



HOPE
COMMUNITIES



ANNUAL REPORT 2020



VISION

A community in which everyone has a safe place to call home and the resources they need to thrive.

MISSION

We strengthen communities and provide pathways to economic and personal opportunity through affordable housing, educational programs and support services.



HOME • OPPORTUNITY • COMMUNITY

To our community,

What a year it's been! Filled with trials, tribulations, challenges, opportunities, and so much learning. We are incredibly proud of our staff and board of directors for their unwavering dedication to our residents and a burgeoning number of community members who flocked to our offices for assistance. Early in the crisis, we made the decision to continue direct service to those in need (following strict protocols and all CDC guidelines). We never shut down services throughout the pandemic. This required all of us to face our own fears, call on our creative problem-solving skills, and in many cases, ramp up services as needs increased due to COVID-19.

In the last year, public awareness of disparities in housing, education, healthcare, earning power, and social justice for communities of color has grown. This understanding is what prompted Hope to begin its holistic approach to housing, programs, and services 41 years ago. Concepts and practices related to equity, inclusiveness, and vibrant diversity provided a foundation for the organization all those years ago and remain central to our work today. In fact, it was never more evident than during the pandemic when so many of the families we supported lost work, did not have the means to successfully participate in remote learning for their children, did not have proper understanding or access to healthcare, and were unaware of social support programs that could help them through challenging times. Regardless of their traditional role, every staff member of Hope Communities jumped in to help our vulnerable families with life-saving and transformational education and support. It was uplifting and empowering to be a part of.

Some highlights from the year included:

- We increased food service to provide fresh fruits, vegetables, and food stocks to families in crisis. Hope provided more than 15,000 meals in 2020. We provided thousands of masks, sanitizing goods, and basic needs simultaneously with food distribution.
- We bolstered information on our website, created and disseminated hundreds of flyers in multiple languages to educate residents and clients about the pandemic, safety protocols, and resources available to them.
- We called every resident and frequent clients many times to check in, identify needs and fight social isolation, which helped us shape the programs and services needed during the trying times.

- We hosted 50 Facebook Live events, featuring information and expert presentations on issues of importance and relevance to clients during the pandemic.
- We maintained connection, academic support, and activities for health and wellness for youth – in person and remotely.
- We helped dozens of families connect to and learn technology to support academics, work, and personal needs during stay-at-home phases.
- We strengthened work with refugee/immigrant families by increasing navigation with specific linguistic capabilities.
- Our work with clients who do not live in Hope residences increased from 25% to 43% of those served.
- We continue to serve as a leader and convener in the neighborhoods surrounding our properties, advocating for stable housing, safer communities, and greater access to services and programs.

We are very proud of the work by Hope Communities this last year. Every member of the staff and board demonstrated resilience, creativity, dedication to the communities we serve, and an unwavering commitment to one another. Volunteers offered support throughout the entire year, helping staff leverage time, resources, talent, and goods that were extended to our communities in need. We don't know what the future will bring, but we do know the incredible team at Hope Communities, with the support of donors, volunteers, and funders, will continue to accomplish great things to help our residents, clients, and the broader community.

Please let us know if you would like to visit one of our programs or get involved in our work. We'd be pleased to connect with you.

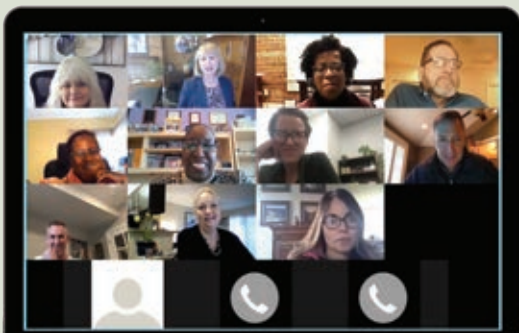


Kelly Kaminskas
2020 Board Chair



Sharon A. Knight
President & CEO

2020 BOARD OF DIRECTORS



We are grateful for all the contributions of outgoing director, Cindy Culkin, and thrilled to elect a new director, Chuong Le, to the board at the end of 2020. Mr. Le is a partner with 3i Law. He represents clients in the areas of private client services, corporate law, and cross-border transactions.

Kelly Kaminkas, Chair

President Retail Services, FirstBank

Aaron Krasnow, Vice Chair

Vice President, RBC Capital Markets

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Attorney and Partner, 3i Law

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Tracey Stewart

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ABOUT OUR WORK

For more than 41 years Hope Communities has been working to answer the call of building a community where everyone has a safe place to call home and the resources they need not to just survive, but to thrive. In addition to providing 278 units of affordable housing in one of the most challenging real estate markets in the country, Hope provides programs and support services that help our residents and clients obtain employment, access critical resources, improve education, strengthen families, and develop social networks.



During an extraordinary year that put all of us to the test, our staff, volunteers, and community partners demonstrated great creativity, perseverance, and compassion, as they not only faced the ramifications of the virus in their own lives, but launched extraordinary programs and services to help our residents and clients navigate through the challenges presented by the COVID crisis. Having stable, affordable housing as the foundation to building a healthy, successful life has never felt more important.



278

Hope Rental Units



49%

of Hope Residents are Refugees



90%

BIPOC Clients



715

People Supported in Securing Housing or Remaining Stably Housed

RESOURCE NAVIGATION



5

Home Purchases



183

Clients Receiving
Employment Support



130

Families Supported
in Securing SNAP or
Medicaid Benefits



13

Languages Spoken
by Staff to Support
Navigation

Direct service is critical to those Hope Communities serves. In addition to being an affordable housing leader in the Denver metro area, we provide individualized case management to residents and members of the surrounding community. With a team that is qualified, committed, and connected, we work with clients one-on-one to build trust and better understand urgent and long-term needs, offering the guidance and support necessary to stabilize lives, improve health, obtain skills, and access resources.

The pandemic presented urgent challenges for our clients. Heightened anxiety, lack of adequate technology, and language barriers made it necessary for our staff to find safe and creative ways to address the overwhelming and immediate needs. As an essential business, our team continued to maintain onsite presence at all our properties throughout the pandemic, following all CDC guidelines. We worked with clients individually to better understand their urgent and long-term needs and made phone calls to all residents and clients regularly to check in.

To address a growing number of refugee clients and their unique needs, we increased staff by adding new navigators with cultural familiarity and linguistic competencies to include Burmese, Arabic, Dari, Somali, Swahili, Amharic, Spanish, Pashto, and Thai. With an enhanced navigation team, coupled with the fact that we continued in-person service to help families through this crisis, Hope increased the numbers of disenfranchised and marginalized people we served and strengthened our reputation as an organization providing on-the-ground essential services.

Our team assisted families in securing benefits such as SNAP, TANF, WIC, Medicare, Medicaid, and unemployment. We provided resources and assistance to help clients navigate the transition to virtual learning and address technology needs. Through grant funding, Hope was able to provide direct emergency rental assistance to 39 households totaling \$35,000. Staff also helped clients apply for emergency rent funds from additional community partners, totaling nearly \$81,000.

Roger

Hope's Adopt-a-Pod Program assists incarcerated individuals with transition planning prior to and just after release from the Van Cise-Simonet Detention Center. Roger is one of the program's clients. Upon release, Roger contacted Hope seeking assistance in finding work and getting back into school. A welder by trade, our Resource Navigators began searching for the right position to fit his skillset and tailored his resume to his desired career path. Our team took time to research each position and company to ensure it was the right fit. Within two weeks of Roger's release, he went to three interviews. During that time, our staff assisted Roger in interview preparation, clothing, and transportation. Roger received two job offers, evaluated both and accepted a great position. According to Roger, our help, support, and encouragement is what made this happen.

FOOD DISTRIBUTION

Success Stories



Htwe Htwe

Htwe Htwe came to the United States in 2011 as a refugee from Burma, and quickly moved into a Hope Communities apartment at Hidden Brook with her husband. They started settling into life in the United States, and eventually grew to a family of 4. Having left behind a restaurant in Burma, her dream was to open a restaurant in Colorado and share her family recipes that she lovingly creates. With the help of Community Navigators at Hope, she was able to complete a small business incubator and open a restaurant at Mango House. Then, the pandemic hit. Htwe Htwe again turned to the staff at Hope to find out how she could save her restaurant, and they were able to help her access emergency rent relief. Today, more than a year after the start of the pandemic, Htwe Htwe's restaurant is still running, churning out delicious, authentic food, and is self-sustaining. The reviews on Yelp prove it's not just Hope Communities staff who love her food and support her work!

Food distribution provided through Hope's on-site direct service is so much more than meals for families. It gives us the opportunity to build trust with our clients and gain a deeper understanding of their needs. These events provided social connection and an enhanced understanding and respect for the diverse cultures within our community.



65

Food Distribution
Events



680

Individuals Served
Regularly

As an innovative approach to service delivery, we implemented food distribution efforts for all Hope properties. At our East Colfax property, Hidden Brook, we launched an innovative approach to service delivery called Tent Topics. With this format, we used the large outdoor garden space to provide healthy, fresh food, resource navigation, and community partner engagement at a time when our clients needed it the most. At The Gardens, in NE Park Hill, regular food distribution ensured fresh fruits, vegetables, and pantry staples, as well as the opportunity to check-in, assess needs, and schedule navigation appointments. At our two smaller properties in the Five Points neighborhood, Carlton Arms and The Point, we distributed food bag drop-offs to residents' doorsteps regularly. In 2020, a total of 15,206 meals were provided to residents, neighbors, and community members.



VIRTUAL PROGRAMMING



As most of the region approached shutdown, it became clear we needed to expand communication channels to reach out to residents and clients, share important information about the crisis, and stem the challenges that isolation was having on so many we served. Born out of necessity but infused with creativity and commitment, we launched several on-line programs to support and connect our community.

Right after it became evident that most people would be restricted to their homes longer than we hoped, we launched “Building Community Check-ins.” These Facebook Live events offered an added method of disseminating information and connecting with our community. We provided more than 50 events that included up-to-date information on the virus, guest presenters from the community providing key information and resources, and important information on both physical and mental health as we all navigated the shut-down together. We included interpreters representing languages spoken throughout our communities and we worked to offer inspiration and connection, reminding people that Hope Communities was there for them.

To help inspire viewers, we added book reviews from employees, board members, and friends of Hope. With families navigating learning at home, we also learned of a need to provide some additional support to children throughout our neighborhoods. “For the Love of Reading” was born. Children’s books are read by friends of Hope and then posted on Facebook and other social media platforms with the goal of inspiring early readers and connecting our community.



50
Facebook Live
Events



53
Book Reviews



10
Virtual Instructional
Videos

Access to technology and digital literacy was and continues to be a challenge for many that we serve. The need for residents and clients to navigate things like how to set-up a Gmail account or how to apply for benefits became paramount to their families’ success and well-being when in-person meetings were restricted. With support from the Colorado Refugee Services Program and other foundations, our Community Navigators provided videos with step-by-step instructions in Arabic and Burmese – the first of what will be a series of ongoing programs provided in a variety of languages.

Like many nonprofits, we hosted our annual event, Hope for the Future, virtually in 2020. While we missed the opportunity to connect in-person with the hundreds of friends, donors, partners, and community members who have supported us, especially on the occasion of our 40th anniversary, it did provide us with a unique opportunity to highlight our work with a broader audience. 2020’s event included conversations with three panelists about the difference Hope has made in their lives and a performance from friends and supporters all the way from Ireland. With funding support from Mile High United Way, we also created a new video highlighting our work. We are grateful to the continued support of community organizations and businesses that make our work possible.

YOUTH DEVELOPMENT



79
Youth Served
through Programs

As youth programs throughout the city were suspended and extracurricular school activities were cancelled, many of the most underserved youth in our community were struggling. With safety of children top-of-mind, Hope continued youth programming through summer and fall – always outside, ensuring social distancing, mask wearing, and adhering to all CDC guidelines.

In partnership with Regis University and community volunteers, we were able to provide tutoring to assist students through academic challenges – especially since those challenges escalated in the transition to virtual learning. For the younger children, our Educational Enrichment Program ensured ongoing engagement through physical activity such as jumping rope and hula hooping, as well as the opportunity for art activities and creative expression.

Our team continued to check in with our middle and high school-age youth program participants, including Boyz in the Gardens (for young men of color at The Gardens) and the Girls Empowerment Group (for refugee young women). We provided at-home activities for the Girls group, such as ramen-making kits, and continued to meet with our Boyz group to determine academic needs and discuss topics related to growing social injustice.

Jordyn's Story

Jordyn is a bright and vivacious 6th grader who loves dancing, Marvel Comic superheroes and singing. Her mother reached out to Hope's programs team to request tutoring because Jordyn had been struggling with math, science, and reading. She also shared that Jordyn was having a difficult time adjusting to full-time remote learning and was deeply concerned because she was failing two

out of her six classes. We contacted our partners at Regis University and, within a week, Jordyn was working with Kaelan, an undergraduate Elementary Education student. Together, Jordyn and Kaelan worked together to raise her grades, not only in her Algebra and Earth Science classes, but across the board – setting her on a course for continued academic success.

VOLUNTEERS

Due to the pandemic, general office, client support, and event volunteer opportunities were limited, but we did increase volunteerism within our food distribution and tutoring programs. Volunteers were instrumental during our bi-weekly food effort, serving between 100 and 120 families at each distribution. In addition, recurring tutors and work-study students were vital to the academic support of many of our high school-age residents that are struggling with a virtual format. Our virtual book reviews and the “For the Love of Reading” program were made possible because of our committed volunteer community.

Our team has worked hard to develop strong partnerships and collaborations to provide a broad range of services for our residents and clients that reside within the communities we serve. Long-term partner, the Reciprocity Collective, and new partner, ActivateIT, helped our career program team find jobs for residents and clients. At our East Colfax property, Hidden Brook, we worked with We Don't Waste, Food Bank of the Rockies, Spring Institute, Denver Public Schools, Village Exchange, and Street Fraternity to provide emergency food services. RightOn Learning helped with technology support for refugee families who needed to expand capacity to support learning for their children's remote schooling. At our NE Park Hill site, The Gardens, we worked with Aurora Public Schools, Jewish Family Services, local businesses, and donors to support food distribution. Throughout the year, Hope continued to conduct creative outreach to find new partners who pivoted their business models to meet the extraordinary community need.



Hope for the Future Spotlight Tom

“I want my neighbors to do well, to be happy.”

Tom has lived at Hope Communities for 27 years. He is not just a resident; as a retiree, Tom also spends a lot of his time volunteering in the community garden, reading to children in our education support programs, helping neighbors study for their citizenship exams, and more. He loves the diversity of the Hidden Brook community – the different languages, different attire – and is inspired to see friends and neighbors achieve their dreams of US citizenship and home ownership. He's grateful to call Hope home and plans to continue to “age in place” as long as he can.



1,995

Volunteer Hours



\$139,088

Total Value of Donated Goods and Services



ADDRESSING COMMUNITY SAFETY



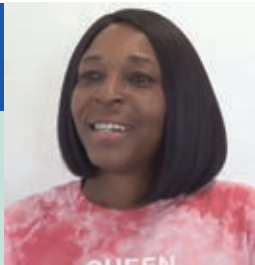
One of the impacts we saw as a result of the economic fallout from the pandemic was increased crime in some of our neighborhoods. As cultivating a strong sense of community and supporting residents as leaders is central to our mission, we convened a series of safety meetings to work together on solutions to increase the safety and security of our communities. Participants included residents and neighbors, nonprofit leaders, representatives from the Denver Police Department, managers from several area apartment complexes, community and neighborhood organizations, and political leaders. Participants shared experiences, concerns, and ideas to address crime and improve community safety.

Strategic Initiatives

Hope is intentional and deeply committed to efforts related to diversity, equity, and inclusion. Through a sustained cohort participation, technical assistance, and facilitated all-staff meetings, we are continuing to build a culture of inclusiveness and respect.

Hope for the Future Spotlight **Angie**

“With the right resources and support, you can overcome challenges.”



Angie was a single teen mom when she found Hope through Parent Pathways. She shared how grateful she was that Hope stayed open throughout the pandemic. The resources, support, and care were instrumental in helping her and her family navigate the crisis.

By including perspectives of governance, management, human resources, and client support, the team developed clear goals:

- Advocate for equitable access to opportunity and highlight systemic barriers that perpetuate oppression for marginalized populations with area funders and key stakeholders in the community.
- Continue to offer programs that provide equitable economic opportunity for oppressed and marginalized populations.
- Work intentionally to change public perception and advocate for racial equity in social media posts and public engagements throughout the year.
- Leverage Hope Communities partners in NE Park Hill and the East Colfax neighborhoods to organize participation as a cohesive group in advocacy opportunities in the Denver community.
- Provide clear opportunities to listen to and empower residents and clients of Hope Communities to establish agency in factors impacting properties and the community.
- Demonstrate equitable practices organizationally for employment, professional development, and empowerment.

All programs and services offered by Hope Communities reflect our core values of respect, empowerment, inclusiveness, collaboration, and integrity. Authentic demonstration of these values has led to trust that is vital to advance the goals of those we serve.

PROPERTIES

Hope Communities works to be exceptional stewards for our properties. In 2020, we performed general and deferred maintenance, executed a major roof replacement, invested in HVAC upgrades, installed new playground equipment, and beautified exteriors through ongoing grounds work.



Hidden Brook Apartments
EAST COLFAX



Carolton Arms Apartments
FIVE POINTS

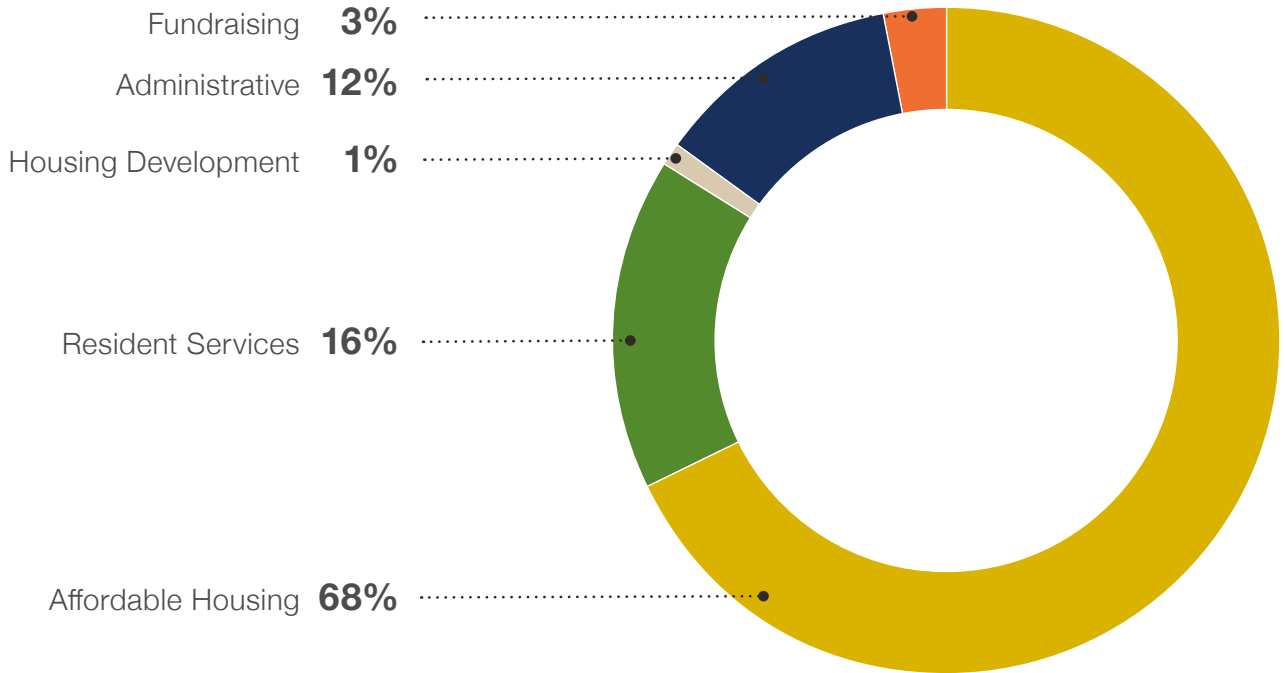


Welton Homes at The Point
FIVE POINTS



The Gardens of Hope Communities
NORTHEAST PARK HILL

2020 FINANCIAL HIGHLIGHTS EXPENSES



EXPENSES

Programs

Affordable Housing	\$2,975,111.00
Resident Services.....	\$740,727.00

Housing Development.....\$24,423.00

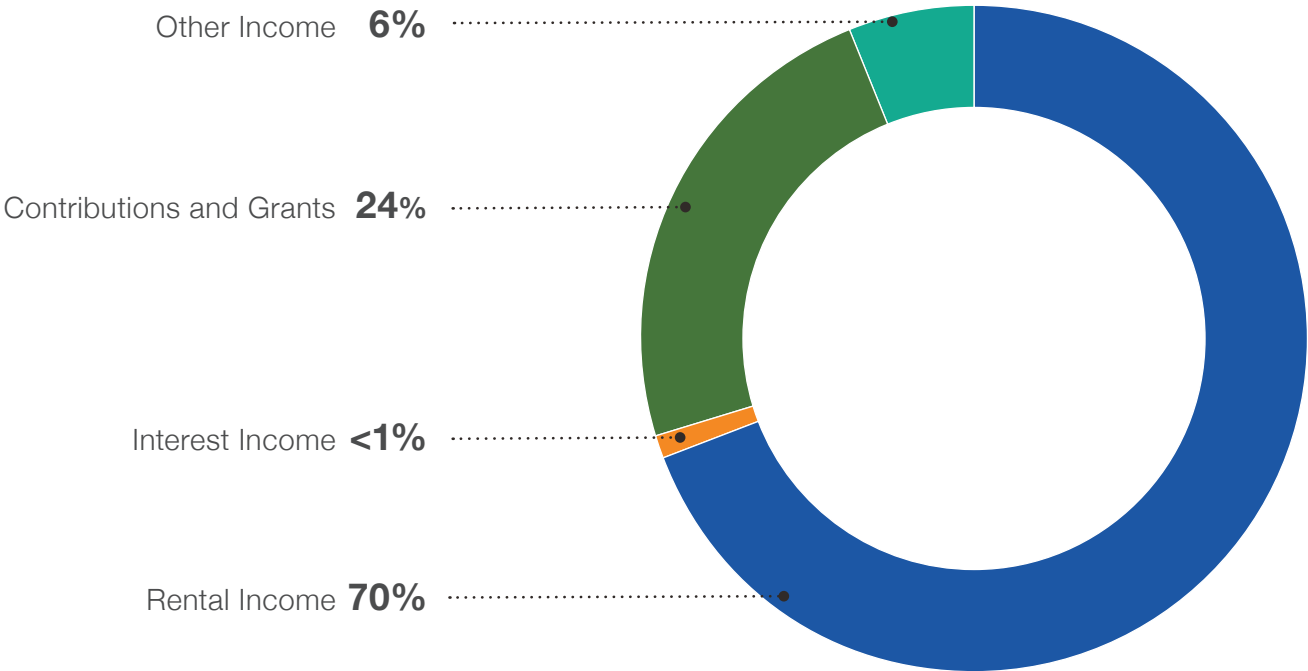
Supporting Services

Administrative	\$518,160.00
Fundraising	\$112,960.00

Total Expenses*\$4,371,381.00

*Total expenses include \$660,014 of noncash expense for depreciation and amortization

2020 FINANCIAL HIGHLIGHTS REVENUE



REVENUE	
Rental Income	\$3,014,470.00
Interest Income	\$3,711.00
Contributions and Grants	\$1,011,806.00
Other Income	\$253,815.00
Total Support	\$4,283,802.00

THANK YOU

Support from our generous donors and volunteers allows us to provide crucial services and resources to our residents and members of the community. ALL programs and services are funded solely through fundraising dollars.

ORGANIZATIONS

Anschutz Family Foundation
 Bank of the West
 Sam S. Bloom Foundation
 Caring for Colorado
 Cherry Creek Presbyterian Church
 Colorado Blueprint to End Hunger
 Colorado Covid Relief Fund
 Colorado Garden Show
 The Colorado Health Foundation
 Colorado Housing & Finance Authority
 Colorado Refugee Services Program
 Credit Union of Colorado
 Curtis Park Neighbors
 Daniels Fund
 Delta Dental Foundation of Colorado
 The Denver Foundation
 Dominion
 John G. Duncan Charitable Trust
 Enterprise Community Partners
 FirstBank
 Fritz Fund
 Greystone Real Estate Advisors

Virginia W. Hill Foundation
 Kapner Family Trust
 Kenneth King Foundation
 Lenox Hill Investments, LLC
 Mile High United Way
 Nexus Commercial Realty
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 Rose Community Foundation
 Walter S. Rosenberry, III Charitable Trust
 Sherman Associates, Inc.
 US Bank Foundation
 YouthRoots
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 Charles Schwab Foundation
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 Denver Office of Immigrant and Refugee Affairs
 Enterprise Community Foundation
 Palace Construction
 The Piton Foundation
 Schlessman Family Foundation
 Vogt Strategic Insights

INDIVIDUALS DONORS

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 Gretchen Colbert
 Dan and Cat Concannon
 Laura Conry
 Elycia Cook
 Cindy Culkun and Bruce Weyle
 Kevin Delaney
 Manda Dinkel
 Carrie Dirroll
 Lou Ann Dixon
 Rebecca Drogen

Hope for the Future Spotlight

Hlaing

"Hope helped us achieve a long-time dream of owning our own home."

Hlaing was imprisoned for 10 years in his home country of Burma for advocating for democratic reforms in his country. Once he was released, he had to flee Burma or face possible future charges. Hlaing found a home and community at Hidden Brook. Understanding the challenges refugees and asylees face in not just navigating a new country, but navigating all the systems, especially during the pandemic, Hlaing was an instrumental part of the navigation team helping our refugee communities by supporting our translation efforts, helping others navigate complicated health care, education, and other support systems. Hlaing and his family purchased their first home just a few months after the pandemic began.



THANK YOU *Continued*



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Susie and Steven Drucker
 Nicola and Keith Dudek
 Molly Duval
 Patrick Dwyer
 Lauren Dwyer
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THANK YOU *Continued*

IN-KIND DONORS AND VOLUNTEERS

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 Daniel Archuleta
 ASA Foods
 Aurora Public Schools
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 Brian Beardsley
 Florence Bavey
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 Scott Bemis
 Vanessa Bernal
 Bicycle Colorado
 Black Sheriffs Association
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 Savannah Herrera
 Laurie Hirschfeld Zeller
 Maya Hoffman
 Liz Holdeman



THANK YOU *Continued*

Success Stories

Rahmani Family

Mr. Rahmani came to Colorado with his wife and 3 young children as refugees from Afghanistan in 2018. The only one in the family able to work, and with limited English competencies, Mr. Rahmani began working at a local bakery making \$13 per hour. Every month was a challenge to make ends meet as his 1-bedroom apartment cost over \$1,500 per month, and there were 5 mouths to feed. In early 2020, Mr. Rahmani was able to talk with one of our Community Navigators, Lailey, and shared with her just how much he was struggling financially. Lailey, a refugee herself, has been active in the Afghanistan community and knows of so many resources many other people do not – she knew immediately that she needed to help this family, and she set to work to make it happen.

Lailey worked with Mr. Rahmani to apply for a low-income apartment in a safe neighborhood, and the day the family moved into their 3-bedroom apartment, Mr. Rahmani was overcome with emotion, knowing that life would be a little easier and he could finally start on the path to financial stability. He credits Lailey and Hope Communities with changing his family's life and putting them on a path to success in their new home.

Mackenzie Hunter
 Wallis Hutchens
 Joanna Hyde and Tadhg O Meachair
 Janna Iannettoni
 Nadeen Ibrahim
 iLearnERP
 Ironton Distillery and Craft House
 Isabella Bird Community School
 Brooke Jenson
 Jewish Family Services
 Miranda Johnson
 Sarah Jones
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 Dahlia Campus
 Tom Meyer
 Mile High United Way
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 Palace Construction
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 Anita Pearson
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 Didi Percin
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 Piton Foundation
 Linda Pittman

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 Richard Van Stinson
 Garrett VanderWater
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FUTURE

HOPE



COMMUNITY

FAMILY

OPPORTUNITY

HOME





HOPE
COMMUNITIES

**2543 California Street
Denver, CO 80205**

303.860.7747

HopeCommunities.org

Hope Communities is a 501C3 charitable organization that provides affordable rental housing with wrap-around supportive programs and services to over 1,400 children and adults in Denver each year.

All informational references in this report will be provided upon request.

