



**ANNUAL
REPORT**

20

21

TABLE OF CONTENTS

01

Letter from our CEO

02

About CHEP

03

2021 Highlights

04

Our Impact

05

VIP Housing Program

06

CHEP DC Vets Housing
Program

07

Charleston VETS Housing
Program

08

Development

09

CHEP Education

10

Conference Management

11

Accreditation Management

12

Financials

13

Staff & Board of Directors

14

Thank You

MESSAGE FROM OUR CEO

Greetings!

It is my pleasure to shine a light on all of the great things accomplished throughout this past year. It was another very challenging and trying one for all of us; however, I am optimistic and confident that there are better days ahead.

When reflecting on the past year and the work accomplished by the organization, two words kept coming to the forefront: resilience and gratitude. Even during the height of the COVID 19 pandemic, CHEP staff demonstrated their dedication to our mission time and time again by working effectively to meet the demands of every day business needs and accepting challenges that no one could anticipate.

Financial challenges have been looming on the horizon for most non-profit organizations, and CHEP was not excluded from the mix throughout 2021. At the same time, members of the healthcare community also faced a vast assortment of challenges on a global level due to the ongoing pandemic created by COVID 19. Decreasing revenues for CHEP's customers directly impacted educational offerings and national conference events. CHEP has confronted those challenges by focusing on the future while diligently monitoring our financial situation, adjusting our corporate direction as necessary with regard to training, and continuing to provide quality services to the Veterans in our transitional housing programs. We remain committed to delivering relevant educational offerings via local and virtual programs and national conferences. These trainings represent the primary source of revenue for the organization and sustain transitional housing needs that are not within the scope of our federal grant funding and per diem reimbursement.

Resilience has been a key quality which CHEP has personified throughout 2021. The staff continually exceeded every management expectation by persevering against the distractions created by diminishing revenue. They have delivered exceptional customer service and displayed an unwavering work ethic and commitment to the organization and its mission. The insights the CHEP staff offer to the non-profit create value and distinguish the organization as a whole. A spirit of collaboration has been an important and defining element of how CHEP operates. It's what enables CHEP to bring an organizational set of values, judgments, and perspectives to each and every client relationship. Consistent and focused job performance, with a goal of service excellence, are the pillars that drive our success. The talent of the staff has been immensely important to the success of the organization and directly impacted overall performance and client/participant satisfaction. CHEP's Board of Directors and management team have supported the staff as they direct their efforts to doing the best for all of CHEP's clients while simultaneously seeking new business opportunities.

I will close out my comments by saying thank you to everyone involved with this organization, especially the Board of Directors. It has always been my honor to serve our nations Veterans. Let us never forget the importance of what we do as we continue our efforts to make 2022 even better.

Catherine C. Bennett RN, MS

ABOUT CHEP

CHEP: Housing & Empowering Homeless Veterans

CHEP houses homeless Veterans, while providing supportive and connective services, allowing them to focus on health, skill building, employment, education, family life and recovery.

- Our **MISSION** is to strengthen communities by giving help, hope and empowerment to our Nation's Veterans.
- Our **GOAL** is to help restore hope and dignity to the Veterans, by having them achieve stable, permanent housing and an improved quality of life.
- Our **VISION** is to end veteran homelessness.

A unique approach: Continuing Education and Conference Planning with a Purpose

The result of a relationship with the Department of Veterans Affairs (VA) that started many years ago developed into a long term collaboration to address the VA's need for quality educational programming. The longer term outcome of the collaboration was for VA healthcare providers and community practitioners to participate and benefit from the training. A continuing education program was initiated and later conference planning services were added to meet ongoing educational needs.

Today, CHEP plans and delivers in-person and virtual seminars for community healthcare providers as well as those providers caring directly for Veterans. We also provide conference planning support for clients in the government, private and nonprofit sectors.

These services fill the funding gaps that are all too apparent for a 501(c)3, so we can create an even greater impact in the lives of veterans and achieve our mission.

3,644
VETERANS HOUSED AND SERVED
SINCE 1990

CHEP'S CORE VALUES

Compassionate Service

With an active desire to make a difference, we are sensitive to the circumstances of others.

Adaptability

In performing CHEP's mission, we approach our work with an open mind and positive attitude.

Accountability

We strive to be reliable, respectful, and fully present to those we serve, including one another.

Integrity

Our work and our relationships are rooted in honesty and transparency.

Teamwork

Collaboration enhances our capabilities and allows everyone a seat at the table.

2021 HIGHLIGHTS



CHEP DC Vets successfully transitions to Permanent Housing

Through a grant provided by Kaiser Permanente and in coordination with the DC Community Partnership, CHEP DC began the conversion from its long time Service Intensive Transitional Housing to a Permanent Housing provider. The project will house seven (7) veterans in furnished one bedroom apartment units.



CHEP awarded a Capital Grant for new Veteran Housing

The last Capital Grant award received by CHEP from the Department of Veterans Affairs (VA) was in 2008. Those funds were used to purchase and rehab properties in both Charleston, SC and Washington DC. CHEP is both proud and excited to announce that the Perry Point, MD program was selected as an awardee of a round of Capital Grant funding in September 2021. CHEP received \$1M to purchase and rehab a select property and thereby completed the first step to secure the future of providing homeless Veterans a myriad of services into the foreseeable future.

The Department of Veterans Affairs awarded a total of approximately \$64.2 million in grants to 60 community organizations under the VA's Grant and Per Diem Program. These awards were made on a competitive basis to organizations that provide transitional housing and supportive services for Veterans at risk of or experiencing homelessness with a goal of helping them achieve residential stability, increase skill levels and income, and obtain greater self-determination. The VA's ultimate goal is to work in collaboration with community organizations to "customize services to the unique circumstances and needs of each Veteran facing a housing crisis and put them on a pathway to permanent and stable housing".

Specific details about the project will be updated on the CHEP website once the necessary paperwork has been signed and throughout the life of the project. The specific goal of the project funding is to provide less congregate and more individual unit style housing thereby improving personal safety and reducing risks associated with close quarters living.

OUR 2021 IMPACT

78

Available Beds

67

Veterans Gainfully Employed

159

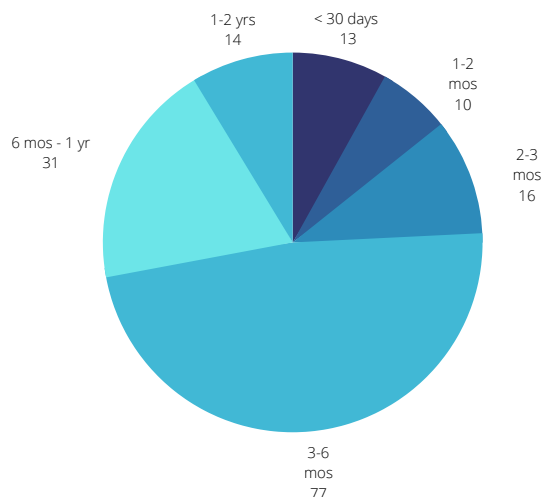
Homeless Veterans Housed

106

Veterans Living Independently Housed

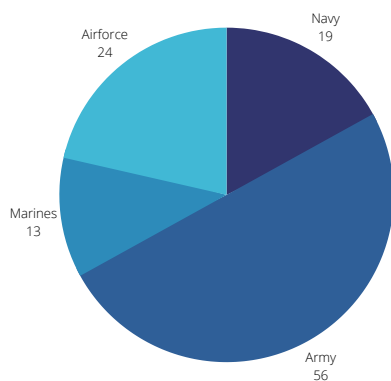
Nearly
50%
of Veterans transition to independent living in only
3-6 months

Program Stay Length

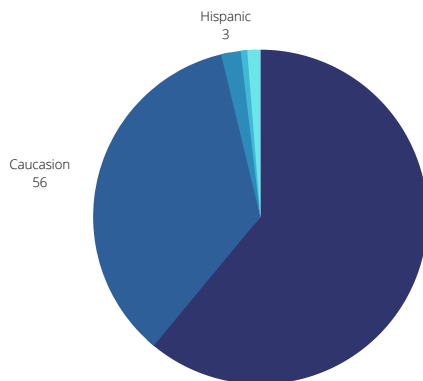


Who We Serve

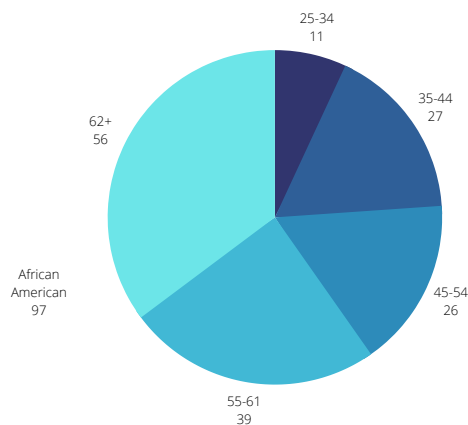
Branch of Service*



Ethnic Background



Age Range



*represents 2 of 3 CHEP housing programs

VETERANS INDEPENDENCE PROJECT (PERRY POINT)

The Veterans Independence Project (VIP) was able to navigate another tough year within the COVID-19 pandemic with no positive cases. VIP passed all quarterly and annual inspections performed by the Department of Veteran Affairs. The program was able to increase the number of Veterans housed at a time from 10 veterans at the start of the year to 20 veterans by the end of the year.

VIP started 2021 with the increased ability to provide eight bridge beds to veterans transitioning to permanent housing. The bridge beds are in addition to the 21 service intensive transitional housing beds previously offered. Veterans in the bridge bed program receive assistance from the VIP staff with submitting lease and housing authority paperwork, budgeting to make sure they have security deposit funds and first month's rent. VIP also provides transportation to and from the housing authority to complete necessary paperwork and attend orientations for US Department of Housing and Urban Development-VA Supportive Housing (HUD-VASH). To aid the Veterans in a smooth transition to permanent housing, VIP provided transportation services to obtain items like furniture. The VIP staff also assisted Veterans to sign up for energy assistance to help stabilize their monthly budgets.

Three vehicles were generously donated by the Maryland Department of Transportation to VIP. These vehicles help the staff transport Veterans to necessary appointments and grocery runs while allowing all staff and Veterans to remain safe. Improvements made to the houses in the VIP program included a new sprinkler system, a renovated new bathroom, and a new porch. CHEP has also been able to offer Veterans in need of quarantine a safe clean space to reside until their quarantine is complete and they can be transitioned into the general milieu. This setup has allowed Veterans to escape homelessness faster and enter the VIP program, while taking advantage of all it has to offer them.

The Veterans in the VIP program were provided with a holiday meal in December, continuing a long-standing program tradition.

VIP (Perry Point) 2021 Veteran Housing Performance Metrics

SUCCESS METRIC	VA METRICS	VIP OUTCOME
Veterans employed upon program exit	>50%	92%
Veterans permanently housed upon program exit	>50%	60%
Unscheduled Program Exits	<23%	24%

Comparison of the CHEP VIP Perry Point Transitional Housing Program's 2021 performance metrics to the minimum performance metrics set in place by the national VA grant per diem program.

PERRY POINT HIGHLIGHT OF 2021

Cakes By Mimi, LLC has been donating sweet treats to the Veterans of VIP since 2020. Melissa Lawson founder of Cakes By Mimi said she first learned about CHEP Inc. through program manager Jennifer Travers. Once Melissa found out CHEP's mission she was honored to help since she had just recently lost her uncle that unexpectedly passed away last year, and he was a Vietnam Veteran.

Melissa stated

"I feel we need to give back to our nations heroes that have sacrificed so much for us, they fought bravely so we could live free and honoring them should be done every day. I will always do what I can to honor my uncle and them!"

CHEP DC VETS

CHEP DC Vets spent much of 2021 working to successfully transition our veterans to permanent housing with the assistance of the Veterans Administration HUD VASH program. During 2021, through a grant provided by Kaiser Permanente and in coordination with the DC Community Partnership, CHEP DC Vets began the conversion to a Permanent Housing provider.

The transition began with CHEP joining the Community Partnership who manages the DC Continuum of Care, providing prevention services, street outreach efforts, emergency shelter, transitional housing and permanent supportive housing for individuals and families. Joining the Community Partnership opened doors to partnerships with other veteran service providers including US Vets, Access Housing, Housing Counseling Services, Veterans On the Rise, A Wider Circle and others. As a result of this relationship, CHEP DC Vets began working directly with Kally Canfield who at the time was with Friendship Place. Friendship Place assisted CHEP DC Vets residents with housing searches, security deposits and furniture to make the transition to permanent housing. Ms. Canfield went on to work with Community Solutions and introduced the idea of partnering to convert CHEP DC Vets into a more permanent solution for veterans.

The idea was presented to CHEP leadership and it was decided transitioning to a Permanent Housing project was a wonderful opportunity for CHEP DC Vets. The CHEP team began assessing the necessary improvements and repairs for the building. Improvements and repairs included replacing all the kitchen tiles, giving a fresh coat of paint to each of the units assigned to residents with subsidies from the DC Housing Authority and touching up the common areas, doors, baseboards, and external railings. Additionally, housing authority requirements included conducting a lead assessment and subsequent abatement if needed.

Although the process has been slow, navigating through DC's strict and complex housing regulations has ensured that CHEP DC Vets is providing housing that is in full compliance with all DC Housing Authority and VA requirements. From lead and housing inspections to developing and implementing operations and maintenance protocols and resident rules, the CHEP team is committed to a successful transition. Additionally, CHEP DC Vets implemented DoorLoop, an online rental and property management system.

The project will house seven (7) veterans and is open to any honorably discharged veteran with income or who has a housing choice voucher. The project will retain its resident manager and provide supportive services through a partnership with US Vets Inc., throughout 2022. We anticipate our first resident by the end of February 2022.

CHEP DC Vets 2021 Veteran Housing Performance Metrics

SUCCESS METRIC	VA METRICS	CHEP DC VETS OUTCOME
Veterans employed upon program exit	>50%	45%
Veterans permanently housed upon program exit	>50%	77%
Unscheduled Program Exits	<23%	5%

Comparison of the CHEP DC Vets Transitional Housing Program's 2021 performance metrics to the minimum performance metrics set in place by the national VA grant per diem program.

CHEP DC VETS HIGHLIGHTS OF 2021

Veteran Success

Throughout the pandemic, only one resident contracted the virus that was quickly mitigated by quarantining in place and following CHEP's intense mitigation protocols. Miraculously enough, the resident moved into his new apartment the day after completion of quarantining. The veteran had remained at CHEP for one year, and during that time he saved over \$30,000, successfully had his service-connected disability upgraded to 100 percent and repaired his credit. The veteran is doing well and is anxiously waiting to purchase his own home.

Program Alumni Gives Back

Although times had been tough, a new relationship with New Bethel Baptist Church was forged. One of CHEP DC Vets alumni, Shaun Varnado who is the Volunteer Coordinator and Outreach Missions Director at the church made sure all our residents had groceries. Our residents did not have to leave the building. All the boxes were delivered full of fresh fruit, vegetables, and even whole chickens instead of the routine nonperishables. The church also provided turkeys to each resident during Thanksgiving. Mr. Varnado completed our program in six months. He completed IT training through a partnership with US Veterans Inc. The Homeless Veterans Reintegration Program paid for all the training and equipment for Mr. Varnado. He was hired immediately after completion of training as a business analyst at Prince Community College in Largo, Maryland.

Despite the COVID-19 related chaos and fear gripping the country and cities, CHEP DC Vets has continued its mission of maintaining the "Standard", its structure and success in providing the first step in the veteran's road toward empowerment and independence.

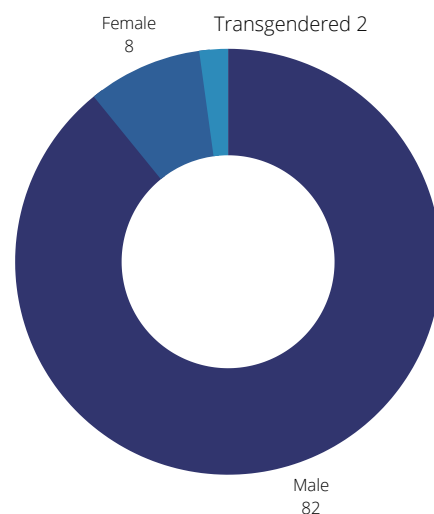
CHARLESTON VETS

Charleston Vets has grown into a culture that not only provides homeless veterans with much-needed services, but also fosters their achievements by providing next-level opportunities to some residents. Joe Towles, our facilities manager, came to us through the VA as a homeless and drug addicted veteran. After graduating from the program, Mr. Towles began volunteering with CHEP and he is now in charge of facility operations for Charleston Vets. Mr. Towles is head of our outreach department and is on the Board of Directors for the Lowcountry Continuum of Care. Another example is Michael Coker. Much like Mr. Towles, he came to us homeless and addicted. He too became a volunteer and later an employee. Just last year, he made the tough decision to leave CHEP and begin a career with Charleston VA and has purchased his own home. These are achievements Mr. Coker strived for, for decades.

The physical needs of our buildings are always at the forefront of our program as we provide, safe, suitable and secure housing for our residents. During the past year we have made major improvements including new roofs for the original 8 housing units, new secure back doors and interior painting for all 16 units, and reflooring for 8 units.

Charleston Vets is always looking for ways to improve services and outcomes for our residents, and relationships with the VA and community partners. During the pandemic, we had to convert meeting space into private telehealth rooms to provide secure locations for our residents to take part in virtual visits with the VA. We were fortunate to not have a high incidence of viral infections at the housing location and we implemented frequent rapid testing, masking, distancing and even had additional spaces for quarantining when necessary. We have continued to meet the needs of the residents and collaborate with the VA despite the challenges of a virtual world.

Resident Population by Gender



Charleston Vets is proud to be the only veteran housing program in the community offering housing and supportive services to female and transgendered veterans.

Charleston Vets 2021 Veteran Housing Performance Metrics

SUCCESS METRIC	VA METRICS	CHARLESTON VETS OUTCOME
Veterans employed upon program exit	>50%	85%
Veterans permanently housed upon program exit	>50%	78%
Unscheduled Program Exits	<23%	22%

Comparison of the CHEP Charleston Vets Transitional Housing Program's 2021 performance metrics to the minimum performance metrics set in place by the national VA grant per diem program.

CHARLESTON VETS HIGHLIGHT OF 2021

Charleston VETS has developed a new and exciting relationship with a local church group, the Coastal Community Church. Headed by Pastor Chris Rollins and Associate Pastor Chris Jones, The Coastal Community Church has dedicated a team to serve our veterans monthly.

Growing from a limited relationship with the organization in the past, they will now be on-site every month to offer a “Tailgate Party” for the veteran residents complete with food and fellowship. The kickoff Tailgate Party was held in December, complete with an onsite grill to treat program residents with hot dogs, hamburgers, french fries, chips and dessert. They spent the early afternoon enjoying conversations with the residents and they even brought a handful of free bibles for anyone that was interested.

The Coastal Community Church also plans to take up collections of goods to hand out each month, an initiative that started with new bath towels being distributed to our program residents at the December Tailgate.

Charleston VETS is very fortunate to have this group serving our residents and looks forward to continuing our relationship with them in 2022 and beyond.



DEVELOPMENT

The Development department has the responsibility of:

- fundraising for the housing programs
- increasing community awareness of our mission and
- expanding the services and resources for homeless veterans

After several years of raising program funds primarily through events and campaigns, in 2021 we looked to increase our grant funding, resulting in five competitive grant awards. 2021 also saw the continuation and growth of community partnerships. CHEP was invited to partner with the Hollywood Casino Perryville pilot program, Hollywood Cares allowing casino guests to donate the change of their winnings to CHEP. A partnership with Aetna granted the veterans of the CHEP Perry Point program a huge supply of personal necessities including shampoo and laundry detergent, that they otherwise would not be able to afford through government assistance. Our community partnerships and awarded grant funds were instrumental in meeting the ongoing needs and providing increased services to the veterans in our programs.

Cecil County Video Lottery Terminal Grant

For the second year in a row, CHEP was awarded funding from the Cecil County VLT Grant program. In 2021 we were awarded \$2,600 toward Perry Point program needs including residence repairs and new veteran transportation.

The Joanna Foundation Grant

As a first-time recipient of funding from the Joanna Foundation, we received a generous \$4,000 towards Charleston VETS program expenses including veteran resident transportation and ongoing facility repairs.

4th annual Golf Outing

The 4th annual CHEP Golf Outing was held in September 2021 at Chesapeake Bay Golf Club. CHEP and the golfers were excited to return to the welcoming venue. We were honored to be supported by Battle Tested Security, LLC for the second year in a row. Battle Tested Security and our other generous sponsors joined us in hosting 12 foursomes on the course for a day of networking and fun. We look forward to coming together with these foursomes, sponsors and new guests for the 5th Golf Outing, September 15, 2022.

The Coastal Community Foundation of South Carolina Grant

As a recipient of \$9,150 in funding towards Charleston VETS program needs or expenses, CHEP was able to continue to ensure the safety and reliability of the vehicles used to transport program veterans.

Maryland Recovery NOW Grant

In August of 2021, CHEP was one of multiple local grant recipients, receiving \$12,500 to cover expenses incurred due to the impact of the COVID-19 pandemic. Funding was utilized to cover costs including bringing our Perry Point housing staff back to full coverage, purchasing new computer equipment for virtual environments and additional needs.

Dominion Energy Grant

In August of 2021, the Charleston VETS program was awarded \$25,000 from Dominion Energy towards roof repair, deck replacement and parking lot patchwork at the North Charleston transitional housing location. This necessary funding assisted us in keeping with our commitment to provide veterans with a safe and comfortable living environment.

CHEP EDUCATION

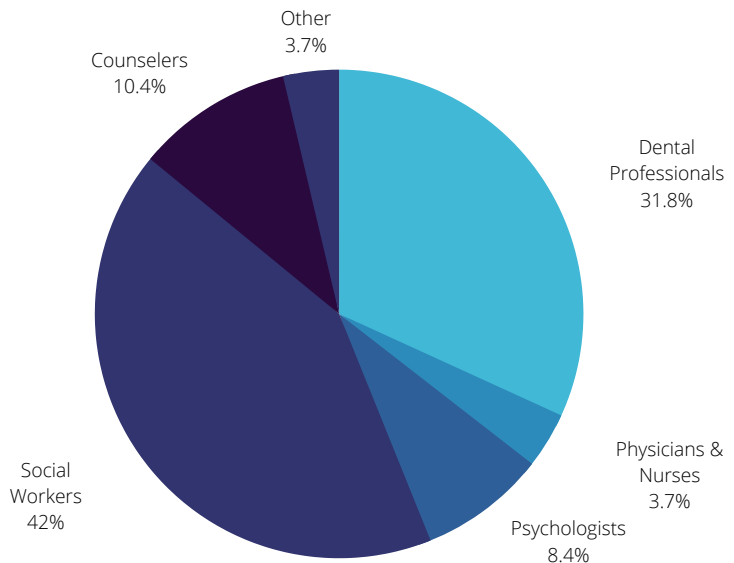
In 2021, CHEP continued to offer fully virtual continuing education opportunities for healthcare providers, many of whom are Department of Veterans Affairs employees providing direct care to Veterans. Many of these offerings had a mental health focus, with the goals of improving professional and clinical knowledge and providing improved patient care. The revenue from these programs allow CHEP to maintain, improve, or expand the operations of the organization.

16 Courses Presented

53 Education Hours Provided

714 Healthcare Providers Educated

Breakdown of Healthcare Providers Educated



Annual Suicide Prevention Conference

In 2021, we had the esteemed privilege to host the world-renown Suicide Prevention expert, Dr. David Jobes for a full-day virtual training. While this conference and speaker had originally been slated to take place in the spring of 2020, the postponement only made our audience more eager to participate in training offered by this nationally recognized subject matter expert, reflected by the increase in attendance from 2019.

Annual Addictions Conference

In 2021, the Addictions Conference was once again virtual which enabled attendees from all across the country to join in. We brought together four experts from the mid-Atlantic region to speak on highly requested topics including diversity, Schema Therapy, trauma and resilience, and medication-assisted treatment. While attendance was down compared to 2020 due to zoom fatigue and a scheduling conflict with another local conference, we expect to see these numbers bounce back in 2022.

CONFERENCE MANAGEMENT

The CHEP conference planning team took their unwavering commitment for connecting people and passion for professional growth to new heights in 2021 by adapting their skills and technical knowledge of in-person meeting planning and applied all that energy to producing virtual seminars and conferences. The talented team executed 7 large virtual conferences on various virtual platforms, while planning and hosting 14 virtual seminars for healthcare providers. CHEP had the pleasure of embarking on the virtual conference planning journey with long-term clients for the first time, while also starting new conference planning relationships with new clients.

CHEP 2021 Conference Management Roster

CHEP's 22nd Annual Federal Worker's Compensation Training

3 days of learning

600+ attendees

State of Minnesota, Office of State Procurement MMCAP Infuse New Member Conference

2 days of learning

153 attendees

94th Annual Meeting of the American Association for the History of Medicine (AAHM)

4 days of learning

400+ attendees

Ohio Department of Mental Health and Addiction Services Peer Support Conference

2 days of learning

600+ attendees

Association of Veterans Affairs Speech-Language Pathologists (AVASLP) Conference

3 days of learning

125 attendees

CHEP's Suicide Prevention Conference

1 day of learning

162 attendees

CHEP's Addictions Conference

1 day of learning

112 attendees

16

days of learning

7

virtual conferences

2,152

attendees

ACCREDITATION MANAGEMENT

CHEP provides project management for accreditation and continuing education projects that span essential skill development for a variety of clinical disciplines. Accreditation services are a stand-alone service that generate significant operational funds for CHEP.

The information below gives a snapshot of our accreditation project work by the numbers.

New & Renewed Accreditations

Accreditation Council for Continuing Medical Education (ACCME)
current through March 2025

American Dental Association (ADA)
current through June 2023

American Psychological Association (APA)
current through Fall 2023

Maryland Social Work (MDSW)
current

Association for Addiction Professionals (NAADAC)
current through September 2023

National Board for Certified Counselors (NBCC)
current through Spring 2023

American Nurses Credentialing Center (ANCC)
NEW and current through August 2024

1569 Attendees Educated **971** Total Continuing Education (CE) Hours

CHEP 2021 Accreditation Management Projects

Esthetic Skin Institute (ESI)

CE Hours: 502.50

ESI Educated: 829

Total Programs: 67

A Safe Environment for Every Kid (SEEK)

CE Hours: 258

SEEK Educated: 86

Total Programs: 1

American Association for the History of Medicine (AAHM)

CE Hours: 10

AAHM Educated: 500

Total Programs: 1

Counter Narcotics and Terrorism Operational Medical Support Trainings (CONTOMS)

CE Hours: 200.25

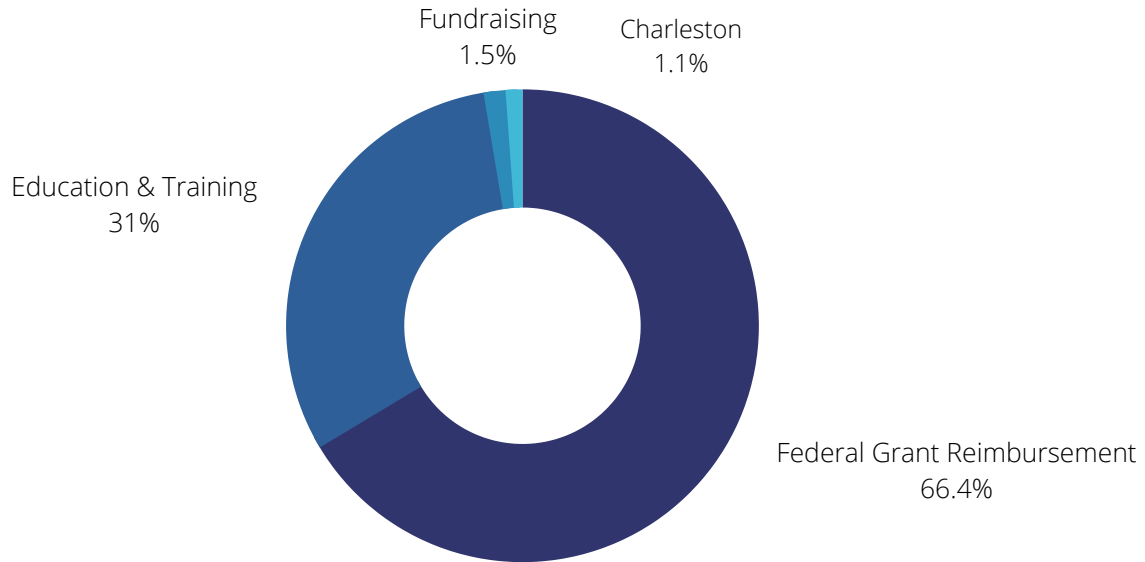
CONTOMS Educated: 154

Total Programs: 5

FINANCIALS

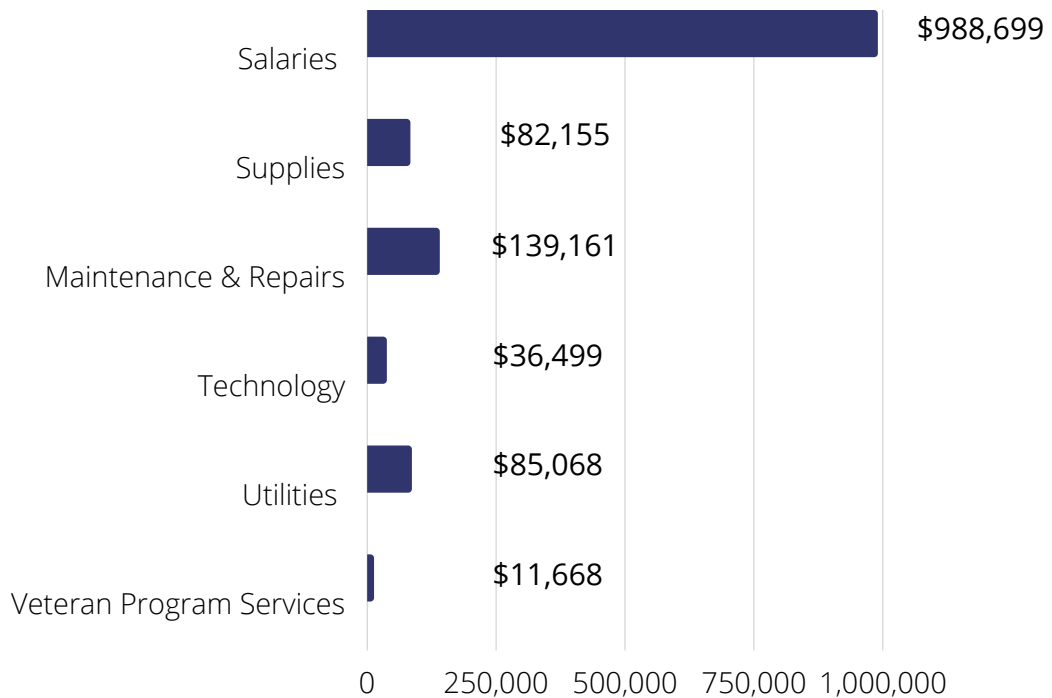
Revenue Breakdown

Year end 2021



Expense Breakdown

Year end 2021



STAFF & BOARD OF DIRECTORS

STAFF

Catherine Bennett, Chief Executive Officer
Haley Bolen, Perry Point Housing
Annie Caporellie, Education & Training Manager
Bradford Deal, North Charleston Housing
Jordan Freund, North Charleston Housing
David Frye, Washington, DC Housing
Jane Garrett, Finance Manager
Lisa Hayward, Human Resource Associate
Melissa Kelly, North Charleston Housing
Rudolph Oremland, North Charleston Housing
Carissa Merritt, Development Coordinator
Elvado Smith, Perry Point Housing
Michael Strong, Washington, DC Housing
Carly Spiewak, Chief Operating Officer
Joe Towles, North Charleston Housing
Jennifer Travers, Perry Point Housing
Rita Pasley, North Charleston Housing
Jahnee Webster, Perry Point Housing
Nick White, Perry Point Housing

BOARD OF DIRECTORS

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Chuck Comaty, Secretary & Treasurer
Barbara Finch
Dawn Metz
Elaine Millard
Sue Niewenhaus
Jack Berkeridge, Advisor
Lisa Hershey, Advisor



THANK YOU

We thank all of the of the generous businesses, foundations, individual donors and organizations that supported CHEP's work in 2021. CHEP is able to continue to expand our homeless veteran projects and services through the financial contributions of our supporters. We are deeply appreciative of your charitable giving and partnership.

GRANTORS

Cecil County Video Lottery Terminal (VLT) Local Community Grant
The Coastal Community Foundation of South Carolina
Dominion Energy
The Drescher Foundation
The Joanna Foundation
Kaiser Permanente
Maryland Recovery Now Grant

SPONSORS

American Solutions for Business	Hill Tech Solutions
APGFCU	Kaizen Painters
Ashley Addiction Treatment	KM Design
Battle Tested Security, LLC.	Managed Care Advisors
Chesapeake Plumbing	MDavis
Eco-Cool HVAC	PNC Bank
Efficiency Enterprises	RedSteel HVAC

DONORS

Adam's Run Baptist Church	Charleston Alumnae Chapter of Delta Sigma
Aetna	Theta Sorority, Inc.
American Legion Cecil Post 15	Starboard Crossfit
American Legion Mason Dixon Post 194	Warhorse Brotherhood Motorcycle Club
Cakes by Mimi	Women Veterans of South Carolina
Cecil County Memorial VFW Post 6027	Lowcountry Chapter

COMMUNITY PARTNERS

Community Solutions	Jay Dot
Hollywood Casino Perryville	The Community Partnership
	New Bethel AME Church



2021 ANNUAL REPORT

CHEP

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