

MESSAGE FROM THE EXECUTIVE DIRECTOR



Here we are, another year that was out of the ordinary, yet quite extraordinary. I say this because we continue to see incremental and surmountable changes made in people's lives.

We witnessed hundreds of individuals who thrived despite the obstacles they faced. They showed up for the groups we offered in the jails, graduated from our Hope House programs and remained clean and sober, lived in our five transitional homes, attended school via Zoom, went to work each day, reunited with their children and families and mended strained relationships. I am so proud of our amazing staff, board members, instructors and volunteers who worked together to creatively and safely deliver compassionate services at our multiple locations. They forged forward and stayed positive despite changing conditions and circumstances. Thank you to each one of you who continue to support us in so many special ways.

With love,

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

“The staff at Hope House immediately took me under their wing. They loved me when I could not love myself and brought me out of the worst situation that anyone could find themselves in: the feeling of hopelessness. For this, I will forever be indebted to them.”

- Hope House Residential Alumna



AGENCY HIGHLIGHTS:

Our Hope House programs remained in full operation during the past fiscal year. We provided Substance Use Disorder (SUD) and co-occurring Mental Health treatment as well as safe transitional housing to **90 individuals and their infants** at our seven Hope Houses. We continued to implement strict safety protocols with social distancing, reduced maximum capacity, daily temperature checks and mask requirements throughout the year. To date, we have had no reported COVID-19 cases at our residential facilities. We successfully continue to adapt and modify all essential services and programs by delivering clinical and educational classes via a hybrid model. Most classes were taught in person by 100% vaccinated staff, instructors and volunteers. We offered alumni services, our weekly alumni group and classes via Zoom. We facilitated remote access to medical and mental healthcare appointments, or our staff provided transportation.



We served as a lifeline to the inmates of San Mateo County Jails by developing, coordinating and delivering **68,673 in custody and post release services** including phone message services, digital recreational and law library services, jury-trial clothing and coordination, religious based printed materials and diets, assistance with online visits for families, notary services, bus tokens and Clipper cards, motel vouchers, food and clothing, hygiene kits with masks and COVID-19 information, writing materials, holiday gifts to inmates' children. Hope Inside gender-responsive, anger management and domestic violence groups were offered via Zoom. We provided contactless services through electronic requests when unable to enter the jails due to pandemic restrictions. We successfully coordinated with jail staff to deliver all needed services to inmates. In-person services were available to inmates and their families in the Maguire Jail lobby five days a week.



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



Hope House mothers with their babies

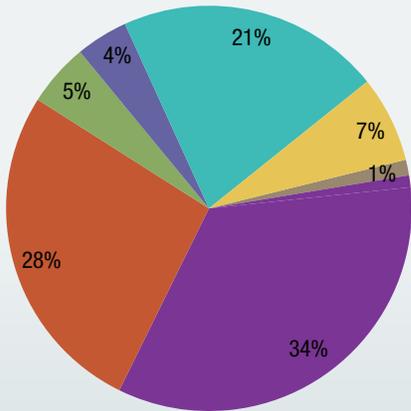


Hope House staff working out with resident



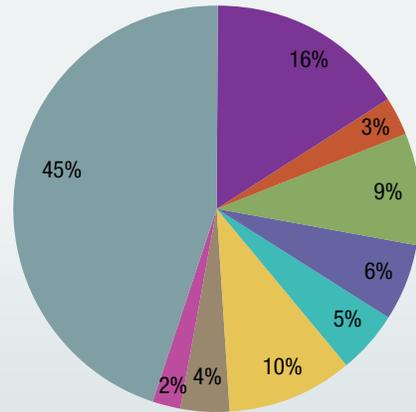
Hope House Manager with resident

2020-2021 FISCAL YEAR INCOME



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

2020-2021 FISCAL YEAR FUNCTIONAL EXPENSES



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

“Hope House was there when I needed help the most. They helped me change my life.”
– Hope House Residential Alumni

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Hope House staff and Executive Director celebrate the holidays