

# Creating **HOPE**



HOPE NEW LIVES. NEW FUTURES. NEW HOPE NEW LIVES. NEW FUTURES. NEW HOPE NEW LIVES. NEW FUTURES. NEW HOPE NEW LIVES. NEW FUTURES.



**2012 ANNUAL REPORT**

## OVERVIEW



### ACCREDITATIONS:

Commission on Accreditation of Rehabilitation Facilities (CARF)  
National Association for the Education of Young Children (NAEYC)  
Healthy Families America  
Better Business Bureau



### LOCATIONS:



**New Hope Corporate Office & Senior Center**  
725 Wall Street  
Jeffersonville, IN 47130  
(812) 288-8248



**New Hope Commons**  
1302 Wall Street  
Jeffersonville, IN 47130  
(812) 288-4304



**Kids Place**  
1642 West McClain Avenue  
Scottsburg, IN 47170  
(812) 752-4892

**New To You**  
Clarksville, IN  
Charlestown, IN

**Healthy Families**  
Clark County  
Fayette County  
Jackson County  
Jefferson County  
Rush County  
Scott County  
Union County

**WIC**  
Clark County  
Jackson County  
Scott County

**Housing**  
Clinton, IN  
Elwood, IN  
Jeffersonville, IN  
Scottsburg, IN

# Creating

# CREATING HOPE

## YEAR HIGHLIGHTS:

Champions for Children Award from Communities in Schools of Clark County  
Pyramid Award in Art of Collaboration from Center for Nonprofit Excellence  
Assisting March 2nd Tornado Victims  
Aberdeen Woods Phase 1 Completed  
Healthy Families Expands to Jackson County

NHS Promotes World Breastfeeding Week  
Connections Program launches in Scott County  
BBB Accreditation  
Three year CARF Accreditation  
Hope SeniorCare is added  
Aberdeen Woods Phase 2 approved

Legislators tour NHS Center  
Mayoral Proclamation for Disability Awareness Month  
NHS Launches Behavior Management Services  
NHS Recognizes Child Abuse Prevention Month  
Employee Appreciation Cookouts



Dear Friends:

New Hope Services has a 54 year tradition of providing services to those individuals and families in need. We've grown from a relatively small organization which served children with developmental disabilities to a large, diverse, and agile organization. This past year New Hope surpassed the 200 employee mark, has stronger board and employee support than ever, served over 10,000 individuals and families, and helped organize an effort with the Indiana Bankers Association and The New Washington State Bank which raised and donated over \$380,000 for the March 2nd tornado victims.

During this past year New Hope focused much of its energy towards finding new and innovative ways to diversify and strengthen our organization. With reimbursement rates from the government being slashed each year New Hope understands the importance of strengthening our organization's services, becoming more efficient, and not relying on a single funding stream. With the ever changing environment, New Hope is being proactive and pursuing new opportunities and services.

Housing and Community Development had a year of great growth. Construction began on New Hope's new senior community, Aberdeen Woods, and was completed. Five duplexes, 10 units, were filled by mid-September. With the completion of Phase 1 New Hope quickly gained approval to begin Phase 2 from the Indiana Housing and Community Development Authority. Additionally, planning began on new projects in Scottsburg and Charlestown, and much of the relocation work for the City of Jeffersonville's downtown projects was completed.

Adult Services continues to be at the core of everything New Hope does. Over the past year Adult Services has added Hope SeniorCare and Behavior Management Services. These two programs continue to strengthen the group of programs which serve adults with developmental disabilities and seniors.

During the past year Child and Family Services pursued New Hope's mission to "provide services responsive to individual needs." With an opportunity to expand Healthy Families into Jackson County, the New Hope team stepped up and transitioned those services seamlessly while still providing quality services to those individuals and families who needed it most.

As New Hope does everything it can to assist people throughout Southern Indiana, we couldn't do it without the confidence of our community and supporters. Without you this wouldn't be possible.

THANK YOU FOR EVERYTHING YOU'VE DONE OVER THE PAST YEAR TO SUPPORT NEW HOPE, OUR MISSION, AND OUR CLIENTS.

Sincerely,

Pat Daily  
Chairman of the Board

James A. Bosley  
President and CEO



# HOPE



Annually, New Hope serves  
over **10,000** individuals,  
families, and children.





# ADULT SERVICES



Karen Winchell

**MISSION:** To decrease marginalization of individuals with disabilities through community integration, vocational and educational opportunities, improvement of life skills, and family support.

The Adult Services program works with adults and families of adults with disabilities helping them to increase vocational and employment skills, adult daily living skills, community integration, self care, and household duties in order to increase independence.

## ADULT SERVICES PROGRAMS:

- Adult Community Empowerment Services (ACES)
- Skills Training
- Employment Services
- Supported Living
- Work Services / Vocational Training (Contract Services)
- Respite, Attendant Care, Homemaker Services
- Hope SeniorCare
- Behavior Management Services
- Community Habilitation

This year New Hope Services was approved to begin providing Behavior Management Services. Behavior Management Services supports individuals to use positive strategies to decrease the occurrence of behaviors. Utilizing Behavior Management Services can enhance an individual's quality of life by increasing their independence and meaningful participation in the community.

Our Behavior Consultant partners with clients, staff, and family members to provide hands on training to promote success and decrease the number of challenging or dangerous behaviors.

Karen Winchell, MSSW serves as New Hope's Behavior Consultant and has over 7 years experience working with individuals with disabilities and behavior support plans.



411 adults  
served in 2012



“

I don't know what I would do without New Hope. Ivan loves it and always tells me the great things he gets to do. What amazes me about New Hope is to see how the employees are with each individual client. They know what is best for him and do a great job providing him guidance and support. New Hope is a part of his world and has helped him realize that he can do and accomplish anything.”

— Mary Helen Peter



Client Artwork

# Supporting



## ADULT SERVICES

### HOPE SENIORCARE

Last year we also began the Hope SeniorCare program. Hope SeniorCare is a personalized care and support service for seniors in Southern Indiana. It offers three categories of in-home and community services. These may be used independently, or in conjunction to provide comprehensive care for your loved one.

On Thursday, March 1st, Jeffersonville Mayor Mike Moore presented New Hope Services and a few of our clients with a Mayoral Proclamation to recognize Indiana's Disability Awareness Month.

Each March, Disability Awareness Month is celebrated throughout Indiana. Given that adults and children with disabilities represent slightly more than 19 percent of Indiana's population, disability awareness is important for all of us. Led by the Indiana Governor's Council for People with Disabilities, the goal of Disability Awareness Month is to increase awareness and promote independence, integration and inclusion of all people with disabilities.



“Hope SeniorCare is the best. Mom isn't driving now, so this is the perfect match. Jan and Linda alternate spending time with her, whether it be shopping, out for lunch, errands, hair appointments or just staying home and visiting. We are able to choose the days of the week and the time that works best for Mom. This is a perfect service and Mom always looks forward to her outings.”

— Mary Beth Sagebiel

# HOPE

### PROGRAM SPOTLIGHT VOCATIONAL TRAINING/ WORK SERVICES

The Job Training Center is designed to teach job skills to consumers and provide a variety of facility-based work opportunities. This excellent program helps clients with mild to moderate intellectual or physical disabilities to gain work and productivity skills. Goals for the Vocational Training program frequently focus on staying on task, following directions, increasing productivity, socializing at appropriate times, and increasing employability.

This program can be utilized long term or short term to help clients gain skills in order to obtain a community job.

*As a part of this program New Hope offers subcontracting work that includes:*

**Hand work** - assemble, bag, box, bundle, cap, clean, count, fill, glue, mark, pack, re-work, staple, sub-assemble, tape, tag, and weigh count

**Mail Services** - prepare for post office, bag, collate, fold, label, package, stuff, stamp, and seal

**Package** - box, poly bag, shrink wrap



Paul, Work Services Employee

# HOUSING & COMMUNITY DEVELOPMENT

**MISSION:** To provide direction and leadership in the development of safe, affordable and suitable housing in response to public need.

New Hope's Housing Department is a HUD approved counseling agency and offers numerous workshops throughout the year to provide guidance to people in need of housing assistance.

Housing and Community Development is a great asset to the communities we serve. Over the past year this program has completed a number of projects and began focusing on new efforts to support seniors living in Southern Indiana. A pre-development grant was awarded for the project in Charlestown, which when completed will give seniors new and safe affordable housing options.

The Community Development Department works with clients that are being displaced from their homes, either by the owner/landlord or the municipality where the property is located. We work to determine the situation and find out what resources are available to locate a comparable home with permanency.

## HOUSING AND COMMUNITY DEVELOPMENT PROGRAMS:

- Housing & Credit Counseling
- Single Family Construction
- Relocation Assistance
- Multi Family Construction
- Apartment Complexes
- Community Development

## Counseling Services Offered:

- Fair Housing One on One Counseling
- Fair Housing Pre-purchase Education Workshops
- Financial Management/Budget One on One Counseling
- Home Improvement & Rehab One on One Counseling
- Mortgage Delinquency & Default Resolution One on One
- Non Delinquency Post Purchase Workshops
- Neighborhood Stabilization Program Classes
- Pre-purchase Homebuyer Education Workshops
- Pre-Purchase One on One counseling
- Predatory Lending Education Workshops
- Rental Education Workshops
- Rental One on One Counseling

“I can't say enough about Aberdeen Woods. It's changed my life. I have a new home and a fresh start. New Hope gave that to me. If there is anything wrong I know I can just pick up the phone and it's taken care of. At age 73 that's quite a relief. New Hope has made that possible.” — Suzanne Corrick



Client Artwork

# Restoring



# HOUSING & COMMUNITY DEVELOPMENT

## ABERDEEN WOODS PHASE ONE

*Building HOPE*

In January 2010 New Hope Services purchased land on Lutz Lane - off Allison Lane in Jeffersonville – to develop Aberdeen Woods. As a leading provider of affordable housing options in Southern Indiana and recognizing the evolving needs of seniors, New Hope Services, Inc. has developed Aberdeen Woods as a way to offer a safe and inviting place for seniors to call home.

With the completion of the permit and planning process, New Hope began construction on Phase 1 of Aberdeen Woods in late 2011 and completed construction of the first 5 duplexes in August of 2012. By the end of September each of the 10 units was filled.

Seeing the demand for a beautiful, kid friendly and convenient senior community, New Hope Services applied and was given permission to begin construction on Phase 2 by the Indiana Housing and Community Development Authority in late August. Phase 2 will consist of five more duplexes, totaling 10 units, and should be completed in mid 2013.

Aberdeen Woods will consist of a total of 29 units: 15 duplexes and a senior community center. Duplexes will include large 2 and 3 bedroom floor plans, over 1,200 square feet of living space, garage parking, family areas for social gatherings, and outdoor sitting areas. The community will also have a gazebo, playground, and community center with internet service and meeting space.

“

Receiving notification from IHCD on Phase 2 of Aberdeen Woods is excellent news. We've known for years that having affordable housing options for seniors is a necessity and with Phase 2 moving forward we'll be able to meet those needs.”

— James Bosley, President and CEO of New Hope Services



# HOPE

352 individuals and families served in 2012

## CHILD & FAMILY SERVICES

**MISSION:** The Child and Family Services mission is to provide family centered services in child care, health and nutrition, and family preservation for the strengthening of children and families.

New Hope's Child and Family Services offers family-centered programs that range from childcare, supplemental foods, nutritional counseling, and family preservation to intensive home-based assistance. Our goal is to promote and strengthen each family by providing the foundation upon which healthy families can flourish.

This past year Child and Family Services continued to be an important group of programs. With new and expanding programs it will continue to be a strong pillar for New Hope Services.

### CHILD AND FAMILY SERVICES PROGRAMS:

- Childcare at Kids Place
- Family Preservation
- CAPS (Child Advocacy and Parental Support)
- Healthy Families
- WIC (Women, Infants and Children)
- Connections



COMMUNITY IN SCHOOLS OF CLARK COUNTY AWARDED NEW HOPE SERVICES THE 2012 CHAMPIONS FOR CHILDREN AWARD. THANK YOU!

New Hope Services at Kids Place has now become a permanent car seat fitting station. We have car seat safety checks on Thursdays from 2:30 p.m. to 5:00 p.m. by appointment for any staff person, agency client, or member of our community. We are also open to doing in service training for any organization who wants to learn more about car seat safety. Contact the Connections program at (812) 752-4892 for any questions or to schedule an appointment for a car seat safety check or training.

### HEALTHY FAMILIES EXPANDS

Healthy Families is a voluntary and confidential home-based service which provides families with information about services available in the community, information about the health, safety and care of newborns, and access to the latest information on brain development. Healthy Families was already serving Clark, Floyd, Fayette, Rush, Union, and Jefferson counties and expanded into Jackson County in September of 2012.

“April, our Family Support Specialist, is the perfect fit for me and my family.” — Anonymous



9,610 children  
and families served  
in 2012



# Growing



## CHILD & FAMILY SERVICES

### PROGRAM SPOTLIGHT CONNECTIONS

*Expanding Programs. Creating Hope. Changing Lives.*



Through a grant provided by the Indiana State Department of Health, New Hope Services began the Connections program towards the end of 2011. Connections is a comprehensive support program that is a part of New Hope Services' guiding vision of creating a quality life for all in our community.

Connections is voluntary and free for Scott County young adults, up through age 24 who are currently pregnant and/or young men and women and already parenting. This wonderful new program offers adolescent moms and dads in Scott County additional support and services to help them with their role as a parent in their child's life.

Over this past year Connections grew quickly, serving over 120 young adults, and helped build partnerships to increase the quality of life for Scott County adolescents. Because of the care and support of the Connections staff, 14 of the 15 participants who were seniors in high school were able to graduate. Additionally the program has hosted a number of great speakers and workshops including "Bridges Out of Poverty: Strategies for Professionals & Communities" presented by Jodi Pfarr.

#### CONNECTIONS OFFERS:

- Access to prenatal care
- School based case management services
- Community based case management services for teens no longer enrolled in school
- Medicaid/Hoosier Healthwise enrollment
- Access to well child care
- Free pregnancy testing
- Crisis intervention
- Parenting education
- Guidance and support for parents of teen parents
- Financial credit recovery services
- Housing counseling
- Job training
- Mental health services
- Substance abuse services
- Tobacco cessation
- Support groups
- GED services
- Child care financial assistance
- CIRCLES Getting Ahead Program
- Tutoring services
- Transportation assistance

# HOPE

# LADY ANTEBELLUM/DISASTER RELIEF FUND

On March 2, 2012 an EF-4 tornado with 170 mph winds hit Henryville, Indiana. The tornado stayed on the ground for over 50 miles destroying businesses, schools, houses & almost a community. Almost. With their strength and a little support from their neighbors, the citizens of Henryville were soon rebuilding what the tornado so quickly destroyed. There were hundreds of thousands of others who were wanting to help.



New Hope Services, the Indiana Bankers Association and New Washington State Bank were among those who were looking to help their neighboring community and joined resources to assist in the rebuilding. The collaboration led to the development of the New Hope Services/Indiana Bankers Association Disaster Relief Fund.

## DISASTER RELIEF FUND



GRAMMY winning country trio Lady Antebellum selected the fund as beneficiary of the proceeds from their May 16th benefit concert. Disaster Relief Fund - delivered or allocated 100% of the donations to 146 deserving families, businesses, and nonprofits. In all, over \$379,000 was donated to the fund, which had zero administrative fees and distributed every dollar donated back into those communities affected by the tornadoes.





# Sharing



New Hope Services and The Indiana Bankers Association teamed up on March 9, 2012 to create the New Hope Services / Indiana Bankers Association Disaster Relief Fund to help those people in need following the March 2nd tornadoes.

Realizing the great need of those impacted, the fund began working closely with The New Washington State Bank, which has a branch in Henryville and a familiarity with local residents and their needs. The fund was able to assist those who needed it most immediately following the devastating storms.

Shortly after establishing the disaster relief fund, seven-time GRAMMY winning country trio Lady Antebellum selected the fund as beneficiary of the proceeds from their May 16th benefit concert. With the help of thousands of generous fans and Lipton, the group donated \$285,000 to help the fund exceed its goals and assist in its mission "to assist the victims and the rebuilding of Southern Indiana communities impacted by the March 2, 2012 tornadoes."

Representatives from New Hope Services, The Indiana Bankers Association, and The New Washington State Bank met weekly and reviewed over 175 applications. Just six months after the storms, the New Hope Services / Indiana Bankers Association Disaster Relief Fund delivered or allocated 100% of the donations to 146 deserving families, businesses, and nonprofits.

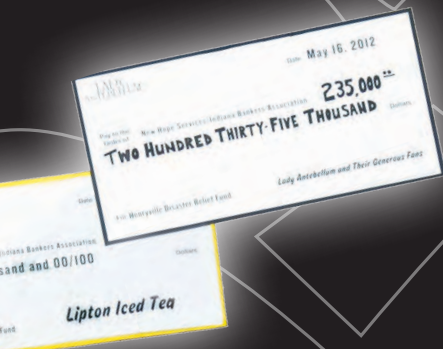
Grants provided from the fund assisted in the rebuilding of Southern Indiana communities and have helped with medical bills, insurance shortages and premiums, home upgrades, cleanup, loss of vehicles, food and clothing expenses, and required home upgrades. Funding has also been allocated to install ten HVAC units in Habitat for Humanity homes, and to help the Henryville High School library and band.

In all, over \$380,000 was donated to the fund, which had zero administrative fees and distributed every dollar donated back into those communities affected by the tornadoes.

## Center for Nonprofit Excellence Pyramid Award in the Art of Collaboration

The Indiana Bankers Association; The New Washington State Bank, Charlestown, Ind.; and New Hope Services Inc., Jeffersonville, Ind., were jointly awarded a Pyramid Award of Excellence on Oct. 9 by the Center for Nonprofit Excellence in Louisville, Ky. The award was in the category of "Art of Collaboration."

*Below: Displaying Pyramid Awards of Excellence from the Center for Nonprofit Excellence are (left to right): Kenton M. Wooden, director of development of New Hope Services Inc.; Patrick J. Glotzbach, president and chief executive officer of The New Washington State Bank, Charlestown; and S. Joe DeHaven, president and CEO of The Indiana Bankers Association.*



# HOPE



## BOARD MEMBERS

### BOARD MEMBER SPOTLIGHT PAT DAILY

Pat Daily, Executive Vice President of The New Washington State Bank, is a 16 year Board member of New Hope Services and was recently elected to assume the responsibilities of Board Chair for a two year term. Daily, a dedicated husband and father of 4 children and a leader in our community, provides unique insights and leadership to New Hope's Board of Directors. He was an integral part of the success of the New Hope Services / Indiana Bankers Association Disaster Relief Fund.

Joining the Board in 1996, Daily brought significant knowledge and experience of the banking and finance industries. Throughout his time at New Hope, Pat has worked diligently to strengthen New Hope and support its guiding mission.

Since joining New Hope, Daily has helped to oversee the expansion of programs into new counties throughout Southern Indiana; the opening of facilities like The Commons and Aberdeen Woods; and has seen New Hope become a

HUD Certified Counseling Agency and create more housing to support Southern Indiana's needs.

James Bosley, President and CEO of New Hope, stated "Pat is a tremendous asset and friend to New Hope. He's always led with action, been a strong voice for our Board, and has helped strengthen and grow our organization over the years. We are very fortunate to have him."



“New Hope's greatest strengths are their excellent management and employees, adaptability and flexibility. Throughout New Hope's 54 years we've always done a great job of identifying more efficient ways to do things, developing new ways and programs to diversify our funding streams to build financial strength, and have always been driven by our mission and vision.” —Pat Daily

#### BOARD OF DIRECTORS



Pat Daily  
*Board Chair*



Bob Courtney  
*Treasurer*



Vicky Kent Haire



Chet Michell



Sandy Ringer



Brad Walker  
*Vice Chair*



James Bosley



David Lewis



John Neace



Terry Rogers

4 new board members

# Achieving

# NEW HOPE SERVICES EMPLOYEE AWARD WINNERS

Each year New Hope Services honors employees who were nominated by their peers for their outstanding achievements. This year many employees were honored during a luncheon attended by New Hope's management team and Board of Directors.



Service Award: **Doug Kidwell**  
Adult Services, Lead Skills Trainer



President's Leadership Award: **Meara Grannan**  
Child and Family Services, Director of Child and Family Services

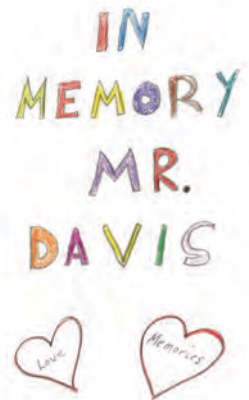


Board of Directors Award: **Melissa Olsen**  
Fiscal Department, Business Manager

## New Hope Employees Honor Bill Davis and Charley Reisert

On May 18th and 19th New Hope Services employees participated in the Clark County Relay for Life walk-a-thon. Walking in honor of long time New Hope employee Bill Davis and former board member Charley Reisert, employees walked over 600 miles in 12 hours and raised over \$600 for cancer research.

## REMEMBERING WILLIAM R. DAVIS



This past year New Hope Services lost a long-time friend and employee. Bill Davis, a Vice President with New Hope for 24 years, will always be remembered as a humanitarian and for his kind spirit and dedication to New Hope, our clients, and our staff. Bill represented everything a humanitarian is: someone who is actively engaged in promoting human welfare, social reforms and someone who had great concern for the lives and happiness of others and dedicated his own life to helping those people. To honor his spirit and commitment to New Hope the William R. Davis Humanitarian Award was created in 2011.

# HOPE

# LEUTHART – MCKEAN – WILLIAMS SOCIETY

New Hope's donor recognition society honors our longtime board member Jack Leuthart (1983-2011) and two early volunteers who were New Hope founders, Ruby McKean and Mildred Williams. Their commitment to New Hope and its clients established a strong foundation of empathy, service, and dedication. Today New Hope honors our major donors, who share those same values, with the Leuthart – McKean – Williams Society. To you we say thanks as you have provided the foundation that allows New Hope to continue to pursue its mission to provide services responsive to individual needs.

## PHILANTHROPIST

### **\$100,000 Plus**

Edwina and Arthur Anderegg  
New Hope Services Employees  
The Paul Ogle Foundation, Inc.  
John and Penny Neace

## FOUNDER

### **\$50,000 - \$100,000**

WHAS Crusade for Children  
Walmart Foundation  
James A. Bosley

## GOOD SAMARITAN

### **\$25,000 - \$50,000**

Ashley Furniture Industries, Inc.  
The Gheens Foundation  
Horseshoe Foundation  
Geo. Pfau's Sons Company, Inc.  
PNC Bank

## BENEFACTOR

### **\$10,000 - \$25,000**

Applegate and Fifer  
Alan Applegate  
John E. Broady  
The C.E. and S. Foundation  
Robert G. and Tammy Courtney  
Community Foundation of Southern Indiana  
Patrick J. Daily  
Hilliard-Lyons  
Koetter Construction  
McCauley Nicolas & Company  
Meijer, Inc.  
Neace Lukens Insurance  
New Washington State Bank  
Regions Insurance  
Charles E. Reisert, Jr. \*  
Donald B. Thompson  
Ralph Wilson

## AMBASSADOR

### **\$5,000 - \$10,000**

America Place  
Walter T. and Hazel Bales Foundation  
Bowles Mattress Co.  
Anonymous  
William R. Davis \*  
Gannett Foundation  
Gordon Gutmann, MD  
Jack Leuthart \*  
David Lewis  
Bonnie Long  
Chet Michell  
Neace Lukens Charitable Foundation  
Penn Station  
PNC Foundation  
Ronald McDonald House Charities  
Brad Walker  
Walnut Ridge Nursery  
Zoeller Company

\* Deceased

*A heartfelt*  
**THANK  
YOU  
TO ALL  
DONORS**

New Hope Services has made every effort to correctly acknowledge every donor. If we have made an error or missed someone, please contact the Development Office at 812-288-8248 ext. 120.

*Achieving*



## 2012 DONORS

Our sincere thanks to all who made this past year a success. Your contributions in support of our mission helped New Hope reach new heights in the quality of services provided. Without your generosity, it would not be possible for us to continue toward realization of our vision of "A quality life for all in our community."

All About Kids Foundation, Inc.  
Georgina Allen  
American Commercial Lines  
American Legion Auxiliary Unit 28  
American Water Charitable Foundation, Inc.  
Barbara Amy  
Beverly Anderson  
Ruth Anne and Ronald Andres  
Richard Ashton  
Louise Ashton  
Aspire, Inc.  
John and Debbie Harbeson  
Atco International  
Jane Ballard  
Rose Marie Beatty  
Bernardin, Lochmueller & Associates  
Phillip Bierman  
Big Al's Charity Thrift Store  
Denise Bishop  
Mary Pat Boone  
Marilyn Brewer  
Patricia Bricker  
Brown-Forman Corp. Employees  
Alex Alvarez  
Tommy Beam  
Larry Combs  
Leanne Cunningham  
Tim DeLong  
Jill Jones  
Jim Massey  
Mr. McElroy  
Mr. Morris  
Greg Newbern  
Greg Roshkowski

Patricia Bruner  
Susanna Buchanan  
David Bunch  
Al, Raymonda and Bryson Butler  
Barbara Campbell  
Ann Carr  
Nadra Castro  
Center for Nonprofit Excellence  
Clark County Auto Auction  
Clark County REMC  
Arletta Clements  
John Click  
Mary Colmore  
Pepper Cooper  
Nancy Davis  
Robert Dibert  
Donald Dietrich  
Dimensions Salon  
Vickie Brister  
Tracy Young  
Eagle Riders Group  
Sharon and Alan Edwards  
Deborah Ettel  
Faith Lutheran Church  
Falls Cities Printing  
Kathleen Farmer  
Nancy Feiock  
Flaherty & Collins  
Dave Fleming  
Craig Flora  
Lisa Fondrisi  
Chris Forsterling  
Emory Fowler, Inc.  
Fry Plumbing Contractors  
GarTech Enterprises, Inc.

Jeffrey Giese  
Patricia Gilmore  
Teresa Gottbrath  
Greentree Pet Center  
Bob Hardin  
Donald Hartline  
Caroline Hedden  
Joan Helbig  
Robert Henderson  
Dorothy Hogancamps  
Marcia Hubbert  
Joyce Hudson  
Paul Huliba  
Human Development Co.  
Idemitsu Lubricants America Corporation  
Indiana Bankers Association  
IntegrityHR, Inc.  
IU Southeast Athletics  
Velma May Jacobi  
Jam Brands Sports, LLC  
William Janes  
Jeffersonville Rotary Club  
David and Betty Jones  
JPMorgan Chase  
Vicky Kent Haire  
Greg Kerley  
Jim Kidwell  
Thomas King  
Vicki Kitterman  
Jamie Koehne  
James Kolf  
Carolyn Langdon  
(continued)

“Our son, Doug, has been at New Hope for a long time. New Hope has been a place where he’s been able to foster friendships, gain independence, and work towards goals. Our experiences with New Hope and their employees have been most outstanding. We know that Doug is at a place where he is comfortable, safe, and where the employees genuinely care for his well-being. We’re so happy he is at New Hope.”

— Doris and Stan Miller

Donations received from 7/1/11 through 12/31/12

# HOPE



## 2012 DONORS (CONTINUED)



### Leadership Southern Indiana

Mark Eddy  
Jo Ann Leuthart  
Brian LoCicero  
Ann Longest  
Dr. Richard Lookatch  
Louisville Ballet  
Louisville Bats  
Gus Luckert Productions  
Gus Luckert  
Thomas Madden  
MainSource Bank  
David Mann  
Margaret Martel  
Susan Masserant  
Rebecca Mattingly  
Maxim Healthcare  
Roger Maynard  
James McIntosh  
Karin McLean  
Terry Michels  
Millennial Fireworks, LLC  
Lisa Miller  
Mills, Biggs, Haire & Reisert, Inc.  
Morgan Family Endowment  
Steve Morris  
Larry and Barb Mulac  
Joanna Nobbe  
Jill O'Daniel  
Annette Ogden  
On-Site Health Solutions  
Robert Oster  
Dennis Ott & Company, Inc.  
Beverly and James Padgett  
Stephen Parsley  
Patricia Payne  
Mary Helen Peter

Arney Peters  
Ned Pfau  
Ruth Popp  
Alice Ramsby  
Michael Recchio  
Regions Insurance  
Jim Richardson  
Sandy Ringer  
Rob's Lawn Maintenance/  
ARL Construction  
Terry Rogers  
Jeri Rue  
Rhonda Schneider  
Darin Schoen  
Scott County Kids First  
Doug Sidebottom  
Debra Smith  
Dinah Smith  
State Farm Insurance  
Lana Stokes  
Summers Family and Friends  
Virginia Tetley  
Joseph Tod  
Traderbakers Flea Market  
Ulrich & Vidra, LLC  
Jerry Ulrich  
Leslie Vidra  
Janet Nall  
Glenda Kaluzny  
United Way of Scott County  
Valley Scale Co.  
VeriCORP, Inc.  
Veterans of Foreign Wars 1427  
Letita Walter  
Irma Ward  
Marilyn and Paul Willcox  
Carol Willman

Bonny Wise  
Randy Wolpert  
Suzette Wright  
Phyllis Wright  
Richard Young  
Your Community Bank

Donations received from 7/1/11 through 12/31/12



Client Artwork

# Achieving

## 2012 EMPLOYEE DONORS

Throughout the years, New Hope Services has been served by a devoted, hard working, and caring group of employees. Each year employees give to support New Hope's mission through the Count Me In employee campaign. This past year nearly 75% of all of New Hope's employees gave back to support our mission. For everything you do support New Hope and our clients we say "THANK YOU."

Ima M Abbott  
Elizabeth A Adams  
Donna L Allen  
Patricia Amos  
Julio Anthony  
Holly Armstrong  
Sandra Arrington  
Samuel Basse  
David C Benningfield  
Melissa Biehl  
Danielle S Blair  
James A Bosley  
Elizabeth A Boyd  
Colette R Bridgewater  
Jessica C Brison  
John E Broady  
Linda E Brooks  
Marsha A Brown  
Annette MBrown  
Tina M Browning  
Melissa A Brunton  
Amy L Burdette  
Brenda C Bush  
Amy R Byers  
Patricia Campbell  
Rebecca S Campbell  
April M Campbell  
Staci L Campton  
Melissa A Cantrell  
Romin Carey  
Mary Jo Carrico  
Crystal L Casillas  
Elizabeth A Caudill  
Todd A Chambers  
Ana M Cherry  
Shanae T Cherry  
Rachel L Churchill  
Sonia N Clark  
Rebecca J Colbert  
Sarah N Colbert  
Calvin H Cooper  
Linda Copper  
Patricia M Coyle  
Elisabeth M Cridlin  
Victor D Cruz  
Chris M Davis  
Saile C Davis  
Carolynn J DePaul  
John T Dillman

Julie A Dome  
Catherine J Donahoe  
Angela D Duncan  
Jessica A Early  
Sarah E Early  
Andrea L Earlywine  
Janice M Edwards  
Desire N Ford  
Debra L Fryman  
Caress D Fullenkamp  
Kayla Gallahar  
Sydney P Gholston  
Rhonda Gividen  
Brenda Gorham  
Meara W Grannan  
Timmy R Green  
Thomas R Gudgeon  
Pamela Gumbel  
Holly Haarala  
Shelia Haffner  
Karri A Hamlett-Bedan  
Linda K Hardgrove  
Greg F Hart  
Debbie Heacock  
R Hensley  
Amanda L Hilbert  
Chanel M Hill  
Sara B Holubar  
Terrilynn Hoskins  
Jennifer K Hougland  
Elizabeth L House  
Karen J Howson  
Dana Hublar  
Sally A Hughes  
Jowanna Hurt  
Tracy Hutton  
Debbie K Jackson  
Susan J Jamison  
Wallace E Jefferies  
Lyndee I Joe  
Kara D Johnson  
Theresa S Johnson  
Virgil B Johnson III  
Jessica D Julius  
David A Keck  
Kenneth F Keller  
Jamie L Kelley  
Douglas H Kidwell  
Jennifer King

Samantha J Kinman  
Jody M Kitch  
Joy E Klein  
Elisabeth R Knight  
Leah Koehler  
Trinity A Korb  
Michelle L Korty  
Sandy P Kuntz  
Lindsey M Law  
Daniel R Lentz  
Rebekah R Lewellen  
Brian J Lewis  
Heather N Logsdon  
Bonnie R Long  
Jamie L Longacre  
Joseph L Lovings-Watts  
Tiffany K Lowe  
Connie Martin  
Tammy L Mathis  
Theresa A Matthews  
Carla M Mattingly  
Noemi B McBride  
Jean A McCartin  
Jo A McCubbins  
Chelsey A McKinley  
Tara N Meachum  
Kelley G Medley  
Kristal A Miller  
Janice L Montgomery  
Romy E Montoya-Gregory  
Jennifer R Morehous  
Ashley N Morgan  
Norma G Morris  
Cathrene L Neal  
Douglas E Neal Sr  
Tiffany D Nichols  
Amber N Nichols  
Clorissa N Novak  
Aneshia E Nunley  
Melissa S Olsen  
Angie C Olson  
Kelsey L Petty  
Rhonda K Pflum  
Jenna Plasse  
Bonnie K Pollock  
Cynthia Porter  
Kimberely D Powell  
Andrea G Puckett  
Jordon N Reed

Adam J Reid  
Alexandra E Reyes  
Sheila Richey  
Melissa A Ricketts  
Susan M Riecker  
Michelle L Riggs  
Jean Robbins  
Marla J Roberts  
Debra L Robison  
Jefferson B Ross  
Iris E Rubadue  
Craig A Rupprecht  
Jenna M Scott  
Justin W Self  
Arless K Sexton  
Michelle Smith  
Tammy G Smith  
Cassandra J Sobehrad  
Terri Southerland-Robbins  
Darlene C Steven  
Erin Stevens  
Jacquelyn M Strickland  
April Stutsman  
Michael L Taylor  
Alison K Tempero Rosenbarger  
Christina M Timberlake  
Cara E Tinsley  
Joshua A Tower  
Amanda M Townsell  
Kimberely Tungate  
Klarinda J Tutterow  
Elizabeth A Warren  
John E Watkins  
Trina Wells  
Ashley D Wells  
Tonya G Wetzel  
Sheena White  
Bruce A White  
Rondesia C Whitlow  
Brian D Wilson  
Kenton M Wooden  
Kari M Wright  
Patricia A Yense-Woosley  
Dianna Yingst  
Dana L Young  
Marcie F Ziemer



Client Artwork

# HOPE

"New Hope's staff is always there for us. They know our situation and without their help our lives would be difficult. We both need independence. Nick's daily attendance in ACES helps him gain confidence and make friends. We both have a positive outlook from day to day now, and that keeps us smiling."

— Georgina Allen



## PROGRAM STATISTICS

### ECONOMIC IMPACT

Total Employees - 187

Salaries, Compensation -  
\$4,466,306

Employee Benefits -  
\$481,935

Employment taxes,  
Social Security -  
\$333,061

Value of Real Estate -  
\$9,994,682

Goods and Services  
Purchased -  
\$7,636,303

Unreimbursed Care -  
\$180,322

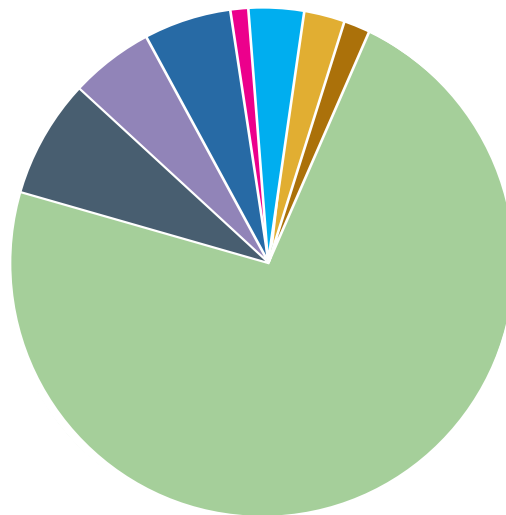
**TOTAL \$23,092,609**

### AFFORDABLE HOUSING COMPLEXES

Highland Glen	\$247,004
Willow Trace	\$240,797
Quartermaster Court	\$211,181
Forest Glen I	\$204,196
Rivers Edge	\$200,376
Forest Glen II	\$67,317
Forest Glen Commons	\$60,146
Aberdeen Woods	\$58,000
<b>TOTAL</b>	<b>\$1,289,017</b>

(Annual Operating Budgets)

### PEOPLE SERVED



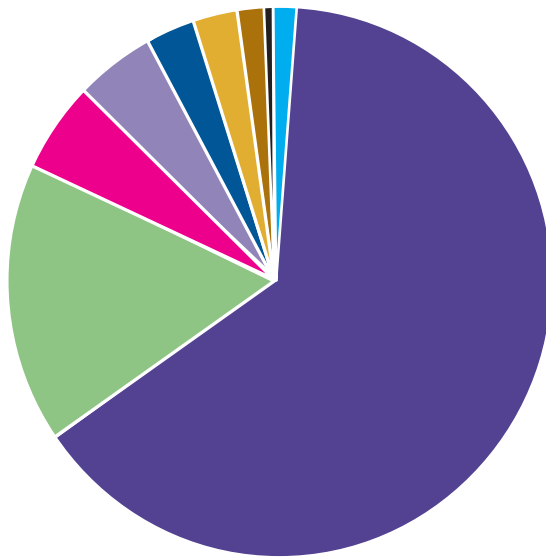
- **76%** Women, Infants & Children
- **7%** Child Advocacy & Parental Support
- **5%** Healthy Families
- **4%** Family Preservation
- **1%** Child Care
- **3%** Adults Served, Housing Program
- **2%** Adult Services Program
- **2%** Employment Services Program

**TOTAL SERVED: 10,373**

*Achieving*

# FINANCIALS

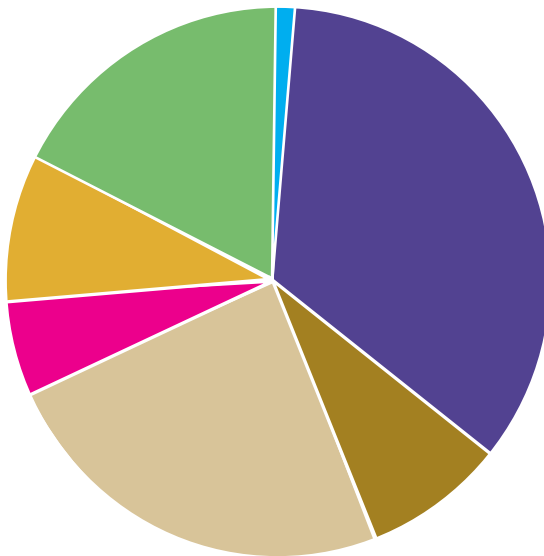
## INCOME



- **62%** Gov't Agency Program Service Fees
- **18%** Gov't Agency Grants
- **6%** Gov't Agency - other
- **6%** Thrift Store Sales
- **3%** Sheltered Workshop income
- **3%** Child Care income
- **1%** Rental income
- **.4%** Other sources
- **1%** Contributions

TOTAL INCOME: \$8,680,460

## EXPENSES



- **32%** Services for Families & Children
- **8%** Services for Adults
- **27%** Housing Development & Services
- **7%** Thrift Store Operations
- **8%** Other Programs
- **17%** Administration and General
- **1%** Fundraising

TOTAL EXPENSES: \$8,011,630

NET ASSETS: \$3,124,987

— All figures as reported in the Audited Financial Statements for the year ended June 30, 2012. —

# HOPE



New Hope's programs are making a difference!



# A future of HOPE

VISION: A QUALITY LIFE FOR  
ALL IN OUR COMMUNITY

MISSION: PROVIDE SERVICES  
RESPONSIVE TO INDIVIDUAL NEEDS



## SENIOR MANAGEMENT

**James Bosley**  
President and CEO

**John Broady**  
Vice President and CFO

**Bonnie Long**  
Vice President and CAO

**Jody Kitch**  
Vice President and Director of Social Services

**Tonya Wetzel**  
Director of Adult Services

**Pat Yense-Woosley**  
Director of Housing and Community  
Development

**Meara Grannan**  
Director of Family and Children Services

**Jean Robbins**  
Director of WIC

**Dave Benningfield**  
Manager, New To You Thrift Stores

**Rhonda Gividen**  
Executive Assistant

**Kim Tungate**  
Administrative Support Manager



NEW LIVES. NEW FUTURES. NEW HOPE NEW LIVES. NEW FUTURES. NEW HOPE NEW LIVES. NEW FUTURES. NEW HOPE NEW LIVES. NEW FUTURES. NEW



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