



### 2020

### History echoes. We are listening. The future is calling.



# A LETTER TO OVR FRIENDS

Dear Village Family,

We are proud to present this Annual Report to you. We are three residents who have been invited to welcome you to this celebration of the past year. We do so on behalf of the nearly 2,000 women who are a part of the Village community today. We're especially glad to have the opportunity to thank you for your generosity. In turn, we are proud to share these stories of courage and resilience and our perspective on the times.

Like many of you, our worlds were turned upside down by the COVID-19 pandemic. Jobs have been impacted, families separated, and plans canceled. In addition, we are witnessing a new movement for racial justice which feels familiar to one that some of us remember from our own childhoods.

Each of us has experienced new challenges and opportunities over the past few months. Some have brought joy - like a new job or a new apartment. Others have been more disappointing – a missed housing opportunity, a job loss, less income, and feeling far away from family and friends.

We are watching as our city and our Village respond to this moment and this rapidly changing world. It makes us proud to be a part of this unique community. This is a place that is special to each of us. This is a community filled with strong and determined women like us - building the lives we envisioned for ourselves and now giving back in whatever ways we can to share our gratitude and our hope with others.

We invite you to join us in looking back on this unforgettable Village year. Though there were difficult times, we are also reminded of the celebrations and the gatherings that were made possible at the Village thanks to your support.

We are grateful for the Village staff who continue to prioritize the health and wellbeing of our whole community, for volunteers determined to connect with us from afar, and for generous contributors who keep the doors of our Village open for the next woman in need.

In this year's Annual Report you will hear from many voices of the Village as we reflect on our shared experiences and our vision for the path ahead. As we respond to this pivotal moment in history, we lean on the strength and resilience of our community and we use those qualities in our pursuit of a more just and more inclusive world.

We look forward to a time when we can gather with you again in person. Until then, please continue to take care of yourselves and each other.

With gratitude for the year past, we share with you the faith that a dark past has taught us and the hope that the present has brought us. And we march on, together, toward an even brighter future.



**Jewel McNeill** Village Alumna



India Frazier Village Resident



Sharon Baker Village Resident

HISTORY SHAPES OVR FUTURE

The mission of N Street Village is born out of crisis nearly 50 years ago. With 14th Street dusty with rubble and the echo of riots, Luther Place Memorial Church opens its doors to the city's most vulnerable - offering a safe place to sleep and a warm meal to those in need.







Luther Place Memorial Church creates a 31-bed shelter for women experiencing homelessness.

clients in achieving literacy, vocational and employment goals.



The Education and Employment Center opens to assist



2009 The Village launches a trauma-informed program delivery model that enhances its ability to help survivors heal.



1980'5



N Street Village opens Bethany Women's Center as a drop-in day center for women and expands to offer additional housing and addiction recovery programs. N Street Village opens our Flagship location. This location brings together many of the early services with new health and wellness programs in addition to housing and shelter all in one location.





2007

The Village opens the Recovery Housing program for women with mental illness and addiction, providing a therapeutic setting and supportive staff. 2010

N Street Village opens a healthcare and dental clinic.



# HISTORY SHAPES OVR FUTURE

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N Street Village opens its third site -Erna's House, providing permanent supportive housing to 30 women with histories of chronic homelessness.



2012

 N Street Village opens the Patricia Handy Place for Women emergency shelter as part of the Mayor's Homeward DC strategic plan, providing shelter for 213 women.





The Village establishes the Judith Morris Wellness Center, providing holistic and primary healthcare services with Unity Health.

2018

### 2020

N Street Village quickly shifts programming in response to COVID-19 to protect the health and safety of nearly 400 women and 51 families sheltering in place.



2013

### 2011

The Village merges with Miriam's House, a residential community for women living with HIV and AIDS, establishing a second location.





The Village launches our *Keeping Our Promise Capital Campaign* to expand programming and build reserves for uncertain times.

### 2017

N Street Village begins providing comprehensive case management support for 42 residents at the Phyllis Wheatley YWCA.



### 2019

The Village opens the MARJ & MAK Vocational Center, the Comcast Learning and Technology Lab, the Greenhouse Recovery Program, and the Holistic Housing Program.



Join us in defining the future of the Village.



The N Street Village community is woven together by our mission, our passion, and our shared experiences. Our Village is a colorful tapestry of voices and stories – those of community members, residents, staff, volunteers, and supporters. Our stories speak of strength, purpose, compassion, and renewal – even in the face of seemingly unbeatable odds. In this interview Muriel Drago, N Street Village Case Manager at Phyllis Wheatley YWCA, sits down with Village resident, Iva Collier, to talk about Iva's journey over the past year.

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#### Muriel: What was your life like before coming to N Street Village?

**Iva:** When I was 21, I lost my mother. My life was in shambles and I just didn't know what to do. I have siblings and while they were willing to help, they were not able to support me long term.

I decided to go to cosmetology school and then travel all over the United States working at different salons. I lived in 13 different states, but I just couldn't find the right place or right people. *I kept getting stuck. I lived a life of homelessness, moving from place to place with no stability.* I would just give up, quit my job, move, and start to look for new work. Eventually that brought me to D.C.

#### Muriel: How did you make your way to N Street Village?

**Iva:** In 2018, I came to D.C. and found the Village's Patricia Handy Place for Women and that's when things started to turn around for me. I was able to find a job and maintain employment for about six months – until the COVID-19 pandemic. In November 2019, I moved out of the shelter and into my own apartment at Phyllis Wheatley YWCA.

*Being at Phyllis Wheatley has been such a positive experience.* I have freedom and independence, and know that people care about me like you, Muriel. It really feels good.

#### Iva: Do you remember when we first met?

**Muriel:** I do. We've been together since your very first day when we sat down to do your intake. You were ready to make a change and were incredibly self motivated. It's been such a pleasure to support you as you work to reach your goals.

### Iva: We have been through a lot. Do you have a favorite story or moment about our work together?

**Muriel:** You were working at a hair salon in Annapolis until the pandemic hit and the position was eliminated. But, I am excited to hear that you were just offered a job with a salon opening here in D.C. I'm just really impressed with your commitment.

#### Muriel: What does the future look like for you, Iva?

Iva: My goal is to be a homeowner and eventually foster children. I want to run a group home and offer children a safe place to call their own. *I also want to find more ways to give back to the community that has helped me here in D.C.* And, I want to thank you, Muriel, for believing in me.

**Muriel:** It really does take a Village – I know firsthand. You have worked hard to live a better life. It feels good to know that I have played a small part in helping you reach your dreams. I can't wait to see where you go from here. Thank you for trusting me.

BEING AT PHYLLIS WHEATLEY HAS BEEN SUCH A POSITIVE EXPERIENCE. I HAVE FREEDOM AND INDEPENDENCE, AND KNOW THAT PEOPLE CARE ABOUT ME.



# MAP OF SERVICES

### **PHYLLIS WHEATLEY YWCA**

The historic Phyllis Wheatley YWCA has long provided affordable housing to women. The Village partners to provide wrap-around case management services to 42 formerly homeless residents.

### **ERNA'S HOUSE**

A housing-first program with 30 efficiencies and one-bedroom apartments for women with a history of chronic homelessness.

THE PATRICIA HANDY

Downtown emergency night shelter with 213 beds including temporary, senior, and medical respite housing for the city's most vulnerable women.

### MIRIAM'S HOUSE

25 permanent supportive housing units with shared living spaces for women living with HIV/AIDS.

#### Housing needs & assessment

Supportive day center services including nutritious meals, showers, and laundry

, Access to primary medical, psychiatric and dental care



(\$

Mental health and addiction recovery, and peer mentoring

**IFGFND** 

Referrals for employment & income

\* Flagship services are available for any woman in need and residents of every site.

for women living with HIV

Access to holistic wellness classes

and workshops, including yoga, meditation, art, and more

Housing and supportive services

### A Construction (Construction) A Construction (Construction)

**Bethany Day Center:** Open to any woman 365 days/year; provides hospitality and basic needs including food, clothing, laundry and showers, access to resources for housing and health, and offers confidential crisis and case management support.

Judith Morris Wellness Center: Holistic wellness classes along with onsite mental and physical health professionals (therapist, doctor, and dentist).

The MARJ & MAK Vocational Center: Provides resources for women to achieve their goals related to income, employment, finances, and benefits.

**The Greenhouse:** Offers classes and continuing-care across the recovery spectrum - including outreach, harm-reduction, sobriety resources, and an alumnae network.

**Permanent Supportive Housing:** 44 single, rent-subsidized rooms in shared apartments for women with a history of chronic homelessness, mental illness, addiction and/or disability.

Holistic Housing: A temporary, 21 bed program for women to focus on positive mental health goals and recovery from substance use.

Eden House: 51 units of affordable housing for families or individuals.

### FIVE SITES. ONE VILLAGE.

N Street Village is the largest provider of housing and supportive services for women experiencing homelessness in D.C. Every year, we welcome nearly 2,000 women and are proud to provide a safe and dignified place to call home for nearly 700 women and 51 families.



### JU LY

 July 12, 2019: Capco volunteers assist with our summer clothing bazaar.
 July 22, 2019: N Street Village leadership attends the National Alliance to End Homelessness Conference. 3. July 25, 2019: Village Impact Committee partners with ANXO to host a Christmas in July event, raising funds and awareness for the Village.

AVGVST

closets.

4. August 1, 2019: Nestlé spends their

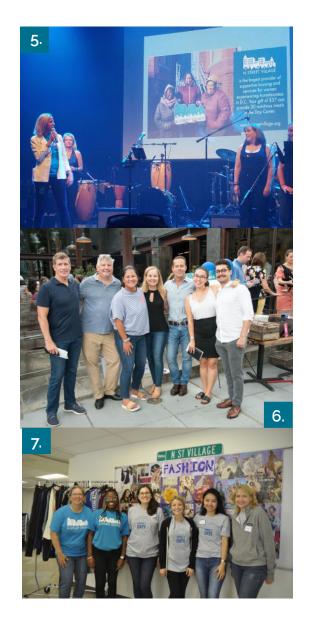
annual Day of Service helping us organize

the Village clothing and toiletry donation

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### SEPTEM BER

5. September 12, 2019: Thanks to the generosity of Bank of America Private Wealth Management, the Village is nominated as part of the 2019 Law Rocks fundraiser at 9:30 Club.
6. September 14, 2019: The Village teams up with TTR Sotheby's International Realty for the 7th annual Celebrate Logan which raises over \$94,000 for the women we serve.
8. September 20, 2019: Discovery employees join us for their annual Impact Day by hosting a clothing bazaar for clients.



NO VE M BEI



### O C T O BER

8. October 9, 2019: Milk Bar hosts a Truffle Class and all the treats made are served as snacks in the Village Day Center. 9. October 10, 2019: The Village goes purple at our staff meeting in honor of Domestic Violence Awareness Month. 10. October 19, 2019: The Village SHERO Walk is a huge success - bringing the community together to walk in solidarity with clients and residents and raising \$89,000.



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### DECEMBER

13. December 5, 2019: The Ambassadors Council hosts their annual holiday craft fair for clients to make gifts for friends and family. 14. December 20, 2019: Nearly 50 volunteer groups join us for holiday service projects between November and December.
15. December 31, 2019: In partnership with Urban Institute and a generous multi-year grant from the World Bank, the N Street Village Measure 4 Change Cohort celebrates their their successful evaluation project.



11. November 1, 2019: Longtime Village partner, Bloomberg, sponsors the Annual Coat Drive helping the Village distribute more than 280 coats.
12. November 4, 2019: The Village MARJ & MAK program celebrates a milestone moment, launching our new partnership with UPIC Health and WeWork.

### JA NU ARY

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16. January 24, 2020: Jenn Smira Team at Compass Realty prepares our first Corporate Friday meal of the new year. 17. January 30, 2020: JP Morgan Chase Bank hosts a series of financial literacy classes for clients with the Village MARJ & MAK Vocational Center.

### FE BR V A RY





**18. February 20, 2020:** Zeta Phi Beta Sorority Inc. hosts a delicious Community dinner along with a self-defense class.

**19. February 28, 2020**: Our Ambassadors Council teams up with clients for a Workforce Workshop where they explore career options and update resumes.



### MARCH

20. March 8. 2020: Dacha Beer Garden celebrates International Women's Day which raises \$4,500 with the help of the Village Impact Committee. 21. March 10. 2020: The Annual Gala and Auction celebrates Village residents Jewel, Nataki, and Sharon, and honors long-time Village friends Sherry Hiemstra and Decker Anstrom. 22. March 10, 2020: Gala co-chairs Frika Martin Bolden and Hillary Baltimore kick-off an incredible evening while Christylez Bacon shares an inspiring performance at our Annual Gala and Auction.



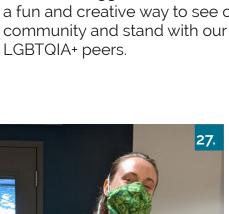


### MAY

**25. May 13, 2020:** Committed to staying connected, the Village gathers virtually with Virtual Tours, Community Conversations, and Volunteer Gatherings. **26. May 25, 2020:** Our incredible Board members surprise frontline staff with a Together We Bake cookie delivery.

### APRIL

**23. April 4, 2020:** The Village responds to COVID-19 by shifting programming to protect the health and safety of clients and staff. **24. April 18, 2020:** We reimagine our annual Family & Friends gardening event by inviting our Village family to grow their own gardens at home and download #VillageVictoryGarden coloring kits to share with us on social media.





**27. June, 2020:** Teaming up with local restaurants across DC, generous community members sponsor meals for our frontline staff.

**28. June 30, 2020:** The Village iNCrowd wraps up PRIDE month with Virtual Pride Bingo. Hosted by Village Ambassadors Council member, Maggie O'Neil, this was a fun and creative way to see our community and stand with our L GBTQIA+ peers

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# WHO WE SERVE

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This data is **self reported** by the clients and residents of N Street Village. The variance and accuracy of self-reported data is influenced by subjective measures like stigma, trauma, and many other factors. Studies have shown a drastic under-reporting of sensitive topics like mental illness and domestic violence.



### YOUR IMPACT







690 women and 51 families were provided supportive housing in a loving community

**199,074** nutritious meals were served this year, equaling more than 500 meals served each day



**251 WOMEN** took first steps towards stable housing through VI-SPDAT assessment with the help of N Street Village



**18% of residents** increased their income





# RESPONDING TO COVID-19

The Village quickly responded to COVID-19 and the changing needs of our community by prioritizing the health and safety of our clients and staff. All essential services, including food, shelter, and clinical support, went uninterrupted. With the support of our Village community we have been able to provide housing, essential PPE, case management, health screenings, and more across our five locations. Here is a look back at your impact from March-June.



**1,000** catered meals provided to clients and staff by generous restaurant partners and Village supporters



**100%** staff retained through the pandemic



**3,000** facemasks and gloves distributed to clients and staff



**104** clients enrolled in the MARJ & MAK Vocational Center for career and benefits assistance



**1,064** screenings of clients and staff conducted per week



**69** new women housed by N Street Village



**350** cleaning supply kits distributed to permanent supportive housing residents



**100%** of essential services like showers, laundry, and meals continued onsite at individual locations

# VOICES OF THE VILLAGE

In this interview Kelli Harris, a resident at Miriam's House, sits down with Erin Collick, Miriam's House Manager, to talk about life at the Village.

### Erin: You are new to the Village this year. Can you tell me a little about yourself?

Kelli: I came to the Village in early 2020 looking for a safe place to continue my recovery and get the help I needed to manage my mental health. I had suffered years of addiction, mental illness, and abusive relationships. I became separated from the majority of my family, including my four children, and experienced homelessness for several years.

### Erin: We have really enjoyed having you at Miriam's House. How has the transition been for you?

Kelli: In April, I was given the chance to move into Miriam's House, a program for previously homeless women with HIV and AIDS. Here I have been able to work with staff directly as I focus on my mental health, build relationships, and create a sanctuary where I feel safe.

#### Erin: What stands out for you during your time at the Village?

Kelli: I was referred to the MARJ & MAK Vocational Center where staff was able to help me apply for Supplemental Security Income (SSI) Benefits, a service that pays benefits to disabled and senior individuals with limited income resources. *Even through the pandemic, the staff was nice and always took the time to help me.* 

#### Erin: What's kept you going over the past few months?

Kelli: Being in a place that I feel safe has made it easier to manage my anxiety and focus on my own health and wellness. I am currently using this time to write my story and I hope to share it with others one day. I was also able to reconnect with my children and see them recently!

#### Erin: I heard you had exciting news. Can you share?

Kelli: Yes! In May, I was approved for SSI benefits. With more financial security I'm able to plan for the future and think about new opportunities.

Erin: That is such good news! What is next for you as you look ahead? Kelli: This experience has shown me the value of a strong community and I plan to volunteer with at-risk youth when I'm able. I also hope to spend more time with my children.

I'VE STRUGGLED WITH MY CONFIDENCE FOR A LONG TIME BUT I'M FINALLY LOOKING IN MIRRORS AGAIN BECAUSE I LIKE WHO I SEE THERE.



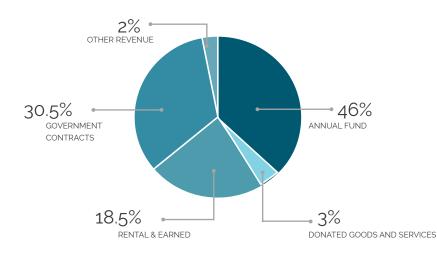
# FINANCIALS

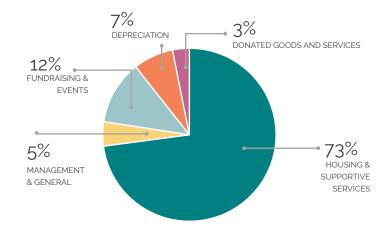
### **OPERATING REVENUE**

Annual Fund Contributions	\$5,964,274
Rental & Earned Revenue	\$2,366,765
Government Contracts	\$3,916,582
Investments & Miscellaneous	\$271,439
Donated Goods & Services	\$368,542
Total Revenue	\$12,887,602

### **OPERATING EXPENSES**

Housing & Supportive Services	\$8,593,688
Management & General	\$535,741
Fundraising & Events	\$1,409,924
Depreciation	\$882,323
Donated Goods & Services	\$368,542
Total Expenses	\$11,790,218 <sup>[1]</sup>





[1] In addition to the revenue recognized in FY20, \$567,788 in prior-year donations were released in accordance with fund restrictions.

These results represent the activities of N Street Village, Inc. and its subsidiaries. These results are unaudited. Audited financial statements for the last three fiscal years are available on our website and at Guidestar.org. The Housing and Supportive Services line includes: Bethany Women's Center, Wellness Center, The MARJ & MAK Vocational Center, The Greenhouse, Holistic Housing, Miriam's House, Erna's House, Permanent Supportive Housing, Patricia Handy Place for Women, and Phyllis Wheatley YWCA.

# N STREET VILLAGE BUILDING TOMORROW TOGETHER.



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#### **HOUSING GROWTH**

N Street Village aims to open three new housing programs to meet the clients needs. This includes Step Up Rapid-Rehousing and two Permanent Supportive Housing programs, expanding the Village to 12 programs across 8 sites.



**COLLABORATION** 

**& INNOVATION** 

Through partnerships with local

government, health providers,

and associations, N Street Village

is committed to seeking new and

innovative ways to serve women

experiencing homelessness in DC.

To ensure the Village is prepared to meet the need at our doors both today and in the future.



**CULTURE OF** 

**DIGNITY & RESPECT** 

The Village is committed to cultivating an environment of

inclusivity for its clients, staff. and supporters. We believe everyone deserves to be treated with dignity and respect no matter who they are, where they come from, or what their needs might be.

### COMMUNITY OF LEARNING

The Village strives to listen first and act second. We aim to learn from those with lived experience and advocate for justice for all.

We are grateful to all our generous donors, but due to space constraints, we are only able to list those who donated \$500 or more. Although a great deal of care has gone into ensuring the accuracy of this donor list, there may be errors. We apologize for any omissions, misspellings, or other mistakes. We welcome your corrections and suggestions. Annual fund donors in **bold** are also N Street Village Volunteers.

William S. Abell Foundation.

**Carolyn Arpin and Benjamin** 

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#### \$50,000+

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#### Anonymous

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#### \$5,000-\$9,999

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This report is dedicated to the many generous supporters of N Street Village who continue to empower the nearly 2,000 women who come through the Village doors every year.





# VOICES OF THE VILLAGE

In this powerful interview, N Street Village Program Associate, Leslie Williams, talks with Village resident Dierdre, who shares her personal journey over the past year.

### Leslie: Can you tell me about your life before coming to the Village?

**Diedre:** I had a pretty normal childhood. I grew up in a big family, went to college, got married, and had three children. My life changed when my husband and son were murdered, shortly after which I was the victim of gun violence which left me paralyzed from the waist down. At that point my life spiraled and I began drinking.

# *After two years of being paralyzed and sinking into a deep depression, I decided I wasn't going to just give up like that.* I wanted to walk again. With determination and faith, I was eventually able to gain enough strength back in my legs that I can now get around with leg braces.

#### Leslie: That is an incredible story of your strength on many levels! At what point did you find N Street Village?

**Diedre:** I went into a rehab program for 58 days and the staff there recommended the N Street Village Recovery Housing program. *Making the decision to come to the Village changed my life. I gained so much more than I could have imagined by coming here.* 

#### Leslie: How has the pandemic impacted your time here?

**Diedre:** I've been here for 13 months and it was going really well until the pandemic. Before March, I was volunteering at the front desk of the Wellness Center once a week and participating in classes in the Day Center. My anxiety really came out when the pandemic hit. I felt isolated. I am grateful for the staff and other women in the program. We are like a big family and I wouldn't have been able to make it through this time without them. **Diedre:** Leslie, you are like a big mama to all of us. You make us feel normal here and I'm so grateful that you brought hope into my life. It changed everything for me and gave me something to hold onto.

**Leslie**: I'm so glad you stayed with us, Diedre. When you came here I could see that your self-esteem had really suffered - but you have really blossomed during your time here! *I feel like you are the seed and the Village has been the water and the dirt helping you reach your full potential.* 

#### Leslie: What is it you are most proud of about yourself?

**Diedre:** I'm 17 months sober! I stuck with the program and I am so much better today than I was when I walked into N Street Village.

#### Leslie: What is next for you?

**Diedre:** I am in the process of moving into Permanent Supportive Housing. I'll be the first client to move into Diane's House, the Village's newest location. I cannot wait to have my own place.

#### Leslie: We are so excited for you! How does all of this make you feel?

**Diedre:** I am thankful that I am not the same person I was when I arrived. I have no desire to drink. I am going to miss the staff and the ladies, but I gained so much in my time here and I'm ready for this next step.

MAKING THE DECISION TO COME TO THE VILLAGE CHANGED MY LIFE. I GAINED SO MUCH MORE THAN I COULD HAVE IMAGINED BY COMING HERE.



# GET INVOLVED

There are so many ways you can make a difference as part of the N Street Village family! To learn more about investing your time, talent, and treasure for nearly 2,000 women at N Street Village, visit <u>www.nstreetvillage.org/get-involved</u> or email <u>info@streetvillage.org</u> for next steps.

#### VIRTUAL VOLUNTEER.

Become an N Street Village Virtual Volunteer through opportunities like Virtual Tours, hosting a Donation Drive, sponsoring a Community Dinner or teaming up with us for a fundraiser.

#### **COMMUNITY BUILDERS.**

Help us respond to our client's most urgent needs and plan for the future by becoming a Village Community Builder. Visit www.nstreetvillage.org/donate-now/ community-builder to make a monthly commitment to women experiencing homelessness in D.C.

#### JOIN A COMMITEE.

The Village is always looking for ways to connect with people who share our same passion for helping women reach their full potential. If that sounds like you, consider joining one of our committees.

#### **AMPLIFY & ADVOCATE.**

Support the Village by following us on Twitter, Facebook, Instagram, and LinkedIn. Find ways to support your neighbors experiencing homelessness by visiting our Advocacy page **at www.nstreetvillage.org/** get-involved/advocacy.





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