Serving the Community, One Neighbor at a Time

2016 ANNUAL REPORT
Our Mission
CHGM will be one of the DC area's most cutting-edge, effective catalysts for change that helps homeless people and those at-risk of becoming homeless transform their own lives. We will continue to be known for excellence at providing empowering human services, our highly effective organization, and engagement of our community as partners in our work.

Our Vision
Our vision is of a community in which people are working together – across the boundaries of race, religion and income – to ensure that all of our neighbors have the opportunity to live safely with opportunity and justice.
Dear Friends,

2016 was a milestone year for CHGM. After several years of careful planning and budgeting, we moved into a wonderful new office just as the year came to a close. Our new space is large enough to accommodate our growing programs and services, uniting previously scattered staff under one roof. We love our new digs and look forward to the increased productivity and cross-pollination this move will allow!

2016 also yielded a number of noteworthy developments in our programming. Our Family Homelessness Prevention Program continued to be wildly successful, and began staffing up in order to eventually serve nearly three times as many clients in subsequent years. We are proud to have maintained a 91% success rate, ensuring that nearly all of the families that come to us for help--only days from becoming homeless--are stabilized and able to avoid the trauma of a shelter stay.

In May, we began a partnership with Unity Healthcare to bring medical care to our unhoused neighbors. Just as with our Prevention Program, early success led to a quick expansion of services. We increased our Medical Outreach from once to twice a week and, in just eight months, helped 133 clients access medical care. Clients who had not received care in many months or years received treatment for dangerously uncontrolled diabetes and high blood pressure, had prescriptions adjusted to avoid harmful drug interactions, and were connected to substance abuse treatment.

Other 2016 achievements included helping 15 chronically homeless neighbors move into homes of their own, inaugurating a fun and profitable Sip & Savor fundraiser, and recruiting 44 new volunteers for our popular and innovative Homeless Assistance Response Team (HART).

Please take a look at the program data in the following pages to learn more about the breadth and depth of our service to the community. When you do, I hope you’ll share my pride in our accomplishments. Every volunteer hour, every word of encouragement, and every donation from supporters like you helps us to keep striving everyday to meet the needs of our clients and to end homelessness in the District of Columbia. Thank you!

Sincerely yours,

Karen E. Cunningham
Executive Director
2016 CHGM Board Members

Jane Rutherford, President
Steve Koons, Vice President
Joel Kelty, Treasurer
Amy Muhlberg, Secretary
Lakeesha Butler
Corinne Cannon
Rita Cohn
Stefanie Cruz
Suzanne Fenzel
James Gentry
Tim LaCasse
Christopher Ray
Megan Shapiro
Elizabeth Stanley

CHGM thanks the 180 volunteers who gave their time and talent in 2016.
Here’s what some of them had to say about their experience:

There are lots of moments, but the first moment I realized the reason why CHGM is so valuable is when one of our homeless neighbors took my hand, looked me straight in the eye, and said, “Thank you for checking up on us and recognizing that we exist. It means so much that you don’t ignore us, like so many do.” That interaction showed me that while the hot chocolate and peanut butter sandwiches are nice, the real value of CHGM is connecting with our neighbors and recognizing their worth.

Clarissa Perkins

I have the greatest respect for the staff at CHGM. Their dedication to identifying and serving our homeless community is truly remarkable. I’ve learned so much about homelessness since volunteering with CHGM and feel I can advocate for our homeless neighbors with more understanding and knowledge.

Cecelia Burns

In volunteering with CHGM, my perception of homelessness in DC has changed in that I have witnessed the strong community that is held between the homeless neighbors I have met. Our homeless neighbors look out for one another, provide for one another, and rely on one another, and that is something I never really realized before.

Caroline McReynolds-Adams
## 2016 CHGM Finances

### 2016 Revenue by Program

<table>
<thead>
<tr>
<th>Program</th>
<th>Revenue ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Shirley’s Place” Day Hospitality Center and Congregation Based Shelter Program</td>
<td>$319,327</td>
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<tr>
<td>Rapid Rehousing Program/FRSP</td>
<td>$386,964</td>
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<tr>
<td>Shelter Plus Care</td>
<td>$202,211</td>
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<tr>
<td>ADA Unit Shelter Program</td>
<td>$124,121</td>
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<tr>
<td>Homelessness Prevention (HPP)</td>
<td>$425,293</td>
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<tr>
<td>Street Outreach</td>
<td>$21,220</td>
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<tr>
<td>Community Engagement</td>
<td>$5,000</td>
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<tr>
<td>General &amp; Administrative</td>
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<tr>
<td><strong>Revenue Total:</strong></td>
<td><strong>$1,700,301</strong></td>
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### 2016 Expenses by Program

<table>
<thead>
<tr>
<th>Program</th>
<th>Expense ($)</th>
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</thead>
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<tr>
<td>“Shirley’s Place” Day Hospitality Center and Congregation Based Shelter Program</td>
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<tr>
<td>Rapid Rehousing Program/FRSP</td>
<td>$380,344</td>
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<tr>
<td>Shelter Plus Care</td>
<td>$212,199</td>
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<td>ADA Unit Shelter Program</td>
<td>$103,849</td>
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<tr>
<td>Homelessness Prevention (HPP)</td>
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<td>Street Outreach</td>
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<td>Community Engagement</td>
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<td>General &amp; Administrative</td>
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### 2016 Revenue Source

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<th>Source</th>
<th>Income ($)</th>
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<tbody>
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<td>Government Contracts</td>
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<tr>
<td>Individual Donors</td>
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<tr>
<td>Foundations &amp; Corporations</td>
<td>$72,010</td>
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<tr>
<td>Special Events</td>
<td>$56,649</td>
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<tr>
<td>Congregations</td>
<td>$31,800</td>
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<td><strong>Income Source Total:</strong></td>
<td><strong>$1,698,785</strong></td>
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*Anticipating our move, CHGM set aside funds in prior years to cover a portion of our one-time move-related expenses in 2016.*
CHGM 2016 Program Data

Family Homelessness Prevention Program

- CHGM provided housing stabilization services to 459 families at imminent risk of homelessness, including 459 adults and 723 children.
- 91% of the families we served were able to avoid a shelter stay.
- Our wellness coordinator provided 358 CHGM clients with 130 counseling sessions, facilitated two 5-month parenting and recovery support groups, and provided 10 Life Skills workshops for CHGM clients.

Housing Programs

- Our Rapid Rehousing Program provided support to 92 families transitioning out of homelessness, including 73 adults and 94 children.
- Shelter Plus Care, our permanent supportive housing program, served 30 families in need of long-term support, including 59 adults and 41 children.
- 5 families, including 11 adults and 14 children, received shelter and supportive services in our 4 handicap-accessible, apartment-style shelter units.

Shirley’s Place Day Hospitality Center

- Shirley’s Place provided 1,567 individuals with:
  - 1,560 loads of laundry;
  - 1,652 light meals;
  - 1,198 showers;
  - 303 computer lab sessions;
  - 429 toiletry kits;
  - 472 phone sessions;
  - 1,495 kitchen/meal prep sessions;
  - 1,194 emergency food, clothing, transportation, prescription drug, ID voucher, and rental assistance services; and
  - 1,000s of referrals for a wide variety of social, economic, and legal needs.
Street Outreach
- Our Street Outreach team served 601 homeless individuals through 3,606 interactions.
- Our Medical Outreach project, begun as a partnership with Unity Healthcare in May 2016, served 133 individuals through 314 interactions.
- We matched 44 clients to housing; 16 moved off the streets and into new homes.
- 65 Homeless Assistance Response Team (HART) volunteers deployed 77 times and had 917 engagements with neighbors living outdoors. 33 deployments were on hypothermia alert nights when our clients’ lives were most at risk.

Community Support Projects
- 354 children received school supplies through our Back-to-School Backpack Drive.
- Our Free Tax Clinic volunteers prepared more than 60 tax returns for 35 individuals.
- 424 families enjoyed holiday feasts thanks to our Thanksgiving Food Basket Drive.
- Our Adopt-a-Family program provided gifts to 130 families, including 333 children and their caregivers.
- Our congregational partners hosted 4 Family Nights with food and fun for client families.

Advocacy
- CHGM provided ongoing feedback to the DC Department of Human Services on its plans for closing the DC General family shelter, giving voice to the experiences of our clients for consideration in the design and siting of replacement shelters.
- Action Hour convened chronically homeless individuals together twice a month to learn how to advocate for themselves and others experiencing homelessness in the District.
- CHGM sits on the steering committee for The Way Home Campaign to End Chronic Homelessness, is an active member of the Fair Budget Coalition and its Constituent Engagement Program, and participates in the Emergency Response and Shelter Operations Committee and the Outreach Workgroup of DC’s Interagency Council on Homelessness.
Join us in Service!
Here’s how you can help:

**Shirley’s Place**
- Volunteer as a guest services assistant, welcoming guests, facilitating their access to services, and helping us maintain good records and a pleasant and tidy space for our visitors.
- Prepare food and share a meal with our guests or drop off a casserole for us to heat and serve.
- Help with seasonal yard work and decorating.

**Street Outreach**
- Join our Homeless Assistance Response Team (HART) and walk the streets of Capitol Hill with a partner, distributing food, drinks, and essential care items to our homeless neighbors.
- Invite CHGM to give a group training about how to effectively engage and support your homeless neighbors even as you go about your daily routines.

**In-Kind Donations & Professional Services**
- Collect and contribute essentials such as water, snacks, sandwiches, toiletries, blankets, socks, and undergarments for distribution to Street Outreach and Shirley’s Place clients.
- Sign up to provide Back-to-School backpacks, Thanksgiving baskets and/or holiday gifts to families participating in CHGM’s programs and services.
- Donate your web or graphic design, communications, marketing, event planning, fundraising, or other specialized skill to enhance our outreach and programming.

**Sip & Savor Host Committee**
- Work with CHGM board and staff members to plan our 2nd Annual Sip & Savor fundraiser and celebration of local food, music and craft beer.
- Committee members recruit sponsors, solicit prizes for our silent auction, develop event communications, promote ticket sales, and volunteer at the event to be held on Saturday, September 23rd at Eastern Market’s North Hall.

Visit www.chgm.net for more information about our volunteer opportunities. Stay in touch with us by signing up for our newsletter or following us on Facebook or Twitter.