




SA
hope[™]
center
Nurture. Empower. Transform.

**ANNUAL
REPORT**

2021



Dear Friends,

2021 marked a big milestone for the SA Hope Center - our *20th Anniversary* as a 501c3 organization in San Antonio!

As I reflect on the past year, I am so grateful for the entire SA Hope Center community: God who continues to provide, our neighbors who trust and allow us the honor of serving them, our generous donors who ensure we can continue providing services, dedicated and hard-working staff, passionate volunteers, and incredible supporters.

The past two years of the pandemic have been a challenge as the needs in the community have grown significantly and we've been adapting to meet these ever-changing needs to help our neighbors across our city.

Thank you for your continued support which has allowed us to adjust, innovate, and scale programs to ensure families in

our community has a safe and empowering place to turn in their times of need.

As we look toward 2022, we are so excited for the future of the SA Hope Center! This year we hope to *break ground on a new campus* that will be home to new classrooms, counseling offices, a renovated family assistance center, Kids Club, and many more spaces built intentionally to impact the lives of families in our community.

We can't do this without you. I am amazed by your compassion.

THANK YOU for your generosity and here's to 2022!

We are better together.

MEGAN LEGACY

CEO, SA HOPE CENTER



Future home of the SA Hope Center

The new Westside campus greatly expands our ability to serve the community in their greatest times of need. There has never been a more critical time to help empower, equip, and stabilize families. Our low-income families were hit the hardest by the pandemic, storm, job loss and economic hardships, and struggle with providing children with everything they need to be successful. The Westside campus is a place of hope and new beginnings after such a difficult time in our community.

A big thank you to Harvey Najim, the campaign's Honorary Chair who has generously donated the first major gift of \$1,000,000 to this campaign for the Welcome Center. As of January 2022, we have raised \$3,170,000. The total campaign goal is \$5,500,000.

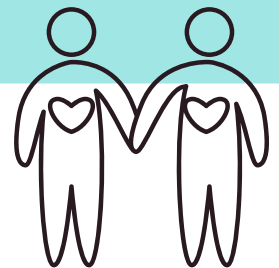
A few major highlights of this project include:

- 400% increased capacity to provide transformational classes such as workforce training, financial literacy, and Parent University (to name a few)
- 190% increased capacity to provide one-on-one case management services to an estimated additional 750 households annually
- New counseling room to provide clinical and spiritual counseling services
- Kids Club to fill a major gap in programming to ensure parents can focus on gaining new skills while children benefit from social, emotional, and educational programs
- Renovated food and clothing services building doubling capacity to provide services and adding climate-controlled storage and a new loading dock
- Covered interior courtyards protect our community, staff, and volunteers from weather elements and security fences reduce multiple entry points increasing safety
- 400% increase in administrative and support staff offices to support growth and provide confidential and individual office spaces
- 2 new meeting spaces for visitors, meetings, and overflow programming

For more information or to GIVE online, please visit:
www.sahopecenter.org/capitalcampaign/

For information regarding planned gifting, naming rights, and for all other capital campaign questions, please email
mlegacy@sahopecenter.org

Please help us reach our goal of \$5.5M! THANK YOU!!!



JOIN



Lobby, including family waiting area and intake office



Renovated Family Assistance Center interior view



Educational Services Building with 3 new classrooms



Renovated Family Assistance Center exterior view



Interior Courtyard garden with rainwater collection



Counseling Offices and added Case Management spaces



Rear view of the new campus



Kids Club interior view

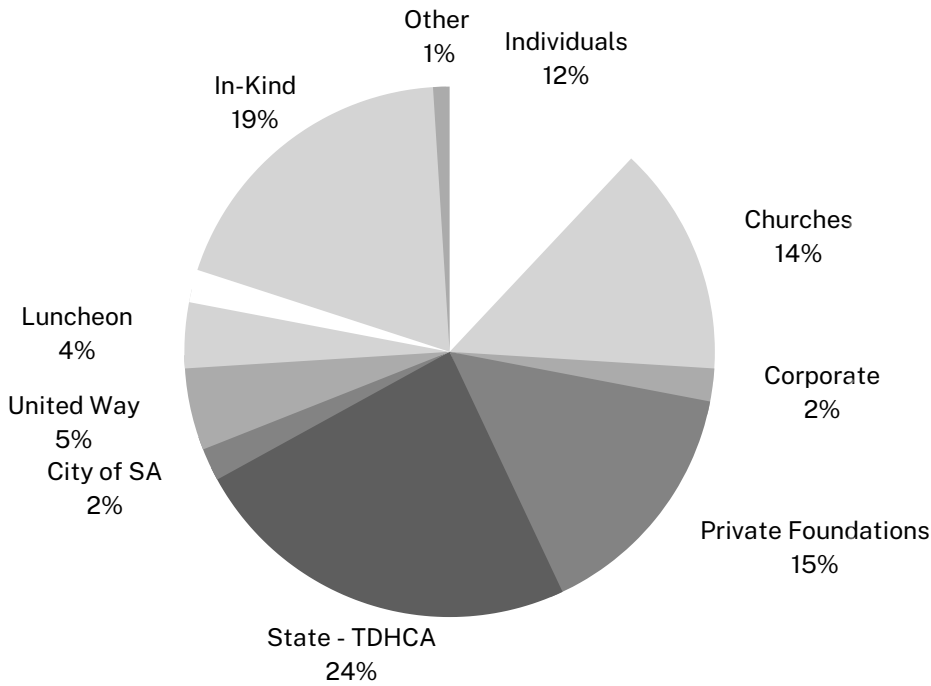


Kids Club exterior view

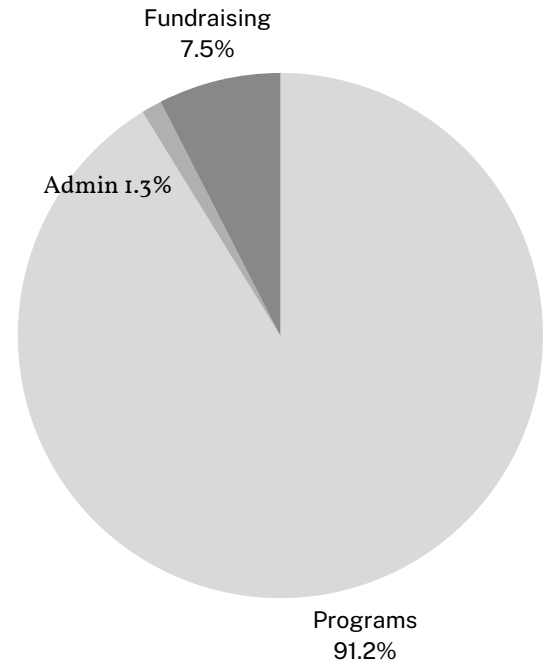
2021 FINANCIALS

unaudited

Revenue

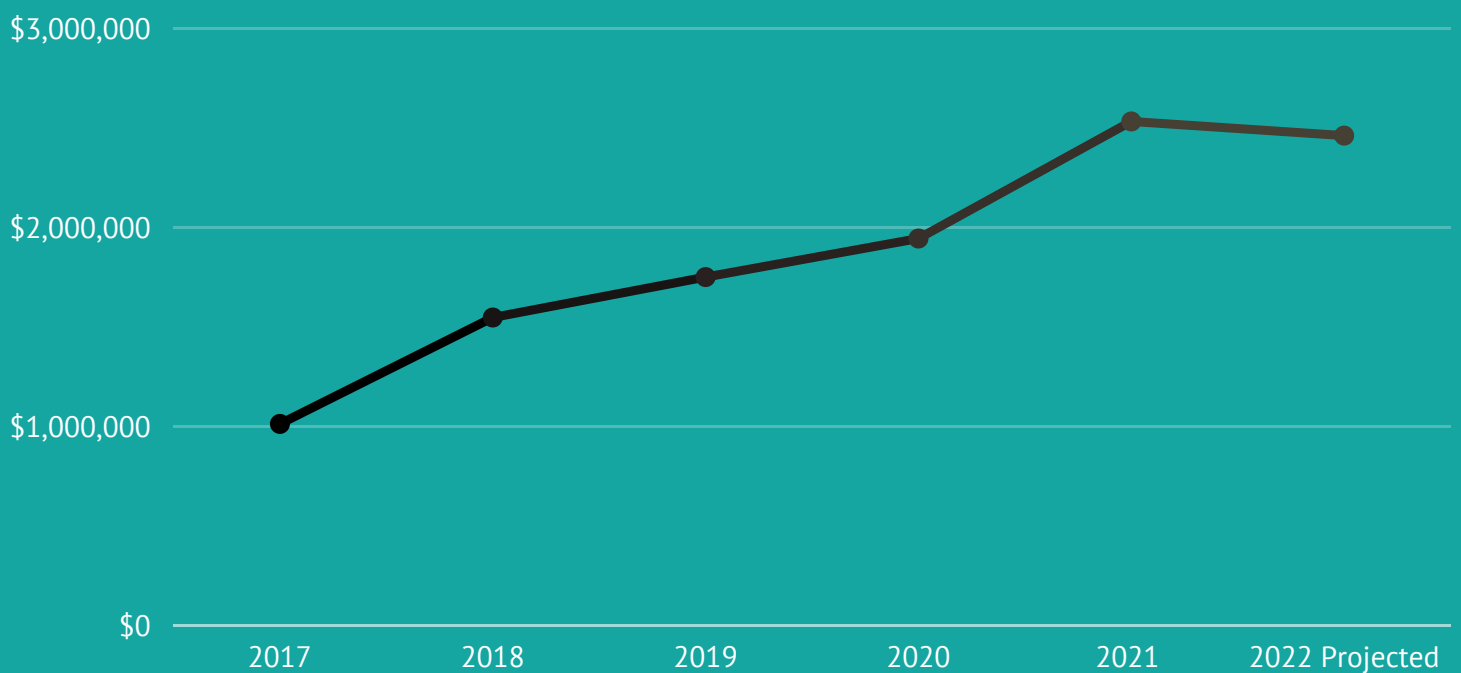


Expenses



Financials above reflect annual operating revenue and expenditures.

OPERATING BUDGET GROWTH: 2017 TO 2022



2021 Program Recap

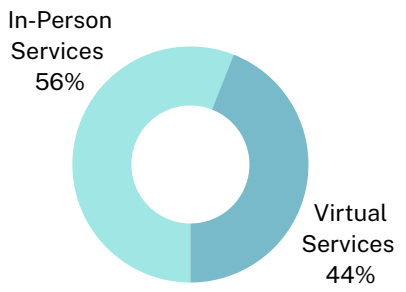


Our multidisciplinary programs provide holistic care to promote stability and independence.

Emergency Assistance Choice food pantry, utility assistance, ID recovery, and more	Positive Parenting CPS & probation certified classes 	Career Readiness workforce training classes 	
	One-to-One Mentoring general case management 	Financial Literacy managing money 	Adult Education Partnership Restore Education
	Esperanza Seniors elder adults program 	Spiritual Care pastoral services, counseling 	Housing rapid rehousing & homeless prevention

Services Provided, Hope Ignited

A total of **31,810 services** were provided across our four San Antonio area locations in 2021



- 1 Main Campus**
- 2 First Presbyterian Church**
- 3 Restore Education**
- 4 Good Samaritan Community Services**

One-to-One Mentoring

- ➔ **757** took an orientation to financial literacy and nutrition class
- ➔ **1,012** enrolled in mentoring programs
- ➔ **4,870** case management sessions provided
- ➔ **59%** of households increased stability

2,399 Households Served	3,955 Individuals Served	504 Households with Children Served
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Provided **2486** emergency food boxes

Distributed **465,632** pounds of food

We measure stability with the LifeWorks Self-Sufficiency Matrix, or SSM. The SSM measures **21 domains of life** from Food Security to Language and Literacy. Most participants come to SA Hope Center in crisis. It takes a long time to increase stability scores - upwards of 6 months with intensive case management - so **59% is a tremendous impact!**

2021 Program Metrics



Career Readiness

Assisted **393 participants** in workforce programs

Placed **63 unemployed participants** in jobs

Participants that graduated from Career Readiness in 2021 had an average **income increase of \$8,649.93.**



Positive Parenting

SA Hope Center's Parenting Program is a 10-week curriculum that combines best-practice curriculums with option to participate in case management and various other programs.

103 participated in Parent University classes

84 parenting-related goals completed



Housing

170 participated in housing programs

238 Coordinated Entries completed

45 housed in permanent housing

1,670 housing case management services provided

\$25K to support **17 households** with **winter storm assistance** to help with repairs and prevent homelessness



Meet Peter!

After experiencing homelessness for 6 months, Peter came to the KRL to get a new ID. Since starting our programs he has gotten a job and is living in a long-term shelter while looking for an apartment. Reflecting on his growth from 2020 to 2021 Peter said, **"Among all the things I am thankful for this Thanksgiving, the SA Hope Center is most definitely at the top of the list."**



KRL

KINGDOM
RESTORATION
COLLABORATIVE



KRL is located at First Presbyterian Church and is dedicated to serving the most vulnerable populations in downtown San Antonio

62%
increased stability

160
IDs recovered

1,596: number of times emergency assistance, such as bus passes, clothes, and care packages, was provided

534
Families
Served

753
Individuals
Served



3 out of 5
people served
at KRL are
experiencing
homelessness



San Antonio has the largest socioeconomic gap in the U.S.

Highest percentage of families living in poverty per capita among the top 25 largest metro areas nationwide.



1 in 4 children are food insecure.



1 in 2 families don't make enough money to afford basic living expenses.



Vision

End systemic multi-generational poverty.

History

SA Hope Center began in the 1980s as the benevolence ministry of Oak Hills Church, later becoming a 501(c)(3) nonprofit in 2001. In 2014, the SA Hope Center's program model took a shift from a food pantry program to a multi-faceted social service agency that **addresses the root causes of poverty** to help the community become **holistically sustainable**.

Goal

In crisis

Flourishing

Building stability

Our Team

25

employees

40+

social work interns

200+

volunteers

Christ-like culture

compassionate service relationships empowering diversity

We collaborate with dozens of partner organizations in San Antonio to serve the community.

SA Hope Center Leadership in 2021

BOARD OF DIRECTORS

Bruce Barnard, Chair
Ken Smith, Vice Chair
Carla Bergner, Secretary
Leo Munoz, Treasurer
Niki Belmares
Bob Buckley
Becky Cervantez
Jonathan Collins
Davida Lambert
Derek Plantenga
Al Phillipus
Eric Whittington

EXECUTIVE LEADERSHIP TEAM

Megan Legacy - Chief Executive Officer
Rita Sandoval - Chief Operating Officer
Beatrice Casas - Dir. of Administration
Janiece Cantu, LMSW - Dir. of Case Management



#wearebettertogether

SAVE THE DATE

Holes for Hope
Golf Tournament
April 1

Better Together
Luncheon
October 13

www.sahopecenter.org/events