

Celebrating 35 Years

2020 ANNUAL REPORT





Message from the President and Executive Director

In this milestone year, we are **Celebrating 35 years of fulfilling our bold mission** of helping individuals, including veterans and their families overcome mental illness. addiction, homelessness and poverty by providing housing and support services.

This year was one of significant accomplishments. Our programs flourished amid enhanced services, record-breaking philanthropic support, and the addition of new dynamic board members to support our continued innovation. Our employee teams continued to maintain the highest standards by always striving toward and reaching new levels of achievement and setting us apart with the forward thinking and quality care for which we are so proud!

Highlights from the year include:

- Serving more than 1000 individuals and families.
- Operating our 36 affordable homes for 150 adults in mental health recovery.
- Maintaining uninterrupted services in all our programs during the COVID-19 pandemic.
- Achieving a 99% COVID-19 virus free level for homeless veterans, veteran families, adults with mental illness and employees, with no known contact spread.

As we forged ahead during this 35th year milestone, we found that the second half of fiscal year 2020, was not "business as usual." With the onslaught of the COVID-19 pandemic came great global stress and uncertainty. As the pandemic took shape, we recognized that we needed to make significant modifications to ensure that the work we do continues seamlessly, since our services are vital to the most vulnerable members of our communities. Those we serve depend on Community Hope to get them through the pandemic safely.

As such, at the very start of the pandemic we were classified as an essential health care provider and we took immediate steps to best manage our operations and to provide essential services without interruption. From meeting urgent food and housing needs, sanitation and transportation, acquiring necessary PPE, and providing our vital services remotely, our teams were up to the task. We took the steps necessary, but also went beyond what is typically required, to ensure the needs of those we serve were fulfilled and they were safe.

Throughout this experience, we have not been alone. Even as they may be facing their own challenges, our donors who value our mission stepped up to support us. They helped us to obtain the resources we need to support the veterans, their families and the disabled individuals we serve. Their support has been critical in enabling us to continue to deliver services throughout COVID-19. Their assistance afforded us the flexibility to modify our services, and redeploy financial resources in support of building a primarily virtual environment that helps us deliver on our mission.

As we look to the future and 2021, Community Hope continues to focus on those we serve. Increasingly demanding times require us to be ever more resourceful and innovative in sustaining our programs and delivering our services. It is gratifying to know that so many of our stakeholders share our mission as they continue to provide consistent support throughout these tumultuous times. We are so grateful for that support and for being able to touch the lives of more than 1,000 individuals annually. We look forward to continuing these partnerships while celebrating our history and forging a successful future in which those we serve can recover and thrive.

Diana Lunt LCSW

President







Carmine V. Deo, MBA, MSW, LCSW Executive Director

Our Mission



Helping individuals, including veterans, and their families, overcome mental illness, addiction, homelessness and poverty by providing housing and support services.

Our Story



Our nonprofit organization was founded in 1985 by caring families of young adults whose lives were impacted by severe depression and other debilitating mental illnesses. Our programs expanded in 2001 to reach homeless veterans struggling with mental health issues and combat-induced trauma.

Today, Community Hope is the largest New Jersey non-profit serving homeless veterans and at-risk veteran families. We are at the forefront with residential programs that provide a safe haven and essential services each day to hundreds of homeless veterans

and adults struggling with mental health issues. Since 1985, we have restored hope to thousands.

Our Sustainability

Our affordable housing programs have been built as a result of collaboration and partnerships, and our operations include a diverse income stream developed over the past 35 years to ensure long term sustainability. We have broad impact over our communities and with regard to our veterans -over the entire state of NJ. We ensure that at least 79% of the funding we raise is directed to program services - to those who rely upon our housing and services, to ensure their health and safety.

FY2020 Expense Allocation



Combined Statements of Financial Position

ASSETS

CURRENT ASSETS

Cash and cash equivalents Replacement reserves, HUD 811 Certificates of deposit Government grants receivable, net Medicaid receivable, net Prepaid expenses and other current assets Total current assets

PROPERTY AND EQUIPMENT. NET OF ACCUMULATED DEPRECIATION

SECURITY DEPOSITS

TOTAL ASSETS

LIABILITIES AND NET ASSETS

CURRENT LIABILITIES

Accounts payable and accrued expenses Deferred revenue Tenants' security deposits Line of credit Mortgages payable, current portion Total current liabilities

LONG-TERM LIABILITIES

Notes payable to HUD Mortgages payable, net of current portion Loan payable - Paycheck Protection Program Notes payable to N.J. Department of Human Services Total long-term liabilities

NET ASSETS

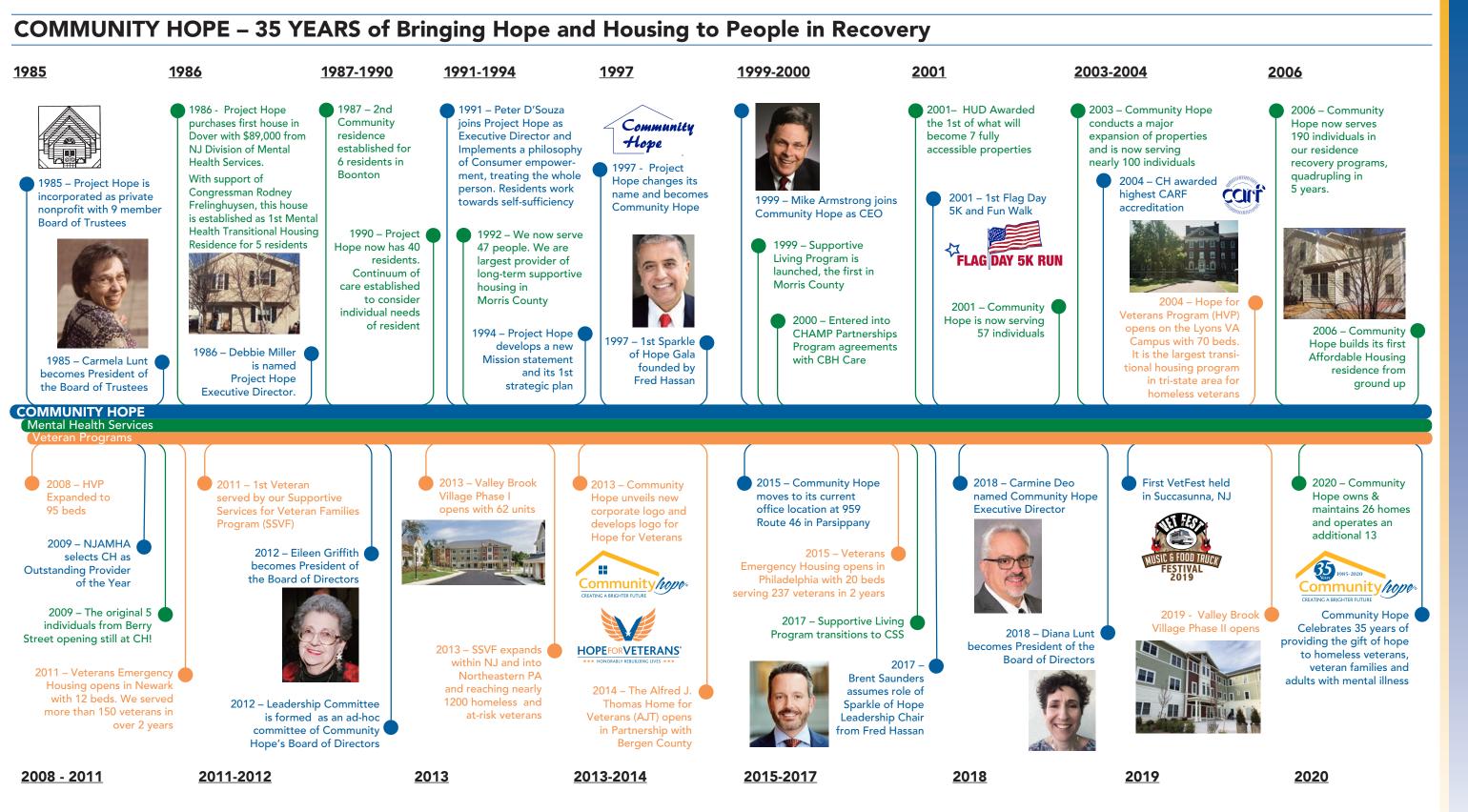
Without donor restrictions With donor restrictions Total net assets

TOTAL LIABILITIES AND NET ASSETS

See Independent Auditor's Report and Notes to Combined Financial Statements.

Community Hope, Inc. and Affiliates [a Non-Profit Organization]

Ju 2020	ne 30 2019
\$1,436,679	\$1,565,957
217,851	213,817
528,218	465,948
540,360	581,907
64,820	87,348
201,294	166,746
2,989,222	3,081,723
7,247,940	7,696,980
44,785	44,785
\$10,281,947	\$10,823,488
\$781,261 129,500 19,246	\$1,056,849 307,500
550,000	1,208,367
550,000 11,836	1,208,367 52,741
550,000	1,208,367 52,741
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- = Community Hope
- = Mental Health Services
- =Veteran Programs

5

"Community Hope, together with our stakeholders, are working to ensure our success well into the 21st Century. With the development of our 3-year Strategic Plan beginning in Fiscal Year 2019, we are doing just that. By focusing on our four key strategic imperatives, we will continue to work with our employees to allow them to be leaders while providing essential services to the homeless veterans, veteran families and adults with mental illness we serve daily. In addition, we will continuously seek new ways to grow and increase our services while making sound and strategic business decisions.

This is an exciting time for Community Hope and we all are working together towards a bright and successful future."

- Carmine V. Deo, MBA, MSW, LCSW Community Hope Executive Director

Community Hope Strategic Plan Creating a Future of Giving the Gift of Hope

Community Hope's strategic plan serves as the blueprint for the agency's development and we are currently at the mid-point of this three-year plan. Both the Board and senior level staff are involved in planning, developing, implementing and evaluating the success of the strategic plan for the agency. The Board works with the Executive Director and senior staff to ensure that our agency is operating within the scope of the plan.

The Strategic Plan is centered on four key strategic imperatives:

- Operational Excellence
 - Become a Lean, Adaptable and Efficient Agency Demonstrating Effective and Compliant Operations
- Financial Strength
 - Obtain Continuous Strong Financial Health and Achieve Breakthroughs in Fundraising to Maintain Success
- Inspired and Engaged People
 - Inspire Employees to Become Partners with Leadership to **Proficient Way**
- Innovative Services
 - Expand Our Programs and Offerings to be More Innovative With Extended Reach

Achieve Desired Outcomes in a Collaborative and Culturally

Community Hope Impact Statement 2020



SERVICES



Over 1000 individuals served in Community Hope Programs and Services

Veterans and family

members achieved

housing stability in

15 NJ Counties

767

192

324

Veterans saved from homelessness in our transitional Housing Program

> Individuals receiving mental health services



of mental health residents experienced well days in their community

66

Affordable housing units occupied by individuals.veterans and their families

A Navy Veteran and Mom is Honorably Rebuilding Her Life!



leaving her husband. She had bad credit and was not able to secure a place to live with her children. Her family "couch surfed" meaning they were living with various friends and relatives, sleeping on their couches and floors. Ultimately, she thought that she and her children were going to have to pitch a tent in a campground to gain any sort of permanent living arrangement. Within 3 days of coming to Community Hope, her case manager had gotten Amber's family a new apartment that did not require a credit check.

Thanks to our supporters, Amber and other veterans like her are securing housing and putting food on their tables. With your support, veterans like Amber can rebuild their lives, gain employment and, once again live honorably and independently.



Meet Amber, a second generation US Navy Veteran. She loyally served aboard the USS BATTAN and in administrative duties during the four years she served, until she injured her back. When Amber returned to civilian life she struggled with both physical and mental health disabilities.

Amber approached Community Hope's Supportive Services for Veteran Families Program (SSVF) on June 10, 2020 amid the COVID crisis, as she had recently relocated from Tennessee to New Jersey after

Since The Hope for Veterans Program opened in 2004 as the largest transitional housing program in the tri-state area serving homeless veterans, Community Hope has helped over 7,000 veterans and their family members, like Amber and her children, overcome homelessness and despondency.



Addressing the COVID-19 Pandemic:

As an essential healthcare provider, our pandemic response meant an immediate transition to a service delivery and operational approach that ensured the continued high quality care we provided pre-COVID was now available to all those we serve while keeping them and our employees healthy and safe.

We responded by:

- Transitioning administrative departments to a virtual environment.
- Initiating telehealth services at the start of the pandemic, enabling those we serve to increase their access and to more easily access our clinical services.

Store

- Establishing an isolation house in Morris Township, NJ that enabled us to provide a safe quarantine home.
- Ensuring the provision of essentials including food, medicine, cleaning supplies, and other critical items.
- Expanding technology to enable all those we serve to easily and readily connect those we serve to our services.

As a result of these efforts, 99% of our homeless veterans, veteran families and adults with mental illness remained virus-free with no known contact spread.



corporate donors and Foundations provided emergency funding.



Our Supporters Answered the Call: Many thanks to our supporters who reached out to us and offered their assistance. Many of our



Community Hope would like to express our heartfelt gratitude to our caring community supporters and donors who generously provided additional assistance during the COVID Pandemic. The additional funding enabled us to seamlessly provide our employees and those we serve with the highest quality resources and equipment to maintain physical and mental wellness. We have maintained the health of 99% of our employees, veterans and consumers throughout the pandemic.

"Without a sense of caring, there can be no sense of community"

- Anthony J. D'Angelo

We especially thank:

- **Novartis US Foundation**
- **The New Jersey Pandemic Relief Fund**
 - **Merck & Company**
- The HealthCare Foundation of New Jersey
 - **The Rite-Aid Foundation**
 - **The Allergan Foundation**
 - **Bristol-Myers Squibb**
- Johnson & Johnson Healthcare Systems, Inc.
 - **PSE&G**
 - Lakeland Bank
 - The Arthur M. Blank Foundation
 - **Flames of Giving**
- And the countless individuals and families for their generosity

Mental Health Recovery Programs

Transitional Housing Program

Our Transitional Housing Mental Health Program provides housing and case management services to individuals in various stages of mental health recovery. This is often the gateway to our mental health residential recovery programs, especially for those reintegrating back to the community after a lengthy hospitalization. This program is critical for individuals taking their first steps back into the community, who, in the absence of supported housing, may otherwise remain hospitalized. The supervised housing and assistance provided in the Transitional Housing Program are intended to be transitional. As individuals continue to recover from mental illness, they receive less supervision and eventually move on to independent living settings.

Within our Transitional Housing Mental Health Program, the depth of support services we provide are comprehensive and include assistance with daily living skills; ensuring that residents have access to behavioral healthcare, recovery and medical services, and we promote wellness and recovery through peer support, nutrition and exercise, reinforcing social skills and providing recreational activities and transportation.

This year, our Transitional Housing Mental Health Program served 39 individuals (14% intended capacity reduction as a result of COVID) and:

- 14% of individuals transitioned from a 24-hour supervised residence to a more independent level of care;
- 84% of individuals had no psychiatric hospitalizations;
- 20% had employment or participated in volunteer work.

Community Support Services

The primary goal of the Community Support Services Program is to assist individuals who are further along in their recovery from mental illness, to maintain permanent affordable housing of their choice within the community, with access to a safety net of services. Without access to affordable housing and services, these individuals are at high risk of falling into homelessness and despair. Community Hope either assists individuals in maintaining or accessing their own apartment (i.e., serving as liaison with landlords) or sponsors the creation of more affordable housing through capital grants/private sponsors.

The Community Support Services Program team provides wellness and recovery-based clinical and case management services, with the aim of promoting community integration and the maximum possible recovery level. Our professional staff help individuals improve emotional, functional, social, interpersonal, problem-solving, coping, and communication skills.

This year 99 individuals were served in our Community Support Services Programs and

- 95% maintained their permanent housing;
- 81% had so psychiatric hospitalizations;
- 18% had employment or participated in volunteer work

We help build strong neighborhoods by ensuring the disabled individuals in our communities have both housing stability and recovery services so they can maintain healthy and satisfying lives and integrate seamlessly into the communities in which they reside.

Affordable Housing Programs

As both a housing and service provider, we are aware of the imbalance of housing supply and demand. Housing is particularly unaffordable for disabled individuals in New Jersey, who according to recent reports -- would have to expend 151% of their monthly disability entitlement to rent a modest one-bedroom apartment. High rents and high prices for desirable homes in our communities, prices-out individuals with disabilities of a "place to call home". Our affordable housing programs remove the economic barriers which prevent the most vulnerable members of our communities, many who are at significant risk of homelessness, access to subsidized housing.

In addition to providing affordable transitional housing daily to more than 150 veterans and individuals with mental illness, Community Hope provides 66 affordable permanent housing units to individuals, including veterans with special needs including mental health diagnoses, substance abuse diagnoses and/or various disabilities. We have developed and operate our affordable housing through our own housing stock purchased with numerous local, state and federal grants and private sponsorships. We also provide rentals in order to address the gap for affordable housing needs for low- and moderate-income and disabled individuals in our communities. We ensure that the individuals and veterans we serve are not "rent-burdened" (paying no more that 30 to 40% of their income towards rent and utilities) and that individuals have decent, safe shelter.

By addressing the need for safe affordable housing for low-income individuals struggling with mental health issues in our communities, we are enabling these individuals to focus on and sustain their recovery, rebuild their lives and establish greater self-sufficiency. Our housing programs ensure that those we serve have:

- applying for Section 8 rental subsidies).
- vocational rehabilitation. etc.)

Valley Brook Village: In partnership with our private developer partner, we opened Valley Brook Village in 2013 as an affordable, permanent housing village with on-site support for veterans. Located adjacent to our Hope for Veterans Program, the Village was expanded in 2019 to provide more than 100 units of affordable housing. Veterans from our Hope for Veterans Transitional Housing Program can access permanent low-income housing at the Village along with services and support from the peers.

We continue to expand as the need for our affordable housing programs continues to far outweigh the availability.

• Access to Affordable Housing: Community Hope provides affordable housing units through the agency's own housing stock purchased with capital grants and private sponsors or assists individuals in accessing their own apartment (i.e., serving as liaison with landlords; assisting in

• **On-Site Services:** Community Hope counselors provide the ongoing support which individuals need to make the transition to independent living and to remain self-sufficient. Counselors also link participants to other needed services (financial assistance, other mental health services,



Veterans Recovery Programs

More than fifteen years ago, we opened the first-of-its-kind transitional housing program for homeless veterans with mental illness as the root cause of homelessness. Since then, Community Hope has served more than 7,000 homeless veterans and veteran family members. In 2020 alone, our Veterans Programs helped nearly 1,000 veterans and their families overcome homelessness!

National VA statistics estimate that 90% of homeless veterans suffer from substance abuse problems and 50% from mental illness. Veterans living on the street range from Vietnam Veterans struggling with chronic homelessness, to younger veterans returning from multiple tours and years of combat and suffering from post-traumatic stress disorder, (PTSD) traumatic brain injury and the stress of transitioning to civilian life. Moreover, the mental health crisis among our nation's former military has resulted in an increased rate of suicide. The Department of Veterans Affairs reports there are close to 22 veterans each day who commit suicide.



We understand the difficult and recurring issues facing homeless veterans, and we are committed to providing intensive services to address these issues. Our wellness and recovery approach consists of counseling and therapy to help veterans overcome post-traumatic stress, anxiety, depression, addiction, and other combat and non-combat related mental health issues, with the goal of improving their mental health. We address the essentials of housing, food and medicine, and our wrap-around-services include transportation, workforce training and technology in preparation for employment. We have extensive partnerships with other service providers and private supporters to meet the range of needs of those we serve.

Our Veterans Programs:

Hope for Veterans Transitional Housing - We began addressing supportive housing for New Jersey veterans who are homeless as a result of mental illness in 2004, when we opened the first-of-its-kind 95-bed transitional housing program with comprehensive services for veterans with the invisible wounds of war. We address veterans' mental illness and substance abuse as the major issues leading to their protracted homelessness, poverty and despair. Veterans throughout NJ can reside in this program for up to nine months as we provide comprehensive services so that they can progress to independent living, including employment training for job re-entry and securing permanent housing.



Veterans Recovery Programs

Our Veterans Mental Health Initiative was launched in 2016 at our transitional housing program to provide onsite individual and group therapy and services directly and immediately to veterans. We recognize that for many people, and in particular veterans, a crisis can start from within. The Initiative is aimed at preventing crises and averting the mental health crisis afflicting veterans nationally.

The Alfred J. Thomas Home for Veterans - This transitional 8 bed-housing program is located in Bergen County, providing stable housing to veterans. Community Hope provides comprehensive case management and recovery services to the veterans in this program.

Supportive Services for Veteran Families (SSVF) - CH was awarded an SSVF grant by the VA and was one of the first agencies in the country to implement an SSVF Program. With the initial award of a \$5 million dollar grant commencing October 2013, and subsequent renewal and expansion grants awarded by the VA, we provide rapid rehousing and homelessness prevention to help veteran families in 15 northern and central NJ counties of: Bergen, Burlington, Essex, Hudson, Hunterdon, Mercer, Middlesex, Monmouth, Morris, Passaic, Somerset, Sussex, Union, Ocean and Warren Counties.



"Veterans are a symbol of what makes our nation great, and we must never forget all they have done to ensure our freedom."



Veterans who are in distress as a result of PTSD and other military-service issues or facing hardships due to the economy, are provided with case management services and healthcare as well as temporary financial assistance to remain in their housing, or if homeless to be rapidly re-housed.

- Congressman Rodney Frelinghuysen

Flag Day Event

Veterans Flag Day Run 2020

This year, our 19th Annual Flag Day 5k Run and Fun Walk was held as a virtual event for the first time, due to the pandemic of COVID-19. Community Hope and our supporters joined forces virtually to help the homeless veterans in our Hope for Veterans Program, giving new meaning to #inthistogether. The goal of pivoting to a virtual event was to keep participants connected to the mission of our programs serving homeless veterans while maintaining safety at a social distance.



Utilizing our social media platforms, we spread the word to a wide audience, attracting people in support of our mission and others who were excited to participate in an activity to keep spirits high and mindsets focused on health and well-being during this pandemic.



Our most sincere gratitude to our Title Sponsors including Courier News and MetLife at the Patriot level; Accenture – Life Sciences at the Five-Star level; BD at the Brigadier level; Manville-Hillsborough Elks Lodge, No. 2119, ADP, Bayer, Matthijssen, Inc. and Peabody Properties, Inc. at the Colonel level; for their dedicated and continued support.

Congratulations to our top three teams! Coming in first place, St. James Track, second place, MetLife and in third place Team Community Hope.

Holding this year's Flag Day 5k Run and Fun Walk as a virtual event, we ensured the safety of our participants, teams and sponsors, while continuing the tradition of the race and the generating support of the homeless veterans. Raising nearly \$107,000 at our first virtual Flag Day 5k Run and Fun Walk, the event was indeed a great success! Thank you to all those who participated in our virtual Flag Day 5k and Fun Walk!#CHStrong





2020 presented many challenges for everyone. For us at Community Hope, one challenge was how to host our fundraising events. Virtual events became a viable option for many, and we used that type of platform for our popular Flag Day 5K and Fun Run, which directly benefits our Hope for Veterans Program. However, our largest fundraiser of the year, the Sparkle of Hope Gala presented us with another set of challenges and options. The challenge was how to hold an event virtually that is known for its person-to-person networking opportunities, but still raise the necessary funds.

We consulted the Board of Directors and our Founding Chair, Fred Hassan along with his wife Noreen, as well as our Leadership Chair, Brent Saunders. After months of researching options and discussions, it was decided to transition the Sparkle of Hope Gala into the "Sparkle of Hope Appeal" for 2020. Dr. Albert Bourla, Chairman and CEO of Pfizer, our 2020 Sparkle of Hope Honoree and Mr. Joseph Papa, Chairman and CEO of Bausch Health, 2021 Honoree, both graciously agreed to serve as honorees one year later in light of the pandemic. Their agreement is a true testament of their support of Community Hope.

With everything in place, we launched the Sparkle of Hope Appeal in July 2020. The reaction of our supporters was both supportive and understanding. With their belief in the work that Community Hope has done for 35 years and their support of those we serve, the Appeal was a tremendous success. Resulting in 85% of what is traditionally raised at the Sparkle of Hope Gala, the appeal was indeed a success and will help Community Hope continue to serve homeless veterans, veteran families and adults with mental illness.

The 25th Annual Sparkle of Hope Gala is planned for October 5, 2021 and will be honoring Pfizer Inc. Dr. Albert Bourla, Pfizer Chairman and CEO is scheduled to receive the Sparkle of Hope Award. We are looking forward to welcoming our supporters and friends back to the Gala in 2021 and celebrating the achievements of the pharmaceutical industry and the work of Community Hope.

Supporters

\$100,000 and above Novartis Corporation Pfizer Inc.

\$75,000 - \$99,999 Merck The Pandemic Fund of NJ

\$50,000 - \$74,999

Accenture - Life Sciences The Allergan Foundation **Bristol-Myers Squibb** The Freed Foundation McKinsey & Company, Inc. **Provident Bank**

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\$10,000 - \$14,999

Accenture - Life Sciences

Sun Trust Tris Pharma Inc. The Tyler Foundation Veterans United Foundation Wells Fargo Foundation Willis Towers Watson

\$7,500 - \$9,999

Affinity Foundation J & J Healthcare Systems **Pyxa Solutions** Ulmer & Berne LLP The Union Foundation Warburg Pincus

\$5.000 - \$7.499

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\$2,500 - \$4,999

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John lannetta Commercial Operations Vice President, BD

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> Peggy Banko, MBA Development Director

Stephanie P. Lin, MA, LPC Mental Health Services Director

Accreditations and Awards

Accreditations

CARF Accreditation

The case management and community housing services provided within our Transitional Housing, Supportive Living, and Hope for Veterans® programs are accredited by CARF, the Commission on Accreditation of Rehabilitation Facilities. Our three-year CARF accreditation represents the highest level of accreditation that can be awarded to an organization and shows Community Hope's substantial conformance to CARF standards for programs and services of the highest quality.

Licensed By

Community Hope's Transitional Housing and Supportive Living Programs are licensed by the New Jersey Department of Human Services Office of Licensing. Our Hope for Veterans® Program is licensed by the New Jersey Department of Community Affairs.

Community Hope Agency Recent Awards

2020: Lasting Achievement Award Presented to Community Hope by the Housing and Community Development Network of New Jersey in recognition of 35 years of improving the lives of the people we serve.

2019 Morris County Chamber of Commerce Exemplary Leader Award Presented to Carmine Deo, Executive Director, Community Hope.

Karen Campbell Secretary

Nicholas Lorusso Treasurer

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Jennifer Stivers, MA, LCADC, CCS Director of Supportive Services for Veteran Families (SSVF)

> **Robert Wick, MBA, CPA** Finance Director



CREATING A BRIGHTER FUTURE

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