

## MESSAGE FROM THE EXECUTIVE DIRECTOR



As we embark on our 60th year, I am inspired that after overcoming the challenges of last year, we are as strong as ever. We are

willing and able to continue to provide essential services to those who depend on us the most. I am encouraged that we forged on together, and even though our daily lives have changed, our passion has not. I am gratified that our tremendous front line staff have continued to perform their duties and have kept our mission close to their hearts. I am thankful to all of you, who have been there for us, have cheered us on and have continued to adjust to the new normal with us. I am hopeful that we will all take the lessons we have learned from last year and put them to good use.

With Love,

**Karen M. Francone, CADIC-II, NCAC I**  
Executive Director

*“Hope House was instrumental in providing my son and I a safe place to begin to build a foundation for our recovery. I am eternally grateful to God and the Hope House for allowing our story to be a powerful testimony of what hope, love and grace can do.”*

- House Residential Alumna



## IMPACT HIGHLIGHTS:

Provided Intensive Substance Use Disorder (SUD) Treatment & safe transitional housing to **124 individuals and their infants** at our 7 Hope Houses. From the very beginning of the pandemic, we immediately adopted safety protocols in strict compliance with county, state and federal guidelines and Shelter In Place mandates. To date we are grateful to confirm no reported COVID-19 cases at any of our residential facilities or offices. In order to maintain the level of quality that we are known for, we successfully modified essential services and programs including delivering clinical and educational groups and classes via Zoom and facilitating remote access to healthcare, medical and mental health appointments, whenever possible to keep our residents and staff safe. In the coming year we are striving to further build upon our existing telehealth capabilities to maximize the outcomes for every individual we are privileged to serve.



Served as a lifeline to the inmates of San Mateo County Jails by developing, coordinating and delivering **92,948 in custody and post release services** such as; Phone message services; Recreational and Law Library services; Jury-trial clothing and coordination; Community & Faith based volunteer coordination; Visiting Childcare for families; Facilitation of contact visits to reunite inmate mothers with their children; Notary services; Mindfulness-Based Meditation; Hope Inside gender-responsive, Anger Management, and Domestic Violence Groups; Spiritual Retreats; Holiday festivities within the jails including providing gifts to the inmates children. While some of these services had to be modified in March 2020 due to pandemic restrictions, we have continued to deliver essential services utilizing contactless electronic requests via tablets and providing Recreation and Law Library resources via tablets. We continue to provide services to inmates and families in the Maguire Jail lobby five days a week. We deliver services to those being released from all facilities providing them with clothing and other essential items, including masks and information about COVID-19 to promote safety and awareness.



*Over 170 children of inmates participated in our toy drive, and 3,000 greeting cards and postage stamps were provided to all inmates.*



Hope House Holiday Cheer!

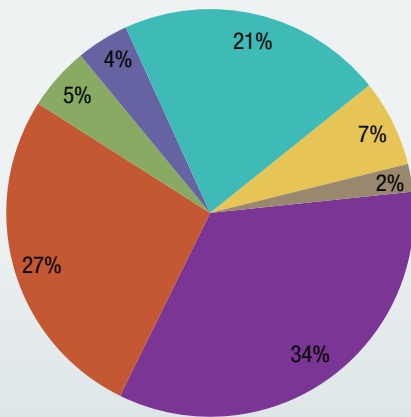


Serving up a delicious holiday feast for our SMC inmates



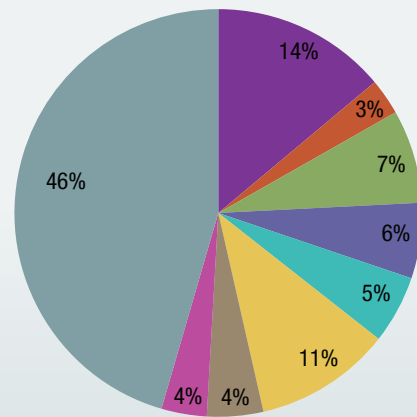
Hope House ladies raising funds to fight breast Cancer

### 2019-2020 FISCAL YEAR INCOME



■ Behavioral Health & Recovery Services  
■ SMC Sheriff's Office ■ Private Contributions ■ Program Revenue  
■ SMC Housing Authority ■ Government Grants - Other ■ Investment Income

### 2019-2020 FISCAL YEAR FUNCTIONAL EXPENSES



■ Corrections ■ Community Services ■ Fundraising  
■ Affordable Housing ■ Religious Services ■ Children's Services  
■ Transitional Housing ■ General and Admin ■ Hope House Residential

**"It's not how much we give, but how much love we put into giving." – Mother Teresa**

### SERVICE LEAGUE BOARD OF DIRECTORS

Hon. Alicia Aguirre, <i>President</i>	Rev. Mary Frazier Carol Galvin	Shawna Maltbie John Munsey
Hon. Steve Wagstaffe, <i>Vice President</i>	Larry Graves Kirsten Keith	Iliana Rodriguez Jane Shroyer
Ross Hite, <i>Secretary</i>	Naomi Kitajima	
Jim Saco, <i>Treasurer</i>		

### DONATE NOW AT SERVICELEAGUE.ORG

or mail check to:  
 Service League of San Mateo County  
 727 Middlefield Road  
 Redwood City, CA 94063  
 (650) 364-4664



Service League/Hope House Holiday Appreciation Party