

A-SPAN is now

PathForward

Empowering people from streets to stability



2021 Report to the Community

Dear PathForward Supporters,

We share this Annual Report with you, our friends, donors, volunteers, and neighbors, during an unprecedented health crisis. It goes without saying that the COVID-19 pandemic has presented difficult challenges for all though it only exacerbated existing inequalities for people experiencing homelessness.

Yet through all of this, A-SPAN, **now PathForward**, persisted. We kept our doors open 24 hours, 7 days per week. Our incredible staff, some of whom are pictured here, selflessly and heroically provided life-saving services to all we serve. Through this pandemic, our commitment to supporting Arlington's most vulnerable neighbors never wavered. In fact, it has only grown stronger.



Last year, at the onset of the health crisis, we implemented a COVID-19 emergency plan to deliver services while maintaining the safety and well-being of our clients, staff, and volunteers. This plan included, but was not limited to, providing PPE (personal protective equipment), specialized deep cleanings of the Homeless Services Center, social distancing, onsite rapid testing, medical and COVID care, vaccinations, and increasing our street outreach for especially vulnerable people living unsheltered in our community.

The crisis underscored the importance of providing equitable access to healthcare for our neighbors, and we acted quickly, launching the Mobile Medical Program (MMP) in June 2021. The MMP delivers medical care to people - and for those living on the streets, access to medical care can be the difference between life and death. Through this compassionate care, delivered on foot by a registered nurse equipped only with a backpack, we are building trust with clients, some of whom have previously rejected expanded services.

If the team at PathForward can innovate during a global health crisis, I know we can achieve our goal of ending homelessness in Arlington. But it will take much, much more.



Your continued and dedicated support of our mission has helped to carry us through these tumultuous times. Thank you for your incredible financial contributions, donations of PPE, thousands of bagged meals, clothing, blankets and so much more. Because of you, we know there are brighter days ahead.

Please read on as I am proud to share the successes we have had this past year in providing hope and stability to those who need it most.

With utmost gratitude,

A handwritten signature in blue ink that reads "Betsy".

Betsy Frantz
President & CEO

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MISSION



PathForward's mission is to transform lives by delivering housing solutions and pathways to stability for people experiencing homelessness. Through a comprehensive continuum of services, we work to provide them the opportunity to achieve stability and live free from the threat of homelessness.

VISION, VALUES, HISTORY

Vision

PathForward's vision is an inclusive and equitable community where all neighbors live stable, secure, and independent lives free from the threat of homelessness.

Values

Community – Community is... building and fostering an open, inviting, inclusive neighborhood of shared responsibility.

Dignity – Dignity is... the belief that everyone has inherent rights and qualities of self-worth and respect.

Impact – Impact is... profoundly and positively transforming the lives of those we serve.

Partnership – Partnership is... the active commitment to work with other organizations and individuals in the community to transform the lives of those most vulnerable.

Stability – Stability is... meeting basic human needs and achieving independence.

History

PathForward began in the late 1980s when two Arlington women saw a need in our community and acted. PathForward Founder Lora Rinker and friends began preparing and serving meals to people who were homeless and hungry two nights each week. Through this interaction, they learned of the many needs that people had while living unsheltered on the streets—they needed shelter, clothing, blankets, medical care, substance abuse treatment, mental health treatment, jobs, and, most importantly, housing.

This initial act of kindness led to a grassroots movement within the Arlington community that eventually became A-SPAN. PathForward has evolved over the three decades into an innovative, industry-leading organization with a full range of services that address all the needs of homeless individuals, veterans, and household.

A BROAD SPECTRUM OF SERVICES



Street Outreach

- Building trust with clients-the first step in helping them access higher-level programs
- Helping with documentation
- Distributing hygiene and medical kits
- Providing bagged lunches

Day Program

- Access to shower, laundry facilities, and clothing
- Use of phone or mailing address to connect with loved ones or to apply for a job or benefits
- Case managers
- Connection to the Job START Program
- Referral to mental health or substance abuse treatments
- Referral for medical, eye, or dental care
- Assistance with eviction prevention or housing

Shelter Program

- Collaboration with Arlington Continuum of Care to ensure clients receive referrals to proper service provider
- Providing meals and a place to sleep
- Case management, which includes help with navigating the health system and job-search support
- Access to mental health and substance abuse support, through collaboration with Arlington's Treatment on Wheels program



A BROAD SPECTRUM OF SERVICES (CONT.)



Homelessness Prevention and Rapid Rehousing

- Preventing people who are facing homelessness from reaching the streets or rapidly re-housing those who are already homeless.

Permanent Supportive Housing

- Providing housing for individuals and veterans who are chronically homeless and suffer from substance abuse and/or mental illness.
- Offering ongoing wraparound services, including assistance with medical issues and medication, advocacy, financial literacy, life skills, etc.



GLORIA'S JOURNEY TO STABILITY



Gloria said people often view homelessness as a stigma, but, after it happened to her, she realized a series of events can quickly throw a person into a dire situation.

Gloria was sharing a home with her fiancé when he suddenly passed away. After moving into an apartment with a roommate, Gloria became ill and needed a routine gallbladder removal surgery. Due to complications, Gloria fell into a coma. When she awoke, Gloria moved into her mother's home to recover, and within days, her mother passed away. Gloria had nowhere to turn, was overwhelmed with medical bills, and was currently unemployed due to her health issues.



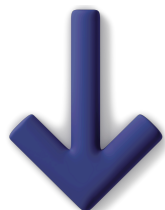
Gloria connected with A-SPAN, staying at the Homeless Services Center for months before COVID-19 rocked the world. Her fragile health put her at grave risk should she get COVID. Gloria's case manager and the medical team worked closely together to get Gloria into housing. Thanks to the team at PathForward, Gloria is safe and sound in her new apartment home.

2021 HIGHLIGHTS



Adapting through COVID

PathForward (formerly A-SPAN) kept the doors of the Homeless Service Center and the staff roles necessary to support our clients going 24 hours a day, 7 days a week, from the pandemic's onset. Throughout this unprecedented crisis, we continue to promote the safety and health of our clients. Our shelter, day program, outreach, nursing, meal, and housing programs remain open and are staffed at all times by front-line workers.



Organization Rebrand

In July, 2021, A-SPAN rebranded as PathForward and adopted a new logo. This new name celebrates individuals' different and distinct pathways toward stability, independence, and life free from the threat of homelessness. It captures what we do best - moving people towards a path to stability.

As part of this launch, we revealed a new website that shares the breadth and depth of the services we provide. We developed our new brand with deep respect for our past and humble beginnings as A-SPAN in 1992, while looking ahead to an exciting future.



Our New Mobile Medical Program

PathForward launched the Mobile Medical Program, which provides medical outreach to people experiencing street homelessness. Meeting clients on the streets and helping them with basic necessities and medical care are critical in establishing trust. These encounters are often the first step in getting those experiencing homelessness into PathForward's programs.

ORGANIZATIONAL TIMELINE



PathForward
Together, we end homelessness.

Ending Homelessness Together Since 1991



1991 Arlington Street People's Assistance Network (A-SPAN) forms. A-SPAN adopts its first logo, publishes its first brochure, and extends its first program, the Homeless Bagged Meal Program, to five nights.	1992 A-SPAN incorporates as a nonprofit, adopts its by-laws, and contracts with Arlington County for operation of Arlington's Emergency Winter Shelter.	1994 A-SPAN's first-ever program, the Homeless Bagged Meal Program, begins distributing meals every day of the year, rain, snow, or shine.	1995 A-SPAN begins to provide street outreach after United Way funds two part-time Outreach Staff and an Outreach Coordinator.	1999 Opportunity Place opens in Arlington. The HUD-funded day program provides life-sustaining services, and employment center, and case management.	2001 A-SPAN marks its 10th Anniversary.	2002 A-SPAN begins partnership with Rosslyn BID to provide street outreach in Rosslyn.	2004 A-SPAN adopts its second logo.	2005 A-SPAN is highlighted as "One of the Best" local charities and included in The Catalogue for Philanthropy, Greater Washington for the first time.	2007 A-SPAN's Permanent Supportive Housing Program begins and provides housing and case management to six people who formerly experienced homelessness.	2008 Kathleen Sbert is hired as A-SPAN's new Executive after one of A-SPAN's founders, Executive Director Lora Bosker, retires following 17 years of service.		
2017 A-SPAN, APAN, and Westover Village Civic Association win Ellen Bozman Affordable Housing Award for their collaborative efforts to preserve affordable housing in Arlington's Westover neighborhood.	2016 A-SPAN marks its 25th Anniversary.	2015 A-SPAN opens Arlington's Homeless Services Center, a first-of-its-kind in the DC Metro area. The HSC provides year-round shelter, medical respite, and a range of wraparound services under one roof.	2014 A-SPAN client Mr. Hill becomes the 100,000th person housed through the national 100,000 Homes Campaign.	2012 Arlington County Board approves the purchase of the building at 2020 14th Street North for multi-purpose use including a year-round Homeless Services Center.	2011 A-SPAN and Arlington's Department of Human Services launches 100 Homes Arlington to house Arlington's most medically vulnerable.	2010 A-SPAN marks its 20th Anniversary.	2010 A-SPAN begins offering free medical care through nurse practitioners at its Emergency Winter Shelter.	2009 Through federal stimulus funds, A-SPAN starts the Homelessness Prevention and Rapid Rehousing Program to help individuals who are facing eviction or those recently evicted.				
2018 Bank of America names A-SPAN as a 2018 Neighborhood Builders award recipient for the Greater Washington area. President/CEO Kathleen Sbert and COO Leonard Charl begin year-long Neighborhood Builders Leadership Program.	2018 A-SPAN expands its Permanent Supportive Housing Program to serve transition-aged youth in partnership with Doorways for Women and Families.	2018 A-SPAN and other area homeless service providers successfully complete Arlington's 10-Year Plan to End Homelessness and begin Action Plan for Ending Homelessness.	2019 A-SPAN contracts with Homelink on Westover for building renovations that include painting, landscaping, installation of a back patio and basement build-out.	2019 A-SPAN expands its Medical Respite Program and Nursing Services through a two-year grant from CareFirst to include a Fracture Clinic.	2020 A-SPAN President / CEO Kathleen Sbert retires after 11 years of service.	2020 Betty Frantz becomes the permanent President & CEO after serving as Interim Director since January 2020.	2020 The COVID-19 pandemic begins and spreads rapidly across the USA. PathForward quickly implements emergency measures to protect staff, clients, and volunteers. Its doors remain open 24/7, 365.	2020 A-SPAN awarded the contract to operate Arlington County's Homeless Services Center for a second time.	2021 A-SPAN's Diversity, Inclusion, Equity, & Belonging (DIEB) Task Force is established and convenes for its first meeting.	2021 A-SPAN rebrands as PathForward and adopts a new logo.	2021 PathForward launches the Mobile Medical Program, which provides medical outreach to people experiencing street homelessness.	2021 The Arlington Chamber of Commerce names PathForward a 2021 Nonprofit Business of the Year.

IMPACT



TOTAL SERVED IN ALL PROGRAMS

487

HOUSING



448

Total Housed



MEDICAL SERVICES

13

Served in
medical respite
care



315

Free medical
touchpoints

1837

COVID
tests



285

Prescriptions
provided

HOMELESS SERVICES CENTER

253

Served in hypothermia
program



35,883

Meals served



98

Served at HSC



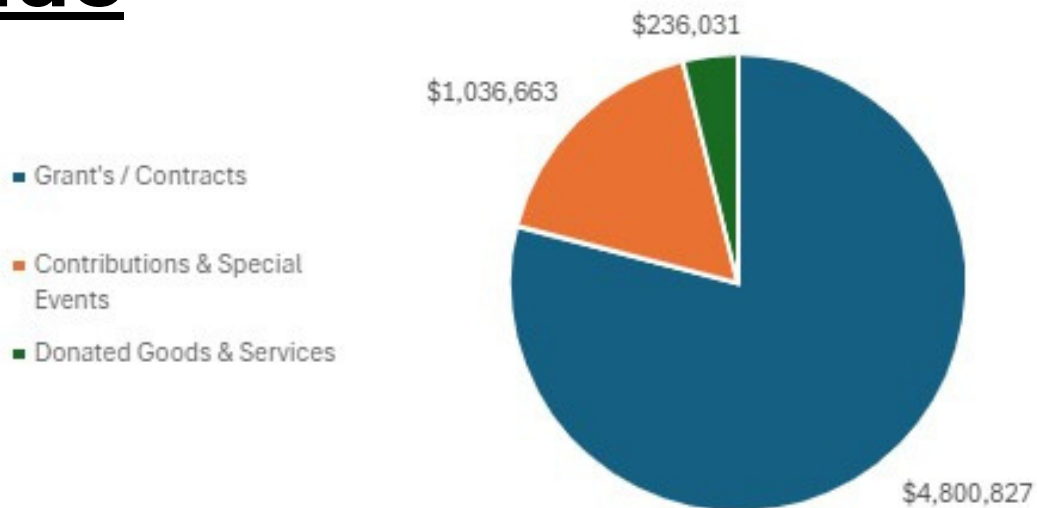
**The number of total people housed is subject to annual fluctuation, based on changes within the federal housing programs.*

WWW.PATHFORWARDVA.ORG

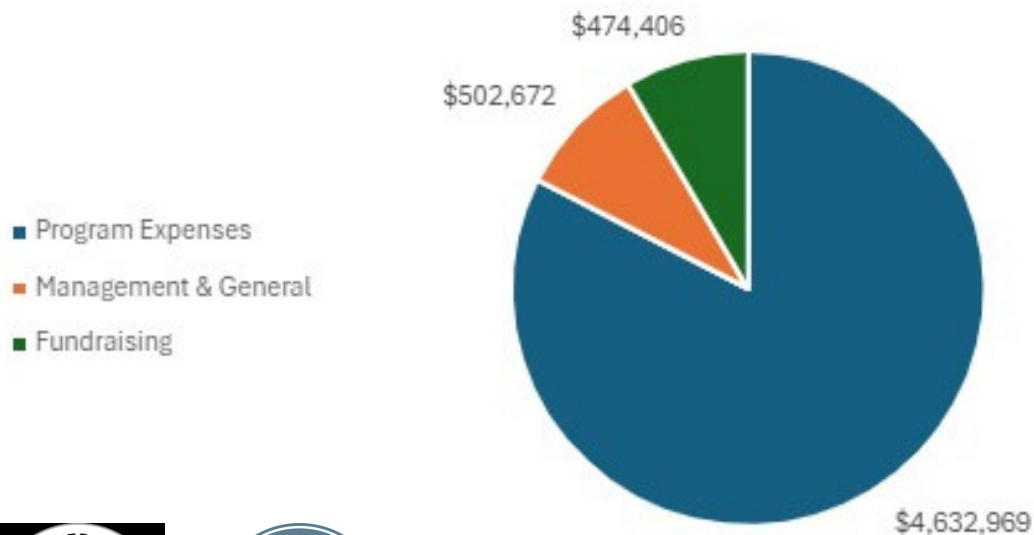
2021 FINANCIALS



Revenue



Expenses



PathForward

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