

MAMMA'S HANDS

IMPACT REPORT

2019: A YEAR
OF HOPE



2019 OVERVIEW



A grateful Ken on his way home to Chicago



UW Business School volunteers with Phone Home

Mamma's Hands provided lifesaving services to both homeless single adults and families this year through our Phone Home and House of Hope programs.

PHONE HOME PROGRAM

As the only dedicated Homeless Traveler's Assistance program in Washington State, our Phone Home Program is an innovative and proven solution to Seattle's current homelessness crisis. Every Wednesday night as we have for the past 30 years, we take groups of volunteers downtown to Occidental Park. We serve a meal, pass out warm clothes and blankets, and build community with homeless youth and adults through one-on-one conversation and music. Volunteers young and old are given the opportunity to look into the souls of those who have lost hope. Through this interaction miracles happen, hope is found, families are reunited and volunteers find joy in knowing that they played an important part. **In 2019 we served over 2,400 adults.**

2019: A YEAR OF HOPE

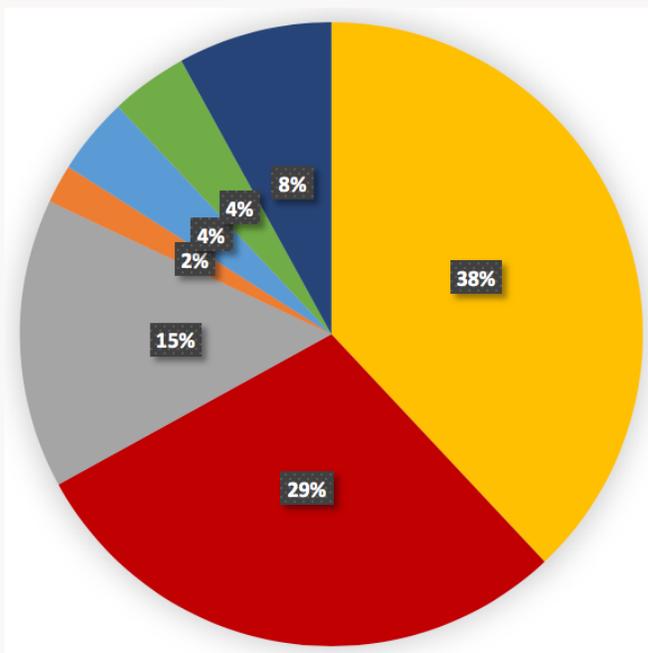
2019 OVERVIEW

Causes of family homelessness*

- 82%** domestic violence
- 43%** job loss
- 30%** evicted
- 27%** divorce or family breakup
- 22%** loss of housing
- 20%** mental or physical situation
- 12%** substance abuse
- 12%** health issues
- 8%** criminal background

*This chart shows that families often experience more than 1 barrier to homelessness. This is based on self-reported data from applicants.

Referrals to House of Hope



- 2-1-1 Crisis Connections
- Emergency Housing Services
- Advocacy Services
- Churches
- Treatment Programs
- Other
- Unknown

HOUSE OF HOPE

Domestic violence remains the leading cause of homelessness for mothers and children at the House of Hope. We saw an increase in the number of applications families submitted, with our largest referral base being from 2-1-1. On average, we receive between 2 to 5 Resident Applications a week from families seeking safe housing.

The House of Hope also saw some exciting changes this year! New onsite services were offered based on best-practices in addressing family homelessness. Encompass, a local family services nonprofit, led onsite, biweekly parenting classes which are required of all program participants. They also brought their 19-foot pediatric therapy van onsite to the shelter on Fridays for one-on-one parent coaching and pediatric behavioral therapy for children experiencing trauma. Collaborative partnerships were also formalized with Eastside Baby Corner and the Snoqualmie Tribe.

This year the House of Hope graduated 15 families into stable housing, and served nearly 60 women and children in residence. Currently through our 2-year Aftercare Program we provide follow up care and support services for 16 families which includes 55 children.

MEET LEISA M.

A HOUSE OF HOPE GRADUATE



Leisa and son Nico, age 2 years old

"Thank you so much for the House of Hope, and God bless all those who helped us. Our new apartment is such a blessing! We're not homeless anymore, and the kids are so happy. Because of you we also had our first Christmas in 5 years. Words cannot express how grateful I am to Mamma's Hands!"

**LEISA M., 2019
HOUSE OF HOPE GRADUATE**

Leisa and her son Nico, age 2 years, entered the House of Hope in August of 2019 after domestic violence from her husband left her and her children homeless. During her stay with us Leisa worked as a prep cook and attended biweekly parenting classes onsite at the shelter in the evenings. Nico completed a developmental screening and received speech and motor therapies at Encompass. Because of her income we were able to refer Leisa to confidential transitional housing. The family graduated from the House of Hope the end of November and moved into their own apartment in December of 2019. Gifts from a "Secret Santa" and donations from our program helped to furnish the family's new home. Now that she has stable housing, Leisa looks forward to having her 10 year old son Nestor permanently back with the family and is in line for a raise at work. We remain closely connected to Leisa and her children through the House of Hope Aftercare Program, and it is a joy to witness the family's success!



Nestor, age 10, celebrates Christmas in his family's new home

2019: A YEAR OF HOPE

2019 FISCAL HIGHLIGHTS



*Acquisition of new Mamma's Hands supporters

*Annual Dinner and Auction raised \$120,000 net

*New Major Donor gifted \$80,000 in 2018 and in 2019

*** Continued Top Annual Donors:**

- J.K.S., \$40,000
- M.V., \$24,000
- S.P.S., \$12,200
- D.K.C., \$10,000
- C.F., \$6,000
- J.B., \$5,000
- C.L.C., \$3,600

*Successful second annual online #Giving Tuesday campaign

***Continued Annual Grants:**

- Windermere Foundation, \$10,000
- Second year of 3-year contract with City of Snoqualmie to serve local families, \$10,000
- 1 of only 4 King County social service agencies awarded \$20,000 grant from Snoqualmie Tribe

*Launched new online giving platform, Give Lively, which allows online, app., and text giving

