

# IMPACT

*Report* 2023

With an exciting outlook on 2024

Empowering our community to gain economic stability.



# Message from Megan



Dear Friends,

2023 was a year of significant growth for the SA Hope Center. After more than a decade of dreaming and four years of planning, we have completed the construction and moved into the new SA Hope Center campus! I am excited and honored to open these doors as a metaphorical love offering to the community as a place of healing and transformation for our San Antonio neighbors.

A special thank you to Harvey Najim for investing \$1.2M to the new campus and for serving as our honorary campaign chair and to all of the many generous donors (listed in this report) who made this project for our community possible. Your contributions are the lifeblood of our mission and we are grateful for your investment and partnership.

As we embark on 2024 and open this new campus to the community, we are strategically focusing on helping individuals and families become economically stable. We believe all families in our community should have the resources and opportunities to overcome challenges and thrive. Thank you for your partnership and investment to ensure SA Hope Center can continue to provide relational and holistic programs to our neighbors in need.

With grateful blessings,

A handwritten signature in black ink that reads "Megan Legacy".

Megan Legacy, CEO



**“This campus is a major statement that every person has God-given worth.”**



Nurture. Empower. Transform.



## Our Mission

We love people well by empowering them to meet their needs through in-depth case management and wrap-around social services.

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## Our Impact Model

The SA Hope Center follows a comprehensive and multi-disciplinary model of social intervention that collaboratively and ecumenically addresses poverty and trauma through preventative and educational measures.



Our programs are relational and individually tailored to include social work case management, financial literacy, career readiness, food assistance, health and wellness classes, parenting classes, spiritual care, and many more.

**WE VALUE DIVERSITY AND  
BELIEVE IN EMPOWERING PEOPLE  
FROM ALL WALKS OF LIFE.**

# STORY OF *Hope* MEET CHRISTINA: FROM HOMELESS TO FLOURISHING



Trish Sicari, SA Hope Center Case Manager  
and Christina

Christina's journey with the SA Hope Center is a testament to resilience, courage, and the transformative power of community. When Christina walked through our doors she was sleeping in her car and at a place of uncertainty, having faced eviction and strained relationships. She took the first step towards a brighter future for herself and her family by reaching out to the SA Hope Center. Through the collaborative efforts of SA Hope Center's dedicated staff members and her Mentor, Trish, Christina embraced the opportunities provided by our programs. She was determined as she sought assistance with counseling, applied for support services, and took on a job at Goodwill Industries.

**Christina's experience with SA Hope Center marked the beginning of her professional growth and laid the foundation for her financial independence.**

Navigating through past challenges, Christina accessed resources to find housing and settle overdue utility bills, ensuring a smooth transition into a new chapter of her life. Overcoming obstacles, she seized the chance to enhance her career through SA Hope Center's Career Readiness programs and, through her dedication, earned a well-deserved promotion at Goodwill.

Christina recently moved into her own apartment, reunited with her children, including her special needs son. The journey wasn't easy, but Christina's unwavering commitment and the support from the SA Hope Center made it possible. Christina's success radiates not only in her professional achievements but also in the rekindled family bonds.

As Christina graduates from our programs, she carries with her a newfound strength and resilience. We celebrate her triumphs, and her story stands as an inspiration to others facing adversity, proving that with determination, support, and the right resources, a brighter future is always within reach.

**Christina's journey embodies the spirit of hope and transformation that inspires the work of the SA Hope Center each and every day.**



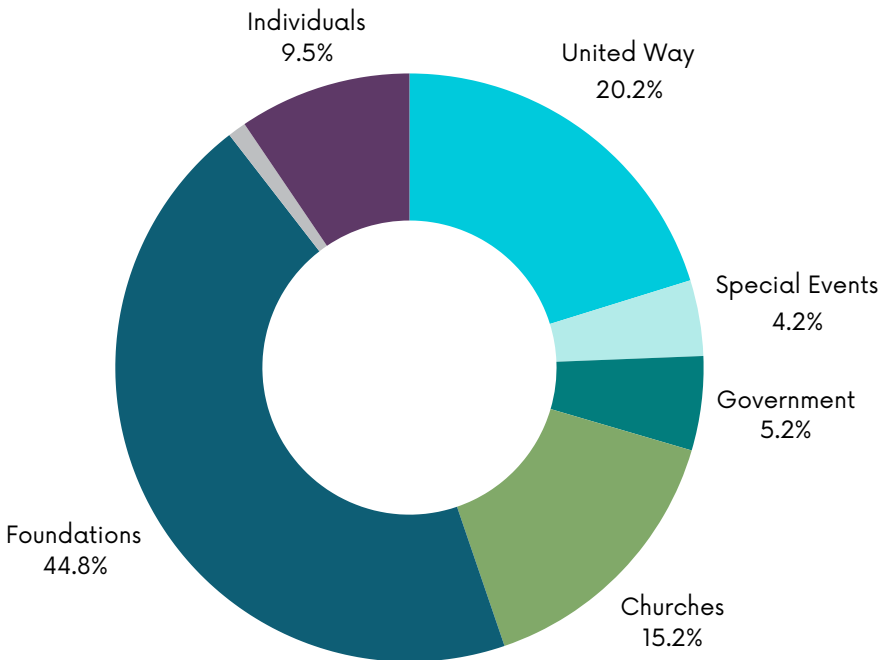
Christina's Children



# 2023 ●●● OPERATING FINANCIALS

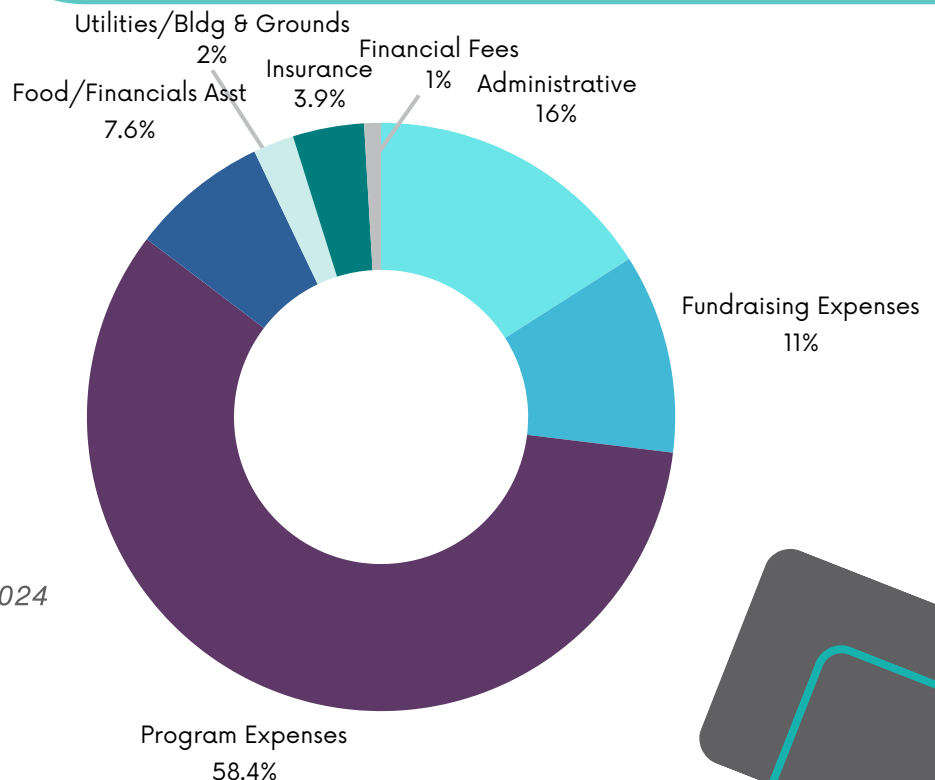
\*Excludes building campaign

## REVENUE



**REVENUE TOTAL:  
\$1,933,592**

## EXPENSES



**EXPENSE TOTAL:  
\$1,749,339**

*Net Proceeds: \$184,253 to support 2024 new campus program expansions.*



# Capital Campaign Update



**Campaign Goal:**  
**\$8.3M**  
**92% to Goal**

\$7,584,000 Raised

We need the **final \$716,000** to complete the Campaign.

**There has never been a more critical time to empower, equip, and stabilize families in San Antonio.**

While the new campus is open, there are still opportunities to support the final funds needed to complete the campaign. Naming of buildings and spaces are still available in ranges from \$75,000 to \$1,000,000.

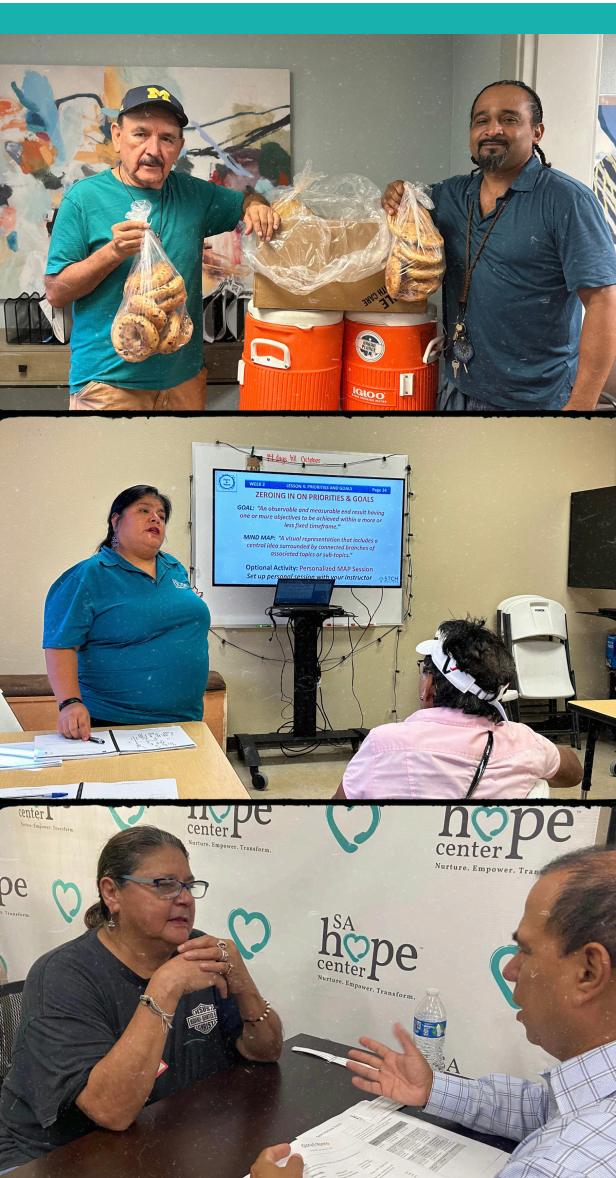


ALMOST THERE!

# NAMING OPPORTUNITIES AVAILABLE

IT'S NOT TOO LATE TO LEAVE A LEGACY

**Contact Us To Learn More**  
[lowen@sahopecenter.org](mailto:lowen@sahopecenter.org)



## COMING SOON...

### **MENTAL HEALTH COUNSELING AND DROP-IN CHILDCARE**

With the expansion of our new Westside campus, and generous community support we will be able to add these important services that over 90% of our clients need.

## Our Unique Offering

### **MENTORING CASE MANAGEMENT**

Through caring and highly trained, Bachelor and Master's educated social work case managers (Mentors), we help families create personalized goals to make positive steps toward long-term stability. Mentors utilize a Self-Sufficiency Matrix, measuring progress in 21 areas ranging from housing, childcare, transportation, income, education, mental health, and more. We create trusting relationships to nurture, empower and transform families across San Antonio.

### **CAREER READINESS**

This program provides ongoing guidance with workforce development to help obtain higher wage jobs and ensure family economic stability in conjunction with case management services. Program includes job fairs, job placement, career coaching

### **FINANCIAL LITERACY**

A multi-week program that provides guidance on how to create a spending plan that works, manage debt & loans, set savings goals, and prepare for the future, in conjunction with case management.

### **HEALTH & WELLNESS**

In addition to our client-choice food pantry we also offer heal classes hosted in partnership with the American Heart Association and offers a variety of health topics that educate and promote positive steps to health and well being.

### **POSITIVE PARENTING**

A 13-week program that strives to overcome trauma and enhance the child-rearing skills of parents so they are better able to foster the optimal development of their children in conjunction with case management.

### **SPIRITUAL CARE**

Provides spiritual care and counseling services to all participants that are seeking them.

### **EMERGENCY ASSISTANCE**

Services include clothing, ID recovery, diapers, rental assistance, utility assistance, child-care financial assistance, Texas benefit assistance, and many other resources. We partner with dozens of other agencies to help.

# 2023 PROGRAM METRICS



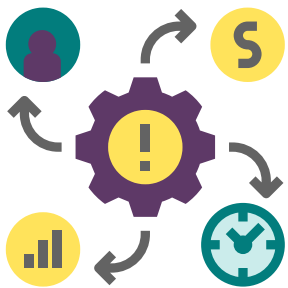
Nurture  
Empower  
Transform

## 6,331 Individuals Served

2023

879 Households with Children

### Deep & Meaningful Impact



26,369

Relational  
Services Provided

## 50% Increased Self Sufficiency Score

SA Hope Center Mentors use the Self-Sufficiency Matrix (SSM) as an evaluation tool to measure a client's progress and guide service planning.

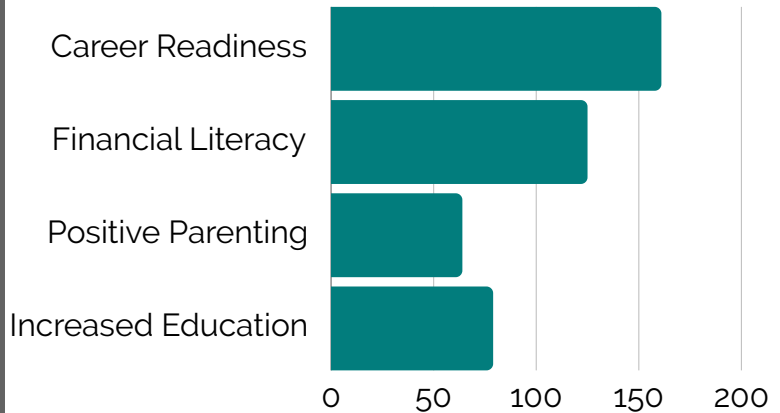


*The score is rated over 20 life domains measured.*

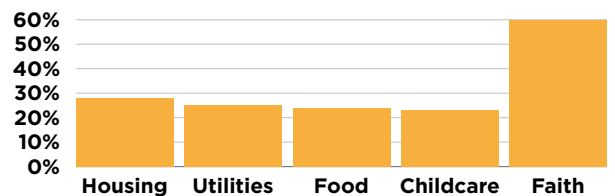
## 219,421 lbs

of Food Distributed

### Graduates by Program



### Top Assistance Areas



We help meet direct and basic needs so families can move beyond today and think about tomorrow.

## 2023 Cost to Serve A Family \$470

2023 Expenses \ Households served



# WHO WE SERVE

Our programs or services are not restricted and serve the vast needs of those in crisis, poverty and homelessness across San Antonio.

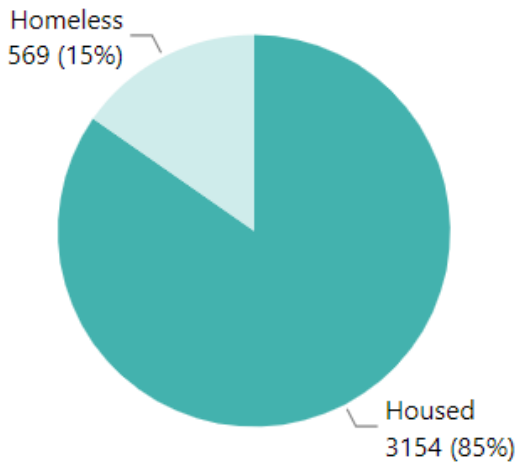
3,723

Households

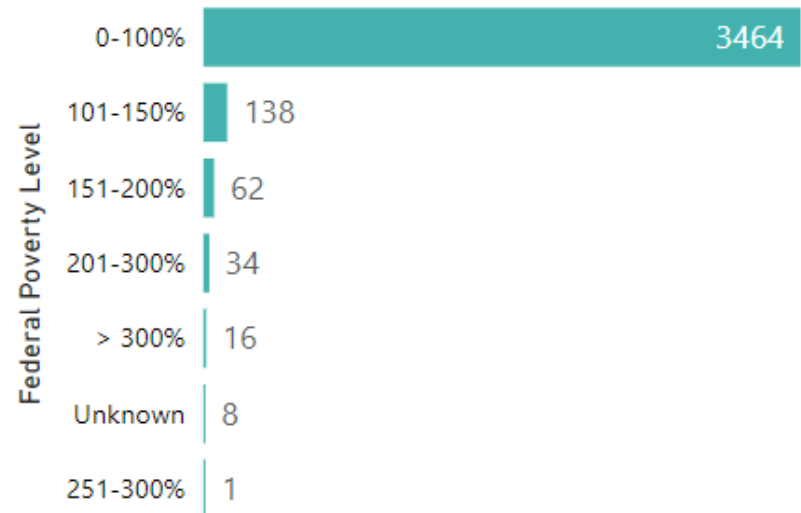
6,331

Individuals

## Households by Housing Status



## Households by Federal Poverty Level



## Top 5 Zip Codes Served

Zip	# of Households
78237	428
78207	391
78228	304
78227	217
78201	139

Ethnicity	Individuals
Hispanic	4985
Non-Hispanic	1255
Participant Declined Response	80
Unknown	11
<b>Total</b>	<b>6331</b>

Households

Military	Individuals
Never Served	6077
Veteran	112
Unknown	72
Military Dependent	39
Retired Military	15
Dishonorable Discharge	8
Active Duty	3
Active Reserve	2
National Guard	2
Inactive Reserve	1
<b>Total</b>	<b>6331</b>



Nurture. Empower. Transform.

# Unsheltered Services & Hope Heals Community Coalition

an initiative in partnership with Methodist Healthcare Ministries



**The Hope Heals Community Coalition is an initiative lead by the SA Hope Center's Dr. Jacquelyn Smith and focused on addressing the underlying vital conditions with the downtown unsheltered population.** The members of the Coalition are made up of individuals who are currently or recently experienced homelessness and community leaders. The goal of the Coalition is to bridge current and existing gaps of those experiencing homelessness.

The Coalition is an affiliate of Prosperemos Juntos and Thriving Together in partnership with Methodist Healthcare Ministries. This is the 3rd year of the Coalition working to create a project that will train and activate Advocates who will support currently unsheltered neighbors to navigate the resources and opportunities to gain permanent and supportive housing.

Advocates are trained and committed adults who will ensure the homeless/unsheltered population remains a priority in an overburdened system. These advocates will be given the opportunity to create individual relationships with an assigned client. Their personal support will assist the client in navigating the resources and systems in the community and learn to embrace the concept of a "warm hand-off" when it best suits the individuals needs.

We are grateful to work alongside the community to create timely and informed impact that will transform the lives of our unsheltered brothers and sisters. Thank you to our partners in this work including Methodist Healthcare Ministries and First Presbyterian Church, and especially with Coalition members who are dedicated to the impact of this work. We are all BETTER TOGETHER!



## DIRECTOR OF HOPE HEALS

Dr. Jacquelyn Smith

## COALITION OFFICERS

Chair- Chris Parker

Vice-Chair- Peter Kust

## COALITION MEMBERS

Edward Bios

Mary Maxine Bobbitt

Megan Legacy

Donell McMillion

Delfina Mendiola

Reyna Moss

Trish Sicari- Advisor

Ethan Wenzel





# WHERE WE WORK



## THREE SAN ANTONIO LOCATIONS

Westside

### Main Campus

321 N. General McMullen Dr. , San Antonio, TX 78237

Downtown

### KRL at First Presbyterian Church

404 N. Alamo St., San Antonio, TX 78205

Midtown

### Restore Education

1903 San Pedro Ave., San Antonio, TX 78212

## AND WITH OUR PARTNERS:

AWC Centers  
Arms of Hope  
Broken Warriors Angels  
Christian Assistance Ministries  
Close to Home  
First Presbyterian Church of San Antonio  
Good Samaritan Community Services  
Life Restored San Antonio

One By One Ministries  
Restore Education  
San Antonio Christian Dental Clinic  
San Antonio Food Bank  
Close to Home  
Spring Creek United Methodist  
STCH Ministries  
United Way of San Antonio and Bexar County

SA  
hope  
center



THE QUARRY  
GOLF COURSE

2024



GOLF

TOURNAMENT

TO OUTDRIVE  
POVERTY

**SAVE THE DATE**

**WEDNESDAY**  
**NOV 6**

**8AM TEE OFF**  
**LUNCH & PRIZES**

[www.sahopecenter.com](http://www.sahopecenter.com)

Proceeds benefit the mission, families and growth of the SA Hope Center.



# Become a *partner* in Hope



## SPONSOR A FAMILY

\$1,000 per year, or \$84 per month, helps provide transformational services to a family in need.



## DOUBLE YOUR IMPACT

In 2024, a new monthly gift of \$100 or more will be matched dollar-for-dollar up to \$5,000.



## BE A VISIONARY OF HOPE

Annual giving of \$5,000 and above makes a profound impact on the lives of multiple families in our community.

At the end of every dollar is a trusted connection providing sanctuary, empowerment and stability for those who need it most.

## Make a gift that helps people like Estefania!



After attending classes at SA Hope Center, Estefina has built a stable household for her children while also providing space to focus on healing and restoration.

She wants to go back to school to become a nurse's assistant.



*Scan to Donate*

**OR contact Leigh Owen**  
**[lowen@sahopecenter.org](mailto:lowen@sahopecenter.org)**  
**(512) 757-1725**



Nurture. Empower. Transform.



# TEAM

## EXECUTIVE LEADERSHIP

**MEGAN LEGACY, MPA**  
CHIEF EXECUTIVE OFFICER

**RITA SANDOVAL, MPA**  
CHIEF OPERATING OFFICER

**LEIGH OWEN**  
CHIEF DEVELOPMENT OFFICER

**JANIECE CANTU, LMSW**  
DIRECTOR OF PROGRAMS

**JACQUELYN SMITH, PHD**  
DIRECTOR OF HOPE HEALS

**BEATRICE CASAS**  
DIRECTOR OF ADMINISTRATION



## 2023 SA HOPE CENTER BOARD MEMBERS

**Ken Smith, Chair**  
**Kelly Terry, Vice Chair**  
**Bob Buckley, Secretary**  
**Leo Munoz, Treasurer**

David Alvarez  
Niki Belmares  
Brad Camp  
Connie Carington  
Davida Lambert  
Derek Plantenga



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Donate



Volunteer



Thank you for your generosity!

28 Employees

22 Social Work Interns

300 Volunteers

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