

IMPACT REPORT

2023





Impact Report 2023

Letter from CCCC's Executive Director

Dear Friends,

Thank you so much for your support and partnership this past year. Charm City Care Connection has continued to grow our capacity for meeting the needs of our community, serving more residents of East Baltimore than ever before. And we couldn't have done it without you.

In 2023, we grew our team, our space, and our services. We brought on a new Manager of Supportive Services, who has transformed our ability to provide case management and care coordination. Thanks to our partners at the Historic East Baltimore Community Action Coalition, we have nearly doubled our physical space, allowing us to offer more programming and a more welcoming atmosphere for our clients. We expanded services, the most notable addition being on-site access to medication for opioid use disorder in partnership with the Baltimore City Health Department Spot mobile team – a partnership that has dramatically increased client engagement with health services like HIV and HCV testing and treatment and wound care. And we launched a new initiative focusing on the needs of women-identified people who use drugs and do sex work, opening our doors for Women's Night every Monday, with a support group and other necessary services.

All of this is in addition to the services at CCCC's core: providing overdose prevention education, safer drug use supplies, leadership development for clients and community members, health screenings, vaccinations, wound care, support groups, hot and portable food, showers, laundry, case management, and connections with other resources. Our services are designed to be barrier-free, and are guided by the people who use them.

2024 will be CCCC's 15th year. Thank you for working with us, supporting us, and celebrating alongside us.



Anne Langley, Executive Director



OUR MISSION

The mission of Charm City Care Connection (CCCC) is to promote health, self-determination, and self-advocacy for individuals and communities affected by drug use, stigma, poverty, and inequities, with a primary focus on serving individuals who use drugs. All of our work is rooted in dignity, justice, and respect and centers members of affected communities in the planning and programming of our organization.



Our Values

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

2023 IMPACT

AT A GLANCE



13,908 naloxone doses distributed



6,823 drug testing strips distributed



2,504 wound care kits distributed



768,640 sterile syringes distributed



11,470 smoking kits distributed



190 people obtained their ID records

3,952

Unique clients served

300+

Outreach shifts in East
Baltimore, Highlandtown
and Dundalk

1,548

Case management
encounters

SUPPORTING CLIENT HEALTH

It's been a great year for our partnership with the Spot Mobile Clinic! Clinicians from the Baltimore City Health Department's Spot team have been at CCCC every Wednesday, meeting clients at the drop-in center and accompanying CCCC on outreach, providing access to medications for opioid use disorder (MOUD), wound care, hepatitis C, HIV, and other STI testing and treatment, vaccines, and connections to other services. Testing for HIV and HCV for CCCC clients is up more than 80%, and MOUD has quickly become one of CCCC's most in-demand service. We look forward to continuing to expand access to health care in 2024.



"Charm City Care Connection is a wonderful place to be. Everyday is memorable, helping people who really need it. Our clients really need help with clean, safe supplies and meeting them where they're at. A great memory for me was being promoted and becoming an HR2 where I can really get involved with the community. "

- **India Solomon, Harm Reduction Specialist**

CLIENT ACTIVITIES

In 2023 we invested more deeply in having a drop-in center that supports the holistic needs of participants. On any given day, clients can access yoga, acupuncture, haircuts, movies, and a women's support group, in addition to our regular health and wellness services. We are so appreciative of our activity partners who help make this work possible!



"A memory that sticks out to me from 2023 was when Bernardo asked me if I could bring a client that he was helping some shoes. When I met up with the guy, I gave him the shoes and it was so beautiful to see genuine gratitude. As we talked, I wished I could meet him in life again "

-Troy Alexander, Harm Reduction Specialist

WOMEN'S NIGHT

In 2021, CCCC added the Highlandtown/Dundalk area of Southeast Baltimore to our street-based outreach routes, in order to reach more women who need our services. In 2023, we piloted "Women's Night," weekly hours (4:00-8:00 Monday nights) when the drop-in center is open to female-identified clients only. This creates a more open and relaxed atmosphere for women to shower, do laundry, select clothing from our free clothing closet, and communicate openly with other women facing similar challenges.

As participation has grown, a Women's Support Group has developed, allowing women to build relationships with other women working and living in the same area and to share information about risks, programs, and strategies to stay healthy. **Visits from women-identified clients increased 25% in 2023.** Launching more women-specific programming has helped our client community become more diverse and filled a critical gap in services in the area – in 2024, we look forward to doing even more!



FOOD DISTRIBUTION

We are proud to have food on hand for every person we meet, at both our drop-in center and while on outreach six times a week. Whether it's a breakfast pastry, bagged lunch or a hot meal, we work to keep our community fed! This support has become more critical than ever, as the demand for food has increased dramatically in the last year. **In 2023, we provided more than 3,000 hot lunches at our drop-in center and on outreach, and community partners like Jewish Volunteer Services have brought more than 4,800 bagged lunches to CCCC – that's 400 meals every month for our clients and community members!** With the support of generous donors, especially Wegmans, we were also able to offer holiday meals for the community at Thanksgiving and Christmas. In 2024, CCCC is launching our Lunch League, a monthly donor program that will go directly to food support. Find out more here: bit.ly/CCCCLunchLeague



My best 2023 experience working at CCCC, is when we started to rotate the team jobs on a daily basis. This has given me the opportunity to interact more with clients. With laughter, smiles, hugs and sometimes even tears from them. It's good to hear what our clients are dealing with, their pain and joy, just by talking with them. I love putting a smile on their faces." -

-Sandra Day, Harm Reduction Specialist

A BIGGER HOME



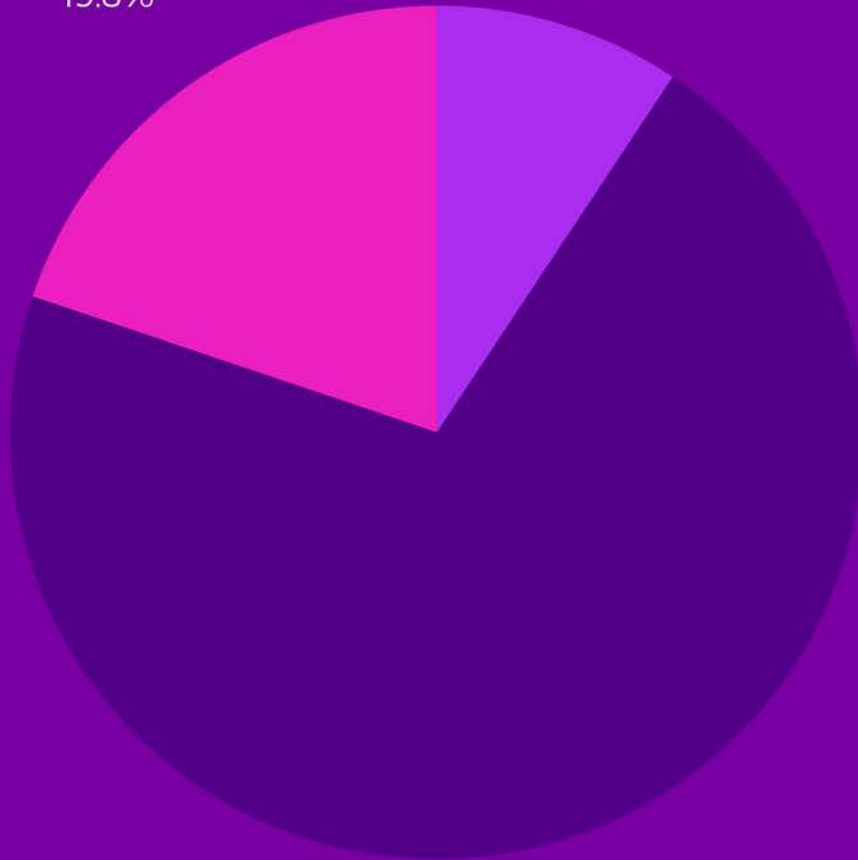
CCCC has been at 1212 N. Wolfe Street in East Baltimore since 2018. What started as just one bathroom and a case management office has grown to include a drop-in center that receives more than 80 people daily, access to safer drug use supplies including safe syringes, a kitchenette, showers, laundry, food, and clothing closet services for more than 3,000 unique clients annually. **In late 2023, CCCC was able to acquire additional space adjacent to our current area, nearly doubling our physical space for serving clients.** In 2024, we'll be working to make our new space work better for our clients, adding an additional bathroom, a reception area, and a new supply distribution room, so we can continue to provide high quality services and offer clients a place for respite and fellowship.



FINANCIALS

Foundations and Trusts
19.8%

Individual Donations
9.3%



OVER \$1.7 MIL IN REVENUE

\$ 1,342,012.45

from Government Grants

\$ 375,807.84

from Foundations and Trusts

\$ 48,893.60

from individual donations



THANK YOU

To the people, partners, foundations and agencies that supported us in 2023:

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