COMMUNITY CRISIS

RESPONDING

with innovation & persistence

ANNUAL REPORT
FY2020

PROJECT
H**PE**
BOSTON



Christine Dixon
Project Hope Executive Director

Dear Friends,

Our Fiscal Year 2020 will stand out for many years to come. Like so many other organizations, we accompanied Boston's most vulnerable families through the unimaginable COVID-19 crisis. Project Hope Boston's Family Shelter in Dorchester and Community Building in Roxbury sit within the Boston communities hardest hit by COVID-19. In just a few short months, COVID-19 forced much of our community into housing and job instability, food insecurity, and dependency on technology many did not have.

Our team of Family Partners, educators and support staff responded to hundreds of families with financial assistance to cover bills and family needs, eviction prevention and housing counseling, support to access public resources, as well as housing search services. Our Family Shelter remained open and a safe place to live for families who had nowhere else to call home.

However, our Community Building in Roxbury was forced to close, changing the way we responded to community need for housing services, job training and education. We established systems to navigate the pandemic virtually with our families. For families who could not leave home, we delivered food, supplies and computer equipment. We remained in close contact with heads of household through telephone and internet, making sure they had the resources they needed and standing by them emotionally through illness, job loss and uncertainty.

Individual donors, foundations, as well as corporate and community partners joined forces to see us through and cover unforeseen expenses resulting from COVID-19. They provided in-kind donations of food, diapers and other supplies for our Family Shelter residents, laptop computers for staff who transitioned to working full time from home, as well as technology and chrome books for our adult learners. Our friends and donors saw us through this critical time with more than \$180,000 raised in financial and in-kind giving.

COVID-19 swept in with challenges no one could have imagined nor planned for. With great thanks to our friends and donors, Project Hope responded with innovation and persistence. Today we have improved technology, additional staff to meet a growing demand for our services, and new systems in place to expedite and track our work. Although we cannot predict what the next months will hold for our families, we are well-positioned for continued community response to this health crisis. Thank you!

Sincerely,

A handwritten signature in green ink that reads "Christine E. Dixon". The signature is fluid and cursive, with the first name being the most prominent.

Christine Dixon
Executive Director



COVID-19 IMPACT *on* OUR COMMUNITY

The early months of COVID-19 forced much of our community into housing instability, food insecurity, and dependency on technology many did not have.

COVID-19 has disproportionately affected our community

61% of COVID cases in Boston are from

- Roxbury
- Dorchester
- Hyde Park
- Mattapan*

80% of COVID cases were among Black and Hispanic people.**

Unemployment rates increased from 2.8% to more than 16% in just a few months.

*According to Boston's COVID-19 Health Inequities Task Force | Boston.gov, 7/28/20

**Of patients for whom race is reported, 80% of COVID-19 positive patients are Black/African American or Hispanic/Latino. At Massachusetts General Hospital (MGH).

Among those who came to us in crisis...



45%

Reported needing rental assistance



53%

Experienced food insecurity



60%

Were enduring impacts of unemployment in their households



85%

Of women enrolled in our Workforce & Education programs did not have access to computers when the pandemic began



25%

Lacked internet service at home



NEW FAMILIES TO PROJECT HOPE

600 of 800

Families we responded to were new, many of them referred by the city of Boston and other partners

We responded to more than 800 families with

- Financial assistance to cover bills and family needs
- Eviction prevention and housing counseling
- Support to access public resources
- Housing search services

See more on the following page



OUR MISSION & PROGRAMS

Project Hope is a catalyst for change in the lives of families



We partner with families in need through our two pillar programs



HOUSING & FAMILY SHELTER

Supports families experiencing housing instability through eviction prevention and housing search and placement.

- **Eviction prevention** helps families remain stably housed in their units.
- **Housing search/placement** assists families to identify affordable housing and connects them to essential resources for obtaining housing.
- **Shelter Diversion** team works at two Department of Transitional Assistance offices and meet with homeless or at-risk families to provide support and alternatives to shelter.
- **Our Family Shelter** provides a temporary home and critical case management services to 11 families at a time.



WORKFORCE AND EDUCATION

Increases access to living-wage employment and career advancement by building language, educational and job readiness skills, as well as by providing career coaching and placement support.

- **Tracks to Employment** is our foundational workforce development program and provides essential job-readiness skills.
- **Administrative Jobs in Healthcare** prepares participants to become competitive candidates for employment in the healthcare sector.
- **DTA Works Healthcare Administrative Support Training Program** | We offer this stipend program and internship experience in partnership with Mass General Brigham to people specifically referred through DTA.
- **Adult Basic Education** offers women foundational support in reading, writing and math, helping them to further their education, acquire better jobs, or advance within their careers.
- **English for Speakers of Other Languages**
We offer three levels of ESOL classes designed to match the needs we have historically seen in the community.
- **Family Childcare** | We provide technical assistance and a range of resources and professional development to help women become entrepreneurs and grow in-home childcare businesses.



OUR PROGRAMS & IMPACT

HOUSING & FAMILY SHELTER

In FY2020 we served
449 FAMILIES



HOW COVID AFFECTED OUR WORK

Our Family Shelter remained open and a safe place to live for families who had nowhere else to call home. However, our Community Building in Roxbury was forced to close, changing the way we responded to community need for housing services, job training and education. We established systems to navigate the pandemic virtually with our families. For families who could not leave home, we delivered food, supplies and computer equipment. We remained in close contact with heads of household through telephone and internet, making sure they had the resources they needed and standing by them emotionally through illness, job loss and uncertainty.



Nebyat and her two children lived in our Family Shelter during the early months of COVID—but moved to their own apartment in May 2020.

FY2020 IMPACT

Our Housing Services department continued to grow rapidly in FY20, serving 449 families—a 57% increase over the previous year—experiencing housing instability or homelessness.

What we achieved

- **Placed 50 families experiencing homelessness**

or at risk of homelessness into permanent, affordable housing. These housing placements included financial support to cover up-front moving costs such as first and last month's rent, security deposit, broker's fees, etc.

- **Enabled 81 families to avoid eviction**

and remain housed in their current units. We prevented 60% more evictions in FY20 than we did the previous year.

- **Diverted 64 families from entering shelter**

- **Provided shelter for 28 families**

experiencing homelessness.

- **Provided 1,300 housing consultations**

- **Prevented evictions for 263 additional families**

through the Rental Relief Fund in partnership with the City of Boston.

- **Delivered 191 gift cards and household supplies**



OUR PROGRAMS & IMPACT

WORKFORCE & EDUCATION

In FY2020 we served
449 FAMILIES



HOW COVID AFFECTED OUR WORK

COVID-19 revealed a technology divide that we must be present to in our programming. We now provide computer access and training as a first step component of every education program we offer at Project Hope. Without proper computers and skill in using technology, our participants cannot succeed in the virtual landscape we all depend upon for our learning, employment searches and communication. We also moved our classes online to ensure our students can continue moving toward their learning and employment goals. Recognizing that having distance education and online offerings will allow us to better serve our community, we will offer learning this way permanently going forward.



FY2020 IMPACT

In March of FY20, our Workforce & Education team pivoted our academic and workforce training classes to an online platform. We mastered the technology needed to continue our quality case management and housing services for families virtually, supporting them through illness, job loss and uncertainty.

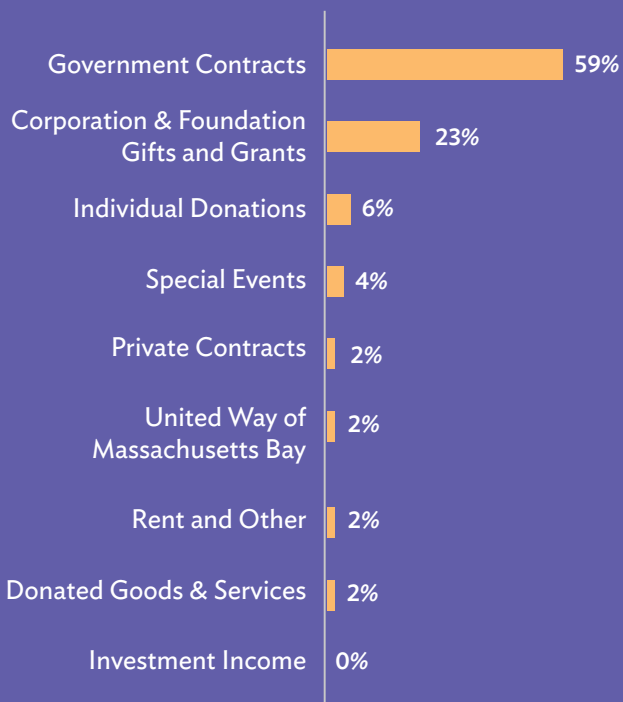
What we achieved

- **We laid the groundwork for our Technology Training program** to ensure our students can succeed in the virtual landscape we now depend on for learning, employment searches, and communication
- **Enrolled 126 children in our Family Childcare Network** representing 103 low-income families, in early education and care
- **Supported 24 Educators to build their childcare businesses.**
- **Served 81 students in Adult Basic Education and ESOL classes**, 35% of whom obtained or retained employment while in class
- **Served 69 students in Workforce training**, 35 of whom obtained employment before the fiscal year ended. Our work with the remaining graduates continues into this fiscal year
- **Distributed 42 chome books/laptops** to adult learners and shelter residents

FINANCIALS

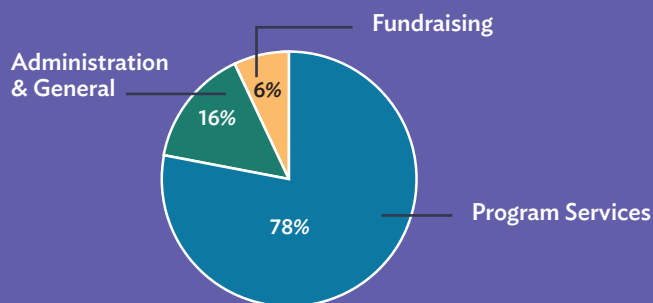
OPERATING REVENUE

Total revenue: \$5,522,576



OPERATING EXPENSE

Total expenses: \$5,634,031



COVID-19 RELATED EXPENSES

Rental and utility assistance for families. Direct family assistance for food, supplies, and other necessities.	\$71,000
PPE, specialized cleaning, and office supplies, including laptops for remote work + related misc.	\$34,000
Remote learning training and technology for students & Qualtrics communication platform for client updates and communication	\$17,000
Additional training and support for Family Partners and Family Childcare Educators	\$5,000
Technology, server upgrades and new financial systems needed to provide services remotely	\$28,000
Ongoing operational/administrative COVID-19 response and related activity	\$35,000

GOVERNMENT & BUSINESS CONTRACTS

Boston Children's Hospital Accountable Care Organization (funding originates from Mass Health)

Continuum of Care Rapid Reshousing

Childcare Choices of Boston

Community Development Block Grant

Department of Elementary and Secondary Education

Department of Housing and Community Development

Department of Early Education and Care

Department of Public Health Accountable Care Organization SSO Prep Fund

Department of Transitional Assistance

Emergency Food & Shelter Program

City of Boston Emergency Solutions Grant Prevention

Mass General Brigham

Neighborhood Jobs Trust

SNAP Entity Agreements—Employment & Training (Umass Medical School, Center for Health Care Financing)

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\$50,000+

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Boston Children's Hospital Community Partnership Fund
The Siemer Institute
Smith Family Foundation
The Janey Fund
United Way of Massachusetts Bay & Merrimack Valley

\$25,000+

Anonymous
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\$10,000+

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Paul and Edith Babson Foundation
People's United Community Foundation
PSG ProvidenceEquity
Elaine Reisman
Roberta Rubin and Don Abrams
Janine and Brian Salyards
Michael Scott
Timothy Smith Network
Vermont Mutual Insurance Group

\$1000+

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OUR COMMUNITY STEPPED UP FOR US

COVID-19 swept in with challenges no one could have imagined nor planned for. With great thanks to our friends and donors, Project Hope responded with innovation and persistence. Today we have improved technology, additional staff to meet a growing demand for our services, and new systems in place to expedite and track our work. Although we cannot predict what the next months will hold for our families, we are well-positioned for continued community response to this health crisis. Thank you!