



ANNUAL REPORT

2022

Empowering People to Reconnect,
Heal, Grow, and Regain Their Freedom



NURTURE. EMPOWER. TRANSFORM.

A Message From Megan

Dear SA Hope Center Family,

2022 was a year of compassionate service, growth, and a testament to God's provision. The SA Hope Center team continued to help families find a pathway out of poverty for those that struggled to overcome the hurdles of generational poverty. And we continued to help those experiencing crisis and poverty for the first time get back on their feet. We cannot thank our supporters enough for partnering with us to serve the people of San Antonio who need a helping hand.

In February 2022, we sold the land adjacent to our campus to an affordable housing developer Cohen-Esrey, which will pave the way for over 200 units of housing for our community and SA Hope Center to invest the assets from the sale of the land into an endowment in the next couple of years. SA Hope Center will provide a variety of services for housing development as a partner from after-school care, financial literacy, case management, job training, food assistance, and many other programs offered next door to the future complex, which is expected to be completed in late 2024.

In September, we broke ground on the new campus! By the end of 2023, the SA Hope Center will have added new facilities for mental health services, drop-in childcare, an education center, a renovated food pantry and family assistance center, a new lobby and administrative building, a prayer and reflection garden, and a playground. This \$8.3M project will provide a healing, empowering, and life-giving campus for years to come! We have raised 85% of project funds and cannot thank the generosity of our donor community enough!

As you will see in this report, our dedicated and passionate staff provided a wide array of compassionate and transformative services to the San Antonio community in 2022. Countless stories of hope and life were celebrated and we continue to look forward to a wonderful and exciting 2023!

Thank you for partnering with us to provide lasting hope in our community.

With deep appreciation,





OUR MISSION

At the SA Hope Center, we love people well by empowering them to meet their needs through in-depth case management and wrap-around social services.

OUR MODEL

A quality assessment model with in-depth discovery and connection. The SA Hope Center follows a comprehensive and multidisciplinary model of social intervention. Our programs are relationally-focused and provide various programs including financial literacy, job training, senior services, nutrition assistance, health and wellness screenings and classes, parenting classes, spiritual programs, and many more.

OUR VALUES

- Empowering
- Relationships
- Compassionate-Service
- Diversity

STORIES OF HOPE

RALPH came in February feeling overwhelmed by having a daily battle with financial and food insecurity. With these battles came struggles with his mental health in feeling discouraged, stressed, and depressed. Ralph felt the pressure of needing to provide for himself and his family. Ralph trusted in SA Hope Center by participating in the Career Readiness Program in hopes of finding direction and a career that will help him find financial stability. Through the Career Readiness program, Ralph learned useful tools such as resume building, interview skills and gained confidence and determination. In April, Ralph was hired at H-E-B and has now been given a second chance at beginning his journey towards success.

“
"This is my
redemption
story"
-Ralph
”



“
SA Hope Center is
literally what its
name is. It provides
hope for us to keep
going no matter
what.”
-Keimoni
”



KEIMONI was cleaning houses for work, but was unable to continue making a living as a house cleaner due to COVID. With a four year old and twin babies to care for as a single mother, Keimoni was struggling to make ends meet. Keimoni said, “I was drowning, I was like, I’m not going to be able to make it.” SA Hope Center met Keimoni where she was, addressed immediate emergency needs right away, and then helped Keimoni with a goal-based plan to become sustainable long-term. “It was just so fast.

The connections that SA Hope has. They signed me up for all of these different programs. My utilities were paid. My rent was paid for three months. I met with Odra and she told me about this opportunity to work from home... She gave me the information, I applied, and I’m making \$50,000 a year... That’s what SA Hope did for me. I know I can do more because of what SA Hope has done for me. I can focus and create my foundation so that they don’t have to struggle and go through the things I went through.”



“
"I was a hot mess!
Unorganized,
unmotivated, and lost
in all areas of my life.
Now I have gained
confidence and hope"
-Estefania
”

ESTEFANIA began her journey with San Antonio Hope Center in May 2022. Upon her arrival, she was feeling stressed, overwhelmed, and emotional with the weight of her life and her young children. Through intensive case management and one-on-one mentoring, SAHC was able to build a plan and guide her through different programs to improve her life and accomplish a variety of goals. Estefania participated in and completed Positive Parenting, Career Readiness, and Faith & Finance. Continuing her progress with SAHC, she created an effective resume, attended our job fair, received her chauffeur license, and passed her citizenship test! She is currently in our After-Care programs and walks through her own plans of furthering her education and obtaining educational services for her children. Estefania has grown in her overall wellness and self-esteem. She is an intelligent, confident woman and now firmly believes in setting her goals and achieving them through the power of knowledge, worth, and a positive mindset.

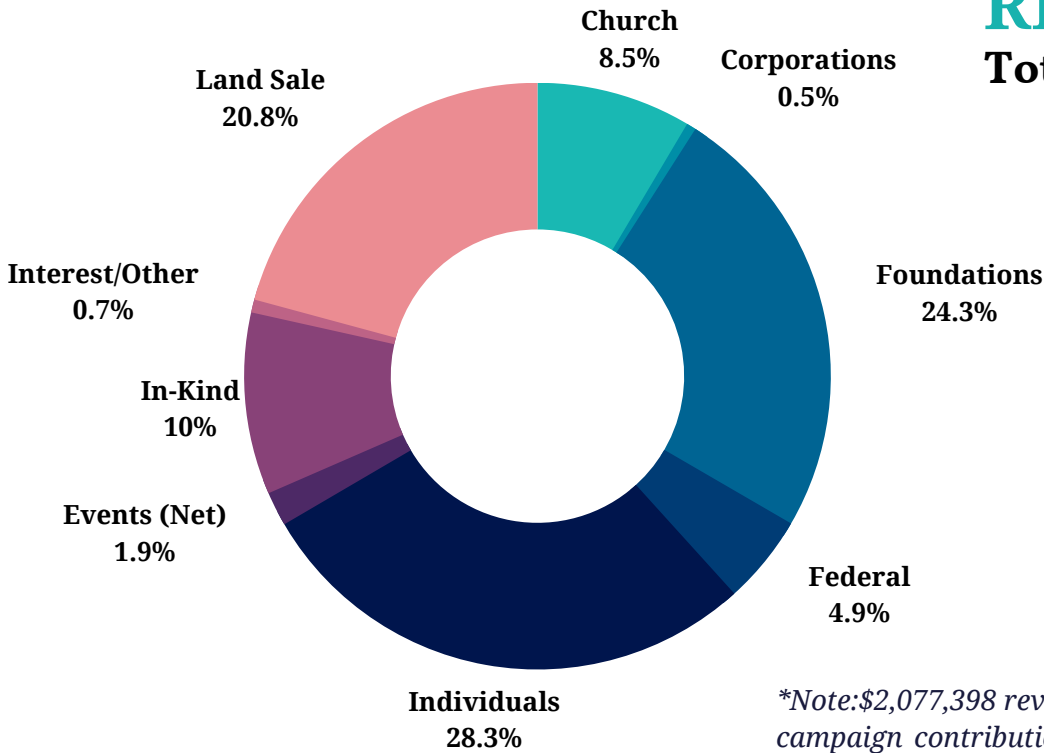


2022 OPERATING FINANCIALS

Financials Reflect the 2022 Audit Report

REVENUE

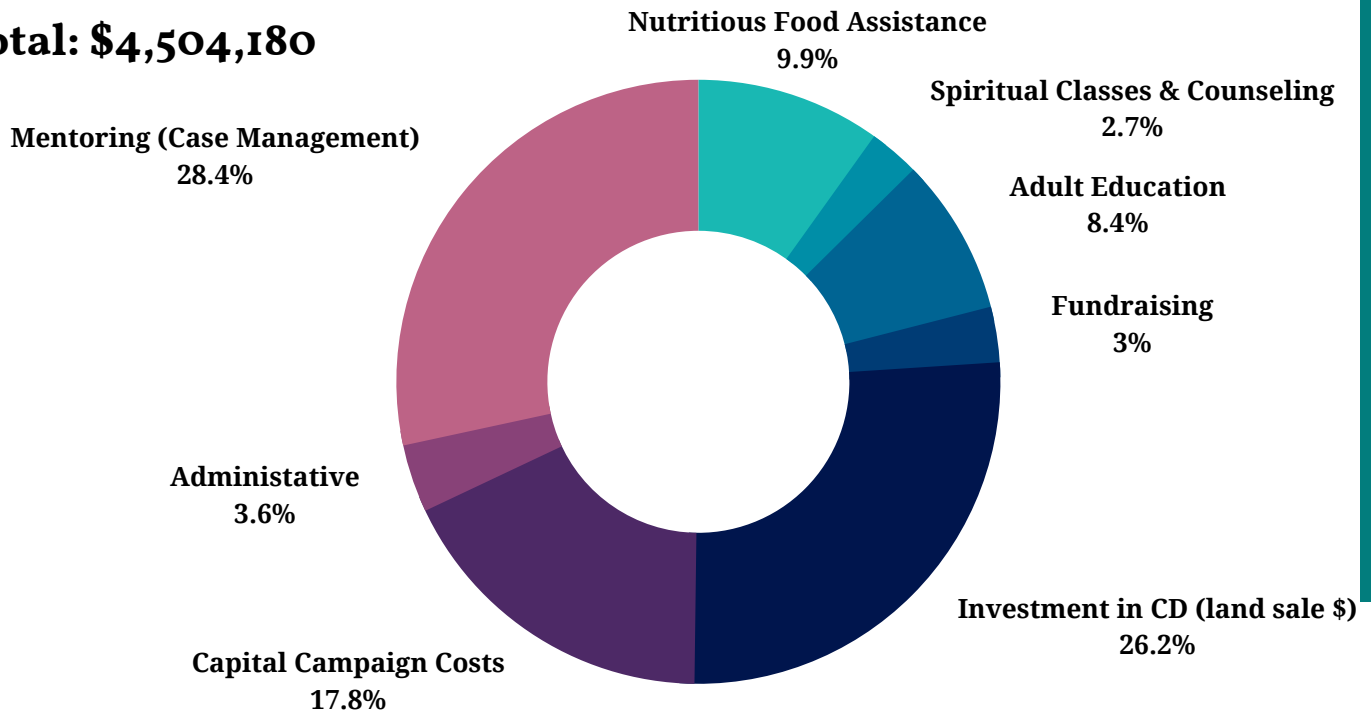
Total: \$5,682,878



**Note: \$2,077,398 revenue include capital campaign contributions. Surplus in revenue is restricted to capital campaign.*

EXPENSES

Total: \$4,504,180





CAPITAL CAMPAIGN

Project began: **September 2022**

Project Estimated Completion:
November/December 2023

- 400% increased capacity to provide adult education classes
- 190% increased capacity to provide case management services to an estimated additional 750 households annually
- Two counseling rooms for children and adults
- Drop-in childcare
- Renovated food and clothing services building doubling capacity to provide emergency assistance
- Enhanced campus safety
- Interior courtyard with vegetable garden
- 400% increase in administrative and support staff offices
- 2 new meeting spaces for visitors, meetings, and overflow programming

FINANCIAL SUMMARY

Total Project Goal: \$8,300,000

Raised: 7,006,700

**As of 5.23.23*



Scan to Donate to our Capital Campaign!



PROGRAMS & SERVICES OFFERED

SA HOPE CENTER LOCATIONS

Main Campus (Westside)

321 N. General McMullen Dr.
San Antonio, TX 78237

KRL at First Presbyterian Church (Downtown)

404 N. Alamo St,
San Antonio, TX 78205

Restore Education (Alta Vista/ Midtown)

1903 San Pedro Ave.
San Antonio, TX 78212



ESPERANZA OLDER ADULTS

Provides services by empowering, promoting, and enhancing the health and wellness of our senior citizens by providing educational and accessible resources through case management services.



FINANCIAL LITERACY

A 12-week program that provides guidance on how to make a spending plan that works, manage debt & loans, set savings goals, prepare for the future, and overcome past mistakes through case management services.



CAREER READINESS

A 8-week program that strives to provide guidance with workforce development to help obtain better jobs and ensure family economic stability through case management services. 4 Job Fairs per year with 30 Employer connections.



POSITIVE PARENTING

A 9-week program that strives to enhance the child-rearing skills of parents so they are better able to foster the optimal development of their children through case management services.



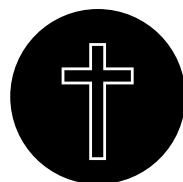
ADULT EDUCATION PARTNERSHIP

The Restore Education partnership provides GED, Adult certifications classes, and case management services to guide participants wishing to pursue a higher education.



EMERGENCY ASSISTANCE

Services include, participant-choice food pantry, clothing, ID recovery, diapers, rental assistance, utility assistance, child-care financial assistance, Texas benefit assistance, and other resources.



SPIRITUAL CARE

Provides spiritual care and counseling services to all participants that are seeking them.

2022

PROGRAM METRICS

3,541 Households Served Across **122** Zip Codes

848 Households with Children Served

5,848 Individuals Served

162,636 Pounds of Food Distributed

3,516 Case Management Sessions Provided

25 Households Obtained Permanent Housing

73 Households Prevented From Homelessness

579 IDs Recovered

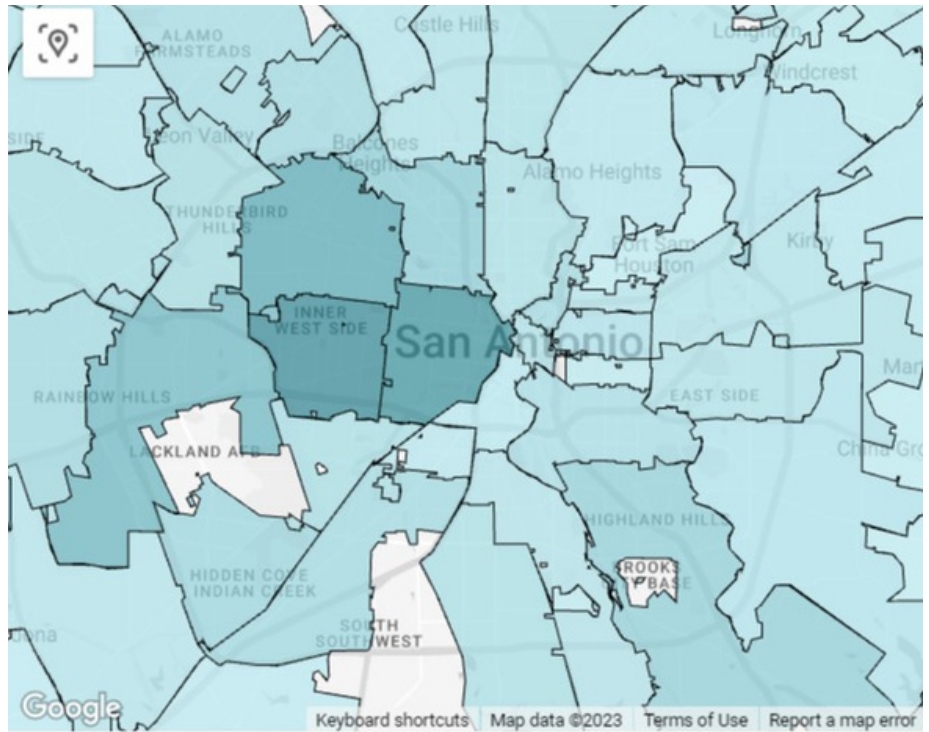
212 Individuals Impacted by **Career Readiness Program**

77 Individuals Graduated from **Positive Parenting Program**

257 Individuals Impacted by **Financial Literacy Program**

177 Individuals Enrolled in **Adult Partnership Program**

125 Individuals Increased Educational Status



PROGRAM PARTNERS

- Any Women Can
- Arms of Hope
- Christian Assistance Ministries
- First Presbyterian Church of San Antonio
- Good Samaritan Community Services
- Life Restored San Antonio
- One By One Ministries
- Restore Education

- San Antonio Christian Dental Clinic
- San Antonio Food Bank
- South Alamo Regional Alliance for the Homeless
- Senior Planet with AARP
- Spring Creek United Methodist
- STCH Ministries
- United Way of San Antonio and Bexar County
- UT Health Science Center at San Antonio School of Nursing

Program Demographics

HOUSEHOLDS SERVED- 3,541

INDIVIDUALS SERVED- 5,848

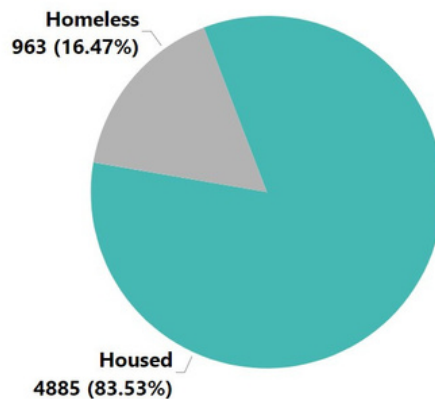
Ethnicity	Individuals
Hispanic	4466
Non-Hispanic	1303
Participant Declined Response	41
Unknown	38
Total	5848

Gender Identity	Individual
Female	3319
Male	2509
Non-Binary/Non-Conforming	2
Participant Declined Response	1
Questioning	2
Transgender	10
Unknown	5
Total	5848

Race	Individuals
American Indian or Indigenous	40
Asian or Asian American	24
Black, African American, or African	603
Native Hawaiian or Pacific Islander	22
Other	534
Participant Declined Response	45
Unknown	59
White/Anglo	4521
Total	5848

Age	Individuals
0-8 Years Old	831
09-17 Years Old	834
18-24 Years Old	406
25-34 Years Old	815
35-44 Years Old	969
45-64 Years Old	1507
65-84 Years Old	465
85-96 Years Old	21
Total	5848

Individuals by Housing Status



Military	Individuals
Active Duty	10
Active Reserve	1
Dishonorable Discharge	2
Inactive Reserve	2
Military Dependent	60
National Guard	2
Never Served	5266
Retired Military	20
Unknown	368
Veteran	117
Total	5848

SA HOPE CENTER & HOPE HEALS COMMUNITY COALITION

HOPE HEALS COMMUNITY COALITION

Hope Heals Community Coalition (HHCC) is an affiliate of Prospereremos Juntos/ Thriving Community (Methodist Healthcare Ministries) operating under the staff leadership of SA Hope Center. HHCC is focused on building equitable processes and outcomes to address the underlying vital conditions with the downtown homeless community.

2022 COALITION PROGRESS

- **January-March:** SA Hope Center held an initial meeting with Methodist Healthcare Ministries (MHM) to discuss (PLE) person with lived experience requirements to be a member. The members attended their first convening at Mo Ranch in Hunt, TX, to meet Properemos Juntos/Thriving Community staff and review project guidelines.
- **April-June:** The Director was hired and additional members were interviewed and selected. The Director networked with downtown organizations to discuss the coalition and partnerships.
- **July-August:** The Commitment Letter, Confidentiality and Operating Agreement were drafted, reviewed and approved by members. The officers were nominated and selected by members. Dream Big Facility facilitated a leadership training for the members.
- **September-November:** The members attended the second convening at Mo Ranch in Hunt, TX. They discussed and vetted a strategic planner for the project, which will be implemented in 2023.
- **December:** The members attended a leadership training facilitated by Dream Big Facility and MHM gave approval of the strategic planning vendor.

COALITION OFFICERS

Chair- Chris Parker
Vice-Chair- Peter Kust
Secretary- Vacant

COALITION MEMBERS

Edward Bios
Mary Maxine Bobbitt
Megan Legacy
Jose Marines
Delfina Mendiola
Pastor Mitchell
Reyna Moss
Trish Sicari- Advisor
Ethan Wenzel

DIRECTOR OF HOPE HEALS

Dr. Jacquelyn Smith



SA HOPE CENTER TEAM

EXECUTIVE LEADERSHIP

MEGAN LEGACY, MPA
CHIEF EXECUTIVE OFFICER

RITA SANDOVAL, MPA
CHIEF OPERATING OFFICER

BEATRICE CASAS
DIRECTOR OF ADMINISTRATION

JANIECE CANTU, LMSW
DIRECTOR OF PROGRAMS

JACQUELYN SMITH, PHD
DIRECTOR OF HOPE HEALS

SA HOPE CENTER BOARD MEMBERS

Bruce Barnard, Chair
Ken Smith, Vice Chair
Becky Cervantez,
Secretary
Leo Munoz, Treasurer

David Alvarez
Niki Belmares
Bob Buckley
Connie Carington
Davida Lambert
Mary Jo Rodriguez, PhD
Al Phillipus
Eric Whittington

20
EMPLOYEES

31
SOCIAL WORK
INTERNS

268
VOLUNTEERS

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Donate*



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