



Elevating Hope. Elevating Opportunity.

PERFORMANCE {our work in the world + how we serve}

Center of Hope Family Services (COHFS) elevates life outcomes by removing barriers to access and providing opportunities to thrive. Through its focus on performance, the organization has become a leading voice for closing the opportunity gap for those who have been marginalized or labeled at risk and then forgotten or exploited. COHFS provides evidence based and culturally relevant programs and services with a focus on excellence.

We envision a world that is fair, equitable and just for all. Our commitment is to provide opportunities to thrive and improve the life outcomes for individuals and groups through evidence based programs. We are moving confidently toward the fulfillment of that vision through fiscally responsible programming that leverages partnership and proven performance.

▶ **A commitment to solid fiscal management practices and steady growth**

In addition to a \$5.94 return on investment for key program areas, COHFS has established a solid reputation as a high-performance organization. Throughout its history, COHFS has exhibited solid fiscal management practices and steady growth, even in challenging circumstances. Historically, the organization raised annual revenues by between 20% to 25% every year since its inception. Despite the challenging circumstances faced by the organization and members of the community, COHFS increased revenues by nearly 40% during the pandemic, while increasing expenses by only 10%.

▶ **Partnership and performance at the heart of our service model**

Community based and national partnerships and collaboration are at the heart of our service model. In 2020, the organization took the lead in the Toledo community with its COVID-19 Response Programs in Action, partnering with Lucas County Commissioners, the Toledo Area Regional Transit Authority and State Bank to provide masks for individuals in need who rely on public transportation.

▶ **Expanding access to programs with proven performance and real results**

In 2022, the organization will celebrate its 25th anniversary with the expansion of its **ELEVATE!** afterschool enrichment curriculum for fostering academic, social and emotional resilience. Based on proven performance and a 97% success rate, the 28-week, K-3 curriculum will now be available to programs in urban and suburban centers nationwide. With an average per-student cost of \$5,354 compared to a \$16,461 cost per non-intervention, the comprehensive afterschool program delivers a solid return on investment for communities where it is implemented.

Accolades & Achievements

- Nonprofit Innovation & Excellence Award (2018)
- Ohio Department of Education 21st Century Community Learning Center Award for Academic Improvement in Reading and Literacy (2018)
- Goldman Sachs 10,000 Small Business Alumni
- COHFS featured in Toledo Community Foundation Annual Report, *Sojourner's Truth* newspaper and local media