



# LETTER FROM NATANYA

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## **Dear Community,**

2020 tested us: it tested our ability to adapt, our connection to our clients, our staff connections to each other, and the strength of our community networks. Prior to March, we were flying high: our drop-in center had an average of 38 visits per day and we were able to host a community of funny, quirky, thoughtful, and loving people in East Baltimore. In a sea of daily chatter in that space, the coronavirus was one of the many topics being discussed, so we were pretty taken aback when everything shifted. And in response to that shift....

***We pivoted.*** On March 12, we understood that being physically together indoors would threaten people's survival. So we pivoted. In partnership with Youth Empowered Society (YES), we opened a hotel program for people who use drugs and are experiencing homelessness. From March to October, we covered the costs for 55 people to stay at a hotel downtown, while also providing them with case management and food. In addition to staying safe from COVID-19, people gained weight, several reconnected with family and friends, and many reported better sleep and mental wellbeing than in years past. In November, we moved four people into their own apartments, where they could rest, recover and create a place to call home.

***We hit the streets.*** When we moved all of our drop-in services outside during the spring, we understood that it would be harder to meet people's needs outside our office. So we met people where they were- literally. Our outreach team added new members, and joined forces with our partner organization, Bmore POWER. Together, we increased our outreach encounters by 195%, handing out sterile syringes, safer smoking kits, lunches, clothing and hygiene kits.

***We leaned in to our community.*** More than ever, we could not thrive on our own. In 2020, we strengthened our relationships with Dee's Place, Bmore POWER, YES, Baltimore Harm Reduction Coalition, the Baltimore City Health Department, SPARC, and many others. With these partnerships, we were able to engage in more advocacy, offer more services to our community, and identify and fill gaps in services in the city.

***We reflected and re-aligned.*** With some initial down time, we focused on our organization, improving our internal structure to reflect our values of sharing power, equity, transparency, healing and community. We built systems for better training to create leadership among staff, and strengthened a culture where we build the organization in partnership with our clients. While the pictures this year show more masks and less toothy smiles, we hope you get a sense of the love and resilience that sustained us throughout this year.

***In love and solidarity,***

**Natanya**



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### ***Mission***

The mission of CCCC is to connect those impacted by drug use in Baltimore City to high-quality healthcare services and address any obstacles that might threaten that connection. All of our work is rooted in dignity, justice, respect and centers members of affected communities in the planning and programming of our organization.

### ***Values***

Transparency, healing, anti-oppression, community, non-judgment, love, and joy.

# OUR IMPACT



- \* We had a total of **7,310** interactions with participants in our harm reduction and supportive services program. Our goal was to connect with as many people all over East Baltimore as possible to ensure they had access to safe drug use supplies, food, and housing.
- \* Our Harm Reduction Services team distributed **353,373** sterile syringes to participants, nine times the amount we distributed in 2019. **768** people accessed our syringe services program, a **17%** increase from 2019.
- \* We provided emergency housing for **55** people at our hotel program over the course of **9** months. In November, we supported four people to obtain their own, long-term apartments, as we launched our Housing First program.
- \* We distributed **6,884** doses of naloxone directly to people who use drugs, who were more likely to both witness and save someone from an overdose. We also handed out **1,783** fentanyl test strips, allowing people to test their drugs for deadly adulterants.
- \* We gave out **37,833** safer smoking kits - our first year providing this new service. Safer smoking kits provided sterile and safe supplies that reduce the risk of Hep C and HIV from burns and cuts.
- \* Our harm reduction services team handed out **4,182** food kits during outreach and drop-in thanks to the donations from Jewish Volunteer Connection and Baltimore Parks and Recreation. During the pandemic, food security became an even greater priority as many food resources shut down.
- \* In case management, we worked with **522** participants, a **150%** increase from 2019. Our Supportive Services team connected people to emergency hotels, long-term housing, mental health services, transportation support, drug treatment, and food assistance.
- \* We had a total of **1,737** drop-in visits. Given COVID-19 safety guidelines and precautions, we moved our drop-in space to our sidewalk and set up a large tent where people could access harm reduction services, hot lunch, clothing, case management, and a place to rest.



## OUR WORK

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### ***Supportive Services***

Our Supportive Services Team worked in partnership with our clients to help them achieve their goals. This included obtaining housing or health insurance, connecting with a primary care provider, accessing drug treatment, or reconnecting with family. We worked with people for as long or short of a time as they need, supporting them throughout the highs and lows of the process.

### ***Community leadership***

This year, we worked with our organizational development consultant, Christine Campbell, to improve our processes and structure to more authentically share power with people who use drugs. We built a team of Harm Reduction Specialists 1 (people who are both clients and staff at CCCC), and provided them training and support to operate our drop-in center. Our board of directors added additional members who are impacted by drug use, Douglas Arter and William Miller Sr., moving toward our goal for the board to be 51% representative of people who use drugs.

### ***Partnerships***

We grew and deepened our partnership with harm reduction organizations in Baltimore. In partnership with Baltimore Harm Reduction Coalition, University of Maryland and SPARC, we created the Baltimore Non-Profit Syringe Collaborative to pool resources, share information and troubleshoot issues as they come up in the community. In partnership with Bmore POWER.

### ***Outreach***

In early March, we had to move our indoor drop-in center to outside, due to COVID-19. While devastating, we increased our outreach efforts in East Baltimore to be able to meet people at their homes, in alleyways and on the street, to ensure they got the services needed to be safe and healthy during the pandemic. Our outreach team provided syringe services, food and hygiene kits, clothing, naloxone, face masks, and hand sanitizer all year, no matter the weather. At the end of the year, we purchased an outreach van, allowing the team to increase their efforts all over East Baltimore.

### ***Outdoor Drop-in***

Our drop-in space was a place of joy, silliness, and community. When we had to close our doors, we decided to bring all the services offered inside to the sidewalk outside our center. In partnership with Bmore POWER, in particular Roland Brandon, Ronald Phillips, and Keith Rhodes, and with a tent donated by Loane Brothers, we began operating our drop-in services, offering everything from hot coffee to sterile syringes. Under the tent, people were able to rest with heaters and sleeping bags while getting a warm lunch prepared by the amazing Chef Candice at Amazing Grace Church.

### ***Housing***

In response to two public health crises, the COVID-19 virus and the affordable housing shortage, our case management team saw no other options but to provide emergency housing for folks across the city. In partnership with YES, we provided safe and dignified housing to 55 people in a hotel. Recognizing the unmet need for housing among people who use drugs, our case management team developed our own Housing First program. In November 2020, we housed our first 4 clients in their own apartments, providing supportive, client-centered housing case management. To support our growing efforts, we hired a full time housing case manager, Crystal Phillips.



*“My favorite thing is having somewhere I can call mine.”*

## COMMUNITY SPOTLIGHT

Born in Florida, **Mr. Cecil Mitchell** has been in Baltimore since he was a young man. In many ways, Baltimore is his home: he knows every street, bus line, block, and sound. Everyone knows Mr. Cecil. No matter where you are in Baltimore, there's a good chance you'll run into him on a corner, busy intersection, or at the market.

Mr. Cecil connected with Charm City Care Connection over 4 years ago and since then has been an anchor in our community. In 2018, Mr. Cecil became a founding member of our Client Advisory Committee, always bringing his keen sense of humor and perspective of Baltimore.

*“COVID has changed everything. I've been in the house for months now. I don't go out unless I have to go out!”*

Throughout his years in Baltimore, Mr. Cecil has come face to face with an all too familiar situation for many Baltimore residents - housing insecurity. In many ways, his situation and the current housing injustices that plague Baltimore City propelled CCCC to open our Housing First Program in 2020.

Mr. Cecil moved into his own apartment unit in November 2020, becoming one of the first residents of the program. “It's a blessing having somewhere to go.” Mr Cecil reflects. “Remember, I was on the street before. I don't know if I'd still be here without it. I love it. I wouldn't trade it for where I was.”

CCCC's Supportive Services Team have worked for the past year to ensure that people have access to secure and safe housing during the ongoing COVID-19 pandemic. What started as an emergency response has turned into a commitment to provide long-term housing. While only in its first year, the program continues to grow, deepening our work for housing justice throughout Baltimore.

**“ The work Charm City Care Connection does is essential. I have seen first hand the amazing job their staff does. I have referred a number of my patients to access their programs and I strongly believe in their mission. I am honored to be a monthly donor supporting their incredible work. ”**

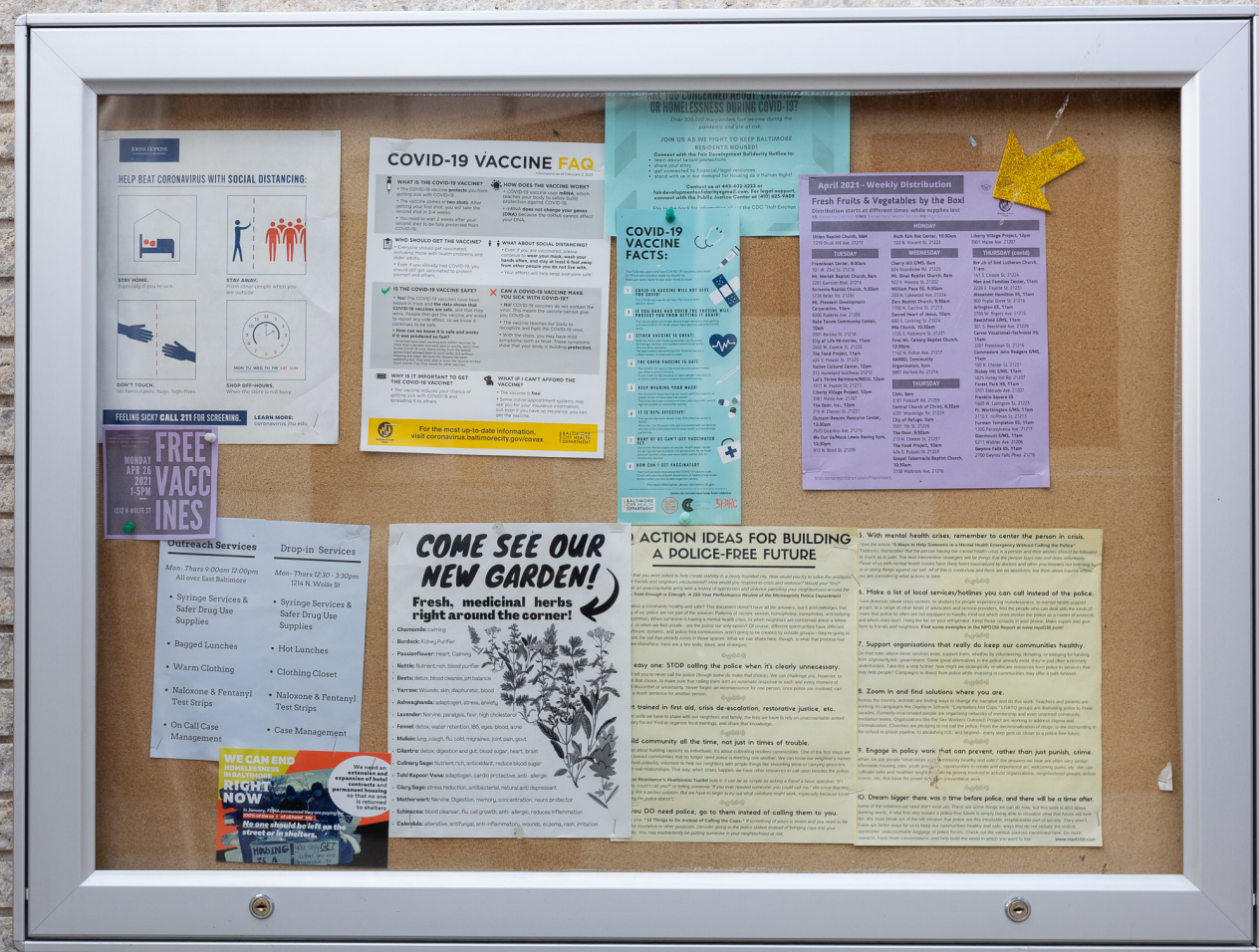
**Meredith Zoltick**

## **HIGHLIGHTS OF DONORS**

**“ I'm a monthly donor to Charm City Care Connection for two reasons. First, I believe that access to dignity is a human right, and CCCC's harm reduction services help people meet that fundamental spiritual need. Second, monthly recurring donations help nonprofits with their budgeting process - it's important for an agency to know how much they can depend on taking in each month. ”**

**David Avruch**

# WHAT'S AHEAD IN 2021:



✳ **Deepening relationships and addressing needs at street outreach:**  
We will continue to build relationships with the people we serve in East Baltimore, while also identifying new areas that need our services.

✳ **More authentic power sharing with our community:**  
We will continue to build structures, processes and policies that makes our work a collaborative effort between public health professionals and people with lived experience of drug use, poverty and homelessness.

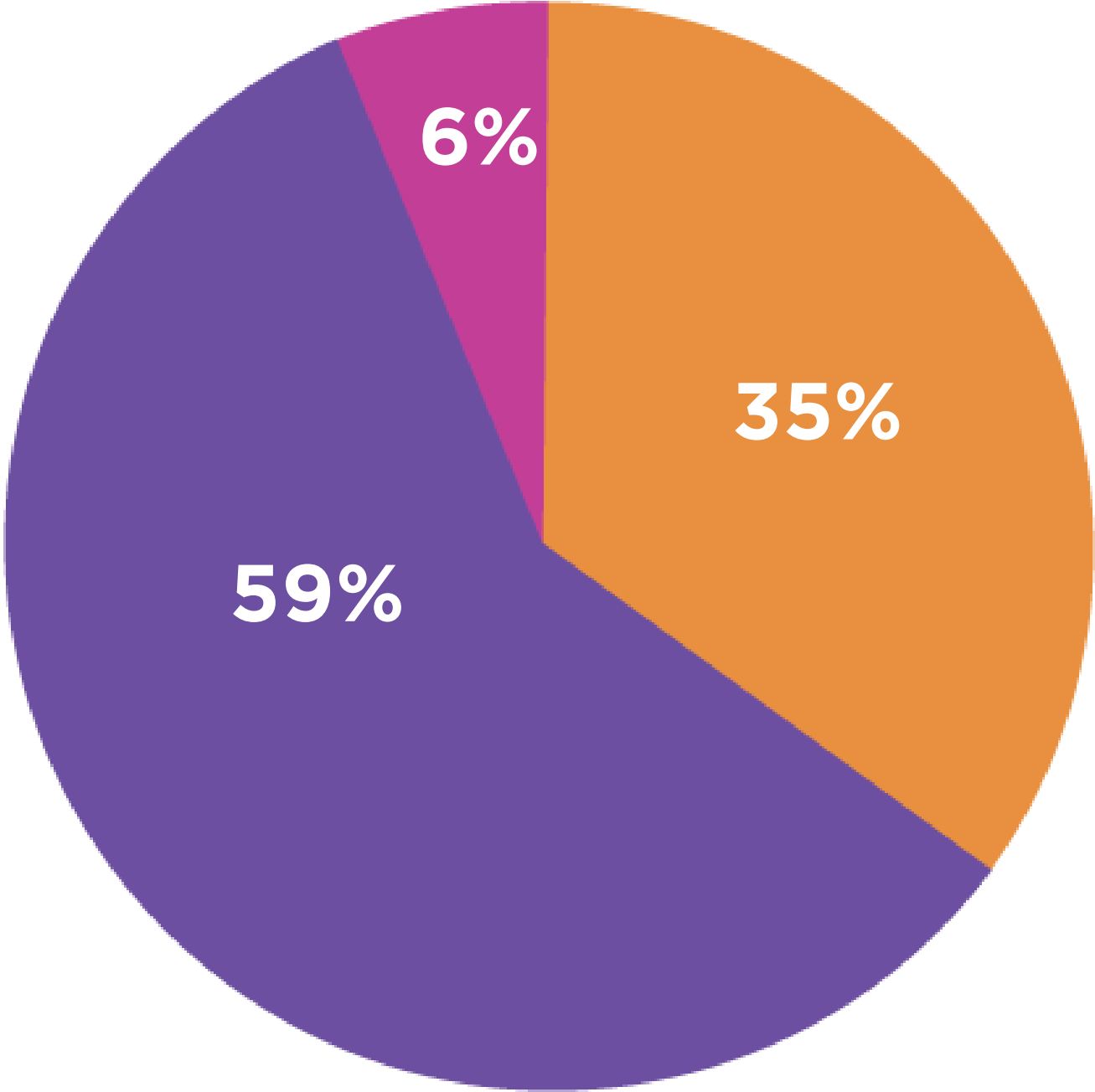
✳ **Finding our place in the housing world:**  
This year, we will reflect on the creation of our Housing First program, asking ourselves: what was done well, what could be improved, and what's next?

✳ **Re-opening:**  
We are hopeful that by Fall we will be able to safely re-open indoor services for our community, providing in-person group therapy, education, and fun activities.

✳ **Deepening partnerships:**  
This year, we plan to strengthen our relationships with partner agencies in order to provide on-site buprenorphine inductions, Hepatitis C testing and treatment, and women- specific programming.

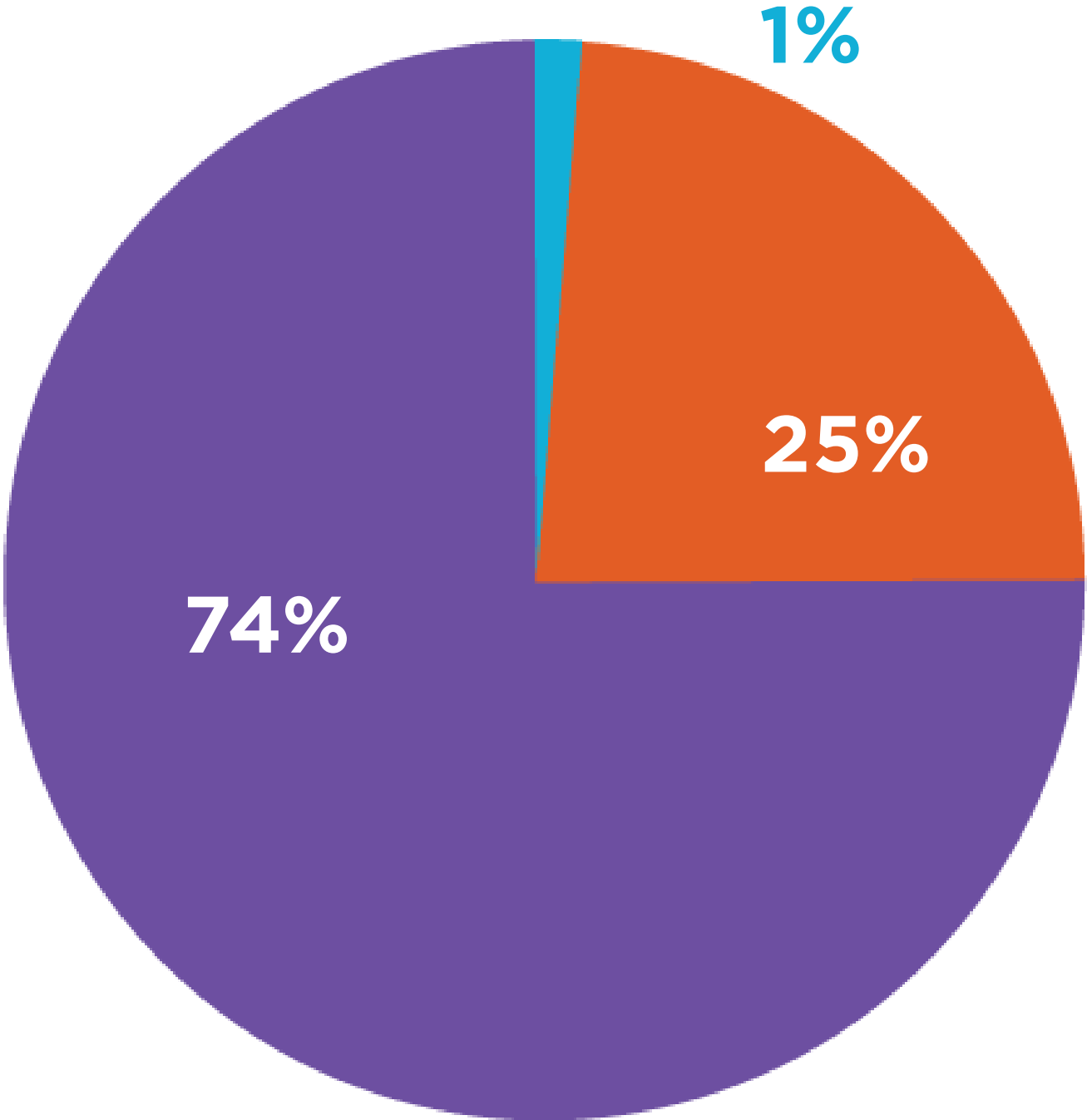


**CCCC FUNDING AWARDS 2019**



**TOTAL AWARDS  
\$738,330**

**CCCC FUNDING AWARDS 2020**



**TOTAL AWARDS  
\$1,679,018**

**GOVERNMENT**

**FOUNDATIONS +  
TRUSTS**

**INDIVIDUAL  
GIFTS**

**GOVERNMENT**

**FOUNDATIONS +  
TRUSTS**

**INDIVIDUAL  
GIFTS**



1214 N. Wolfe St.  
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(443)478-3015

## SUPPORT OUR WORK

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Over 55% of our donors are monthly donors, supporting services that do not have a steady funding source. These recurring donations help us know that we'll always have funds to buy laundry detergent for our new washer and dryer, soap for our showers, and warm clothing for our folks. Monthly donations keep our basic yet essential services running so become a monthly donor today!

**\$5/month:** You are invested in sustaining Charm City Care Connection's daily programming, such as community lunches and the outdoor drop-in center.

**\$10/month:** You deeply believe in the health and dignity of syringe service programs and want to see CCCC's syringe service program reach more people in Baltimore.

**\$25/month:** You support street-based outreach by literally meeting people where they are to provide health and supportive services.

**\$50/month:** You are invested in dignified supportive housing for all.

**\$100/month:** You are overall invested in community-based harm reduction programs and want to see CCCC create innovative strategies that save lives and combat the racist war on drugs in Baltimore City.



**CCCC Team:**

**TOP ROW (L to R):** Bakari Atiba, Raichelle Johnson, Karla Yaroshevich, Natanya Robinowitz

**BOTTOM ROW (L to R):** Augusta Gribetz, Aleah Robinson, Crystal Phillips, Onyinye Alheri, Porsche LeVere

**2020 STAFF NOT PICTURED:** Cola Anderson, Jeffery Brandon, Arielle Stewart

# BOARD OF DIRECTORS

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**Douglas Arter**, Bmore POWER

**Rev. Gary Dittman**, Pastor, Amazing Grace Lutheran Church

**Ramy El-Diwany**, MD, PhD, President, Co-Founder, Charm City Clinic, Inc.;  
Halsted General Surgery Resident, Johns Hopkins School of Medicine

**Dr. Leonard Feldman**, MD, Medical Director, Charm City Clinic, Inc.; Associate  
Professor, Director, Medicine-Pediatrics Urban Health Residency Program,  
Johns Hopkins University School of Medicine

**Andrew Gaddis**, MD, MHS, Treasurer, Co-Founder, Charm City Clinic, Inc.;  
Psychiatry Resident, PGY-2, Johns Hopkins Psychiatry

**Anne Langley**, JD, MPH Director, Center for Population Health Initiatives,  
Maryland Department of Health

**William Miller Sr.**, Bmore POWER

**Eugene Shenderov**, MD, DPhil, Vice President, Co-Founder, Charm City Clinic,  
Inc; Instructor of Oncology and Cancer Immunology, Johns Hopkins School of  
Medicine

**Ernest Smith**, MBA Co-Chair, Monument-McElderry-Fayette Revitalization Plan

**Tiana Wynn**, CPA, MBA, Partner, SB & Company, LLC

# 2020 COMMUNITY ADVISORY COMMITTEE

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**Tonia Alexander, Douglas Arter, Leslie Brown, Bryant Drew, Cecil Mitchell,  
Martez Moyd Jr, Iesha Street, James Tucciarella, George Tucker, Janice Thompson**

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Layout & Design: Jermaine T. Bell



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