

MESSAGE FROM THE EXECUTIVE DIRECTOR



Dear Friends and Family,

As I reflect on the past year, I am once again filled with love and gratitude. I feel love because of the incredible Service League family that I have and for all of the love that you so freely give to us and those we serve. I feel gratitude because each and every day I can be a part of so many people's life journey. To see devastation that was once at the forefront be replaced with courage and triumph is an immeasurable gift to witness. I am so proud to see past recipients of our services out in the community working, reuniting with their families, and living clean, sober and healthy lives. Many of them check in regularly to share the milestones they have achieved or seek support to overcome their next hurdle. Either way, our paths crossed for a reason and for that I am grateful.

Thank you for your unwavering dedication and belief in the work that we do together. It would be impossible to accomplish what we do without your generous gifts of time, energy and resources.

I am wishing you all a tremendous year ahead filled with love and joy.

With gratitude,



Karen M. Francone, CADC-II, NCAC I
Executive Director

"They loved me when I could not love myself and brought me out of the worst situation that anyone could ever find themselves in. I felt hopeless. For this I will be forever indebted to them. I now have a new life full of hope for not only today but also for my future."

- Jamila, Hope House Residential Graduate

AGENCY HIGHLIGHTS



We served as a lifeline to individuals at the San Mateo County jails by developing, coordinating and delivering **126,326** in-custody and post-release services.

- **In-Custody Services:** Phone message services, digital and printed library services (recreational and law), jury trial clothing and coordination, religious based printed materials and diets, assistance with online visits for families, notary services, writing materials, holiday cards and holiday gifts to children of individuals in custody.
- **Programming:** Delivered a combination of 10 weekly groups (Hope Inside gender-responsive, anger management and domestic violence) at San Mateo County jails for hundreds of women and men in custody.
- **Post-Release & Emergency Services:** Bus tokens, Clipper cards, food, clothing, hygiene kits with PPE, specialized backpacks, community information and referrals.



We provided **45 individuals** with intensive 24/7 residential Substance Use Disorder (SUD) and co-occurring mental health treatment at our Hope House program and **31 residents** with supportive, long-term housing at our 5 transitional homes.

- **Residential SUD Treatment with 3 Levels of Care:** Provided all basic living needs and evidence-based groups, counseling, case management, court coordination, linkages to narcotic replacement therapies and health services, daily fitness and educational classes (women's health, nutrition, computer skills and parenting), Stanford University classes, art therapy, 12-step coursework, weekly alumni groups, and reunification with children and family. Coordinated attendance at community events such as Making Strides Against Breast Cancer walk (donations matched by Sequoia Healthcare District), Philomena Walk of Hope and preparing sandwiches for seniors at Trinity Presbyterian Church. Clients are enrolled for an average of 3 months.
- **Transitional Housing:** Increased success rates and prevented homelessness by providing low-cost housing (30 beds), employment preparation and 3,696 hours of case management services to individuals re-entering the community from SUD treatment programs, San Mateo County jails or shelters. Residents are enrolled for 3 to 36 months.
- **Capital Improvements:** Invested in upgrades at our 7 Hope Houses including security lighting, fencing, flooring and furniture. Through a generous one-time grant from San Mateo County, we remodeled our Hope House residential classroom and kitchen.



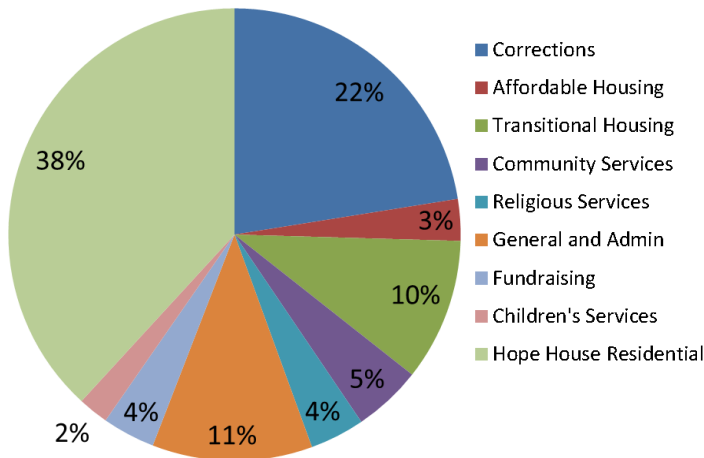
- **205** children of individuals in custody received over **300** gifts and shoes during our holiday toy drive.
- **3,000** greeting cards and postage stamps were provided to all individuals in custody for the holidays.



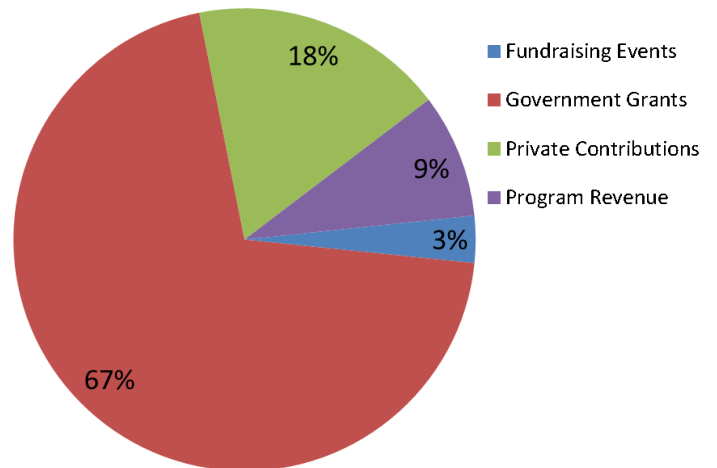
37th Annual Prayer Luncheon - May 4th, 2023

Over 200 guests gathered to celebrate the National Day of Prayer at Holbrook Palmer Park. Steve Wagstaffe MC'd the event which featured live music, the San Mateo County Sheriff's Honor Guard and speeches from our Religious and Spiritual Services volunteers. Mike Murray (former Service League Religious Services Coordinator), Father Rene Iturbe, SM (Archdiocese of San Francisco), Ricky Wade (Street Life Ministries) and Pastor Katie Goetz (Woodside Road United Methodist Church) shared positive messages of faith. Janis Crumb, a Hope House alumna, shared her personal journey from hopelessness to living her best life with the help of the Hope House. The first ever Dennis Sammut Ambassador Award was posthumously awarded to Dennis Sammut and accepted by his wife, Annie, and son, Cody. Thanks to generous donations from our supporters and the Mayer Family Foundation, this event raised funds to benefit the men, women and families who depend on our services.

FY 22-23 FUNCTIONAL EXPENSES



FY 22-23 INCOME SOURCES



“I have been in and out of jail and struggled with my addiction for nine years. They are working with me to find another job and have been supportive every step of the way. Without their housing program I would be on the streets.” - Malik, Men's Transitional Resident

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Service League & Hope House staff celebrate the holidays.