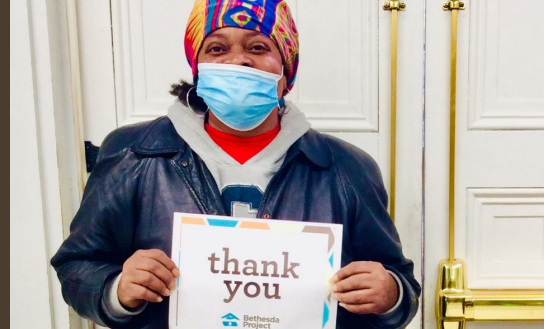


Bethesda Project

FY 2020 Highlights & Benchmarks



At the heart of Bethesda Project lies the principles of family and compassion. As the pandemic continues, each day, Bethesda Project strives to follow the Core Values of Social Work to guide our decision-making. At every level of service provision, we maintain environments where guests and residents receive care that's consistent with our fundamental belief in the dignity and worth of each person. Our shelters and residences serve as caring homes and support systems. So, as we navigate this global crisis, Bethesda Project remains committed to our family - our guests, residents, supporters, volunteers, staff, board, and community - and will continue to show up for them using creative solutions focused on maintaining housing stability and a positive system of support.

Through all of this, we are reminded that
#CompassionMatters

The Impact of COVID-19

Despite the crisis, our core value of **family** rippled throughout the Bethesda Project community. Because of our strong community life efforts, 93% of our guests and residents who responded to our Family Spirit Survey noted that staff treated them with **dignity** and **respect**. That respect - in the face of a global pandemic - kept staff returning to ensure that guests and residents received the support necessary to succeed. Residents stepped up in return, taking on cleaning tasks around the locations to help keep their community safe. Supporters and partners donated countless PPE, cleaning supplies, and meals. Throughout the challenges we face, the support of our family keeps us **strong**.



Maurice

Maurice, a guest at Bethesda Project's Church Shelter Program, quickly stepped up as his shelter's "Cleaning Captain," a nickname he's given himself. For Maurice, stepping up "was a natural thing for me to do... I'm a clean guy, and I also have a knack for cleaning, so why not put it to good use?" These skills - learned in his youth from his grandmother - assisted him as he stepped up to clean the bathrooms at least twice a day as well as coordinate the other chores with his peers in the shelter. "We're on the front lines of this virus," he says, "we all know the cleaning needs to be done well." Our "Cleaning Captain" exemplifies the power of community in fighting this virus. At Bethesda Project, **family sticks together**.

At the beginning of the pandemic, Bethesda Project swiftly developed procedures and took action to keep our community safe and "slow the spread." As a result, Bethesda Project:

- Ensured that all sites and critical services remained open to guests and residents.
- Adjusted staffing patterns to allow for reduced work hours without affecting programming.
- Suspended in-person visitors and volunteer activities.
- Transitioned in-person fundraising events to virtual experiences.

Highlights & Benchmarks

Entry-Level Programs

Engagement with vulnerable individuals who are street homeless to build trusting relationships and meet their most basic needs utilizing a Harm Reduction approach

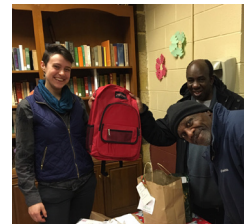
- Total Served: **320**
- Chronically Homeless: **209**
- Average Length of Stay: **140 Days**



Emergency Shelter

Connecting guests who are episodically homeless to resources, moving them to stable housing, and ending housing crises quickly at our 149-bed shelter

- Total Overnight Guests: **375***
- Daytime Walk-In Guests: **556***
- Meals Served: **75,874***
- Referrals to Outside Providers: **643***



Permanent Housing

Maintaining long-term residential housing stability through case management and supportive services

- Total Units: **150**
- Occupancy Rate: **94%**
- Average Length of Stay: **7 Years**
- % Maintaining Housing Stability: **95%**



**Numbers impacted due to COVID-19*

Critical Partnerships

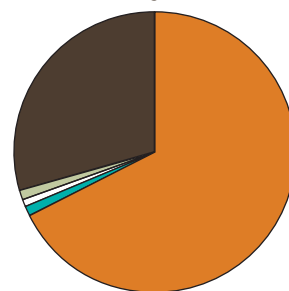
- Bethesda Project became a part of the **PEW Charitable Trusts'** Evaluation Capacity Building Initiative, a nonprofit training program lasting 18 months.
- **AmeriHealth Caritas** and **Keystone First** offered a Poverty Simulation for National Hunger & Homelessness Awareness Week.
- **Off Their Plate** provided meals twice a week for frontline staff for over a month during COVID-19.

Diversity

Bethesda Project staff:

- Includes five generations:
 - Traditionalists
 - Baby Boomers
 - Generation X
 - Millennials
 - Generation Z
- 21% have a disability
- 67% are a racial or ethnic minority
- 90% are from Philadelphia

Guests and Residents' Racial Diversity



White: 29%
Black/African: 67%
Asian: 1%
Multiracial: 1%
Hawaiian/Pacific Islander: 1%

Community Life



Guests and residents who responded to the Family Spirit Survey indicated that:

- **92%** report that they look forward to volunteers who visit their community.
- **93%** feel that staff treat them with dignity and respect.
- **83%** note that Bethesda Project provides them with the support and resources they need.
- **91%** report that they have an opportunity to voice their opinions at house meetings.

FY2020 Financial Highlights

TOTAL SERVED: 1,405

*DOMENIC FUND: \$357,742

*TOTAL REVENUE: \$5,492,044

*TOTAL EXPENSES: \$5,359,143

(*unaudited)

