



# Annual Report

## 2024





# Mission

We love people well by empowering them to meet their needs through in-depth case management and wrap-around social services.



# Vision

Eliminating systemic multi-generational poverty.



# Core Values

- Empowering
- Relationships
- Compassionate- Service
- Diversity



# Letter from MEGAN

Dear Friends,

As I reflect on this past year, I'm filled with deep gratitude and awe at what we've accomplished together. Without a doubt, 2024 was a landmark year in our organization's history—a year of bold steps, transformational growth, and faithful provision.

The opening of our new campus in March marked a powerful new chapter. Thanks to the generosity of our donors and the unwavering dedication of our team, we completed our capital campaign, finished construction, and moved into a beautiful, welcoming space that now serves as a hub of hope and healing. The impact of our new campus has been immediate and profound—enabling us to reach more individuals and families than ever before as we walk with them toward lasting transformation.

In 2024, we also launched several new initiatives that will shape the future of our work for years to come. We introduced our Kids Club, providing a safe, enriching environment for children. We welcomed our first Director of Mental Health and began offering comprehensive mental health services to meet one of the most pressing needs in our community. And with the addition of drop-in childcare, more parents are now able to attend classes, meet with case managers, and take essential steps toward long-term stability.

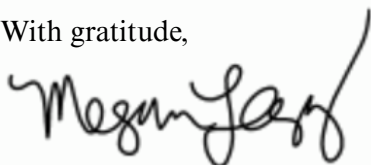
Every renovation, new program, and milestone this year was guided by a singular goal: to help individuals and families become stable—not just in the moment, but for the long haul. We are seeing that goal come to life, and it is because of you.

As we look ahead to 2025, our mission remains focused and ambitious. Whether it's walking alongside families on their path to financial independence, equipping job-seekers for higher-wage employment, offering parenting support, or nurturing spiritual and emotional wellness, our commitment is to the whole person and the whole family. At our Downtown campus, in partnership with First Presbyterian Church, we continue to serve our homeless neighbors with compassion and collaboration—helping to break the cycle of chronic homelessness and support lasting transitions to permanent housing. On the Westside, our partnership with Restore Education is lighting a path forward through GED classes—offering not just education, but hope.

Behind every story of transformation is a network of people who care. From our committed staff and interns to our partners and volunteers—and especially our donors—this work is a reflection of a shared belief in the dignity and potential of every person we serve.

From the bottom of my heart, thank you for investing in the future of families and in the resilient spirit of this community. Your belief in this mission continues to be our catalyst for transformation.

With gratitude,



CEO, SA Hope Center



# CELEBRATING TOGETHER

## A Milestone Moment: Ribbon Cutting at Westside Campus



### *Foundations of the Future*

May 2024 marked an unforgettable milestone as we gathered to cut the ribbon and officially open our brand-new buildings and beautifully renovated spaces on the Westside Campus! The celebration was more than just a ceremony; it was a joyful reflection of years of planning, hard work, and unwavering community support.



To every donor, team member, board leader, and community champion who stood by our side, thank you from the bottom of our hearts. Your faith in our mission, your time, your generosity, and your belief in what we're building made this moment possible.

These new spaces include new mental health offices, a drop-in Kids Club, an education building with three new classrooms, new administrative offices, and an expanded family assistance center, each designed to serve our community more effectively and compassionately.

This new building will impact countless lives in our community by providing expanded resources, welcoming spaces, and opportunities for growth and connection that will benefit generations to come. Together, we've laid the groundwork for new opportunities, stronger community connections, and a lasting legacy that will continue to inspire for years to come. We are deeply grateful to everyone who played a part in this journey, and we look forward to the many exciting chapters ahead.

# OUR LOCATIONS ACROSS SAN ANTONIO

## Main Campus

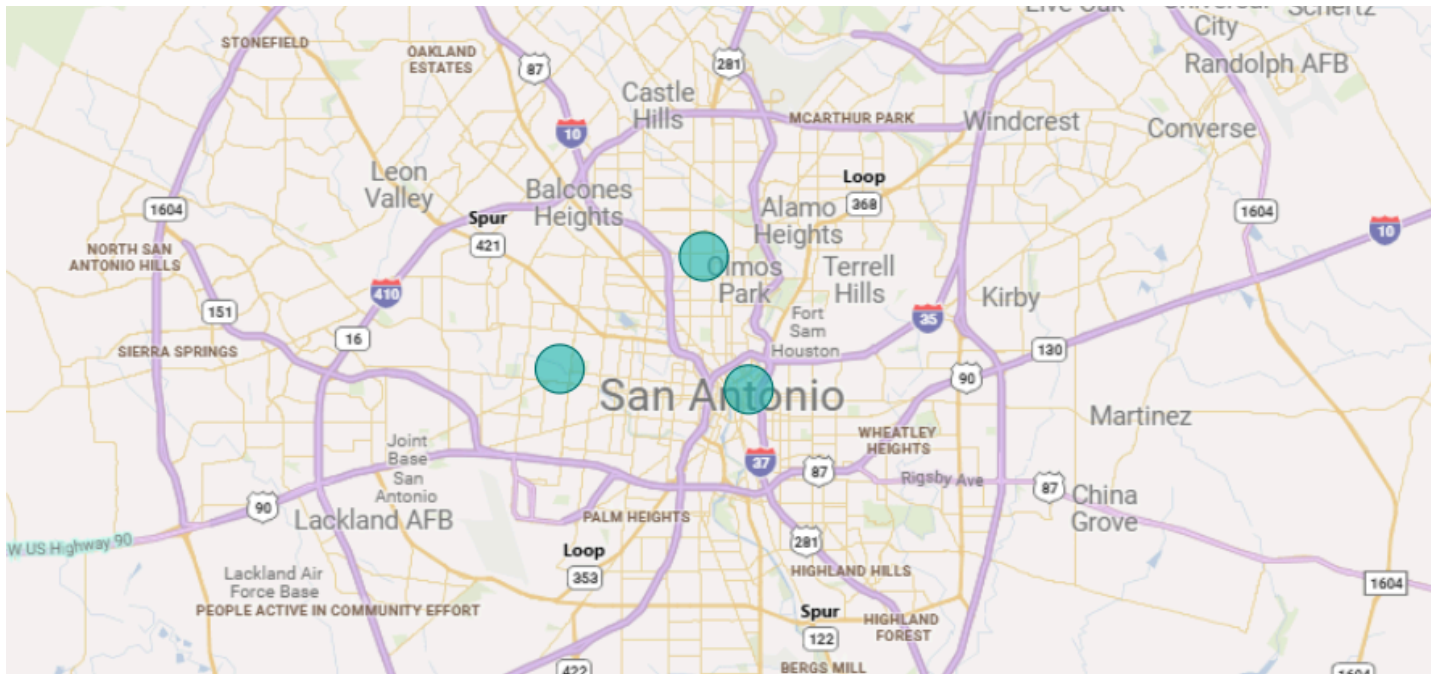
321 N. General McMullen Dr.  
San Antonio, TX 78237

## KRL at First Presbyterian Church

404 N. Alamo St.  
San Antonio, TX 78205

## Restore Education

1903 San Pedro Ave.  
San Antonio, TX 78212



## *With the support of our Partners*

AWC Centers  
Arms of Hope  
American Heart Association  
Broken Warriors Angels  
Cannenta Center  
Christian Assistance Ministries  
Close to Home  
CommunicareSA  
CPS Energy  
First Presbyterian Church of San Antonio  
Good Samaritan Community Services  
House of Neighborly Service

Life Restored San Antonio  
One By One Ministries  
Restore Education  
San Antonio Christian Dental Clinic  
San Antonio Food Bank  
San Antonio Tech Bloc  
San Antonio Water System  
Spring Creek United Methodist  
STCH Ministries  
Texas Diaper Bank  
United Way of San Antonio and Bexar County  
University Health

# STORY OF HOPE



BAIRD WITH HIS CASE MANAGER, TRISH

“It was a blessing when I was directed here for help, and I plan to give help to others however I can as well. You are all truly leading by example.”

-BAIRD

## BAIRD'S JOURNEY HOME

When Baird first entered our doors, he had just endured a long and challenging journey, having walked from Austin to San Antonio over several days. A US Military Veteran experiencing homelessness and no legal documentation for years, was uncertain if genuine help was available.

However, with the unwavering support of the SA Hope Center team, Baird began to rebuild his life.

“Upon entering our services, Baird expressed that he hadn't had an ID for years and was quite skeptical about receiving one,” Trish, his case manager recounted. “He connected with one of our partners who assisted him in accessing his VA benefits and entering the VA shelter. From that point on, we helped him obtain his ID and continue on his path to stability.”

He received crucial support, including VIA bus passes, clothing, hygiene supplies, his out of state birth certificate, a Texas ID, and his Social Security card. Throughout this journey, it was the kindness he encountered that made a significant impact.

“Yes, always positive,” Baird stated. “I can always feel the love and positivity here. Stellar people!”

“Thank you for all your assistance with everything. It was a blessing to be directed here for help, and I intend to assist others however I can. You are all truly leading by example. God bless you all.”

Today, Baird's life has taken a remarkable turn. He now has a place to call home and is working as an artist, using his talent and creativity as a new pathway forward.

We are privileged to have walked alongside Baird on this chapter of his journey and are inspired by all that lies ahead for him.

# PROGRAMS

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## Case Management and Support Services

Our Bachelor's and Master's trained social work case managers, called Mentors, build trusted relationships with families to set goals and support long-term stability. Using a Self-Sufficiency Matrix, they track progress in key areas like housing, income, childcare, and mental health. We pair this guidance with essential support services, including food, clothing, hygiene products, diapers, ID recovery, and spiritual care for those seeking emotional or faith-based support.

## Career Readiness

This program provides ongoing guidance with workforce development to help obtain higher wage jobs and ensure family economic stability in conjunction with case management services. Program includes job fairs, job placement, career coaching

## Financial Literacy

A multi-week program that provides guidance on how to create a spending plan that works, manage debt & loans, set savings goals, and prepare for the future, in conjunction with case management.

## Mental Health & Wellness

This program provides therapy services for both adults and children, including child-centered play therapy in partnership with HNS. Psychoeducation groups are offered to give the community opportunities to learn more about mental health and develop coping skills. In collaboration with CommuniCareSA, the program supports preventive healthcare by offering free women's health screenings, with plans to expand access to screenings for a broader population. Wellness education classes are also available, following the American Heart Association (AHA) curriculum, to promote overall health and well-being.

## Positive Parenting

A 13-week program that strives to overcome trauma and enhance the child-rearing skills of parents so they are better able to foster the optimal development of their children in conjunction with case management.



# THE IMPACT OF HOPE

*CELEBRATING THE PROGRESS  
AND ACHIEVEMENTS OF THOSE  
WE SERVE AND THE  
COMMITMENT OF OUR TEAM*



**3,972**

Households  
Served

**8,087**

Individuals  
Served

**761**

Unhoused  
Individuals  
Served

**154**

Veterans  
Served

**27,077**

Services  
Provided

**274,863**

Pounds of Food  
Given Out

**6,601**

Goals  
Completed

**\$92,340**

Given Out Through  
Financial Assistance

**337**

Households  
Engaged  
in Case  
Management

**490**

Individuals  
Received ID  
Recovery  
Services

**58**

Individuals  
Received  
Mental Health  
Services

**135**

Individuals Enrolled in  
Financial Literacy,  
Positive Parenting,  
and/or Career Readiness

**37**

Individuals  
Advanced  
Education

**65**

Individuals  
Gained Housing

**66**

Individuals  
Gained  
Employment

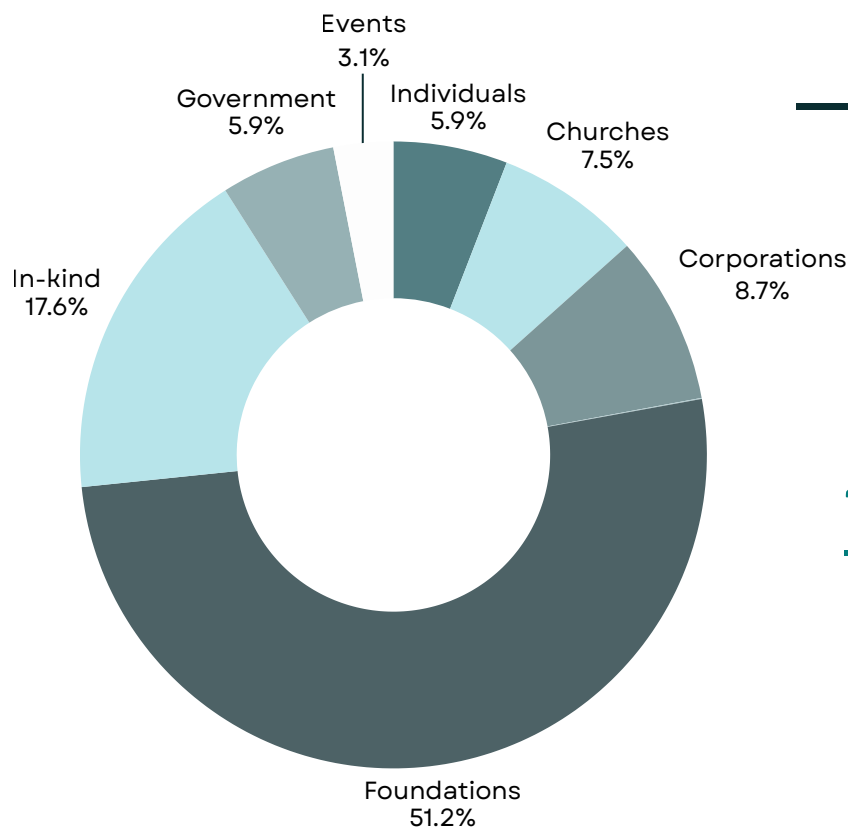
**63**

Households  
Increased  
Income

2024

# FINANCIAL SUMMARY

## REVENUE



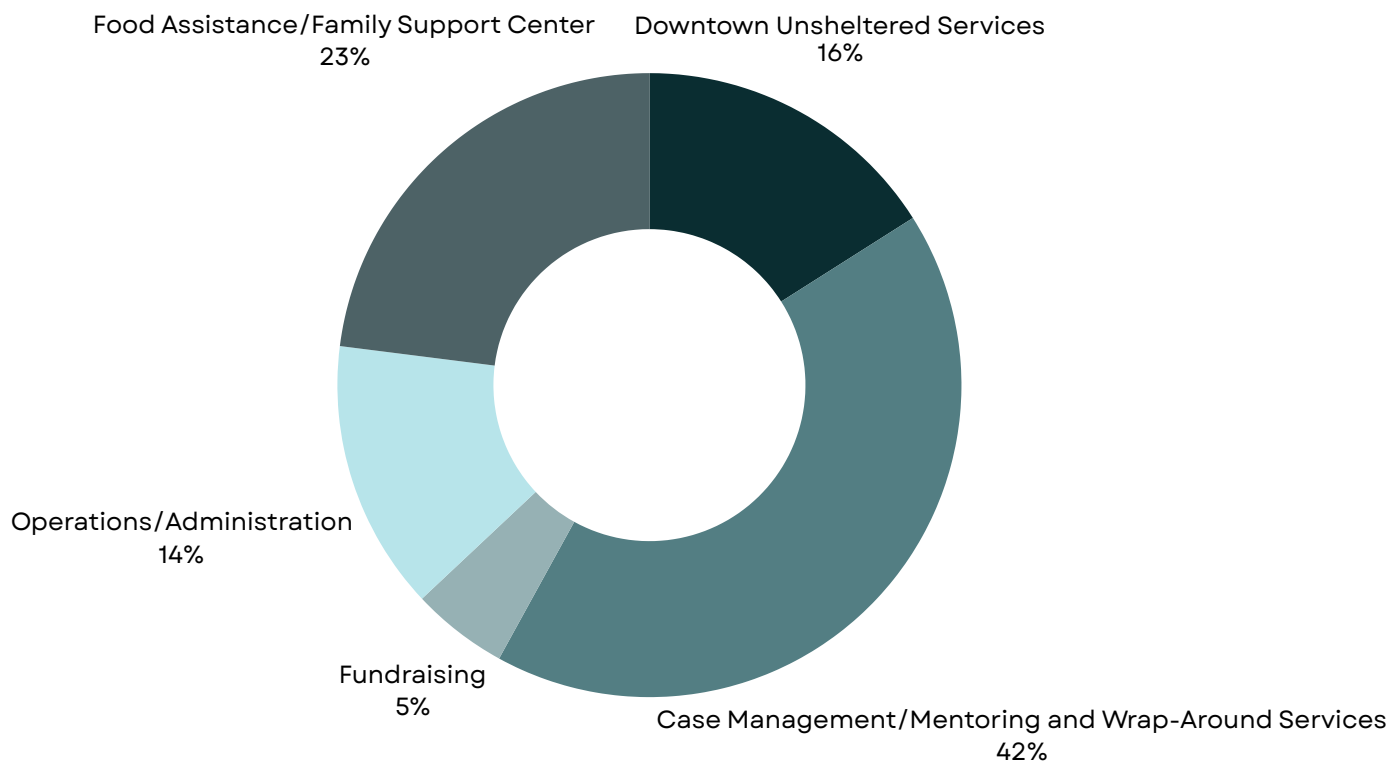
Total Revenue: 4,050,962

Total Expenses: 3,652,337

Fiscal year end: 12/31/24

*Thank you* to all  
of our donors  
who make our  
mission possible  
every day!

## EXPENSES



# OUR TEAM

## BOARD OF DIRECTORS

Kelly Terry, Chair

Bruce Barnard, Vice Chair

Brad Camp, Secretary

Leo Munoz, Treasurer

David Alvarez

Niki Belmares\*

Bob Buckley\*

Connie Carrington

Chris Harl\*\*

Mark Hernandez\*\*

Dauida Lambert

Michael Perkins\*\*

Al Philippus\*

Derek Plantenga

Ken Smith\*

Eric Whittington\*

\*Term ended 12/31/24

\*\*New 2025 Board Member

## SA HOPE CENTER LEADERSHIP

Megan Legacy, MPA  
Chief Executive Officer

Rita Sandoval, MPA  
Chief Operating Officer

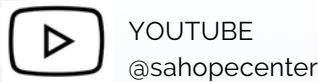
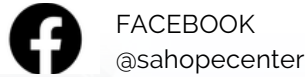
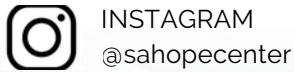
Janiece Cantu, LMSW  
Director of Programs

Ana Zendejas, LCSW-S  
Director of Mental  
Health and Wellness

29 SA Hope Center Employees

21 Student Interns

## Connect With Us!



Subscribe to  
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Donate



Volunteer



Thank you for your generosity!



United Way of San Antonio  
and Bexar County

