



One Year of COVID-19 Response Report

April 2021



OVERVIEW

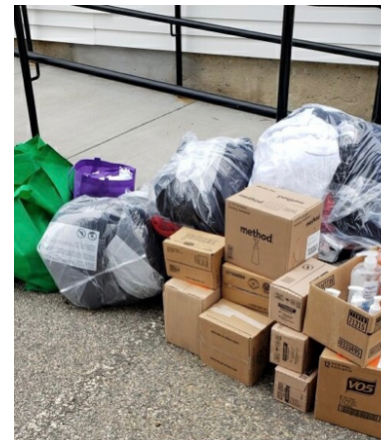
In March 2020, the COVID-19 pandemic changed everything. Circle of Hope (COH) transformed operations to immediately shift our focus to disease prevention. For over a year, we have provided donations of all-new clothing, hygiene essentials, soap and reusable face masks to homeless families and individuals to help prevent the spread of the virus in crowded Boston-area shelters, where homeless people are among the most at-risk for COVID-19 and its complications.

Since the pandemic, COH has operated without our usual corps of 150 volunteers. For 12 months, we have been powered by only 5 part-time staff members and a small, dedicated corps of intrepid volunteer drivers to procure essential clothing, prepare orders and make contactless deliveries directly to homeless shelters, healthcare clinics, and neighborhood programs for people experiencing homelessness. This challenge has been daunting, but we have been determined to protect the health and safety of Greater Boston's homeless families and individuals in deepest need throughout this crisis.



“Circle of Hope supports our families in every stage of their journey towards self-reliance and is truly essential to both Clinton Street Shelter and Pearl Street Shelter.”

-Kimberley Hicks
SMOC Congregate Shelter
Director/Scattered Site Liaison



IMPACT

Since the COVID-19 crisis began, COH has served more than **24,000** people experiencing homelessness and housing insecurity in Boston, Cambridge, and MetroWest. In the past 12 months, we made **194** safe, contactless deliveries to our shelter and clinic partners. We donated **107,000** items valued at nearly **\$560,000**, including hygiene supplies, personal protective equipment (PPE), essential new clothing and baby equipment, given directly to homeless infants, children and adults. Our 26 partner shelters and clinics rely on us when people turn to them for help. We are grateful to be such a vital part of the public health solution in preventing the spread of COVID-19, protecting health, and saving lives.

EMERGENCY RESPONSE PROGRAM The pandemic has disproportionately impacted the vulnerable homeless families we serve every day. With COVID-19-related job loss, family loss, and financial hardships, requests for immediate assistance by families and individuals grew exponentially this past year. COH's Emergency Response Program formed the solid foundation of our COVID-19 response. With our signature agility and experience helping families displaced by fire and domestic violence, we launched a targeted focus on hygiene items, essential clothing, and PPE for people in crisis. We continue to deploy volunteer drivers with our donations within 48 hours of every family emergency request.

COH strategically expanded its partnership with the Boston Police Department (BPD) to reach families with nowhere to turn during the pandemic. We doubled the frequency of deliveries to meet the increased need for essential clothing and outerwear for homeless families and individuals in the city. Through constant email, phone, and text communications with shelter managers, clinicians, and BPD officers, COH answered the calls for help by providing the exact clothing requested. We developed new supply chains for discounted clothing and hygiene items. We reached out to the broader community through social media messages and e-blasts when our shelves were getting empty, and mobilized compassion in action. Motivated by pleas for help and fueled by determination, COH has been committed to using our resources in the most effective, impactful, and fiscally responsible way.



Over the last 12 months of our expanded Emergency Response program, COH donated a total of **7,530** items to the BPD, valued at **\$25,524**, including clothing, winter coats and other essentials for homeless infants, children and adults in Boston. A donation on this scale wouldn't be possible without the help of our donors and funders to replenish our supplies.



In October, COH's Emergency Response received a request from the BPD to help all the families displaced in a multi-family fire in Dorchester. We responded within 24 hours with all new clothing (shown above), purchased in the specific sizes needed for all 19 people who lost everything in the fire. BPD Officer Antonette Cabral shared the gratitude expressed by the displaced families, adding, ***"I can't give them what they lost, I can replace with the help of Circle of Hope...we are blessed to have you as our partner."***

"The assistance we receive from Circle of Hope allows us to continue to meet the needs of our guests. We are able to distribute these essential items every day to our guests. We are so appreciative of this critical work. Thanks again!"

**-Rachel Klein
Women's Lunch Place Shelter Manager**

SHARE THE WARMTH Six months into the pandemic, temperatures dropped and the need for warm winter coats and clothing grew quickly with the harshness of winter. Our partners at the family shelters and healthcare clinics could no longer accept gently used clothing or coats due to the virus. The families we serve were struggling to stay warm and healthy.

COH's "Share the Warmth" initiative kicked into high gear. We gave **2,300** brand new winter coats to children and adults experiencing homelessness in the pandemic. We are grateful to all of our generous donors and funders for making sure we had the coats we needed to keep those in crisis healthy and warm.



"Without Circle of Hope, I don't know where we would be."

-Zaida Estremera
Casa Nueva Vida
Family Shelter



GET SET WITH COH The pandemic has greatly impacted homeless and housing-insecure college students. Through its highly impactful Get Set program, COH has made monthly deliveries of warm clothing, personal hygiene supplies, coats and new bedding to Framingham State University (FSU) so students could focus on school and attend classes in good health. Since the pandemic began, we have donated **3,341** of these essential items to students at FSU.

In February, COH was there for a FSU student and her immediate family who lost everything in a devastating house fire. In an emergency response, COH delivered new clothing, warm coats, towels, and sneakers within 48 hours, giving the family what they needed to stay warm and healthy.

COH has also been a vital resource for Y2Y Harvard Square, a shelter for young adults experiencing homelessness. We donated **5,159** items of new clothing, toiletries, soap, sanitizer and PPE during the pandemic. These essential donations will keep homeless youth and young adults warm, healthy and safe as COVID-19 infections remain an issue in crowded urban shelters. Our belief is homeless youth and young adults should have the same opportunities as others to help them succeed.

"The communication with the staff at Circle of Hope is amazing; they always make sure they are sending things for all family members, from expecting moms to dads."

-Matilde Medina
Pearl Street Family Shelter Director

As part of our Get Set program to help homeless college students stay healthy, COH formed a partnership with University of Massachusetts Boston. After closing last March due to the pandemic, the campus pantry re-opened on March 2nd and COH was there with a donation of personal hygiene essentials to protect the health and dignity of vulnerable students in need. More than **231** college students who are food and housing insecure have utilized the pantry in the first 2 months, and the need continues to grow.



“U-Access is incredibly grateful for this donation from Circle of Hope. This contribution comes at an important time as our students balance college, finances, and a global pandemic. By supporting students with the resources and services they need to be successful outside of the classroom, it will help them to perform well inside their classes.”

-Mariette Ayala, PhD
Director Urban and Off Campus Student Services (U-ACCESS)
University of Massachusetts, Boston

COH forged a new partnership with K-House in its quest to help college students experiencing homelessness during the pandemic. K-House houses homeless college students from four different public colleges: UMass Boston, MassArt, Roxbury Community College and Bunker Hill Community College. Our support is vital to the more than 18% of two-year college students who experienced homelessness within the last year.



“Your donated items are truly priceless and life-saving.”

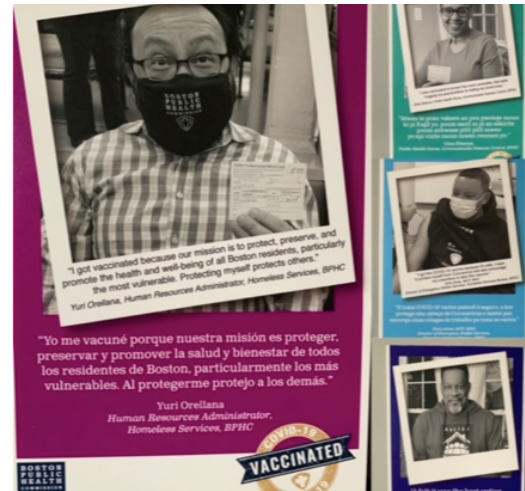
-Clinician
Boston Health Care for the Homeless Program



“I wanted to take a moment to thank you, Jody and your team at Circle of Hope, for the amazing donation received at the K-House today. This was a great opportunity for the scholars enrolled in the K-House College Scholars Program to experience the level of support that exists for them in the community. We appreciate your ongoing support and attention.”

-Jonathan Regis
YouthHarbors

VACCINE EQUITY INITIATIVE COH remains deeply committed to protecting the health and safety of people experiencing homelessness during the COVID-19 pandemic. Vaccine equity is paramount to controlling and reversing the disproportionate toll of COVID-19 infection and mortality in the most marginalized communities served by COH. In collaboration with the Boston Public Health Commission, COH is distributing vaccine educational postcards in 6 languages, with contactless deliveries we make. These postcards are linguistically and culturally customized to encourage vaccination when accessible among the vulnerable people we serve.



GRATITUDE AND DETERMINATION

The last 12 months have been incredibly challenging. COH is grateful and proud to have served our most vulnerable neighbors without interruption. As COVID-19 infection and exposure continues, homeless families and individuals need our help more than ever due to inequities in healthcare and risks beyond their control. It is critical COH continues providing the PPE, brand new clothing, and hygiene essentials that homeless families and individuals in Greater Boston need to stay healthy and safe throughout this crisis.

We are profoundly grateful for the generous support of individual donors, families, business and community partners who answered Circle of Hope’s call to action in a time of crisis. Circle of Hope is proud and grateful to have been awarded vital federal CARES Act funding, COVID-19 emergency grants, and unrestricted grants that fueled our operations so we could deploy resources during rapidly changing circumstances. Circle of Hope was at the ready thanks to this humanitarian aid for our most vulnerable neighbors. We still need financial support and ask for your continued help to allow us be there when people need us the most.

THANK YOU

This life saving work would not be possible without you—our incredible network of donors, supporters, volunteers, and partners. We are deeply grateful for all of the ways you support us and fuel our care for those who are homeless.

Funders

State, federal, and private funders recognized Circle of Hope's essential services during the COVID-19 pandemic by supporting our work with generous grants. We are profoundly grateful for grant funding from the following:

Boston Resiliency Fund*	Life Science Cares
Boston Sisters of Perpetual Indulgence	MAXIMUS Foundation
City of Framingham CDBG (HUD)	Metrowest Health Foundation*
Foundation for MetroWest Youth in Philanthropy	Middlesex Savings Bank
Framingham CARES Act CDBG-CV*	Rockland Trust
Guardian Life Insurance Company	The David E. Retik Christopher D. Mello Foundation
Howard E. Stark Charitable Foundation	Whole Foods Market Community Giving

***First-time funder**

Community In-Kind Donors

Thank you to the businesses and community groups who donated critical supplies, such as new clothing, face masks, and hygiene essentials during this past year.

AIS Leominster*	Lion Heart Girls Group Watertown*
barre3 Needham	Lisa's Boutique*
B in Touch Massage Therapy	MPG Promotions*
Bombas	Muzi Ford
Boston Army Fan Base*	Natick High School
C4 Therapeutics*	Needham Rotary Club
Charles River Apparel	Newman School Needham
Congregational Church of Canton	Nimbus Therapeutics*
Consulting Engineering Services, LLC*	Pack 4 Cub Scouts
Council on Aging Callahan Center*	Payette*
COVID Shield Boston*	Pollard Middle School
Creative Sewing Studio N. Attleboro*	Rafi Nova*
Emergent BioSolutions*	Sewing COVID-19 Help-Working Together*
Hope and Comfort	Sew-it Sisters*
Hunnewell Elementary School	St. Luke's Dedham
Keller Williams Needham	Temple Beth Shalom Children's Center
Keller Williams Westwood	Troop 82453 Sudbury*
Kymera Therapeutics*	Westwood Daisy Troop*
Life Science Cares	William Raveis Needham

***First-time donor**

THANK YOU

Donors

Thank you to the individuals, families, and businesses who contributed financially to Circle of Hope this year, helping us protect the health and safety of homeless individuals during the COVID-19 pandemic.

\$10,000+

Pamela and Bruce Goody
John and Gertrude Donovan Foundation
George Krupp
Deborah and Barry Lipsett
Anne Welch and Stephen McMillan

\$5,000-\$9,999

Kris and Bruce Ginsberg
William Charles Leonard*
Peggy Lowenstein and Steven Berez
Debra and David Odeh
Gail and James Radley
Alan Reese
Rockland Trust-Blue Hills Charitable Foundation
Rosemarie and Jeffrey Rudin
Barbara and Jay Waterhouse
Judy Waterhouse

\$1,000-\$4,999

Diane and Henry Abbott
Amstar Group
Myra and John Anderson
Jacqueline Baum Bechek
Meredith Berger*
Linda Borman
Katie and Brian Chiappinelli
Christ Church Needham
Betsy and Dr. Eric Cohen
Dedham Savings
Alecia Domer
Jim Dorsey
Kyle Draeger
Rebecca Drill and Peter Alpert
Eastern Design & Landscape
Nancy Frantz
Diane and Tom Gaitley
Gerald and Judith Feldman Charitable Foundation
Bonnie and Franklin Gold
Elyse and Ken Goodman
Kristina and Andrew Grace
Ron Halpern
Sarah and Christopher Hart
Jeffery Richard Hayward*
Hunt Street Fund
JSP Family Foundation
Marla and Bill Kannel
Jim Keliher
Denise Kelley
Laurie and Paul Konowitz
William Liaw
Lynne and David Liebrock
Nikolaos Ligris*

Suzanne Lissy
Longmeadow Group LLC
Ludeman Family Charitable Trust*
Michelene and Peter McClennen
Middlesex Savings Bank
Sheila and Michael Muldowney*
Marian Nakada
Needham Bank
Needham Women's Club
Marlo Nolan and John Brooke
Carolyn and Dana Pope
Deborah and Joseph Ramrath*
William Roohan
Christine and Kevin Ruddy
Melanie Rudoy
Michael E Ryan
Cory and David Serrano
Jeanne and Philip Shapiro
Dale and Peter Sinesi
Barbara Soojian
Brian Scott Stoffers*
Laura and Rob Surdel
Troy Tegeler*
The Bulfinch Group
Town Fair Tire Foundation
Wells Fargo Bank
Bonnie and Donald Westfall
Whole Foods Market
The Rev. Robert and Kathryn Windsor

\$100-\$999

Jennifer Adler*
Alpha Iota Chapter of Delta Kappa Gamma
Betsy Amsbary
Pamela Anderson*
Paula K. Andrews and George P. Hinchey
Anonymous
Russell Appel*
Christine Atkin
Lilly Bacher*
Sally Baker
Carliss Baldwin and Randy Hawthorne
Julie and Christopher Barker
Paula and Michael Beckerle
Lyndsey Bedor
Mary and Robert Begin*
Kathryn Bender*
Janet Gail Besser
Susan and William Biagini
Mary Sarah Bilder and David Mackey
Bilou Property Corp
Cynthia and Damon Blank
Kris and James Blue

*First-time donor

THANK YOU

Donors (continued)

Maureen and Mark Bobbin*
Amy Born*
Byrna and David Bornstein
Barbara and Edward Brailey
Dr. Shira and David Brown*
Carol and Paul Brown
Hilary Bruel
Arlene and Haldon Bryer
Catherine Bucking
Priscilla and Richard Cahn*
Mary Beth and Neil Calnan*
Betty Cantor*
Margot Carleton
Caitlin Carmedelle*
Caren W. Carpenter
Maria Carroll Furlong and Matthew Furlong
Charles Cartwright*
The Rt. Rev. Roy and Ruth Ann Cederholm
Alice and Bradley Christenson
Roger Christian*
Yolanta Cobert*
Linda and Barry Coffman
Lori Cohen and Richard Karpf
William D Comings*
Ann Cone*
David Conley
Kevin Conroy
Diana and James Conroy
Anne and Paul Cremonini
Elizabeth E Cross*
Jennifer Crown*
Gregory Curtis*
Katie and Peter Dammann
Geraldine and Ronald Dardinski
Marshall Dawes*
Michael R DeFuria
Molly DeRosa*
Denise DeSesa-Smith
Bernadette Donahue-Parsloe and William Parsloe, Jr.*
Courtney and Ryan Doyle
Janet and David Drake
Leslie Duchene*
Tim Dunne*
Tedi Eaton
Bianka Klosa Eichelberger
Ronni and Amos Eisenberg
Lise Elcock*
Claudie and George Eliopoulos
Gretchen Anne Ellis
Maya Engle*
Melissa Falone*
Linda and Brian Farley
Lynn Sara Feigenbaum*
Vance Fernandez
Sergio Ferreira*
The Rev. Heidi Fieldston and Howard Ostroff
Elizabeth Fineberg and Bruce Shackleton
Judith and Gavin Finn
Lisa and Barry Fireman
Maureen and Dan Fitzgerald*
Donna and Robert Folsom
Susie Foos
Christine and Joseph Forrest*
Fraini Family*
Cathy and Dick Freedberg
Kathleen A. Frost
Desiree and Donald Fyler
Margaret Galvin
Victoria and Paul Garbe
Sharon Gee
Janet Gibson
Michael Gladstone*
Margie and Alan Glou
Diane and Eric Godes
Paulette Gold*
Linda and Mark Goldman*
Emily Goode
Jean M Gordon*
Richard Groves Goss*
Lynn Gotwals
Monica and Richard Gribaudo
Susan Hacker-Wolf*
Dorothy and William Hagar III
Patrice Hagen
Janet B Haines
Natalie Hallagan*
Amy and DJ Harding
Sara Louise Harnish*
Leslie and Scott Hefter
Peter Heneghan*
Joanna R Herrera
Emilie and Stanley Hitron
Jill Hofer*
Stacy Hunt
Barbara Hurley*
Sandy Jacobs and Marc Friedman
Jon Jepson*
Jewish Community Foundation of Greater Hartford*
Karen and Mark Julien
Matthew Karp*
Patricia Keenan Luppi and Mark Luppi
Elizabeth and Robert Keener
Sandra and Lee Keller
John Kelly*
Caroline and Mark Kelly
Johanna Kelsey*
Alyssa Kence
Timothy Kenslea
Nishat Khan*
Linda and Chris Kilburn-Peterson*

*First-time donor

THANK YOU

Donors (continued)

Patricia Klarfeld
Polly Russell Kornblith*
Ellen Kreida*
Fran Kurker
Suzanne S Laham
Jennifer Lamb
Steve LaMotte*
Lane Realty
Lee Larkin
Ann Larson*
Judy and Darren Lee
Joe Leghorn*
Melanie Leitner
Nancy and Barry Levy*
Lisa Fitzgerald Lewis*
Lorraine and Clinton Liebenberg
Mary and Jay Lindsay*
Louise Condon Realty
Kim and Tim Lysaght
Nicola Macmanus*
Kathleen Roche Mahar
Vivian and Ned Mahoney
Jeff Majewski*
Katie Malpocher
Gail Mann
Mary and Thomas Manning
Anne Markowitz*
Martha Marson*
Stephanie and Andreas Matern
Susan and Brian McAuliffe*
Jean McCarthy
David McClellan*
Sarah McElroy
Stephanie McFadden*
Katherine and William McInnis
Alexander James McMillen*
William F. Merrigan
Meaghen Mikolajczuk*
Corine and Jeremy Milgram
Elizabeth Ronald Hatch Moder*
Kiri Mohan*
Diane and Robert Montague
Jamie and Nick Morris-Kliment
Barbara and Robert Moss
Eileen Mullen and Doug Phillips
Donna and Tim Mulrenan
Corinne & Andrew Munchbach*
Lynne Nemerowski*
Suzanne and Robert Nethercote
Jennifer Newbold
Melissa Newman*
Lucy Nims-LaFleche*
Teresa and Robert Norton
Elizabeth and Michael Nowlan
Lorinda C O'Hare*
Kisten Olson*
Eileen and Mike Orscheln
Harding Ounanian, Jr.
Jeffrey Pankin*
John Parrett*
Suresh R Patel*
Bill Paulson*
Maryruth and Rick Perras
Mary Persons*
Robert Peterson*
Anne and John Pickett
Deidre Plotts*
Laurian Pope
Cecilie Pope and Stanislav Gelzhinsky
Meg Ramsey*
Deborah and Andrew Rempis
Ruth Richards*
Nancy and Scott Richmond
Nancy Ridill
Elaine Ring
Rebecca Rohr*
Ellen and George Rose
Katrina and Francis Ryan
Joan and Warren Sawyer*
Anne Scola
Joan and Tingey Sewell
Marilyn Sherman*
Jennifer and Stuart Siedman
Heather Simmons*
Amanda Siuda
Jenny Small*
Michelle Smee*
Jillian Smith-Lakow*
Steve Snyder*
Lizabeth and David Spellman
Eileen and Robert Spellman
Joanna Starr and Ronald Dennenberg
Jane and Edward Sullivan*
Elizabeth and David Sutcliffe*
Elaine Sweet
Beth and John Tallarico
The Hearthstone Foundation
Trisha and Rob Ticktin
Marissa Traeger*
Bonnie Tragakis*
Patricia Trebino
Priscilla and Philip Trussell
Allison Turner
Donna and Bill Vello
Stephen Vickery*
Kathy and James Voss*
Joan and Martin Walter
Karen and David Weinberg
Ann Marie and Paul White
Nancy and Dana Wilson*
Reva and Peter Winston
Linnea Wren*
Stuart Zorn

*First-time donor

THANK YOU

Donors (continued)

\$1-\$99

Jo-Anne and Duncan Allen
Julie Beckham
Michael Ben-Asher*
Evan Blaney*
Linda Bloom
Helene Cantor*
Noah Cheslock*
Julie Dananberg*
Mary Dauria*
Peter Joseph DiMaggio*
Alison Drakeford*
Dana M Fennelly
Liz Fineberg*
Amy and Mark Furman*
Peggy and Andy Gassman
Jill R Goldstein*
Judith Green*
Charles I Haffajee*
Mary Hatch
Peter Hauschka*
Jennifer C Haynes*
Sarah Heath and Stefano Migliuolo
Surabhi Jain*
Susan Koslow
Jacky Lamenzo*
Lauren Lesser*
Becky and William Lingard
Samuel Majewski*
Michael Mandelbaum*
Kyle McHugh*
Lois B Merrill*
Donna and Gordon Meyer
Simon Montlake*
Barbara and Jeff Murphy
Maryellen Murphy*
Karen Myette

Kyle Nagri*
Joanne Neale and William Eichhold
Renee Fang Nikolov*
Emily O'Neill
Emily Ostroff
Elaine and Paul Paisner
Douglas Pope*
Abigail Posner
Zach Proman*
Ashley Riker*
Shawn Rock and Sharmon Priaulx
Nao Rosenberg*
Lori Schuldiner Schor*
Erica Seidel*
Nancy and Richard Serventi
Alisa Shapiro and Jay Cashook
Kim Silverman*
Natalie Spring*
Carol and Jim Stento
Alyson Strasnick*
Mary and Patrick Sullivan
Nancy D Sullivan
Lauren Sweitzer*
Frances Taussig
Kelly Taylor*
Nancy and Christopher Thomas
Phyllis Uhl and Greg Reardon
Sharon Walach-Gale*
Colette and Gregory Walkins
Katie Wang*
Julia Wang*
Christine and Richard Weitzel
Regina Wilkinson*
Jared Williamson*
Janet Wineman
Marsha Zierk*

*First-time donor

SUMMARY OF DONATIONS
MARCH 2020 - FEBRUARY 2021

TOTAL ITEMS AND VALUE

# of Items	Value	# of Deliveries
106,930	\$556,708	194

BY CATEGORY

Donation Type	# of Items	Value
PPE	18,600	\$37,208
Hygiene & Dignity Bags	45,081	\$118,990
Infant Clothing & Essentials	3,033	\$15,419
Children's Clothing	13,887	\$93,640
Women's Clothing	12,646	\$162,244
Men's Clothing	9,025	\$97,400
Linens & Essentials	4,658	\$31,807
TOTAL	106,930	\$556,708

