

20  
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# *Annual Report*

**Institute for Urban Living, Inc.**





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# A Message From Our *Chief Executive Officer*



*Friends & Supporters,*

*As we reflect on this past year, I am filled with immense gratitude for the dedication, resilience, and generosity of our community. Your unwavering support has enabled us to make a profound impact on the lives of those we serve—individuals experiencing homelessness and struggling with mental illness.*

*Through the collective efforts of our staff, volunteers, partners, and donors, we have not only provided essential services but also fostered hope and empowerment for those on the path to stability. Your commitment to our mission has strengthened our ability to advocate for those in need, expand our programs, and ensure that no one is left behind.*

*This annual report highlights the progress we have made together—stories of transformation, data that underscores our impact, and the incredible efforts of our front-line staff who work tirelessly every day. While challenges remain, we remain steadfast in our commitment to equity, dignity, and lasting change.*

*Thank you for standing with us. Your compassion and generosity fuel our work, and we are honored to have you as part of our community. We look forward to another year of meaningful impact—together, we are making a difference.*

*With gratitude,*

**Urla Barrow, Chief Executive Officer**



# A Message From Our *President - Board of Directors*



*Dear Friends and Supporters,*

*Warm greetings—and heartfelt thanks—for standing by Hyacinth's Place over the past year.*

*Each day, our dedicated team provides more than shelter and meals. We offer hope, healing, and a path forward for women experiencing homelessness, many of whom are living with severe mental health challenges. For them, Hyacinth's Place is often the last safe haven. Your continued generosity reminds us that we are not alone in this mission—and that makes all the difference.*

*As a small nonprofit with a big mission, we've spent the past year restoring dignity, stability, and a sense of belonging to women who have been overlooked or forgotten. We operate in a world of rising costs and growing need, yet we remain steadfast. Why? Because every life is worth fighting for.*

*Your support—whether through financial contributions, in-kind donations, or gifts from our Wish List—helps us provide more than just necessities. You help create a clean, welcoming home. You help provide warm beds, compassionate care, and second chances. You help women rediscover their strength and reclaim their futures.*

*When you see someone struggling and wonder how to help—this is how. By standing with Hyacinth's Place, you are walking alongside the women we serve. Together, we can ensure that hope is never out of reach.*

*With deep gratitude,*

**Michelle Batchelor, President - Board of Directors**

# Who Are The Residents of *Hyacinth's Place*?



Hyacinth's Place is a permanent, affordable housing program in Washington, DC that provides comprehensive therapeutic and social re-integration services for homeless women with a mental health diagnosis.

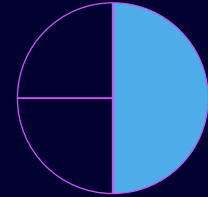
*What percentage are successfully re-integrated back into the community?*



**Most Residents successfully integrate**

*What is their mental health diagnosis?*

**Schizophrenia is the most common mental health diagnosis**



*What is their race?*



**Most residents are black.**

*What is their employment history?*

**Most residents are unemployed**



*What percentage are mothers?*

**Most residents are mothers**



*What is their educational attainment?*

**Most residents have completed high school**



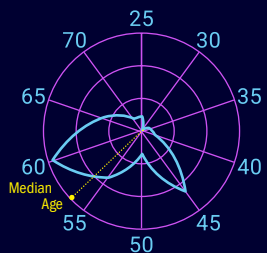
*What is the eviction rate from Hyacinth's Place?*

**Most residents were not evicted**



*What is their age?*

**The median age is 56**



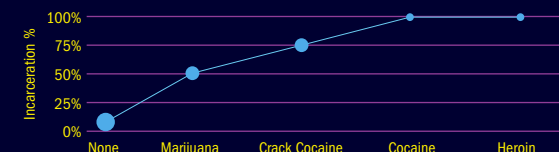
*What caused their homelessness?*



**Drugs are the most common cause of homelessness**

*How are the issues of substance abuse and incarceration related?*

**Incarceration rates increase with substance abuse issues.**



# Key *Accomplishments*

Our priority in 2024 was a commitment to the vulnerable women seeking our support.



The focus became healing and recovery from trauma and the mental illness that had shaped their lives. With the help for some committed staff and Community Service Workers, we worked to develop healthy coping mechanisms. We saw a need to also focus on cultivating resilience and self-worth.

By the end of the year, seven (7) of our women were ready to be reintegrated into the wider community. Two of the seven women were in supported employment. One of the seven held a full-time job and moved into an apartment, paying standard rent for a one-bedroom in DC, without subsidies or any other support.

Our poster child for PTSD with an unbelievable background of abuse and a list of psychiatric diagnoses, after twelve months, was asking staff, "How can I help you to promote Hyacinth's Place so others can support your work?" As much as she was a poster child for PTSD when she entered our doors, she was now a reflection of our work in "cultivating resilience and self-worth".

At Hyacinth's Place over the past year, our success was in the changes we made to the lives of the women we serve. With help from our donors, we offered non-judgmental and unconditional

support with guidance and rational suggestions in a structured therapeutic environment.

We offered a warm, comfortable home with the assurance of security/safety, respect, and human kindness.

We celebrated each woman's birthday, we visited the African American museum, and the women participated with many tourists in the Cherry Blossom festival. We encouraged camaraderie, provided privacy, and watched many of our women regain their confidence, self-respect, and independence.



# Volunteer Contributions and *Impact*



## THE MORRIS AND GWENDOLYN CAFRTZ FOUNDATION



Volunteer and pro bono services are the lifeblood of small nonprofit organizations. Hyacinth's Place is no different. In 2024, our organization with its limited budget and overwhelming need for services, relied heavily on the generosity of individuals willing to give their time, skills, and expertise without expecting financial compensation. The Catchafire Program, sponsored by the Cafritz foundation, was our principal pro-bono resource. It matched talented professionals from countries across continents to help us increase our capacity and better serve our mission.

Our volunteers and Pro bono services extended to our staff with graduate degrees, years of

experience in specific disciplines such as legal, business management and IT willing to accept an insignificant salary. This willingness to lend skills and expertise to enhance the organization's capacity, efficiency and sustainability. When our staff and volunteers donate their skills, together we make more of an impact and create an organization that otherwise would not exist to support the women desperately in need of our services.

Thank you to our volunteers, the staff of Hyacinth's Place and all those who have offered pro bono services. Together we will continue to transform lives.

# Esther

## Her Testimonial

She was born and grew up on a farm in West Virginia. Her large family lived off the land, and they grew or made all their ingredients for cooking from scratch. This was just the first of many fascinating facts I learned about Esther as we interviewed for a unit at Hyacinth's Place.

After reading the medical and psychiatric records, I rejected this candidate as somebody "Hyacinth's Place did not have enough resources to accommodate." She suffered from congested heart failure, obesity, hypertension, incontinence, chronic pain, fatty liver, cardiac disease, depression, anxiety, schizophrenia, sleep apnea, oxygen dependency, and the list continued. At 56, with over twenty-seven years of marriage, an abusive husband had shot, stabbed, and otherwise physically abused her. While at work as a Crossing Guard, she collapsed on the road and her hospital Social Worker told me she was determined to get her occupancy at Hyacinth's Place. "If not here... then where?" she asked.

Our clinical volunteers worked closely with Esther's Doctors and several specialists for one year. Our Behavioral and Therapeutic Services

have made all the difference. She attends all workshops and groups and has a hunger to forge a path to independence and good health. She has lost 145 pounds which she was mandated to lose. She no longer uses an oxygen tank, walks for 20 minutes around the community daily, and follows a strict diet. Her very quiet, introverted personality has evolved through the comradery and positive support of her peers. She enjoys cooking for the ladies and teaching them to make butter from scratch. Her willpower is remarkable. She now volunteers at a community church near Hyacinth's Place and at the area library.



Our testimonial to all our donors and supporters—after 14 years of opening our doors to serve women who are homeless and living with mental illness—came directly from Esther at our most recent community meeting. "What can I do to help Hyacinth's Place...It has done so much for me... if you need me to speak on behalf of the work you do and how you have helped me...I would like to do so..."



2024

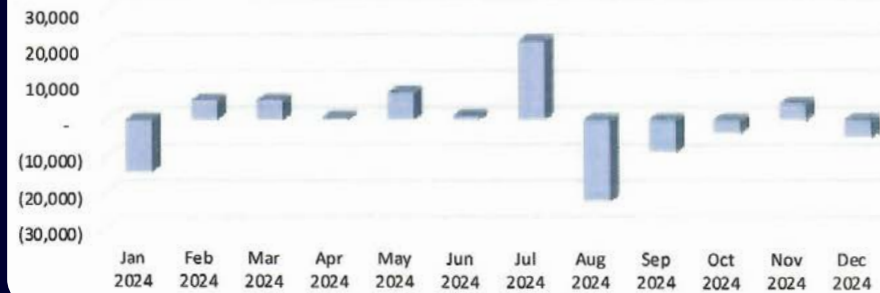
# Financials Visual Summary



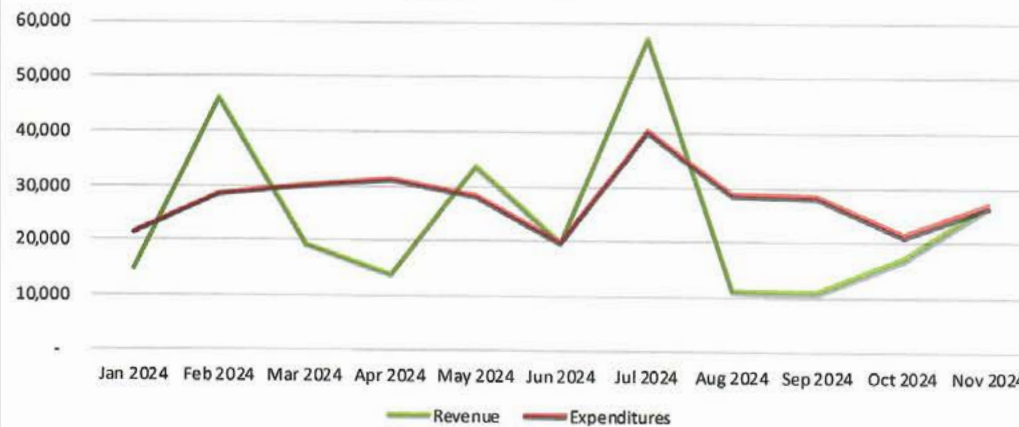
**Net Revenue**  
2024 YTD vs. 2023 YTD



**Cash Flow**  
January - December, 2024

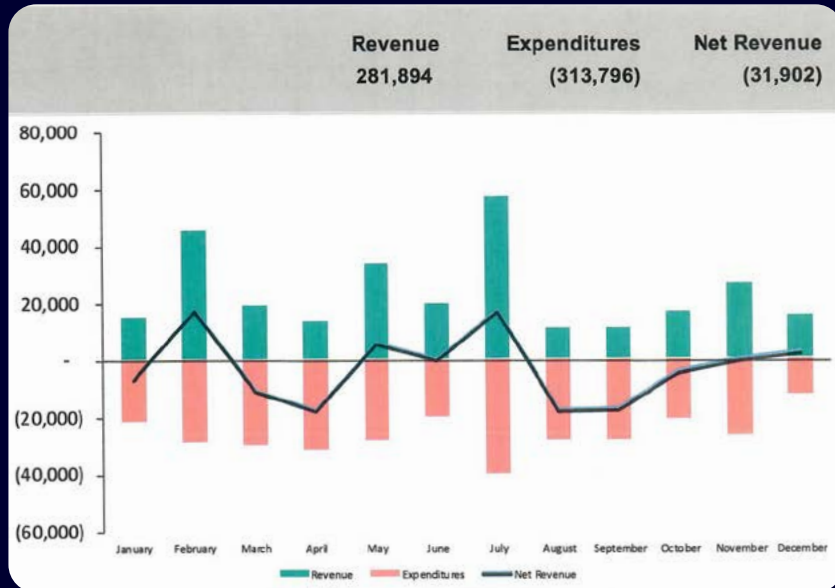


**Revenue v. Expenditures**  
January - December, 2024



2024

# Monthly Revenue & Expenditures

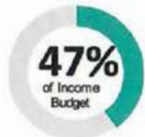


| Month     | Revenue | Expenditures | Net Revenue |
|-----------|---------|--------------|-------------|
| January   | 14,744  | (21,481)     | (6,738)     |
| February  | 45,834  | (28,497)     | 17,338      |
| March     | 18,881  | (29,758)     | (10,877)    |
| April     | 13,481  | (31,010)     | (17,528)    |
| May       | 33,554  | (27,858)     | 5,696       |
| June      | 19,426  | (19,548)     | (123)       |
| July      | 56,855  | (39,934)     | 16,920      |
| August    | 10,664  | (28,314)     | (17,650)    |
| September | 10,587  | (27,867)     | (17,280)    |
| October   | 16,668  | (20,915)     | (4,248)     |
| November  | 26,342  | (26,285)     | 57          |
| December  | 14,859  | (12,328)     | 2,531       |
|           | 281,894 | (313,796)    | (31,902)    |

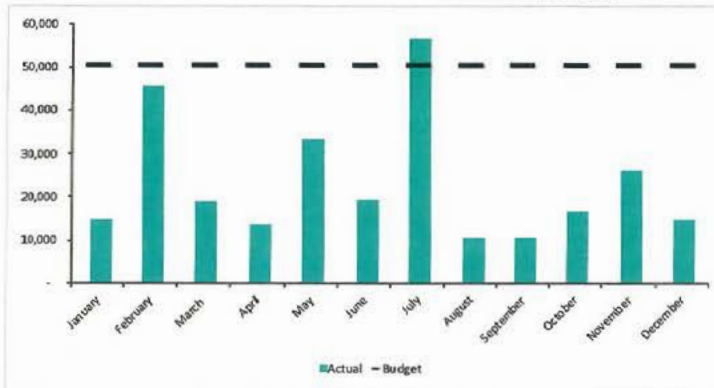


2024

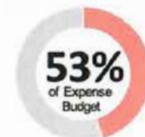
# Budget vs. Actuals Overview



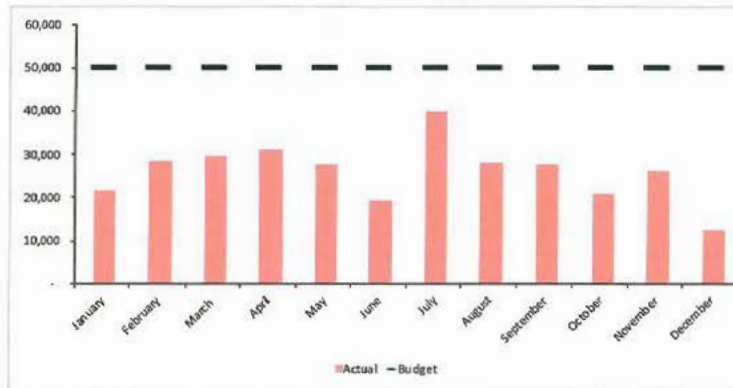
Actual Income  
281,895  
Income Budget  
601,000  
Difference (\$)  
(319,105)



| Revenue      |                |                |                  |            |
|--------------|----------------|----------------|------------------|------------|
| Month        | Actual         | Budget         | Difference (\$)  | % Budget   |
| January      | 14,744         | 50,083         | (35,339)         | 29%        |
| February     | 45,834         | 50,083         | (4,249)          | 92%        |
| March        | 18,881         | 50,083         | (31,202)         | 38%        |
| April        | 13,482         | 50,083         | (36,602)         | 27%        |
| May          | 33,554         | 50,083         | (16,529)         | 67%        |
| June         | 19,426         | 50,083         | (30,658)         | 39%        |
| July         | 56,855         | 50,083         | 6,771            | 114%       |
| August       | 10,664         | 50,083         | (39,420)         | 21%        |
| September    | 10,587         | 50,083         | (39,497)         | 21%        |
| October      | 16,668         | 50,083         | (33,416)         | 33%        |
| November     | 26,342         | 50,083         | (23,742)         | 53%        |
| December     | 14,859         | 50,083         | (35,224)         | 30%        |
| <b>Total</b> | <b>281,895</b> | <b>601,000</b> | <b>(319,105)</b> | <b>47%</b> |



Actual Expense  
313,796  
Expense Budget  
596,440  
Difference (\$)  
(282,644)



| Expenses     |                |                |                  |            |
|--------------|----------------|----------------|------------------|------------|
| Month        | Actual         | Budget         | Difference (\$)  | % Budget   |
| January      | 21,481         | 49,703         | (28,222)         | 43%        |
| February     | 28,497         | 49,703         | (21,206)         | 57%        |
| March        | 29,758         | 49,703         | (19,945)         | 60%        |
| April        | 31,010         | 49,703         | (18,694)         | 62%        |
| May          | 27,858         | 49,703         | (21,845)         | 56%        |
| June         | 19,548         | 49,703         | (30,155)         | 39%        |
| July         | 39,934         | 49,703         | (9,769)          | 80%        |
| August       | 28,314         | 49,703         | (21,389)         | 57%        |
| September    | 28,867         | 49,703         | (21,836)         | 56%        |
| October      | 20,915         | 49,703         | (28,788)         | 42%        |
| November     | 26,285         | 49,703         | (23,419)         | 53%        |
| December     | 12,328         | 49,703         | (37,375)         | 25%        |
| <b>Total</b> | <b>313,796</b> | <b>596,440</b> | <b>(282,644)</b> | <b>53%</b> |

# Our Donors and Sponsors



We are deeply grateful to our donors and foundation partners whose generosity fuels our mission every day. Your support not only sustains our work — it inspires it. Because of you, hope shines brighter, lives are changed, and our vision for a better future grows stronger. Thank you for believing in us and standing with our community.

DC Department of Behavioral  
Health

Dr. Christeen Jones

Trevon Dixon

DC Housing Authority

The Morris & Gwendolyn Cafritz  
Foundation

Miller & Chevalier Foundation

Share Fund

TIDE FOUNDATION

MARS Foundation

Alexis Bartlett

Anita Connelly

Shirley Godsey

Shelly Boswell

Patricia Hughes

Amita Ghuman

Barbara Gross

Washington Chapter of the  
Ladies of Distinction

Richard Sorian

Chidinma Opaigbeogu

Enterprise Community  
Foundation

Marcia Castellanos

Mary E Batchelor

Tammy Kupper

Donald Sadler

Sarah Barry

Laura Ehle

Ms. Patricia Hughes

Teresa Ferrante

Resheda Deloatch

Patrick Akers

Kweku-Muta Osei-Bryson

Washington Chapter of the  
Delicados

American Psychological  
Association

Robert Lynn

Eric Lamar

Barbara Gross

Tamarah Teixeira

Michelle Bachelor

Russel Smith

Teresa Ferrante

Meetal Desaiel

William Kindred

Kie-Aire Savoy

Christine (Teresa)

Dennis and Zandra Chestnut

Rosslyn Watson Washington  
Chapter of the Ladies  
of Distinction

Richard Sorian

Chidinma Opaigbeogu

Enterprise Community  
Foundation

Marcia Castellanos

Mary E Batchelor

Colleen King

Lena Watkins

Steven Smith

Derry Riedel

Setty & Associates International

Kenlinishia Tyler



# Special Acknowledgement to Our *Donors And Staff*



This year we had a number of individual donors who contributed between \$1,000 and \$5,000 to our operating support, a family who donated a Mercedes Bentz and staff who have gone above and beyond the line of duty. To these individuals we are filled with profound gratitude for your extraordinary generosity and steadfast belief in our mission.

Thank you for believing in our vision and investing in the future we are working to build. Your contributions have not only sustained our programs but have propelled us forward—enabling innovation, expanding our reach, and transforming lives. Your generosity is more than financial—it is a profound expression of partnership and trust.

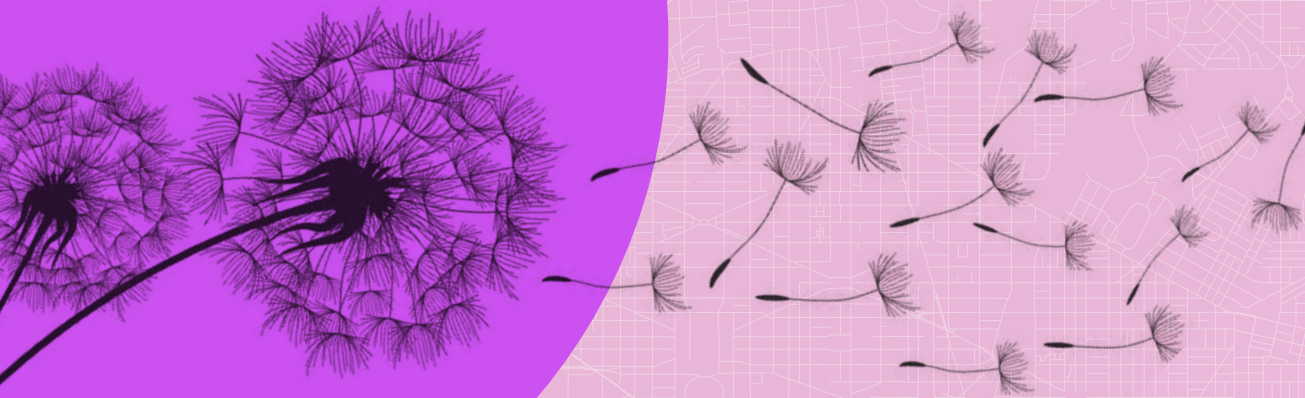


To our **faithful staff**, your commitment to our mission, day after day, is nothing short of heroic. Whether working behind the scenes or on the front lines, your compassion, resilience, and excellence breathe life into our organization. You are the heart of Hyacinth's Place. Thank you for walking alongside those we serve with courage and care.

Together, you make the impossible possible. This year's achievements are a shared victory—and a testament to what can happen when passionate people unite around a common cause.

With deepest appreciation and gratitude.

# Ways to Donate or *Support The Mission*



## **VOLUNTEERS**

- Financial Counselor
- Landscaping Services
- Data Analyst
- Activities Specialist

## **EQUIPMENT**

- Small Microwave Ovens
- Mini Refrigerators
- Vacuum Cleaners
- Portable Air Conditioner
- Fans

## **OFFICE/VOCATIONAL SUPPLIES**

- Copy Paper
- Envelopes (White Mailing & Brown (Assorted Sizes))
- Manila File Folders
- Whiteout, Paper Clips, Thumb Nails
- Post It Notes
- hole Punchers (2 & 3 hole Punchers)
- Note Books
- 3 Ring Binders (Large)

## **HOUSEHOLD SUPPLIES**

- Sanitizing Wipes
- Bleach
- Lysol/sanitizing wipes
- Scrubbers & Dishwashing Sponges
- Paper Plates
- Deodorizing sprays
- Ziploc Bags (2-Gals, 1 gal and small)
- Tall Kitchen Garbage Bags
- Lysol Spray and toilet cleaners
- Aluminum Foil, Clear Wrap
- Kitchen storage containers with lids
- Tool Set (Screw Drivers, Etc)
- Toilet Tissues
- Paper Napkins
- Laundry Detergent
- Dishwashing Liquid
- Cleaning Supplies/Disinfectants
- Toilet Bowl & Bathroom Cleaning Supplies
- Furniture Polish
- Kitchen Towels
- Dish Clothe/Sponges
- Twin Bed Sheets And Pillow Cases
- Zipped Plastic Mattress Covers (Twin)
- Blankets/Bedspreads/comforters (Twin)
- Shower Curtains



## Call to *Action*

# Help Us Restore Dignity, Hope, and Healing:



Right now, in the heart of our nation's capital, countless women are battling both homelessness and mental illness—alone, unseen, and underserved. At Hyacinth's Place, we believe no woman should have to fight for survival without safety, support, and compassion.

In 2024, Washington, D.C. experienced a significant rise in homelessness, with a 14% increase from the previous year. The annual Point-in-Time (PIT) count conducted in January reported 9,774 individuals experiencing homelessness across the metropolitan region, marking a 12% regional increase and surpassing pre-pandemic levels for the first time since 2020. [DHS DC+2FOX 5 DC+2MWC0G+2](#). Women constitute approxi-

mately one-third of the homeless population in D.C., translating to around 1,600 individuals. This demographic faces unique challenges, including higher rates of mental illness, domestic violence, and barriers to accessing affordable housing programs with support services. (*The Georgetown Voice*)

Hyacinth's Place provides housing, mental health care, and a path toward stability for women who have been forgotten for too long. However, we can't do it alone. We need your help. Your donation, your time, your voice, each one can help change a life. Join us in building a future where

every woman has the chance to heal, regain their dignity/self-confidence and return to their communities

as productive and contributing members. This is how you can help:

- [Donate](#) today (funds for operating support)
- [Volunteer](#) your skills
- [Apply](#) for Board membership

Together, we can create a city that cares for all its residents. Take action. Because dignity is not a luxury, it's a human right. Go to [www.hyacinths.org](http://www.hyacinths.org)

# Goals & Strategic Vision

## Building a Sustainable Future Through Independent Revenue Streams

As we reflect on a year of meaningful service and impactful outcomes, we are also looking ahead with renewed energy and purpose. One of the most significant strategic priorities guiding our path forward is the possibility of developing an independent revenue stream. This vision is not only about ensuring long-term sustainability, it's about deepening our capacity to serve our constituents with resilience, flexibility, and innovation.

Historically, our organization has relied on grants, donations, and public funding to drive our mission forward. While these sources remain vital, we recognize the growing need for financial stability in an ever-changing funding landscape. Generating independent revenue through some form of social enterprise will offer us the opportunity to:

- Reinforce our financial foundation
- Reduce dependence on fluctuating funding cycles
- Invest more confidently in innovation and long-term planning
- Expand services without compromising core values



In alignment with our mission and strengths, we intend to explore the development of a social enterprise. We will conduct a feasibility study for launching a project that not only provides revenue but creates job opportunities and training for the individuals we serve. We are committed through a robust volunteer force to seek meaningful partnerships from within our community. As we begin pilot mode, we plan to monitor impact financially and programmatically.

Independent revenue is not an end in itself, it is a means to greater mission impact. As we take these bold steps forward, we remain anchored in our commitment to service, financial independence and community partnerships. Hyacinth's Place intends to create a future where innovation and sustainability go hand in hand. After fourteen years of building a foundation, this non-profit in the interest of long-term financial sustainability is determined to build a dependable revenue stream.





HYACINTH'S PLACE

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