From the CEO

What a fantastic year at Bethesda Project! It is an honor to have the opportunity to lead this outstanding organization, working with community partners like you to positively impact the lives of people experiencing homelessness in Philadelphia. I’m proud of our team of dedicated staff and grateful for the thousands of hours that volunteers contribute to help us fulfill our mission of being family with those who have none.

You will read about the many successes we’ve achieved this fiscal year in the pages that follow, including: increasing our capacity at our St. Mary’s church shelter with the addition of showers, laundry and more restrooms; hosting two innovative health pilot programs; securing a major grant for necessary preventative maintenance at two residential sites; and participating as a Comcast Cares Day partner, hosting our largest single day of volunteerism in our 39-year history!

Also, this year I was nominated alongside four esteemed peers for a 2018 Social Innovations Journal Award in the category of Housing & Community Development. The voting process was open to the public at large, and I was awarded First Place! While I was flattered to receive this award, it is one that I share with our staff, volunteers, and the entire Bethesda family. It is because of our first-rate reputation as a high-quality service provider that I received this great honor. Together, we are doing great things!

Thank you for your continued support, for believing in everyone’s potential for change, and for being part of our transformative Bethesda Project family.

With gratitude,

Tina Pagotto
Chief Executive Officer

The mission of Bethesda Project is to find and care for the abandoned poor and to be family with those who have none.
ENTRY LEVEL PROGRAMS

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

**Entry Level Programs**

**Program Expansion**
The *Well* transitioned from a winter respite to a year-round program, serving 12 vulnerable women. We added showers, laundry, and additional restrooms at St. Mary’s church shelter, as well as outreach and engagement at three existing locations.

**Community Partnership**
We are collaborating with Liberti Church in Rittenhouse Square for the development of a $2.5M daytime engagement center targeted for 2019-2020.

**Improved Guest Experience**
A new Community Decision-Making Model at weekly meetings was initiated at our church shelter program to empower guests to make decisions about their shelter space.

*Entry Level Programs Include: Outreach & Engagement, My Brother’s House Safe Haven, (4) Church-based Shelters at St. Mary’s Episcopal, Christ’s Presbyterian, Old First Reformed, and Trinity Memorial*
EMERGENCY SHELTER

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

Emergency Shelter - Our Brothers’ Place

Resource Expansion
We forged a partnership for weekly nutrition and cooking demos with PHMC, hosted a Telehealth pilot program for on-call non-emergent nurse access using video-conferencing, and hosted Up & Running, a program piloted by Penn President’s Award winners offering health care management and advocacy services.

Community Partnership
Bethesda Project was selected as a Comcast Cares Day partner, hosting 100+ volunteers for various onsite building improvements at our largest site.

Our Brothers’ Place is operated in partnership with the City of Philadelphia’s Office of Homeless Services.

TOTAL OVERNIGHT GUESTS 654
TOTAL WALK-INS 466
MEALS SERVED 96,459
REFERRALS TO OUTSIDE PROVIDERS 1,124
January 2018
Our CEO wins Social Innovations Journal Award

February 2018
Bethesda Games Valentines edition

March 2018
St. Joe’s Prep Holy Week campaign for Bethesda Project

April 2018
Councilman Squilla visits OBP on Comcast Cares Day

May 2018
Staff attend Opioid Overdose Awareness training

June 2018
Healthy Cooking class @ OBP

January 2018
Bethesda Project staff volunteers @ MANNA

March 2018
MBH site wins coveted Golden Broom

April 2018
Volunteer Appreciation Party

May 2018
21st Annual Party & Auction

June 2018
Volunteers prepare BBQ feast for residents
Total Units 149

OCCUPANCY RATE: 95%

AVERAGE LENGTH OF STAY 5.7 YEARS

PERCENTAGE HOUSED 6+ MONTHS 91%

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

Permanent Housing Programs

Program Expansion
Bethesda Serenity, a permanent housing site for four chronically homeless women, successfully completed a full year of operations.

Resource Expansion
Narcan kits and training were supplied for all staff through a partnership with UPenn Nursing.

Staff Training
We conducted Harm Reduction training and made a conscious shift to embrace this best practice at all residential sites.

Preventive Facilities Maintenance
We were awarded a major grant from Pennsylvania Housing Finance Agency to replace the roof at our North Broad site.

Permanent Housing Programs Include:
Bethesda Bainbridge, Bethesda North Broad, Bethesda Serenity, Bethesda Spruce, Connelly House, Domenic House, Mary House, and Sanctuary
Bethesda Project’s mission embodies a belief in the power of positive relationships among shelter guests, housing residents, staff, and volunteers to help people heal from the alienation of homelessness and become valued members of a caring community. We host more than 3,000 active volunteers who contribute over 10,000 hours of service each year. This translates into an estimated $249,900 in-kind value for their service! Volunteers cook and serve meals, assist with facilities improvements, take residents to medical appointments and shopping, and celebrate birthdays and holidays with our community as one compassionate family. A Community Life Council, comprising volunteers and residents elected as representatives from each Bethesda Project site, meets monthly to plan activities and programs for the community.

We rely on our Family Spirit Survey to evaluate the effectiveness of our programs, services and volunteer initiatives from the perspective of our guests and residents.

COMMUNITY LIFE

RESULTS FROM OUR 2018 SURVEY INCLUDE:

- 91% feel respected by volunteers
- 76% participate in community life activities
- 87% feel that volunteers help create a friendly atmosphere in their home
- 85% believe that volunteers help with building relationships
- 87% feel there is a Bethesda Project way of doing things that is positively and noticeably different from other housing experiences
In the summer of 2017, Bethesda Project’s Board of Directors convened a group of the organization’s partners, advisors, and senior staff to define Bethesda Project’s strategic focus. In order to do this, several strategic planning sessions were organized wherein participants examined four potential scenarios of the future environment for Philadelphia’s homeless services. Bethesda Project is now within its first implementation phase of our Strategic Plan for 2018-2022.
2018 FINANCIALS

**REVENUE & SUPPORT**
- Contributions 22.6%
- Government 52.9%
- Rental Income 3.5%
- Special Events 3.1%
- Other (including in-kind donations) 17.9%

Total $6,992,370

**EXPENSES**
- Program 85.9%
- Fundraising 7.1%
- Administrative 7.0%

Total $6,255,714

**NET ASSETS:** $2,504,355