OVER EVERYTHING





2024 ANNUAL REPORT



WE BO THE WORK

By Josiah Quarles

Because we remember we are human
We would rather get our hands dirty than bloody
Because someone has to
Because we keep us safe

Because system ain't rigged it's fixed
And existing is not a crime
Because love is a verb
Because truth gifts choice
Because patience is waiting on us
Because solidarity over everything
Because we need boots on the ground
Because community dies in cubicles
Because empathy is a muscle
Because we need that same forgiveness
Because our trauma informs our care
Because we believe in the possible
Because Scarcity is a mindset
Because relationships are a pathway to change

Because justice is restoration
Because when we organize, we win





Dur Vision

Everyone has a safe and stable place to call home, where they can also embrace their own power and dignity.

Dur Mission

NEOCH exists to eliminate the root causes of homelessness while loving our diverse community through organizing, advocacy, education, and street outreach.

ANTI-RACISM COMMUNITY

COMPASSION

AFFIRMING DIGNITY

TRAUMA INFORMED

RADICALLY INCLUSIVE

GRACEFULLY

ACCOUNTABLE

SUSTAINABILITY

PRO-LGBTQ

SOLIDARITY

JUSTICE

LOVE



2024WARD WINNERS

Each year, NEOCH honors those who have demonstrated exemplary commitment to ending the root causes of homelessness in our community. We have presented awards to volunteers, elected officials, city leaders, lawyers, organizers, street outreach workers, and service providers.



Dr. Shereen Naser is the daughter of forcibly displaced Palestinians. As a scholar and organizer, Dr. Naser's work focuses on identifying, dismantling and replacing the mechanisms of colonialism that necessitate the subjugation of some over others. As a school psychologist, Dr. Naser has specifically worked to understand youth mental health in these contexts. She has written over 21 peer reviewed manuscripts, coauthored a book on child advocacy in K12 settings, and has been featured on national and international news.

She is a founding member of the Cleveland Palestine Advocacy community, and a board member of OPAWL, an AAPI feminist base building organization in Ohio. She's also the mother of two beautiful girls and a few chickens.







Compassion



Jian Jaggerty (he/him) HOMELESS ADVOCATE OF THE YEAR

Liam Haggerty (he/him) found his way into street outreach as a volunteer, launching the St. Edward High School Labre Ministry while working at the school. Every week, he led students and alumni into the city, not just to pass out food and supplies, but to build relationships with those living outdoors.

His commitment to service grew from there. He established St. Ed's monthly food pantry and fresh produce distribution, ensuring families had access to essentials. But the pull toward full-time homeless services became impossible to ignore.

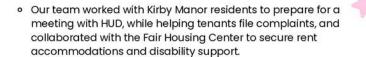
After more than a decade at St. Ed's—and a summer as an outreach intern at NEOCH—Liam stepped fully into the work in 2021, joining NEOCH as the Director of Street Outreach. In that role, he helped expand the organization's leadership in the HOPWA STSH program, working to connect people living with HIV/AIDS to shelter and stable housing.

In 2024, he took on a new challenge, serving as Project Manager for the Home for Every Neighbor initiative within the Cleveland Department of Public Health and the Mayor's Office. Under his leadership, the program reached its 18-month goal—housing 150 people directly from the street—in just six months.

Liam is grateful every day to be part of this work. More than anything, he's inspired by the strength and resilience of the unhoused community and honored to stand alongside them.

ORGANIZING

- We held a press conference at Franklin Circle Church opposing the criminalization of homelessness and condemning the Supreme Court's decision on Grants Pass v. Johnson. The decision makes it easier for communities nationwide to fine, ticket, or arrest people living unsheltered, even when there is no adequate shelter available.
- NEOCH mobilized the community and held a press conference that directly helped lead to the opening of seasonal shelter before lifethreatening cold weather arrived in Cleveland.
- We continued building a Leaders with Lived Experience group to ensure justice-involved individuals lead the conversation on policy changes and advocate for fair chance housing. Leaders meet over 20 times to build and implement the campaign.
- We hosted 20 Homeless Congress meetings on the East and West side of Cleveland, with over 500 impacted people participating to share information and advocate for improved policies in the homeless services system.
- We canvassed 316 times as part of Make it Home Cleveland, a program committed to giving tenants living in tax-forfeited properties the chance to purchase the property and retain community control before the house is sold to someone else.
- NEOCH engaged tenants across Northeast Ohio through Know Your Rights training, reasonable accommodation requests, coordinated press releases, and the facilitation of meetings with building ownership.
 - We assisted the Granada Gardens Tenant Association with press releases, complaint resolution, and advocacy efforts. We engaged residents in participation and addressed building conditions with City officials and community leaders.



- NEOCH supported the residents living in a condemned property in Shaker Square with relocations assistance and condition issues.
- We supported the formation of a Tenant Association in Greenbridge Commons with leadership from people who were previously homeless.
- We helped United Residents of Euclid Beach secure fair relocation compensation from the Western Reserve Land Conservancy, achieving an estimated value of \$50,000 to \$70,000 per resident in support and relocation money.
- We supported the Tenant Association at Broadway Elderly Apartments through coordination of property improvements.
- We helped Mooreland Group with tenant organizing through technical assistance and facilitation.
- Our team organized a teach-in at Winton Manor to help tenants know their rights as tenants.
- We supported a Tenant Association at Fairview Gardens to deal with property conditions and intimidation by property management.
- We supported a Tenant Association at Beach Park Apartments to deal with property conditions and intimidation by property management.
- NEOCH supported MARC Apartments with education and helped residents address property conditions.









- We hosted our Annual Memorial to remember over 80 family and friends who passed away in the homeless community, and to remind our community that no one should die without a home.
- NEOCH registered unhoused people to vote and hosted National Voter Registration Day Carnival in partnership with Cleveland Votes.
- NEOCH Partnered with United Way and Legal Aid to further the reach
 of the Right to Counsel program by canvassing over 1,300
 households facing eviction and connecting them to resources.
- We convened 10 Cuyahoga Affordable Housing Alliance meetings with presentations from National and Local leaders. Moreover, we developed, designed and sent the first monthly CAHA newsletter, "To the Root."
- We advocated for a Care Response Program, pushing for a community advisory board through organizing a campaign, attending meetings, and speaking to the need to be accountable to the community as a whole.
- NEOCH is one of the plaintiffs challenging Ohio HB 1, which unconstitutionally impedes public debate through the enforcement and sweeping prohibitions on ballot issue spending.



Anti-Racism





OPERATIONS

- We received 30,970 donated Items (tents, socks, sleeping bags and others) with an estimate value of \$291,115.75.
- The Moore Love Volunteer program hit the streets 20 times with 126 volunteers, who provided humanitarian aid and built relationships with people experiencing homelessness in the community.
- NEOCH stepped up to support grassroots seasonal shelter operations through technical assistance and fiscal sponsorship.
- NEOCH Hosted an all-staff training for two days to dig deeper into our work as an anti-racist organization and establish steps moving forward as an organization with a deeper commitment.
- NEOCH rebranded its classic logo and upgraded it to feel more modern.
 Allowing us to look consistent across our physical and digital world
- NEOCH has a new merchandise line featuring stylish, high-quality apparel and accessories that raise awareness and support efforts to end homelessness in Northeast Ohio through fundraising that directly supports our programs.
- NEOCH's cool new office redesign, crafted by Instagram's @odetoanabode, blends modern style with warmth, creating an inspiring space to further our mission to end homelessness while making our staff feel more inspired and energized in their daily work.

- Communications Corner: In the past year our email contacts have grown over 1,000 subscribers and our open rate has increased 5%
- We sent out 64 emails in 2024 for our multiple email campaigns including our Advocacy and Organizing Tenant emails, Bridge Support, Monthly NEOCH newsletters, and important policy changes calling for action from our community. Our 2024 emails were opened 39,892 times!
- On Instagram we saw 6,620 engagements which is 13.7% increase from the 2023 period helping us spread news and share our mission













- After 20+ years of independent operation, our partners at the IDCC collaborative joined NEOCH in 2024. The IDCC, now a fully integrated NEOCH program, provides documents for thousands of people with low incomes in Cuyahoga County.
- In 2024, the IDCC provided 4,879 homeless or low-income individuals with 5,248 essential documents, enabling access to jobs, housing, medical care, education, voting, and other vital services.
 These documents included birth certificates, driver's licenses, commercial licenses, marriage certificates, and gender correction documents.
- Over 100 IDCC-trained staff and volunteers at 40 sites counseled thousands of people on obtaining essential documents at shelters, outreach centers, rehab and reentry facilities, and neighborhood churches.
- IDCC staff continued to serve on the founding board of the National Conversation on IDs, assisting a nationwide consortium in obtaining essential documents and advocating for easier access.



EDUCATION



- We participated in over 50 speaking events that included panel presentations, community events, radio and podcasts to educate the community.
- NEOCH hosted its first Housing Justice Summit, featuring Daniel Kerr, an associate professor of history at American University and author of Derelict Paradise: Homelessness and Urban Development in Cleveland, Ohio.
- We published 4 issues with over 17,000 copies of the Cleveland Street Chronicle, a newspaper that is written and sold by vendors with lived experience of homelessness.
- Our team worked with over 100 high school and college students to dive into the realities of poverty and the root causes of homelessness, such as systemic racism and the commodification of housing.
- We collaborated on research projects with MetroHealth, Case Western Reserve University, Kent State University, and the University of Pittsburgh.
- As Steering Committee members and Focus Group leaders, NEOCH participated in the Greater Cleveland LGBTQ+ Community Needs Assessment to identify and address the unique needs and challenges faced by local LGBTQ+ communities.
- We worked with 25 organization to enhance access and support for LGBTQ+ individuals including trainings in trans affirmation, trauma informed services, and LGBTQ+ Cultural competency.













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OUTREACH

- 322 unique individuals experiencing unsheltered homelessness engaged in NEOCH's outreach services.
- 82 individuals received permanent housing through our street outreach.
- 181 people received crisis intervention services such as linkage to behavior health services, addiction services, emergency shelter.
- NEOCH's housing clinics made roughly 928 connections to help people get access to safe housing through applications support, housing locations, and other interventions.
- Our team responded within 48 hours to over 178 calls from the community (City Councilmembers, businesses, neighbors, etc.) concerning people experiencing homelessness throughout the year.
- We hosted 20 Cleveland Outreach Collaborative meetings to coordinate and improve services among partner providers for those experiencing unsheltered homelessness. This included supporting 12 volunteer evening outreach groups.
- We partnered with medical and behavior health providers to deliver services directly to unsheltered individuals, including our continued partnerships with MetroHealth and The Centers, as well as new partnerships with the Cleveland Clinic and University Hospitals.
- We provided short-term supportive housing for 50 people living with HIV/AIDS and experiencing homelessness. This allowed 31 program participants to access permanent housing.

- NEOCH's expertise and advocacy work helped launch the City of Cleveland's Home for Every Neighbor Program, which housed 115 individuals in the first 5 months of the program. NEOCH is a key partner and leads street outreach efforts in the initiative.
- NEOCH created and implemented Cuyahoga County's first ever LGBTQ+ homeless outreach program, as part of the Youth Homelessness Demonstration Program.
- Our LGBTQ+ outreach program provided services to 64 LGBTQ+ people experiencing homelessness, included supporting 42 individuals into permanent housing.

Compassion

"Because solidarity over everything Because we need boots on the ground" -Why We do the Work by Josiah Quarles

REVENUE EXPENSES

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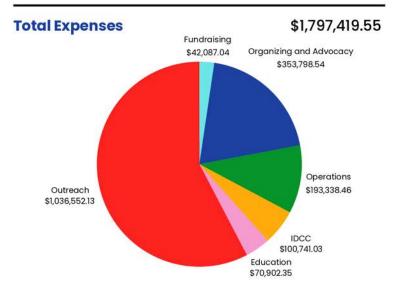
REVENUE 2024

Contributions	\$333,288.34
Government Grants	\$803,357.97
Foundation Grants	\$537,846.55
Earned Revenue	\$307,651.66
Events	\$53,724.80
Miscellaneous	\$81,733.26

EXPENSES 2024

Fundraising	\$42,087.04
Organizing and Advocacy	\$353,798.54
Operations	\$193,338.46
IDCC	\$100,741.03
Education	\$70,902.35
Outreach	\$1,036,552.13







Service for Peace



NEOCH STAFF

Chris Knestrick - Executive Director Kait McNeeley - Deputy Director Josiah Quarles - Director of Organizing and Advocacy Eileen Kelly - Director of the Identity Crisis Collaborative (IDCC) Kai Saga - Street Outreach Director Carey Gibbons - Director of LGBTQ+ Navigation Services Latanya Burton-Mickey - Office Manager Khorianna Randall - HOPWA Manager Kathryn Boor - Communications Coordinator Ange Mastandrea - Street Outreach Coordinator Courtney Kerr - Housing Justice Canvasser Renee Williams - Housing Justice Organizer Torria Catrone - Housing Justice Organizer Bronze Ogunbambo - LGBTQ Navigator Casey Brower - LGBTQ Navigator 2 Braids - Veteran Peer Outreach Specialist Dennis Ashton - Street Outreach Worker Jean Kosmac - Street Outreach Worker Jim Schlecht - Street Outreach Worker Jeff Puchmajer - Street Outreach Specialist Marketa Caswell - Street Outreach Navigator Mike Jones - Reentry Campaign Strategist Claire Billingsley - Grant Specialist Molly Martin - Advocacy Liaison Kay Scott - IDCC Specialist Veronica Bennett - Office Assistant Etienne Engles - Full time from the Action Reconciliation Service for Peace

Mara-Lia Blanke - Full time from the Action Reconciliation

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THANK YOU TO OUR DONORS!

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SPECIAL THANKS TO

The Community West Foundation and their SocksPLUS program. Their dedication to this program, and to people experiencing homelessness, helped us distribute more than \$32,246 worth of necessities to people experiencing homelessness in our community.