JEREMIAH'S INN, INC.

ANNUAL REPORT 2020

THE YEAR IN REVIEW

Surreal. Isolating. Exhausting. Unprecedented. 2020 was a year like no other. As our nation faced racial injustice, political turmoil and a global pandemic that exacerbated the social issues at the core of our mission the work of Jeremiah's Inn has never felt more important. The novel corona virus was a threat to us all and put our health, our livelihoods and the economy at risk but those who fared the worst were amongst the most vulnerable of our population. The elderly, those with chronic illness, and people of color faced the greatest health risks and in many cases suffered the greatest economic impacts as well. Lost jobs, reduced wages and a disrupted food supply chain resulted in Massachusetts having the largest relative food insecurity rate increase in the nation. *The children of our Commonwealth experienced an increase rate in food insecurity of 102%* while the rate for the overall population increased by 59% (since 2018, according to Feeding America). While those who suffered with hunger pre-pandemic continued to access our nutrition center at an increased rate, more people than ever before sought our help with food for the very first time. We experienced a complex mix of challenges brought on by the pandemic related to addiction, relapse and treatment. Financial hardship, uncertainty, stress and grief – all known triggers for relapse, threatened those with existing substance use disorder (SUD) and others at risk of developing one as growing numbers turned to alcohol and drugs to cope. Some avoided treatment out of fear of contracting COVID-19 while others were enticed away from treatment by sudden large sum stimulus checks and retro pandemic unemployment payments. Yet, as the need increased the availability of treatment options and supports decreased. Executive orders closed churches that house self-help and 12-step groups and providers were forced to comply with social distancing, isolation and quarantine protocols that limited bed capacity and availability. Maintaining a balance between service provision and ensuring the health, safety and wellbeing of our staff and those we serve was no small feat however, we managed to fend off

2020 IMPACT

GENERAL

- 365 days open for service
- 5,183 lives changed
- $39% YOY increase in funds raised
- $304,000 raised for COVID relief
- $750,000 invested in service expansion
- 89% program percentage
- $9 cost to raise $100
- $731,183 change in net assets

ADDICTION IMPACT

- 9,645 substance-free days
- 184 interventions
- 46% completion rate
- 6% above-average in outcomes
- 133 referrals made

HUNGER IMPACT

- 14,067 pantry visits
- 348,454 lbs of food distributed
- 4,129 children fed
- 63% increase in need
- 339% YOY increase in new guests
- 25,000 masks distributed

the virus through November, unlike so many other congregate-living facilities that struggled greatly.

Our ability to incorporate technology and evolve with the more "virtual" and "remote" nature of pandemic living kept our patients linked in with PCPs, mental health providers, guided meditation, virtual 12-step meetings, sponsors and loved ones. But regardless the struggle was real. The pandemic had incredible financial impacts, but through the support of our donors and funders we brought in $304,000 funds to directly address COVID-related necessities including technology, PPE, UV equipment and HVAC retro-fittings for disinfection and air purification and other cleaning and disinfecting supplies – in order to safely operate through the crisis, as well as "hazard" pay and bonuses for staff.

While we had to cancel our signature fundraising event CHOPPED!Worcester, our 26th Annual Food Drive was amongst our most successful bringing in over $16,730 and 1,999 pounds of food. Overall fundraising efforts enabled a cost of living increase for staff, repairs to our security system, installation of vinyl-siding, paint for the porches and other historic elements that make our building so lovely. And we achieved our long-term goal of expansion with the purchase of a second property in the Newton Hill / Elm Park area of the city. Unfortunately, the pandemic stalled progress on renovations but ultimately the interior was fully renovated, appliances, furnishings and fixtures were purchased and contracts were in place for replacement of the front porch and installation of a new high-efficiency heating system by year end. The year presented many challenges but we continued to carry out our mission despite a global pandemic. The immediate impact of COVID-19 on food insecurity and addiction were clear, but the long term impacts may take time to fully grasp. And so, the work continues – and as we stride forward into 2021 with a new perspective and a greater sense of urgency to support those who need us now more than ever, and as we recover as a community - we thank our donors and allies for supporting us through this most challenging of times.

RECOVERY RESPONSE

In 2020 we were faced with several significant challenges that negatively impacted both our occupancy and program completion rate: changes in previous levels of treatment for referrals sent to us, treatment issues directly related to the COVID Pandemic itself, and the unintended consequences of the subsidized pandemic unemployment assistance (PUA) and stimulus payments. The majority of referrals for treatment at Jeremiah's Inn began coming from higher levels of care than in past years. Most referrals were coming from Clinical Stabilization Services (CSS) which means he patient has had only 2 or 3 weeks of prior treatment leaving significant gaps in their readiness for this "Low Intensity"

level of treatment. This is a statewide, systemic issue caused by the addition of detox and CSS beds with little addition to the next level of care (Co-Occurring Enhanced) from which we would typically be getting referrals. In order to adapt to these changes and meet the needs of our patients we made several programming changes. First we added several new unbundled services beginning in Q2 of 2020. These included an 8 week Intensive Outpatient Program (IOP) in partnership with the Counseling Addiction Center of Worcester. Direct Psychiatric referrals for Psychiatric and Medication assessments and targeted trauma therapies with Behavioral Healthcare Services and Care for Us Wellness of Worcester.

Expanded access to Medicated Assisted treatment (MAT) through an additional Office Based Opioid Treatment (OBOT) at CHL Family Health. This resulted in necessary delays in our patients' ability to begin working and longer stays at Jeremiah's Inn and in the recovery environment. The COVID Pandemic brought additional challenges. In addition to having to be able to isolate and quarantine patients there were staffing challenges when staff either caught the virus or were exposed. The restrictions placed on the patients in regards to visits, social distancing and programming, and the funds made available to them gave patients a sense of short term self-sufficiency. As a result, many patients left our program early, against counselors advice, because they simply were not willing to comply with the restrictions- and because they could afford to. Since this happened at all levels of care referrals also dried up so for several months there were insufficient referrals to fill open beds. Once again, the team at Jeremiah's Inn really stepped up. With a "Patient Centric" attitude the team quickly put the new unbundled services in place and began making referrals. The relapse rate for new patients quickly went back down to that of previous years. Since our patients were getting their needs met in significantly better ways, we experienced lower patient turnover rates than most of our counterparts. Where many of them experienced occupancy rates of 20% to 30% lower than the previous year ours was only 6% lower. Completion rates were also down across the Commonwealth. However, as a result of the above efforts our program completion rate was 45% compared to a statewide average of 39%.

NUTRITION RESPONSE

Our Nutrition Center remained open throughout the pandemic, responding to increased need in food when other agencies temporarily shut down as COVID made its way into the Commonwealth. We offered hand sanitizer, disinfectant and other COVID-related supplies, and distributed appx. 25,000 surgical masks to our neighbors in need. We received and distributed 34% more food than the previous year, which was valued at over $689,000. *Households served increased by 40% over last year, while over 3,400 people received our services for the very first time – a 339% increase from 2019.* Over 4,000 children received food; the milk and fresh fruits and veggies provided them with essential vitamins and nutrients necessary for growth and development which they stopped receiving through meals when learning went remote.

We adapted our service delivery to mitigate risk of exposure to the virus, and while we temporarily eliminated the shopping experience, we added a critical delivery component.

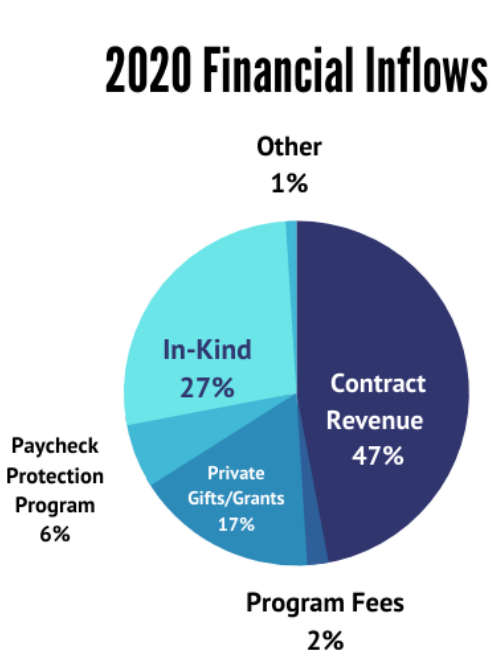
Through collaborative efforts with the Worcester Public Housing Authority hundreds of elderly households were able to receive food without risking exposure. When the weather permitted, we distributed food outdoors and throughout the winter we encouraged people to schedule an appointment for pick-up to avoid waits in the cold. Our engagement with the Hunger Network, Worcester Together and Central MA SNAP Coalitions enhanced our ability to connect our clients with expanded public food assistance benefits, Pandemic Unemployment Assistance, COVID-testing and other resources to get through this difficult time. By year-end we distributed nearly 350,000 lbs of food to over 14,000 individuals – an increase of 63% for individuals served. This would not have been possible without our partnership with Worcester County Food Bank, and Polar Beverages who provides us each week with a truck and a driver to transport food to our facility.

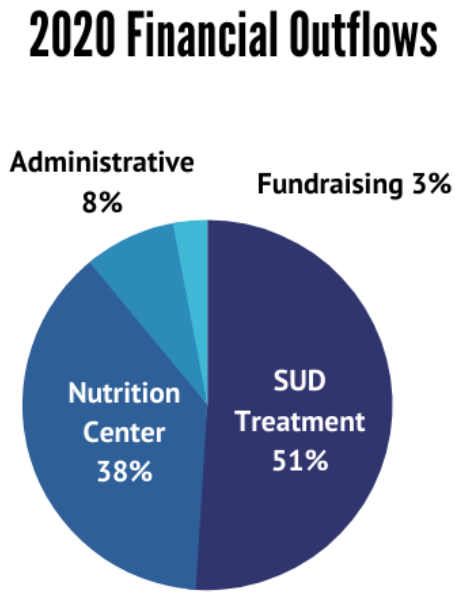
FINANCIAL UPDATE

The financial position of Jeremiah's Inn continues to be strong as indicated by favorable working capital and liquidity ratios. Our Current Ratio is 6.8:1 at December 31, 2020, well above the benchmark of 2:1, with 6.5 months cash on hand.

Strong cash reserves keep an organization prepared for the unexpected –both good and bad, so when the pandemic hit we were positioned to react. But with much unknown we applied to Payroll Protection Program and received a loan in the amount of $160,900, which was treated as a conditional grant and released from restriction when conditions were met. The loan was subsequently forgiven. We also took advantage of monumental efforts made by the public and community foundations to financially support non-profits responding on the front lines. This resulted in an annual increase of private gifts, grants and contributions of $226,000.

Secure and steady sources of contract revenue to fund our programs, which were temporarily enhanced for COVID-relief paired with solid fiscal policy, budgetary management and a fund development plan resulted an increase in net assets with Fundraising and Administrative expenses making up only 11% of our total budget, while 89% of expenses are allocated directly to the programming we provide. This is quite favorable, considering the acceptable benchmark for program expenses is 75%. We drew-down our equity loan to purchase a new property, which increased capital assets and is reflected as Long-Term Debt on the Statement of Financial Position. Chart depicts general outflows, full financial reports are available upon request.





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Kevin Rigney, House Manager
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Alyssa Dancause, Communications Coordinator

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Overdose Prevention, AIDS Project Worcester
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Relapse Prevention, Stacey Baker
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Tobacco Awareness, Jeff Busby

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Community Harvest Project
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Dymamy Internsip Program
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Pastor, Kathleen
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