OUR MISSION

Our mission is to strengthen individuals, families and communities through care, counseling and education.

OUR VISION

We envision a compassionate society where every person is valued, families are healthy and communities prosper.
Dear Friends,

COVID and social unrest related to racial injustices provided the baseline of stress and strain on HumanKind in support of people and the communities in which they live. For those of us with excellent support systems, jobs, family, faith and friends, the pandemic was a terrible inconvenience and a scary illness threatening health and well-being. Families were facing reduced hours at work, reduced income, fear of unrest, the loss of childcare, the loss of in-school learning for children, fear of discrimination, fear of physical harm due to the color of their skin or the accent of their voices, the loss of physical contact and a sense of isolation.

Oddly enough, most businesses were having their best year ever, the stock market was soaring and 85% of the economy was humming along. Unfortunately, life was not soaring for service workers, for airline staff, for hotel staff, for event and entertainment spaces, for chefs, waiters, waitresses and drivers. Entry level jobs evaporated and frontline health care jobs were suddenly tremendously risky.

Families who had come to know and trust HumanKind and many who had never leaned on a human service organization, reached out asking for assistance with food, with rent, with job searches, with transportation, with childcare, with navigating the unemployment maze (Virginia is still 50th of 50 states in providing timely unemployment benefits). People were scared and needed a sense of hope for better days, better months and years ahead. HumanKind was built for times like these. Our relationship-based services met folks where they were.

As I expect is true for many of you, I have aging family members who were devastated by hospital stays with no visitors, retirement communities with no visitors and funerals for “family only” due to the deadly virus. During most community crises, we gather to support one another… in church, we gather in restaurants, we break bread with our civic groups and take solace in recreation and sports. The pandemic changed all of that. Our ability to connect “virtually” became our best chance at social engagement month after month.

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You will find resilience in our staff, leveraged to bring resilience to families bringing resilience to communities

In this Annual Report, you will find heartwarming stories of triumph over trials. You will find resilience in our staff, leveraged to bring resilience to families, and resilience to communities. Across the country, loneliness and isolation were the natural byproduct of adults with Developmental Disabilities being separated from their jobs and loved ones. Thanks to our incredible staff and Personal Protective Equipment, Jeremy and others we serve found safety and even fun in new routines.

Without reliable transportation to already scarce jobs, too many Americans were stuck at home, anxious about how to support themselves and their families. You will meet Trevor who found comfort and stability in his job thanks to our Ways to Work team supporting his drive to succeed.

You will meet Dakota, who found strength for herself and her new baby in the supportive assistance of a Doula equipped to walk with her through pregnancy and birth.

The theme through all these stories is resilience… resilience in the HumanKind team to pivot from “live” to virtual, resilience in the relationships of trust that undergird all of our work and resilience in bringing an abundance mentality along with our optimism for brighter tomorrows.

2020 is not a year we would ask to repeat. But it did teach us a lot about what is important in life. It taught us to listen and learn from those around us, to find strength in differences, to protect those we love and to appreciate those who lift us up in challenging times. HumanKind is blessed to have the support of generous friends who cared enough to hold us up in difficult times and for that I am eternally grateful.

Stay safe and be well,

Robert S. Dendy, Jr., MPH
President and CEO, HumanKind
Our People & Our Commitment

**OUR PEOPLE**

Humankind and its employees were not immune to the physical, mental and emotional challenges created by the pandemic, but as a human serving organization, it was essential we continue to support our clients – often in new and different ways. We relied on our values of resilience, excellence and service to ensure that employees who were able to work from home had the tools they needed to do so. And we established safe working environments for those who needed to work on-site. **Our dedication to safety paid off and we experienced no workplace COVID infections.**

Our culture, which had felt entrenched in our being physically together, kept us connected and provided a sense of belonging. We were still a “family”, just one that lived in different places. Despite the challenges they face, our employees remain dedicated to our mission of strengthening individuals, families and communities through care, counseling and education. As an employer, we remain dedicated to supporting them.

**OUR VISION AND COMMITMENT TO DIVERSITY, EQUITY AND INCLUSION**

At its heart, Humankind is about developing potential and building people up by providing hope and the tools to build a better life. Not just the people we serve, but every person we touch – staff, board, community partners, businesses, volunteers, neighbors, supporters and communities. Through this work we are committed to a more equitable society, to create positive change in the world around us and are courageous in our willingness to nurture the best in ourselves and others.

We envision a compassionate society where every person is valued, families are healthy and communities prosper.

Striving for this vision we knew we needed to go deeper and increase our capacity in Diversity, Equity and Inclusion. Training and workshops have been implemented at all levels of the organization for inclusive organizational practices, creating meaningful spaces for conversation and providing a common language for diversity, equity and inclusion within the organizational framework.

Through the lens of equity, we are prioritizing our focus on the vision of a more just society. With that in mind, we lean on our values of diversity, service, integrity, excellence, teamwork, developing potential, and resilience – enhancing our organizational culture and transforming lives through high quality programs and services to individuals and families every day.

Diversity, equity, and inclusion are woven into the fabric of our organization and remain essential in all operations, activities, strategy, culture, and services. We choose to be vulnerable, to listen, to be intentional and to work alongside our community advocating for systemic change.

**Gallup Q12 Employee Engagement survey results for the year 2020.**

Our scores have been consistently high for years, but we expected a drop due to virtual (or COVID) and we were pleased to see 2020 as our best year yet.

- **HK Engagement**
  - 2016: 32%
  - 2017: 33%
  - 2018: 34%
  - 2019: 36%
  - 2020: 52%
  - 2021: 59%

- **US Engagement**
  - 2016: 70%
  - 2017: 71%
  - 2018: 72%
  - 2019: 74%
  - 2020: 72%

Discovering resilience that lies within

Your gift gave Jeremy a safe place to be home.

What could have been harmful to his life, instead revealed a shining ray of hope for us all.

When the world began to lock down and homes and workplaces entered into a time of quarantine – one of the first concerns of Group Home Manager, Heidi Heyse, was how this would affect the routine and lifestyle of her residents. One concern in particular weighed heavy on her mind – how would Jeremy react to a lot of change and the unknown that was ahead? Jeremy has moderate intellectual disabilities, intermittent explosive disorder and obsessive compulsive disorder – schedules and routines are everything to him.

But because of you Jeremy was not alone – his home was full of dedicated staff who could reassure him at every turn and in greeting each new day.

HumanKind’s group home residents have not been spared from the effects of the coronavirus pandemic. Most of the challenges have been magnified in a home of individuals with developmental disabilities who are all considered high risk. Jeremy and his housemates have really struggled to understand why they couldn’t go to day support, to their jobs, to the store for their regular outing, to church on Sunday, or even have outside friends and family come visit. These changes and abrupt stops to activities are typically met with a lot of frustration, stress and anxiety. Jeremy’s reaction to change was one of the staff’s biggest concerns. Having encountered small changes to his routine in the past, they knew it would be challenging. Because of your support, Jeremy had someone to walk with on this journey. Staff reassured him – sometimes several times an hour. He would ask, “Am I going to work tomorrow?” and staff would say, “No.” “So no one is going to work tomorrow?” he would ask. Staff was right there to comfort him, “No – no one is going to work and we are all going to get through this together.”

Jeremy and his housemates look forward to Craft Group on Tuesdays each week. Because of your support, they have the time and resources to discover new ways to connect with each other.

“I’ve learned a lot during this time with the residents. We have a lot less frustration and behaviors because they’re not rushed through the day, they are not tired,” shared Heidi. “We are discovering how much better life can be when we have time for a moment of reflection – something we all need in a day.”

Now the highlight of every Tuesday is Craft Group – which has become Jeremy’s favorite activity. The great room is converted to work space and filled with materials for residents to create seasonal decorations and gifts. Music is an essential part of Craft Group – and has had a great impact on Jeremy. The music has really helped him during this time having a calming effect to reduce stress and anxiety. As a high risk group, there are still a lot of restrictions on Jeremy and his housemates to return to the activities they miss. But through it all, you have been there to keep Jeremy safe, ensuring his home could quickly get the Personal Protective Equipment (PPE), cleaning supplies, appropriates masks, face shields, and resources needed. Thank you for the good you make possible.
Building Resilience

With your support, Trevor is not giving up.

In the middle of a world-wide pandemic, Trevor suddenly found himself with no income. He knew he had to find a way to weather the storm. Too many people depend on him not to.

Trevor shares a home with his 94-year old grandmother providing her care and transportation to medical appointments. He’s an uncle to his nieces and nephews. He works with disabled veterans in crisis counseling. As a veteran himself, he knows the importance of this service and values giving back.

He had come so far in gaining financial stability. “I actually have a life now, I am able to go to work and be there for my family.” And now the coronavirus pandemic was threatening to take it all away.

Trevor started his journey with Ways to Work in 2018 and was soon approved for a loan. After years of struggling with reliable transportation and spending hundreds of dollars each month to ensure he could get to and from work...finally he had his own car. “Giving me transportation gave me life.” That car also became his income and it gave him the flexibility to be there for his grandmother.

When the coronavirus pandemic hit, he realized that he had to stop driving for Uber not wanting to risk being around too many people; not when his grandmother’s health was at stake. Trevor called his WTW coach asking how to keep behind on payments. He never expected he would respond by simply saying “How can I help you right now?” A question that could only be asked because you made sure funds and support were available for Trevor.

His most immediate needs were met the next day by providing grocery and gas gift cards, a toiletries care package, and bridging the gap with bill assistance. His coach helped him weigh the options for unemployment and SNAP benefits to find temporary stabilization. Having the support you made possible to hold him steady – he was able to search for a job and in just a few weeks was able to secure a full-time salaried position with benefits at FedEx.

Thank you for providing the resources needed to help Trevor weather this crisis, and even emerge stronger.

It could have been a devastating road block, but you stepped in and made sure it was only a detour.

More than 8,000 were supported through Economic Opportunity programs and guided through the pandemic.
In times of fear
You answered the call and changed a life

After hospitals put restrictions in place due to the coronavirus pandemic, many pregnant women were forced to give birth without their full support systems. But you ensured that Dakota and other at-risk mothers were not alone.

“I was terrified. I had this vision of all of these people surrounding me and suddenly I realized I couldn’t have that.”

Dakota got a call about a month before she gave birth saying her mother, friends and family couldn’t be with her when she delivered to limit exposure to the coronavirus. “I was terrified. I had this vision of all of these people surrounding me and suddenly I realized I couldn’t have that.”

But Dakota’s HumanKind Healthy Families Support Worker knew there was an exception to this rule. Hospitals were allowing Certified Birth Doulas to serve as an advocate for the birthing mother, but there was a barrier that remained. How would expectant mothers like Dakota afford to have this advocate with her?

You stepped up, and you saved the day! You provided Dakota a Certified Birth Doula to stand at her side and advocate for her in the most vulnerable time of her life. Lauren Barnes, Program Manager of HumanKind’s program, The Motherhood Collective, shared, “It is my strongest belief that women are innately able to care for their children and they deserve to have support from their entire community.” This is what you provided.

Even after giving birth, Dakota had to self-isolate – at a time when new mothers need a support system most. Her doula and family support worker continued to be a lifeline and make sure she had someone to answer questions and offer guidance to a new mother isolated in a pandemic.

Dakota says her doula is forever a part of her family’s story and made her feel more powerful as a mother. “My doula told me all of my options, she said, ‘you can do this, it’s your decision, it’s your choice.’”

Your generosity has forever changed the life of Dakota and other mothers like her. You provided the tools she needed to overcome this obstacle.

Thanks to you, Dakota had the support system to get the best start into motherhood. Your gift ensures other mothers like Dakota have the resources they desperately need during this time.
2020 Highlights by Impact Area:

With an emphasis on equity and inclusion, we help individuals and families who face any number of life’s challenges. Our areas of impact encompass financial education to mental health counseling, from early childhood resources to services for adults with disabilities. We believe strong individuals and families build stronger communities.

Foster Care

Humankind Foster Care operated five licensed sites in 2020 including Lynchburg, Bedford, Danville, Northern VA, and Richmond. Case workers and families were resilient and utilized virtual care options to continue services, and meet the growing need during a pandemic.

The Motherhood Collective (TMC)

Thousands of women were supported through virtual educational videos. TMC TALKS was distributed through social media and highlighted pandemic centered education and featured area care providers.

Outdoor and socially distanced programming was held for moms focusing on maintaining well-being in the midst of a pandemic. Programming included: Prenatal Yoga and Mamas on the Move.

The Motherhood Collective’s trademark social support programming never stopped. Pivoting instantly to virtual formats - women were never alone in their need.

Other Highlights

All expected Parent Child Nurturing classes were completed during the year even though they looked slightly different than before (no child care provided, parents distanced and masked in the classroom).

Life Skills for Incarcerated Women continued to provide case management services to women released from incarceration even though classes couldn’t be taught in the jails in 2020.

Family Partnership Meeting facilitation continued with some safely in person, some via phone, and some via video.
Healthy Families and the Family Education Partnership continued all home visiting services virtually or outdoors. Virtual home visiting has actually allowed for more flexibility to meet families’ scheduling needs. Family members who previously were not home during visits could participate virtually because children were home from school and visits could be scheduled when working parents were available (on lunch breaks, before/after shifts). Virtual visits also allowed staff to experience families’ lives in ways they never did before. Families and staff cooked meals together, folded laundry together, and parented children together over video screens. Even though isolated, virtual visits allowed families and staff to strengthen their connections with one another.

**Healthy Families** has served over 200 families per year for the past 3 years, with strong demand in 2020 despite transitioning families to virtual services due to the pandemic. Families served in Central Virginia (639 total people) include:

- **Little Wings Early Learning Center** closed after 12 years of operation at the conclusion of the 2019-2020 school year.

  - The Child Development Associate class completed its academic year virtually and held a virtual graduation ceremony during the summer.

- **Healthy Families**

  - Virtual and home visits provided in 2020

  - 201 families served

- **Early Head Start**

  - HumanKind was awarded a federal contract to bring Early Head Start to the Central VA region for the first time.

  - This will allow HumanKind to open three early childhood education centers in Lynchburg, Amherst, and Bedford to care for 80 infants, toddlers, and their families. Families will fully enroll in 2021.

- **DEVELOPMENTAL DISABILITIES**

  - Although an extremely challenging year for these adults, a whole new calendar of creative activities emerged to keep residents engaged. Residents initiated a weekly cooking class, started a group project of decorating each resident’s door each month, made cards and crafts to send to the individuals they missed, went for walks around neighborhood and parks, went for ice cream runs, set-up zoom parties with members of the church, had an exercise group, took up bowling in the hallway, attended virtual concerts, planted vegetables and flowers, went to a virtual zoo, and held hula hoop contests.

  - **Best Buddies program**, which pairs group home residents with local college students, even gathered virtually through Zoom for Pictionary and a virtual prom.

  - All of our residents remained healthy and no one contracted COVID-19
ECONOMIC OPPORTUNITY

Building solutions for equitable access to services, helping people out of poverty and gain financial stability.

WAYS TO WORK

We cared for our clients by fundraising and securing grants to provide direct support to Ways to Work clients during the pandemic. Ways to Work never closed even when partners were shutting their doors. We remained active and supported our participants in navigating the pandemic and having their basic needs met.

Ways to Work served 1,496 individuals served through Economic Opportunity programs during 2020.

2020 END OF YEAR SURVEY RESULTS | Combined Richmond + Lynchburg

99% reported an improved quality of life
97% improved their financial habits
98% increased their credit score

80% experienced an increase in income
88% got a new job or advanced in their career
62% reduced their need for public assistance programs

WORKFORCE DEVELOPMENT:

Introduced the Career Essentials Initiative to provide comprehensive work readiness training to ensure that local employers have candidates who demonstrate the essential basic employability skills that many applicants lack.

The Youth Program has implemented a virtual work readiness program and a career mentoring program serving youth ages 14-24.
Financial Opportunity Center:

Individuals served in coaching and advancing toward their career and financial goals despite a pandemic:

99%  
individuals received Financial, Income Supports, and Employment coaching

575  
Individual coaching services provided

22  
Participants placed in a job

HEART STORIES | FINANCIAL OPPORTUNITY CENTER

Franklin and Ramona have instilled a sense of resiliency into their family and lived by it! They choose not to look back or dwell on the past because they still have a goal to achieve – homeownership. Not only because it’s the ultimate American dream, but also because it sets the example for their children. There will be roadblocks, but you have to keep going. Even when times are hard. Even when the coronavirus pandemic threatened to delay their dreams even further. “The things that happen to you can either make or break you, and in the case of my parents it has definitely made them,” shares their oldest daughter Ali. And before this year comes to a close – just in time for the holidays, this family will achieve their goal, they will have a home to call their own.

28  
participants had an increase in income

31  
participants grew their net worth

56  
participants increased their credit score by an average of 57 points

Other Highlights

Humankind worked with Chesterfield County CARES Act funds to provide support to job seekers, area businesses, and the workforce center in Chesterfield County. $215,000 provided to Chesterfield area businesses to help local economy which provided direct assistance to support hiring and re-hiring staff that were laid off due to the pandemic. Impacted not just businesses but also the individuals and families returning to work after being unemployed.

511  
individuals received employment services at Career Center

17  
businesses received support in hiring or re-hiring staff

78  
individuals hired or brought back from furlough

1,154  
served through workforce services

HumanKind worked with Hanover County CARES Act funds to provide assistance to Hanover county residents needing food, housing, and/or utility service.

90  
Individuals received rent, mortgage, utility, and/or food assistance

Humankind partnered with the City of Richmond to create and deliver Financial Navigation to Richmond residents impacted by COVID-19. The free service to help residents with professional, one-on-one financial counseling officially launched at the start of 2021.

Roanoke Area Coordinator position works out of the Virginia Career Works Blue Ridge Center assisting with workforce services, unemployment claims and career counseling.

540  
individuals were assisted with job skill assessment tools, resume development, job application and other employment resources in-person and over the phone from November 1 – December 31, 2020.

95%  
of individuals were low- to moderate-income (LMI) (defined as at or below 80% of area median income)

Average wage of participants placed

$12-17hr  
Estimated based on the information we have received from the clients who have followed up. Technical skills are generally required for higher range salaries.
Blackwater Counseling

Blackwater Counseling continued care for current clients, broadened their reach, and increased in capacity.

In early March of 2020, staff completed telehealth research and implemented a virtual platform, allowing them to continue to serve existing clients as well as extend their reach throughout the state. This innovation created space for the program to serve more individuals in need than the previous year and it set the foundation for continued growth.

In 2020, Blackwater Counseling provided 2,293 hours of care, with 70% of them being telehealth hours. (As compared to 1,473 total hours in 2019 with no telehealth option offered).

Telehealth counseling became an important lifeline to many clients who would have otherwise gone without services during this critical time.

Campus Use

People used the facilities on HumanKind’s Campus in 2020.

Youth swimmers from regional camps & community organizations used HumanKind’s pool during summer months. Due to COVID the pool did not open until July 1.

While most pools in Lynchburg closed due to COVID, HumanKind kept our pool open, and it was busy with kids who needed to be outside, playing and learning to swim.

Groups used HumanKind’s campus, many of them new and looking for open spaces to accommodate social distancing, including drive in movies, Boy Scout Camp, Lynchburg Symphony, and a dance recital.

Events

In a year like no other, the need to keep tradition alive and feed families at Thanksgiving felt more important than ever. Through a brilliant display of innovation and resilience, the Lynchburg Turkey Trot tradition continued for a 32nd year. The virtual race brought families together like never before, allowing people to participate virtually from 31 states and 3 countries. Proceeds provided Thanksgiving and holiday meals to hundreds of local families in need.

<table>
<thead>
<tr>
<th>Participants in the Lynchburg Turkey Trot represented:</th>
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<tbody>
<tr>
<td>31 States Represented</td>
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<tr>
<td>3 Countries Represented</td>
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COMMUNITY IMPACT | STATISTICS & DATA

DEMOGRAPHICS OF PEOPLE SERVED

GEOGRAPHIC

13,847 individuals served through our programs and services in 2020 across the state of Virginia by providing equitable tools to build a better foundation for life. Office locations included Bedford, Danville, Fredericksburg, Hampton Roads, Lexington, Lynchburg, Northern VA, and Richmond. Since opening services and an office in Richmond 8 years ago, it has become a significant place of impact for our mission. Almost 20% of the people we serve are in the Richmond region.

68% of HK clients have household incomes at or below 200% of the federal poverty level*

*Rearranging poverty level of $2,1720 for a family of three as defined by the ASPE for the Department of Health and Human Services.

GENDER

Male 27%  Female 73%

AGE

Adults (25-44) 49%  Adults (45-64) 12%  Teenagers (13-17) 6%  Pre-K (0-5) 5%  Children (6-12) 5%  Senior Citizen (65+) 1%

HIGHEST LEVEL OF EDUCATION ATTAINED

HS diploma/GED 42%  Some College 24%  Still in HS or lower grade 9%  BA/BS 8%  Some HS 7%  Vocational Certificate/Credential 4%  Associate Degree 4%  Master’s Degree 2%
In a challenging year, you provided help to families in need. Your support makes it possible for those in need to find a place of encouragement, support, and community -- even through the most difficult circumstances. Your financial support and other contributions help address the most crucial needs in our community. We continue to enhance our program offerings because of the support we receive from individuals, businesses, foundations, grants, and Medicaid.

13,847 individuals served in 2020

In 2020, there were a number of needs and unforeseeable challenges -- and yet you provided generous help to our neighbors in need again and again. This year your generosity bridged the gap for so many people -- and you were a hero in the middle of a crisis. Because of you, families stayed safe and healthy, children had a home, there was food on the table, and even in the midst of crisis there was joy. Lives were transformed forever thanks to you.

*These numbers are unaudited For more information and to view our audited financials please visit www.humankind.org/annual-reports-financial/
WAYS TO GET INVOLVED

Have fun with us!

Events

Join us for Milkapalooza, Humankind Golf Challenge, or the Lynchburg Turkey Trot!

Visit the EVENTS tab on our website www.humankind.org or follow us on social media to learn more.

Donate your time

Volunteer

Volunteers are a vital part of Humankind’s rich history. Individuals, families, churches, civic groups and corporate teams contribute to our mission through one-time events or recurring opportunities.

Get involved today by emailing volunteer@humankind.org

Become a foster parent

Join Our Village

Children in our community are in need of a loving and safe home. Humankind carefully matches each child to a trained foster family to help ensure they can reach their full potential.

For more information, contact us at fostercare@humankind.org

Coordinate a Drive

Collect Our Most Needed Items

Ask your school, office, church, or group to help fill our food pantry with canned food and household supplies; be Christmas Angels with holiday toys; prepare Thanksgiving boxes; gather school supplies, gift cards or diapers.

Contact us at communications@humankind.org

Make a Contribution

Every Gift You Give Matters, No Matter the Size.

Your financial support will change lives and meet our communities’ greatest needs.

to view our audited financials or to learn more please, visit www.humankind.org

Humankind is a 501(c)(3) nonprofit organization, Tax ID 54-0346118

Give today at www.humankind.org/give.
Program Locations and Offices

Lynchburg
Richmond
Lexington
Fredericksburg
Hampton Roads
Bedford
Danville
Northern VA

Administrative Offices

150 Linden Avenue
Lynchburg, VA 24503
(434) 384-3131

humankind.org