



# 10 years of HOPE

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*Empower. Strengthen. Build.*

## 2023 Annual Impact Report

# Everyone deserves a safe place to call home

## **Who We Are:**

Hope Partnership aims to provide a holistic continuum of care in order to end homelessness and poverty in Central Florida. We do this by connecting service providers, businesses, investors, and clients with evidence-based solutions and trauma-informed care practices in order to strengthen communities, empower our neighbors, and build hope.

**Hope Partnership believes everyone deserves a safe place to call home.**

**We empower our neighbors to overcome barriers that cause poverty and homelessness by providing both direct services and advocating for social change to strengthen our community and build hope.**



**STRENGTHENING COMMUNITIES. EMPOWERING NEIGHBORS. BUILDING HOPE.**

# MESSAGE FROM OUR CEO

2023 was a challenging year for Central Florida. While our tourism economy raced back to life, the families and individuals who form the backbone of that workforce faced historic inflation and oppressive hikes in rental costs. Many in our community found themselves staring at the real possibility of homelessness for the very first time. At Hope Partnership, we have done our best to limit the number of those falling into homelessness through a series of programs and strategies, and we have continued our work to help those with the greatest barriers to housing move forward to self-determined success. This Annual Report details some of the past year's accomplishments as we worked to end homelessness in Central Florida and beyond. The core values that guide our work include dignity, relationships, and holistic care, which govern our interactions with those who are seeking support; our values also include leadership and effectiveness, which guide us as we make our own internal changes and work collectively toward systemic change.

I am incredibly proud of this team for all the ways they live out these values. Here are just a few milestones from 2023:

- We welcomed new partners into Hope Commons in downtown Kissimmee.
- We unveiled Thrive Studios: our project to convert a motel on HWY 192 into dignified studio apartments.
- We served hundreds of our neighbors experiencing homelessness and poverty at our weekly Hope Cares Days.
- We held a successful fundraising event at the beautiful Gaylord Palms.



- We deepened our organizational commitment to the work of equity and cultural humility.
- We pivoted to create a new team of Youth System Guides, with the goal to impact young adults who are without stable housing and set them up for a brighter future.

I am truly honored to be the leader of Hope Partnership. We have accomplished a great deal in 2023, 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.

*Mary Downey*

-Rev. Mary Lee Downey  
Founder & CEO

# HOPE

## PARTNERSHIP

The entities of Hope Partnership provide programming that is trauma-informed and client-centered to help achieve our goals to end homelessness and poverty.



CENTER



CARES



PROPERTIES



BUILDS



STRATEGIES



WORKS



# HOPE CENTER

Hope Center: An entity of Hope Partnership works to restore dignity and self-determined success to those in need in our community through a holistic approach to case management, funds assistance, and life skills.

1,100

Walk-ins or appointments at Hope Commons

251

Heartbeats Stably Housed

56

Heartbeats Successfully Diverted Away from Homelessness

## Programs

## Details

### Rapid Rehousing

The Rapid Rehousing (RRH) program is a short-term housing program that helps families who are experiencing homelessness transition to stable housing by following a housing first and harm reduction philosophy.

### Connect Wellness

Connect Wellness offers peer support groups intended for those experiencing poverty and homelessness and allows for a safe place to discuss shared experiences and build mental resiliency.

### Market Place Navigation

Market Place Navigation seeks to connect the vulnerable populations to affordable health insurance and health care.

# HOPE



## CARES

Hope Cares: An entity of Hope Partnership focuses on outreach and diversion for families and individuals experiencing or at risk of homelessness, particularly within Osceola County. We extend our services to those living in temporary accommodations along the 192 corridor, individuals in unsafe living conditions, and those on the brink of losing their homes. Our outreach and navigation services are tailored to support individuals experiencing chronic homelessness.

### Programs

Hope Cares Days

Chronic Homeless Outreach

Inclement Weather

### Details

Our weekly outreach events offer neighbors the chance to enjoy a hot meal, take a shower via our shower trailer, and receive health and dental services, haircuts, access to our other program offerings, SNAP benefits, and more.

Hope Cares continually assesses the needs of chronically homeless individuals and provides them with the resources and services that will ultimately move them towards permanent housing.

In adverse weather, Hope Cares team aids in hurricane relief, recovery, and cold night shelter coordination.

3,412

Hot meals provided

3,199

Heartbeats who attended Hope Cares Day

986

Shower services provided





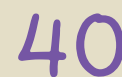
IDignity Osceola: An entity of Hope Partnership exist to assist those experiencing homelessness and poverty in Central Florida by navigating the complexities of obtaining their personal identification, such as birth certificates, Florida ID cards, and other identification documents (VA records, Marriage Licenses, etc.). Lack of identification prevents individuals experiencing homelessness from applying for services, finding adequate housing, or securing long-term employment.



Total number of heartbeats served



IDs recieved



Ordered documents

## Programs

## Details

Hope Cares Day

IDignity Osceola participates in our Hope Cares Day events to provide critical support services.

Florida Licensing on Wheels (FLOW)

The Florida Licensing on Wheels attends quarterly events to provide on-site identification services to IDignity Osceola clients. On these days some clients are able to leave with their ID in hand.

# HOPE

## WORKS

Hope Works: An entity of Hope Partnership facilitates connections between clients and potential employers in the community. Additionally, Hope Works offers daily paying work opportunities to individuals on their journey to sustainable employment.

1,149

Day labor hours worked through Hope Works Good Neighbors program

231

Heartbeats referred to permanent employment

13

Good Neighbors participants

### Programs

Good Neighbors

### Details

Good Neighbors participants are identified through Hope Cares Day events and interactions by the Outreach team. Individuals participate in the Good Neighbors program for a period of three months. During that time, they learn valuable workplace skills while receiving daily pay for custodial/janitorial work. The ultimate goal for each participant is to prepare for and obtain full-time employment. Participants must have a valid ID and social security card to qualify for the program.



# HOPE

## STRATEGIES

Hope Strategies: An entity of Hope Partnership is committed to promoting equitable policy change through advocacy, education, and coalition building efforts. Our aim is to foster positive systemic changes that benefit all members of our community.

67.47%

Annual revenue secured through grant funding

6

Targeted call for action emails disseminated

## Programs Details

### Advocacy

The gap between wages and housing cost is too large for individuals and families to thrive. Hope Strategies works on policies and solutions to ensure everyone in our community has a safe place to call home.

### Grant Writing

Secure state and federal funding for affordable housing in Osceola County as well as for several Hope Partnership programs.

# HOPE

## BUILDS

Hope Builds: An entity of Hope Partnership is dedicated to addressing the affordable housing crisis in Central Florida from a trauma-informed perspective. We firmly believe that every individual deserves a safe place they can call home, and we are committed to providing housing solutions for our neighbors in need.

## Projects Details

### Thrive Studios

On September 29, 2023 we purchased our third building — a 34-unit hotel that will be converted into affordable housing. In the midst of an ongoing housing crisis we want to be part of the solution. These units will be set aside for those making at or below 60% of the area median income and will include an innovative trauma responsive property management program.

# HOPE

## PROPERTIES

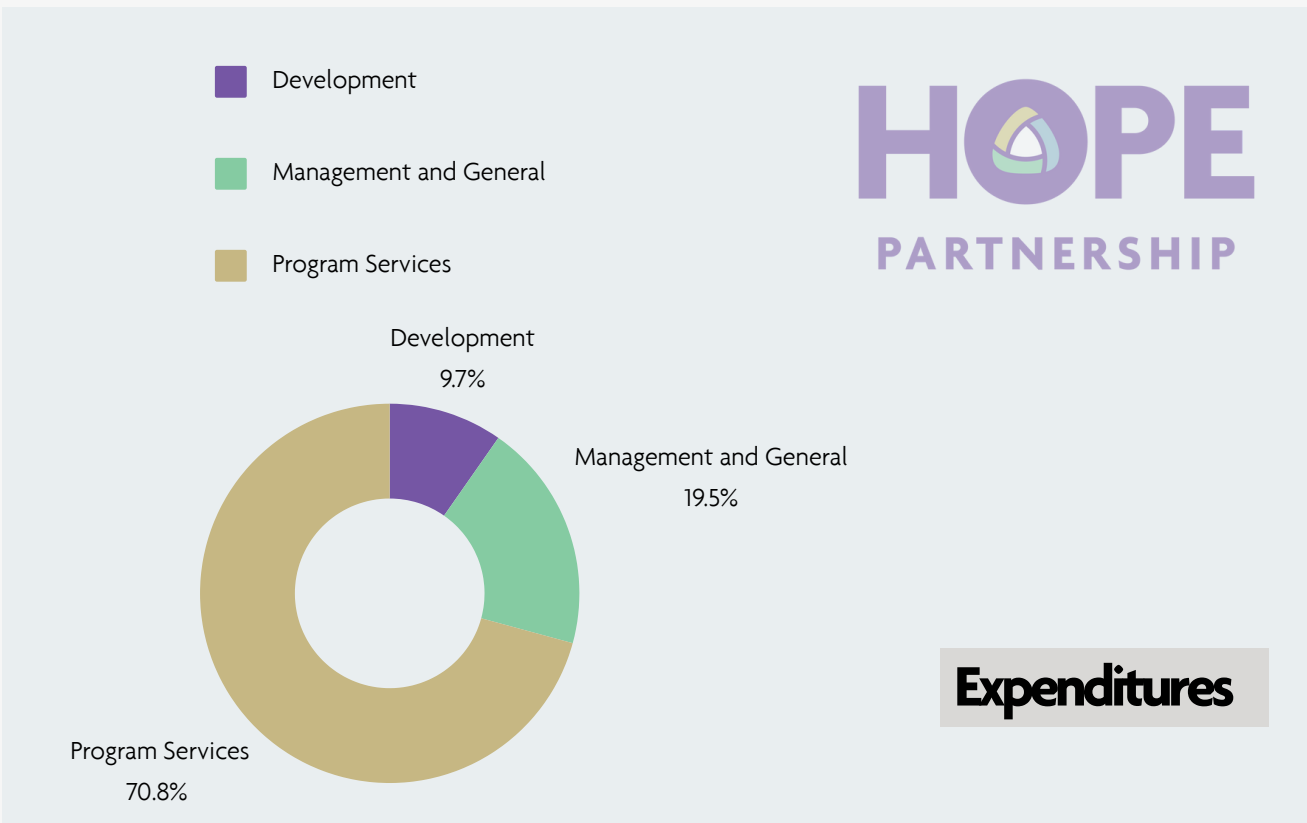
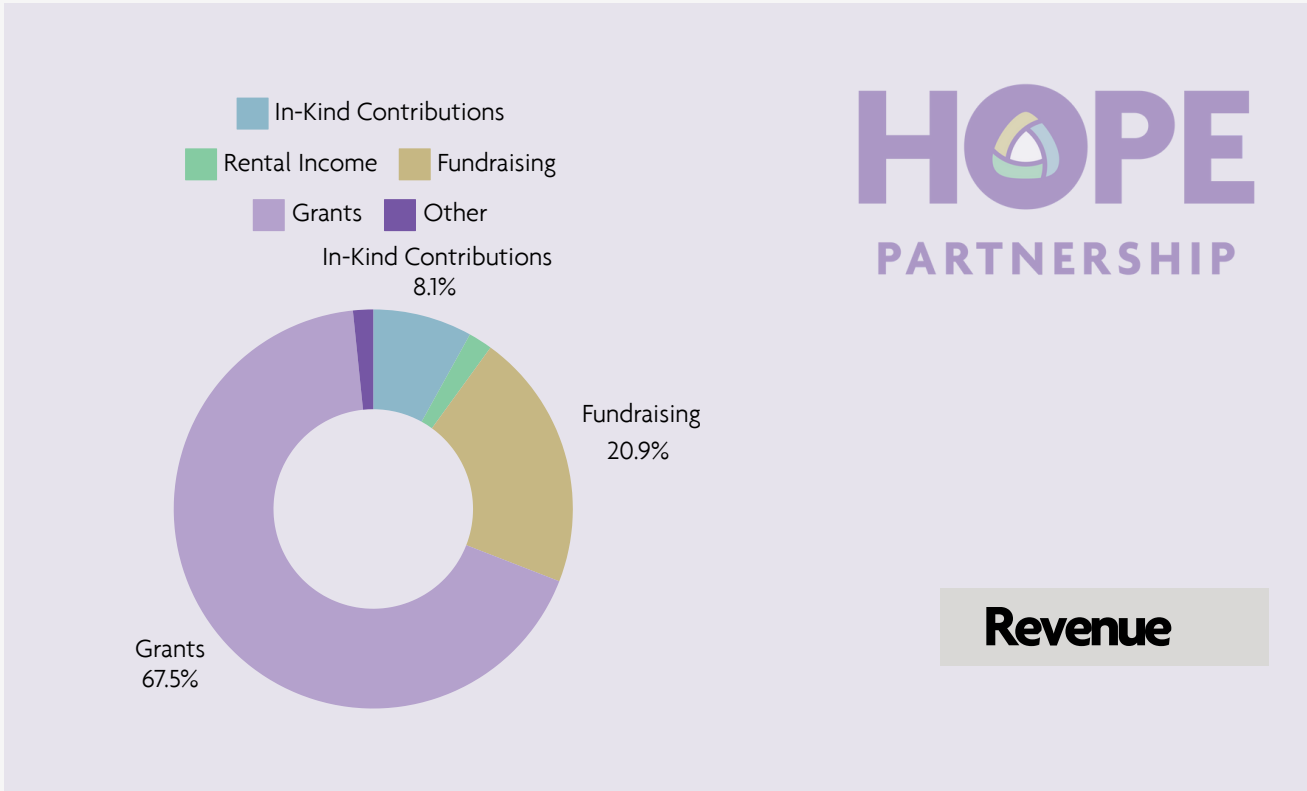
Hope Properties: An entity of Hope Partnership exists to provide trauma-responsive property management to residents, creating and sustaining communities where people are able to heal.

## Projects Details

### Hope Common Tenants

Hope Partnership hosts partner agencies in office spaces at Hope Commons, fostering significant partnership opportunities and generating revenue. These collaborative connections facilitate easier access to a diverse range of services for our clients, ensuring they receive assistance in a dignified environment.

# Financial Report 2023



# Supporters

We would like to express our deepest gratitude to our wonderful community supporters who continue to help make a difference.

Our supporters include:



**OSCEOLA COUNTY**  
be first to what's next.



## Hope Partnership Board of Directors 2023

**Adrianna Sekula - Board Chair**  
**Solidarity Partners**

**Tedd Lingo**

Retired

**Nancy Alvarez**

WESH 2

**Mike Morgan**

Morgan & Morgan

**Shelley Lauten**

Retired

**Tajiana Ancora-Brown**

Walt Disney World

**Bridget Keefe**

Orlando Health

**Jennifer Bondy**

Overstreet Law

**Matthew Quainoo**

Solid Rock Church of God

**Johann Krieger**

Gaylord Palms

**Keithan Brown**

AdventHealth

**Kelly Roberts**

Westgate Resorts

**Carol Carbrey**

Community Presbyterian Church

**Candice Simmons**

Wells Fargo

**STRENGTHENING COMMUNITIES. EMPOWERING NEIGHBORS. BUILDING HOPE.**



# Celebrating 10 years of service



**2013**

The Community Hope Center (CHC) opens its doors and begins seeing clients.

**2014**

The CHC partners with Health Care Center for the Homeless, to bring their services to Osceola County.



**2015**

CHC partners with IDignity to open IDignity Osceola to provide identification to those in need.

**2016**

CHC makes the decision to begin administering HUD rapid re-housing.

**2018**

Plans for use of 5 acre property begin to form.

The Florida United Methodist Conference donates 5 acres of land in Shingle Creek to build affordable housing. **2017**

**2020**

The Pandemic requires a shift in operations. Emergency food distribution begins.

**2019**



Hope Partnership is born to better reflect the multitude of services provided.



**2022**

Hope Partnership's downtown location, Hope Commons, opens its doors.



**2021**

Disney grants Hope Partnership \$500,000 to serve more of our neighbors.



**2023**


We unveiled Thrive Studios: our project to convert a motel on HWY 192 into dignified studio apartment.


# HOPE

PARTNERSHIP



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Platinum  
Transparency  
2023

**Candid.**

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