



**2022**  
IMPACT  
**REPORT**  
JAN - SEPT

EMPOWERING  
NEIGHBORS.

**STRENGTHENING  
COMMUNITIES.**

**BUILDING  
HOPE.**



# DEAR FRIEND,

This past year at Hope Partnership has been characterized by new beginnings. This Annual Report details some of the successes we have had this year as we worked to end homelessness in Central Florida and beyond. I'm incredibly proud of my team for all the ways they have adapted in order to better serve our community. In so many ways, we are a stronger organization than we were a year ago. Here are just a few ways that we have embraced growth and change in 2022:



- We opened Hope Commons in downtown Kissimmee, with room for not only our programs but also partners who are also committed to our community
- We began our journey toward becoming certified as a trauma-informed organization
- We established Client Care Days, where we provide our neighbors with hot meals, showers, and access to a variety of support services
- We held our first ever fundraising gala
- We launched our Peer Support program
- We secured funding to convert a Kissimmee motel into dignified, affordable housing and made great progress toward securing a property

I'm truly honored to lead this talented and dedicated team. We have accomplished incredible things this year, and there is still much work to do to ensure that everyone in our community has a safe place to call home. As you read this annual report, I hope you will celebrate along with us. We could not do this important work without partners like you.

-Rev. Mary Lee Downey  
Founder & CEO

A handwritten signature in black ink that reads "Mary Downey". The signature is written in a cursive, flowing style.





*(left) Disaster relief efforts during hurricane Ian*



*(left) Our shower trailer, donated by the Osceola Sheriff's Office.*



*(far left) Our base of volunteers just keeps growing!*



*(above) Our mini-bus drops off our local neighbors for Client Care Day*



*(above) Hope Commons receives the Downtown Kissimmee Beautification and Innovation Award*



# INTRODUCING HOPE COMMONS!



2022 brought us our newest space, Hope Commons! We are so thrilled to have a space in downtown Kissimmee, and it has been a huge success! Special thanks to Debbie Rodriguez and her iBuild team for being so instrumental in the project. We have partnered with some amazing non-profits such as Habitat for Humanity Greater Orlando and Osceola County, Helping Hand Community Counseling, and more to create a "non-profit hub" in which our clients can receive a multitude of services in addition to those we provide.

# CLIENT CARE DAY

*(below) A busy day of people getting the services they need*



*(right) Abbi is ready to greet our neighbors and get them signed in!*



*(far right) Osceola Technical College provides haircuts*



*(right) Some of our incredible team. They are here every event, making sure our clients get the services they need*



*(above) In partnership with MasterCorp, Tony works to get people connected to permanent employment through Hope Works*

Client Care Day began in 2021 and found new life in 2022. What once was a small event with a few attendees has become a large-scale operation with several vendors providing essential services. In the spring of 2022, we received a donated shower trailer from the Osceola Sheriff's Office. It has been an enormous success, and our clients absolutely love it!

Since Client Care Day has been steadily growing in size and demand, starting in 2023, it will become a weekly event!

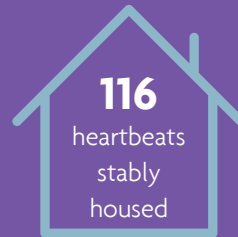
# HOPE

## CENTER

The Hope Center is responsible for the intake of clients and connecting clients with an advocate. They walk alongside our neighbors experiencing poverty to empower them with solutions to address the barriers preventing them from achieving self-determined success.



(above) Our Community Support Specialist Alicia works to divert our clients away from homelessness.



20 people successful  
diverted away from  
homelessness

# HOPE

## CARES

The Hope Cares team is the front line of our organization for those living on the street and in the woods. They work to identify those in need of services and connect them with emergency supplies, food, clothing, and other essentials. They meet with clients all over Osceola County, providing assistance where they can, all the while building relationships with our neighbors.



(above) Our Hope Cares team poses with volunteers on the inaugural day of our shower trailer donated by the Osceola Sheriff's Office



Over 750  
heartbeats attended  
Client Care Day



6  
heartbeats moved into  
permanent supportive  
housing



Over 100  
showers provided by our  
new shower trailer in the  
first 2 months of operation



# HOPE

## WORKS

Hope Works has a goal of connecting those with the greatest barriers to employment with dignified work. Through our Good Neighbors program, connections to apprenticeships and career training, and building partnerships with local businesses, we are helping our neighbors build pathways to success.



(above) Good Neighbors program participant Gigi putting the finishing touches on the welcome window at Hope Commons



**66**

heartbeats connected to permanent employment



**7**

heartbeats connected to continuing education



**1,275**

day labor hours worked through Hope Works



IDignity assists those experiencing homelessness and poverty in Central Florida by navigating the complexities of obtaining their personal identification, such as birth certificates, Florida ID cards, and Social Security cards.



**1375**

heartbeats served



**148**

IDs Received



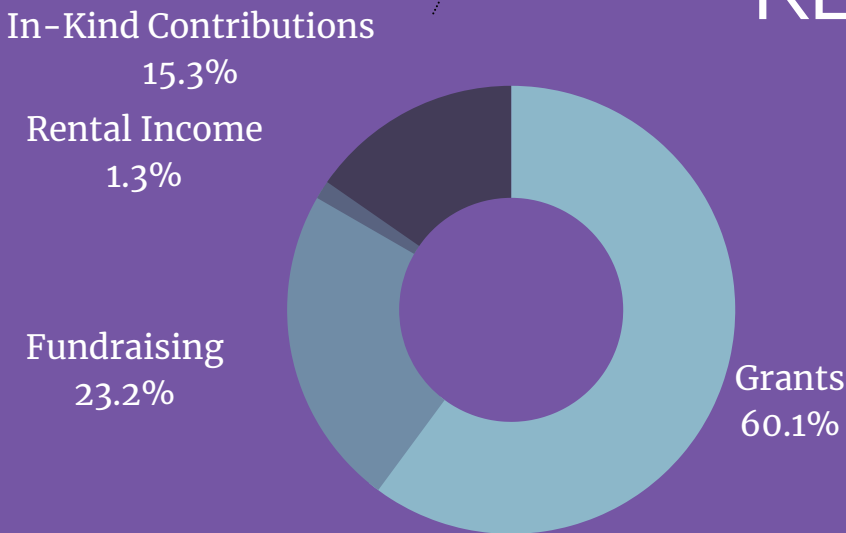
**43**

heartbeats awaiting additional documents



(above) One our diligent IDignity Osceola clients shows off his new Florida ID

# REVENUE



## SUPPORTERS INCLUDE:

### 2022 Hope Partnership Board

Chair: Shelley Lauten  
Vice Chair: Adriana Sekula  
Secretary: Tedd Lingo  
Treasurer: Sue Vasquez  
Susan Caswell  
Jennifer Bondy  
Carol Carbrey  
Rob Holborn  
Mike Morgan  
Matthew Quainoo  
Kelly Roberts  
Russell Schwartz  
Ohme Entin  
Rick Melero



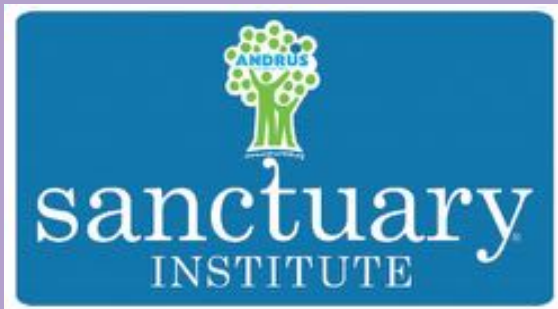
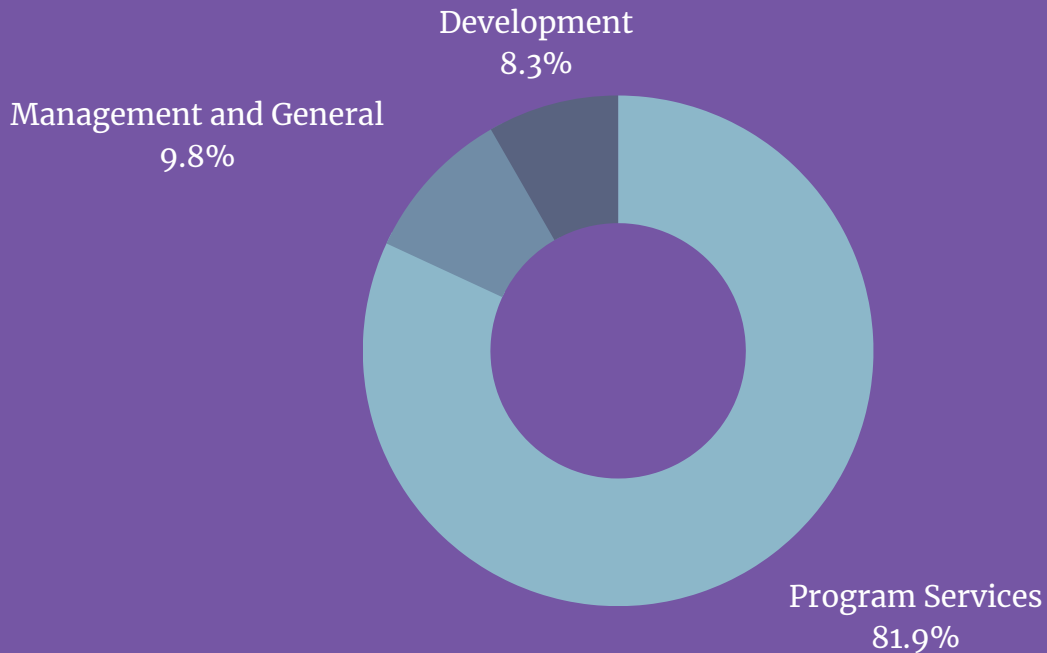
Platinum  
Transparency  
**2022**

**Candid.**

We're proud to once again have earned GuideStar's Highest Seal of Transparency.

The Platinum Seal of Transparency is the highest level of recognition offered by GuideStar, the world's largest source of nonprofit information. By sharing metrics that highlight the progress we are making toward our mission, we're helping you, our donors, directly see the impact your donations are making to move our organization forward. Approximately 15% of nonprofits on GuideStar receive this recognition.

# EXPENDITURES



(above) The employees of Hope Partnership participating in a 5 day, intensive training in February 2022.

In 2022, Hope Partnership began the process of becoming a certified trauma-informed care organization. This three-year process, conducted by the Sanctuary Institute, includes reexamining our processes through a trauma-informed lens, creating a space for people to heal.

As we embark on this journey toward Sanctuary certification, we are committing to eight principles to create physical, emotional, psychological, and moral safety for our team, our clients, and our entire community. We envision creating an environment where individuals who have experienced trauma can come to heal while on their journey toward stability.

# HOPE

## PARTNERSHIP

*Strengthening Communities.  
Empowering Neighbors.  
Building Hope.*



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