

## MESSAGE FROM THE EXECUTIVE DIRECTOR



Dear Friends and Family,

Thank you for being an integral part of another great year of helping those who need us the most. We accomplished so much together! It never ceases to amaze

me what a helping hand can do for someone who has just about given up all hope. I often hear what an impact our services have made on an individual or a family at such a vulnerable time in their lives. It could be as simple as providing a service while they are in custody, such as sending a message to a family member, providing a book to read, or learning how to manage an emotion during one of our many Hope Inside, Spirituality or Domestic Violence Prevention groups. It could be giving them a warm cup of soup, necessary clothing and a bus pass once they are released. It could be admitting them to our intensive Hope House residential treatment program or our transitional housing so they can continue to reintegrate into society. Knowing that they do not have to do it on their own and that somebody cares gives them the hope to keep going. That hope leads them to a clean, sober, jail-free, employed and independent lifestyle - one that they never dreamed could be theirs. With hope, anything is possible!

With gratitude,



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

**"It's amazing to have a safe place to come home to at the Hope House. It keeps me accountable too. It's given me a new outlook on who I want to be and where I want to go. I want to help others who are struggling with substances live a healthy and fulfilling life."** - Tanya, Hope House Residential Graduate & Transitional Resident

## AGENCY HIGHLIGHTS



Served as a lifeline to individuals in custody at the San Mateo County jails and their families by developing, coordinating and delivering **127,749** in-custody and post-release services.

- **In-Custody Services & Programming:** Provided 47,101 message services, 13,126 Recreational and Law Library services, jury trial clothing, 6,463 Chaplaincy services (Spirituality groups, individual counseling, religious printed materials/diets, marriages), assistance with online visits for families, notary services, Alcoholics Anonymous coordination, child contact visits, Prison Rape Elimination Act reporting, writing materials and 3,000 stamped holiday cards. In partnership with Prison Fellowship, provided holiday gifts and shoes to 270 children of inmates. Delivered a combination of 10 weekly groups (Hope Inside and Domestic Violence Prevention groups) for 2,208 women and men in custody.
- **Emergency Release Services:** Provided bus tokens, Clipper cards, food, clothing, hygiene kits with PPE, specialized backpacks, community information and referrals.



Provided **58 individuals** and their infants with intensive **24/7 residential Substance Use Disorder (SUD)** and co-occurring mental health treatment at the Hope House program and **32 residents** with supportive, affordable housing at our 5 transitional homes.

- **Residential SUD Treatment with 3 Levels of Care:** Provided all basic living needs, 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, 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, volunteering at Glide Memorial Church 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 over 4,500 hours of case management services to individuals re-entering the community from SUD treatment programs, San Mateo County jails, shelters or self-referrals. Residents are enrolled for 3 to 36 months.
- **Capital Improvements:** Invested in upgrades at our 7 Hope Houses including fencing, paint, safety upgrades and furniture. Through a generous one-time grant from San Mateo County, we purchased an 8-passenger van to safely transport our Hope House clients and their infants.

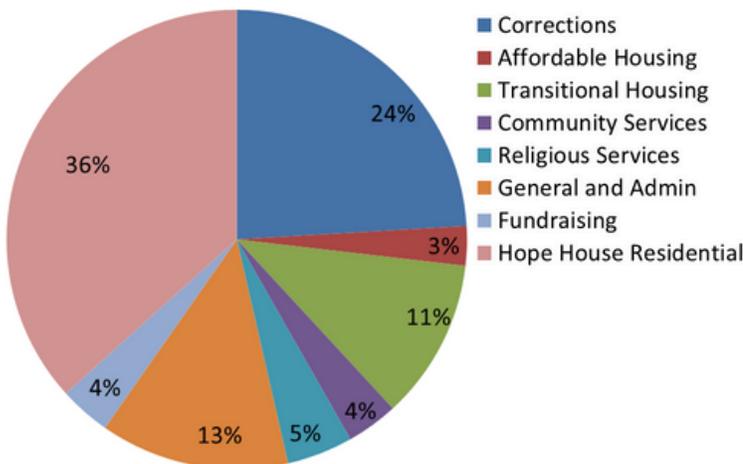




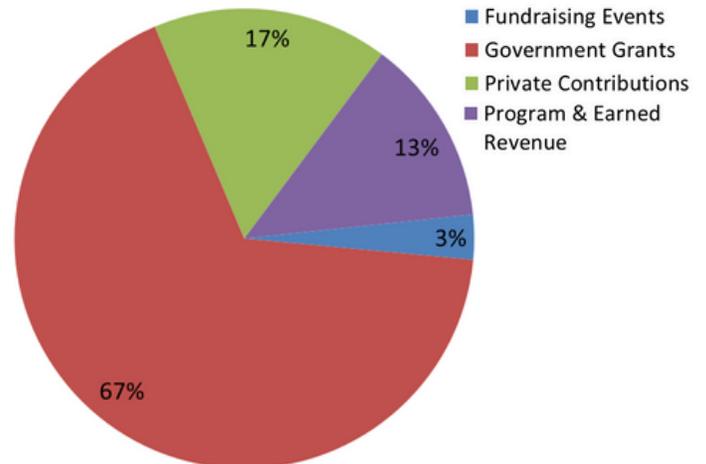
## 38TH ANNUAL PRAYER LUNCHEON - MAY 2, 2024

Over 200 guests gathered to celebrate the National Day of Prayer at the Crowne Plaza, Foster City. Steve Wagstaffe, Board President, MC'd the event which featured live music, the San Mateo County Sheriff's Honor Guard and speeches from Religious and Spiritual Services volunteers. Bishop Blake Hansen (Church of Jesus Christ of Latter-day Saints), Wanda Molari (AA) and Chaplin Drew Shih (Passion for the Lost) shared positive messages of faith and their personal experiences of working with the incarcerated population. Hope House graduate Lanel Burleson and her daughter, Sabirah Majeedah Burleson, shared a powerful personal story of courage, change and renewal. Lanel was pregnant and lost when she entered the Hope House program 27 years ago. She graduated with a healthy baby girl and the skills, resources and support system to succeed. Today, she is thriving and enjoying life with her two daughters. The Dennis Sammut Ambassador Award was presented to Board Member Mike Murray for his extraordinary dedication to the Service League during his 14 years as Religious Services Coordinator. 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 23-24 FUNCTIONAL EXPENSES



### FY 23-24 INCOME SOURCES



**“This program gave me the tools to rebuild my life. They didn’t just help me while I was inside, they gave me the chance to be a better person when I get out. I can’t thank them enough for believing in me when I didn’t believe in myself.”** - Domestic Violence Prevention Group Participant

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Service League & Hope House staff celebrate the holidays.