



GEORGETOWN MINISTRY CENTER

GMC Update

Program Results

Throughout 2020, the Georgetown Ministry Center was flexible and moved within the confines of the COVID-19 pandemic to meet basic daily needs for people experiencing homelessness.

In mid-March 2020, the COVID-19 pandemic initially required Georgetown Ministry Center (GMC) to temporarily suspend most services at our Drop-In Center. Initially the Drop-In Center opened one-day a week for mail service, food and supply distribution, and service referrals. GMC also conducted outreach to provide gift cards to allow chronically homeless individuals access to needed resources. GMC quickly pivoted to make physical site alterations and programmatic modifications at the Center. The Drop-In Center re-opened in June 2020. GMC staff maintain a presence at the Center seven days a week to meet guest's immediate needs. Staff distribute guests' mail, coffee, snacks, bagged lunches, warm dinners, toiletries, water, masks, hand sanitizer and provide the ability to recharge their cellphones. We have created two service windows, with staff inside and clients outside waiting in a socially distanced line extending down the alley to receive essential services.

The most pressing services are our laundry and showers -which must be implemented under controlled interior conditions. These services are critical for people experiencing homelessness to access. With the installment of plexiglass partitions, we resumed the much in-demand shower and laundry services with new safety protocols for the implementation of these services. Due to COVID-19 the cleaning and prep time between each shower or laundry service has gone up substantially so we cannot offer the same quantity per day as before COVID-19. In 2020, we served 790 unique individuals, down from 1,000 individuals in 2019. For service delivery, through 7,620 visits we provided 4,949 meals, 1,105 showers, and 739 loads of laundry.

The 2020-2021 Winter Shelter program was canceled due to the site closures and restrictions at GMC's partner congregations who host the Winter Shelter each year. Instead, the member congregations came together to help host a new program, GMC Extends. GMC Extends provides a hot dinner program 5-nights a week and extends the Drop-in Center's hours until 6:00pm. In the

pandemic, many meal programs have switched to cold bagged meals, and there was a need for individually packaged warm meals for individuals experiencing homelessness.

Our psychiatrist continues to come to GMC weekly to meet with patients in our Drop-In Center and on the streets. Through these efforts, 117 clients received psychiatric services.

We track every time a guest visits the Drop-In Center, uses services or engages with us on the street. We then examine this data monthly and quarterly and compare it to the previous year's time period. In addition to this quantitative measurement, we review staff notes and reports on engagement with clients. GMC staff are trained in DC's Homeless Management Information System (HMIS).

Programmatic Outlook

Ward 2 has the highest concentration of single homelessness in the city. And while we are waiting on the current figures from the latest Point-in-Time Count conducted on January 27, 2021, GMC saw a 15% increase of unsheltered individuals in our designated count area year over year.

Further compounding the issues facing the homeless community, DC cut the number of available vouchers in half in FY2021. And only 15% of people assessed for housing are matched with housing (prior to this year's cut). That means additional affordable housing is needed, as well as basic comfort services to support the individuals while they wait for housing solutions.

We do not expect to be able to resume our pre-pandemic operations fully within the next year, but with increased vaccine distribution, we hope to increase our capacity to serve the growing population with a phased reopening.

Phase 1 (Started June 2020): Service window with limited shower and laundry.

Phase 2 (Started April 2021): Add bathrooms and computer access. Add pop-up location to increase access to bathrooms in Georgetown (launching May 2021).

Phase 3 (Scheduled June 14, 2021): Limited indoor capacity for guests to access respite space and increase shower and laundry schedule.

(Timing is variable based on community risk factors, vaccination rates, transmission rates, and local ordinances.)

Organizational Changes

Since the retirement of GMC's long-time Executive Director, the organization has been in a leadership transition period. Throughout this process, all of our programs have continued to serve those in need. Rather than immediately launching into the hiring of another executive director, the board elected to embark upon a thoughtful strategic planning process before hiring the next

executive director. The board hired an interim executive director to manage the organization and began a lengthy and rigorous strategic planning process to determine the best direction for the organization before hiring a permanent executive director.

With the strategic direction of the organization determined, a search committee was formed to lead the process of identifying a dynamic new executive director. In October 2020, Kelly Andreae became the new executive director. Kelly has 15 years of experience in the homeless services sector leading local and national programs. Under Kelly's leadership, GMC has reinstated its Outreach Program and has grown its essential meal services. Kelly is now tasked to implement the strategic vision.

Financial Position

In early 2018, the long-time executive director who had served GMC for over 27 years retired. After seven months it was determined that the next executive director was not the right match for GMC. Rather than immediately launching into the hiring of another executive director, the board elected to embark upon a thoughtful strategic planning process before hiring the next executive director. The board hired an interim executive director to manage the organization and began a lengthy and rigorous strategic planning process to determine the best direction for the organization before hiring a permanent executive director.

The board considered merging with Friendship Place but determined that the agency's local expertise in Georgetown warranted further investment in the community. With the strategic direction of the organization determined, a search committee was formed to lead the process of identifying a dynamic new executive director. In October 2020, Kelly Andreae became the new executive director. Kelly has 15 years of non-profit experience with a concentration the homeless services sector leading local and national programs. Under Kelly's leadership, GMC has reinstated its Outreach Program and has grown its essential meal services. Kelly is now tasked to implement the strategic vision. In FY2020, GMC saw the fruits of that investment, raising more funds than budgeted. In FY2021 that trend continues, with GMC currently raising more than forecasted and is on track to end the year with a balanced budget.

Conclusion

GMC believes that all homeless individuals in D.C. should have access to services to meet their basic needs. By providing access through our three areas of programming, the Drop-In Center, Street Outreach, and winter shelter, GMC provides access to meet the basic needs of homeless individuals in our neighborhood. Support from the Holy Trinity plays a critical role in making this goal a reality for those on the street in our city. GMC is extremely grateful for the support of the Holy Trinity and looks forward to opportunities to continue its partnership and continue to bring support, comfort and hope to those living on the streets in D.C.