



60 years of New Lives, New Futures,

NEW HOPE

2018 Annual Report



1958

New Hope Services
Founded

NEW HOPE SCHOOL OPEN HOUSE



Primary II Two Grade: Wes Lawrence, Billy Smith, Roger Stewart, Kelly Durbin and teacher, Susan House.

1959

New Hope
School Opens

MISSION

Provide services responsive to individual needs.

VISION

A quality life for all in our community.

From the Chair and CEO

Dear Friends,

We have reached another milestone – 60 years of serving our community and our state. We’ve seen the needs of our population change and grow, and New Hope has changed and grown to meet those needs.

Looking back, we have admiration for the parents of children with disabilities who, in 1958, pushed the Clark County school system to include their children in public education with appropriate classes. They also founded what has since become New Hope Services.

Looking forward, we are motivated to do even more for the citizens of the communities we serve – more affordable housing to meet the growing demand; more family services to help parents meet the challenges of today; and more adult services to help individuals achieve their greatest independence.

We can report that New Hope Services is strong and healthy and prepared for the challenges of tomorrow, thanks to strong leadership, dedicated employees, and generous donor support from the communities we serve. We are grateful to them all – our Board of Directors, our Executive Management Team, every employee in every county, and every donor who wants to make a difference for someone in need. Each one is a valued partner in our work.

In the following pages you’ll see our Report to the Community and learn about the people we serve and the programs we provide to meet their needs.

They are your neighbors and ours, and we couldn’t do what we do without you, our partners. We’re glad you’re with us as we move forward into the next decade of service to Southern and Southeastern Indiana.

Sincerely,

Pat Daily
Chairman of the Board

James A. Bosley
President & CEO

THE BOARD OF DIRECTORS



Pat Daily
Chair



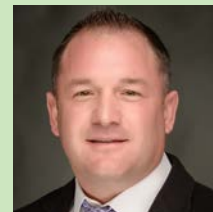
Christopher Bottorff
Vice-Chair



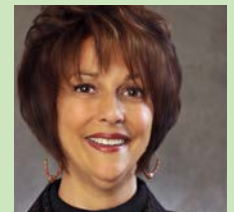
Alan Applegate
Secretary/Treasurer



James Bosley



Will Dierking



Vicky Kent Haire



1970

First work program for
New Hope youth & adults



2018 Highlights

- New Hope Services celebrated its 60th anniversary!
- The Lofts @ Leeson's in Elwood, IN began renovation
- Davis Zeller Place in Brazil, IN opened
- Highland Glen in Scottsburg expansion completed
- Actions to educate and raise awareness
 - NHS recognized Disability Awareness Month (March)
 - Child Abuse Prevention/Fair Housing Month (April)
 - HopeCare Clinic: National Women's Health Week (May)
 - NHS promoted World Breastfeeding Week (August)
 - National Disability Employment Awareness Month (October)
- Open House at M. Fine on Spring senior housing development
- Work Services program ISO 9001-2015 certified for quality and management
- Commission on Accreditation of Rehabilitation Facilities (CARF) reaccreditation
- 35th annual Employee Appreciation Event thanked employees, recognized excellence
- Grateful Giving – 60+ families were provided Thanksgiving meals
- Wish Book raised over \$13,000 to help 3 families and 9 group home residents in need
- "Safety Pin" Safe Sleep Program started
- Car Seat Safety Program – two staff certified as National Child Passenger Safety technicians
- New partners for Adult Community Empowerment Services (ACES) include musicians, dancers, artists, etc.
- New partnerships for Employment Services: Clark Rehabilitation, IDX, Blaze Pizza, Bass Pro Shop, Blitz Manufacturing, Kroger (Madison)

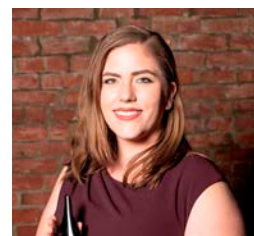
Employee Award Winners

Each year New Hope Services honors employees who were nominated by their peers for their outstanding achievements. They were honored at a dinner event for all employees. CEO James Bosley and COO Jody Reschar Heazlitt presented the awards.



BOARD OF DIRECTORS AWARD

Tiffany Arnold, *Employment
Services Manager*



PRESIDENT'S LEADERSHIP AWARD

Elizabeth Chun, *Direct Support
Supervisor*



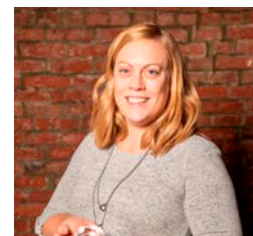
SERVICE AWARD

Kari Warner, *LPN*



SERVICE AWARD

Brittany Nichols, *Direct Support
Professional*



ROOKIE OF THE YEAR AWARD

Kelly Slattery, *Breastfeeding
Coordinator*



David Lewis



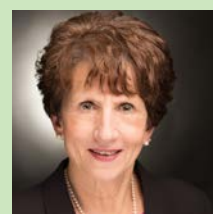
Sandy Ringer



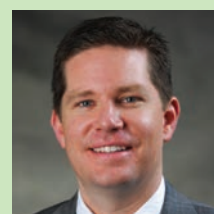
Chet Michell



John Neace



Barbara
Swank-Gallegos



Brad Walker



1984

The Wall Street building was remodeled and a screen print business added utilizing workshop clients. Another venture was the manufacturing of sports clocks for colleges and high schools.



ADULT SERVICES

439

ADULTS SERVED IN 2018

MISSION

Strengthen community inclusion by empowering individuals across all ability levels to face challenges and achieve independence.

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
- Behavior Management Services
- Community Habilitation

1991

2011

2016

A 15,000 sq. ft. adult vocational training and workshop opened in Austin as Futures UnLTD.

Hope SeniorCare and the Connections programs launched to meet evolving needs.

Work Services awarded ISO 9001-2015 certification.



WORK SERVICES

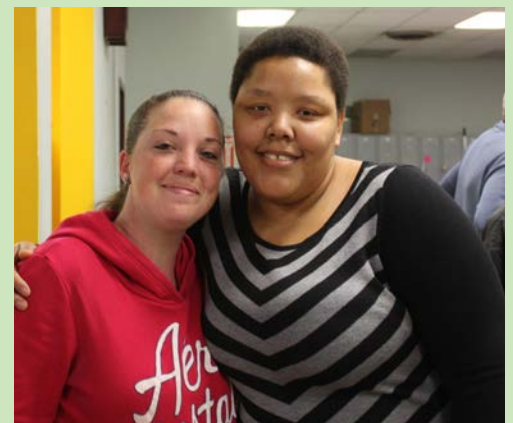
Work Services has developed over the years into a highly efficient program that serves the needs of both our clients and local businesses.

Individuals with disabilities need jobs they can do. They learn a variety of skills, and it gives them a sense of accomplishment and a paycheck. They also make friends – often lifelong friends, have a healthy routine to their days, and gain confidence and independence.

Area companies benefit from subcontracting certain jobs – large or small – that can be done more efficiently elsewhere. Austin Williams, our Work Services Consultant, takes pride in showing new business customers the program.

“They are often surprised,” she says, “when many clients wave, say hello or want to shake their hands. They are also often amazed at the quality and workable solutions we offer, and our prices will usually beat whatever they can find elsewhere. They feel the energy and see men and women enjoying what they do, while performing exacting piece-work tasks. It pulls at their heartstrings, but they are also impressed. And then we get the job.”

The program is ISO 9001-2015 certified for quality and management practices. It also enjoys high customer satisfaction surveys. Pictured is a team working on a complex packaging job for Brinly-Hardy; they had to produce 500 completed units a day, three times a week. We’re so proud of our teams!





1988

Kids Place opens in
Scottsburg



FAMILY SERVICES

15,984

CHILDREN & FAMILIES
SERVED IN 2018

MISSION

To promote and strengthen families with respect and compassion through prevention, education and support.

Programs range from supplemental foods and nutrition counseling to intensive home-based assistance and family planning services. Our programs work in collaboration, ensuring that families receive services with a common goal of promoting and strengthening each family by providing the foundation upon which families can flourish.



Family Services Programs

- CAPS (Child Advocacy & Parental Support)
- Healthy Families
- WIC (Women, Infants and Children)
- HopeCare Family Planning Clinic



New Hope Services
WIC Program
Supplemental Food for Families

2007

New Hope purchases former medical office building for WIC program. Now serves all Family Services programs.



2015

Family Services program expand into 6 more counties.



Clinic Manager Amy Rosenbaum, Nurse Practitioner; Maria Kouns, Clinic Receptionist and Translator; and Shannon Valentine-Adams, Clinic Nurse offer the personal touch with their patients.

HOPECARE CLINIC

The clinic is open to the public and serves adolescents, men and women of reproductive age. It is staffed by a nurse practitioner who performs routine medical exams and tests for both men and women, such as annual exams; and testing, treatment, and counseling for sexually transmitted infections. There is also a nurse on staff and a physician medical director.

For women, pap smears, breast exams, all forms of birth control and emergency contraception are also available; along with pregnancy testing and counseling; and testing/ treatment for urinary tract and vaginal infections.

Of special note are:

- Patient confidentiality is paramount
- More time with every patient – extra attention, time for questions and discussion
- Onsite translator for Spanish speaking patients

Insurance and Medicaid are accepted, and no referral is required. Payment may be based on income, and donations are accepted. Appointments may be scheduled by calling 812-288-1223.

There are two locations:

New Hope Commons

1302 Wall Street, Jeffersonville
(open 5 days a week)

Kids Place

1642 West McClain Ave, Scottsburg
(open on Wednesdays)

Available Services

- Medical Exams: annual exam, pap smear, breast exam
- Birth control available
- Pregnancy testing and counseling
- Emergency contraception
- Testing, treatment, and counseling for sexually transmitted infections
- Urinary tract and vaginal infections testing and treatment



NEW HOPE



New Hope 1978 State Runners-up

LADIES' BASKETBALL — (Kneeling from left to right) Tina Mathews, Kathy Hunt, Diamond Cook, Betty Andrews. Standing left to right — Bev Findley (coach), Rae Shumaker (assistant coach), Alice Roth, Connie Phillips, Sequoia Rainbolt, Roxa (coach). Not pictured is Candy Shumaker.



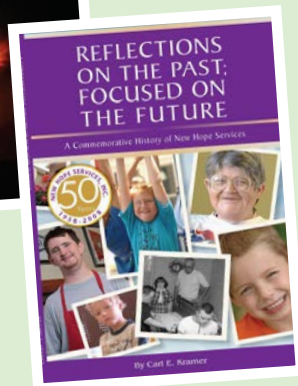
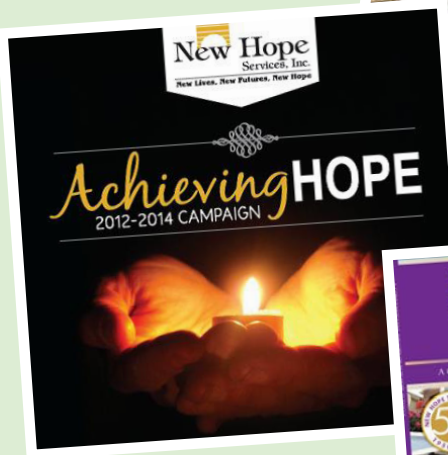
THE FATHER MATTHIAS SCHNEIDER COUNCIL of the Knights of Columbus, Chapter 10111 sent by Leonard "Buddy" Ryan, presented a donation to New Hope Industries. The donor used for recreational opportunities. Pictured from left are Dore Miller, Activity Club coordinator Miller, Activity Club representative, Bill Davis, executive director and Leonard "Buddy" Ryan.



NEW HOPE STUDENTS, all employees and New Hope instructors have had a group photo after the 15 minutes of control time.



fulfills its promise



"Flood victims in Utica needed new homes on high ground. Provide them, [Congressman] Lee Hamilton urged...in 1997. New Hope said yes. ... the agency increasingly says "yes," whoever asks." *

From helping adults with disabilities find work, empowerment and independence; to providing parenting support and child care; to developing affordable housing for families and seniors – New Hope Services has said "yes" to the broad range of needs in communities across Southern Indiana for the past 60 years.

Now serving some 16,000 individuals and families in 20 counties, New Hope has hit its stride. It has a strong leadership team, many of whom have been here 15, 25, 35 years or more.

CEO James Bosley has led the team since 1979, and says, "This experience has been a very rewarding challenge. We have reached the point where there is substantial synergism amongst the three divisions. Growth has been substantial, with Housing and Family Services leading the way.

"In 2018 we added a new corporation, New Hope Development Services, Inc., which will become the new Housing & Community Development corporation for the future. I think that in 2019 there will be additional growth across all divisions and some very exciting prospects on the horizon. Our corporations will continue to grow and fulfill our promise to our communities and clientele."

* The Courier-Journal, November 7, 2004



James Bosley
President/CEO



Jody Reschar Heazlitt
Executive VP/COO



John Broady
Sr. VP/CFO

2018 REPORT TO THE COMMUNITY

Affordable Housing Communities

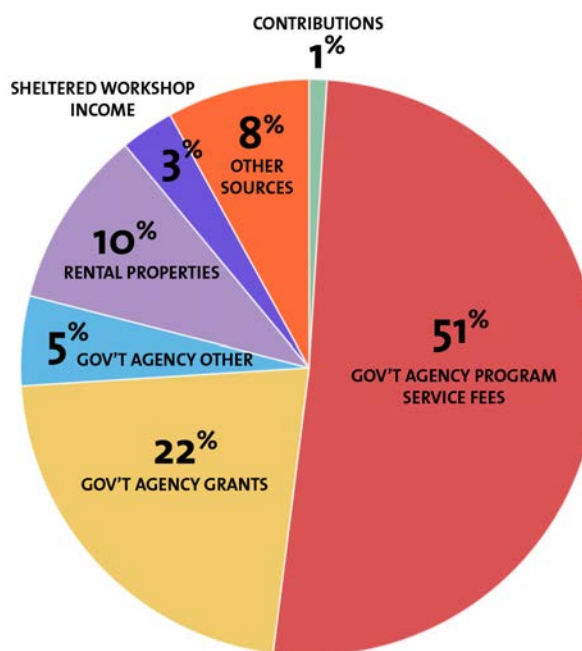
Highland Glen	\$333,867
Willow Trace	\$244,284
Quartermaster Court	\$250,928
Forest Glen I	\$207,623
Forest Glen II	\$51,646
Forest Glen Commons	\$62,169
Aberdeen Woods	\$368,659
River's Edge	\$251,390
Duck Creek	\$292,781
M. Fine on Spring	\$297,720
Davis Zeller Place	\$67,954

(Annual Operating Budgets)

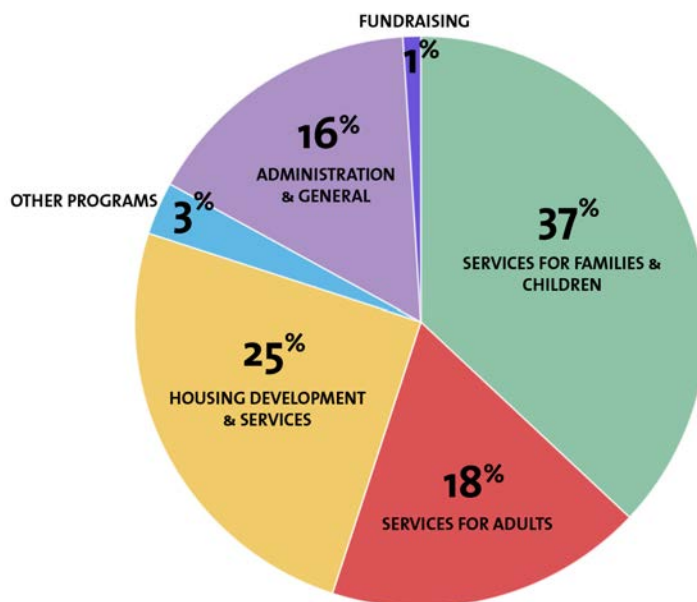
Economic Impact

Total Employees	175
Salaries, Compensation	\$5,025,867
Employee Benefits	\$655,451
Employment Taxes, SS	\$356,303
Value of Real Estate	\$22,294,126
Goods and Services Purchased	\$9,380,039
Unreimbursed Care	\$418,203
Total	\$38,129,989

Total Income \$12,644,122



Total Expenses \$10,409,212



Net Assets \$9,164,861



Bonnie Long
Sr. VP/CAO



Elizabeth Boyd
VP/Director of Social Services



Kim Tungate
Executive Assistant



OUTCOMES & IMPACT



THE ADULT SERVICES OUTCOME: Empowers individuals with disabilities to achieve independence and inclusion within the Southern Indiana community.

Our terrific Adult Services team:

- Served 439 individuals with disabilities through 12 types of home and community based services
- Provided 17,739 transportation trips into the community
- Facilitated 11,387 hours of direct community access and integration
- Assisted 16 individuals find new employment
- Helped 17 individuals successfully maintain current, community employment

Our Partners:

- Vocational Rehabilitation (VR)
- Bureau of Developmental Disabilities Services (BDDS)
- Indiana Association of Rehabilitation Facilities (INARF)
- Strategic Indiana Provider Network (SIPN)



THE FAMILY SERVICES OUTCOME: Strengthens families with respect and compassion through prevention, education, and support.

Our terrific Family Services team:

- Provided 8,519 home visits and 5,636 referrals to families that requested support through the Healthy Families program.
- Provided 1,439 home visits and 3,394 referrals to families that requested support through the Child Advocacy and Parental Support (CAPS) program. Referrals include but are not limited to housing, mental health, employment, education, child care, food/nutrition, primary healthcare, substance abuse, financial, family issues, and domestic violence services.
- 67.7% of our WIC infants and young children are breastfed by their mothers. The Women, Infants and Children (WIC) program provides food checks, nutrition counseling, and community referrals.
- Provided reproductive health evaluations, testing, treatment and counseling to 389 women, men and adolescents at our HopeCare Clinic in Jeffersonville and Scottsburg. 72.5% of our clinic patients were uninsured at the time of their appointments.

Partners:

- Healthy Families America
- Indiana Family Health Council
- Indiana WIC Program
- Community Partners for Child Safety



1997

Historic flood prompts
launch of Housing &
Community Development.



HOUSING & COMMUNITY DEVELOPMENT

361

INDIVIDUALS & FAMILIES
SERVED IN 2018

MISSION

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



Over the past 20 years New Hope has constructed single-family homes and multi-family and senior living communities in Jeffersonville and other locations in Indiana, including Scottsburg, Elwood, Clinton and Brazil. Today New Hope is expanding some properties and developing new ones in order to help meet the increasing demand for affordable housing in Indiana.



Programs

- Apartment Communities for seniors, multi-family, individuals with disabilities
- Community Development



Aberdeen Woods



M. Fine on Spring

2003

Anderegg building at 727 Wall St. purchased to expand New Hope Center.



2005

Paul Ogle Senior Center was established through a generous gift from the foundation.



LEUTHART – MCKEAN – WILLIAMS SOCIETY

As of December 31, 2018

Philanthropist \$100,000 +

Edwina and Arthur Anderegg *
James Graham Brown Foundation
The Gheens Foundation
HEME, Inc.
John and Penny Neace
New Hope Services Employees
The Paul Ogle Foundation, Inc.
WHAS Crusade for Children

Founder \$50,000 - \$100,000

James A. Bosley
PNC Foundation
United Way of Scott Co.
Walmart Foundation

Good Samaritan \$25,000 - \$50,000

Ashley Furniture Industries, Inc.
Walter T. and Hazel Bales Foundation
Gordon Benner
Caroll D. Cox
Epic Insurance Solutions
Jim Higgs
Horseshoe Foundation of Floyd Co.
Robert Lynn Company
Linda S. Lynn
Geo. Pfau's Sons Company
PNC Bank
United Way of Greater Cincinnati

Benefactor \$10,000 - \$25,000

Applegate Fifer Pulliam
The Eleanor T. Birk Foundation
John E. Broady
The C.E. and S. Foundation
Estate of Charles Coffey
Community Foundation of Southern Indiana
Robert G. and Tammy Courtney
Patrick J. Daily
Hilliard-Lyons

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Koetter Construction
LBM Construction Co.
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Meijer, Inc.
Morgan Family Fund
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Regions Insurance
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Ronald McDonald House Charities
Scott County Community Foundation
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Jim and Wendy Walker
We Care
Ralph Wilson
WMPI Radio
Your Community Bank
Max Zimmerman
Zoeller Company

Ambassador \$5,000 - \$10,000

America Place
Blue Sky Foundation
Bowles Mattress Co.
Centra Credit Union
Pamela Cotton
William R. Davis *
First Harrison Bank
David and Beckye Fleming
Gannett Foundation
General Foods
Gordon Gutmann, MD
Greater North Clark Health Foundation
Jody Heazlitt
Jay C Food Store

Jack Leuthart *
David Lewis
MainSource Bank
Chet Michell
Penn Station
Pepsi Americas
QRS Recycling
Curt Richards
Jane E. Riehl
Mary and George Schlosser
L. Thorn Co.
Bradley Walker
Walnut Ridge Nursery

* Deceased





2018 DONORS

\$25,000 & Above

Gordon L. Benner
James Higgs
United Way of Greater Cincinnati

\$10,000 - \$24,999

The Eleanor T. Birk Foundation
Carol D. Cox
Epic Insurance Solutions
Deborah A. Jones
Dr. & Mrs. Donn R. Chatham

\$5,000 - \$9,999

Allterrain Paving & Construction
Betty C. Quillet
Jim & Wendy Walker

\$2,000 - \$4,999

Applegate Fifer Pulliam LLC
Blue Sky Foundation
Chris & Lisa Bottorff
Paul Cunningham
Eagles Auxiliary
Eagle Riders Group
Mr. Patrick Foley
Vicky Kent Haire
Idemitsu, Kaizen Program Committee
Leslie Kiesel
David & Renata Lewis
Dee & Buddy Phillips
Jane E. Riehl
Cynthia Schultz
Stites & Harbison, Community Outreach
Barbara Swank-Gallegos

\$500 - \$1,999

Will Dierking, CPA
Sharon A. Edwards
Jeffrey Hamilton
Jayne Labes
Anna Lewis
Roger Maynard
Chet Michell
John F. Neace
United Way of Bartholomew County
Brad & Lisa Walker

Under \$500

American Commercial Barge Line
Judith W. Alford

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Ruth Anne & Ronald Andres
Anonymous
Alan Applegate
Ruth Ann & Kenny Bandy
Allison & Glenn Barber
Debbie & Jeffrey Beneigh
Erin E. Hubbard Bishop
Cecile Blau
Carol Borden
Alexandra Bosley
Kathleen Botkins
Elizabeth & Eliot Boyd
Patricia Bricker
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Backyard Staycations
Beta Sigma Phi
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Bob Hill
Violet Hutchins
Dolores Hoyland
Anonymous
Jayne Labes
Laureate Beta Epsilon
Medley's Auto & Truck
Parkview Psychiatric
Lynn Ruddell
Anonymous
Linda Sparkman



2018 EMPLOYEE DONORS

IN MEMORY OF

Francisco Cruz

James Cruz

William Ross Davis

Nancy Davis

Sharon & John Click, DDS

Mary Ann Fisher

Roger Fisher & Lisa Green

Ralph Allen Jones Jr.

Deborah Jones

Frankie King

Thomas King

Senator James A. Lewis

David Lewis

Diane Swank

Barbara Swank-Gallegos

Dana Tucker

Jean Tucker

IN HONOR OF

Edward N. Amy, Jr.

Mrs. Barbara Amy

Elizabeth Boyd

Dee & Buddy Phillips

Jim and Denise Eichstaedt

Sharon Edwards & Alan

Austin Williams

Lisa Williams

2018 Employee Donors

Elizabeth Adams

Holly Armstrong

Tiffany Arnold

Cheryl Ashby

Dana Avolio

Tori Billings

James A. Bosley

Elizabeth Boyd

John Broady

Annette Brown

Molly Brown

Brenda Bush

Rebecca Campbell

Staci Campton

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Susan Hensley

Hope Huling

Susan Jamison

David Keck

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Kelley Kendall

Patricia Kite-Hannon

Joyce Hudson

Joy Klein

Daniel Lentz

Rebekah Lewellen

Elizabeth London

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Cynthia Porter

Jean Robbins

Marla Roberts

Amy Rosenbaum

Michelle Smith

Tonya Smith

Maureen Staicer

Jeffrey Toy

Kimberly Tungate

Klarinda Tutterow

LaShonna Walton

Kari Warner

John Watkins

Brittany Weikel

Bruce White



Donations are from 7/1/17 through 12/31/18 (18 months)

60 years of New Lives, New Futures,

NEW HOPE

2018 Annual Report

LOCATIONS



NEW HOPE CORPORATE OFFICE
& SENIOR CENTER
725 Wall Street
Jeffersonville, IN 47130
(812) 288-8248



NEW HOPE COMMONS
Family Services
HopeCare Clinic
1302 Wall Street
Jeffersonville, IN 47130
(812) 288-4304



KIDS PLACE
Family Services & Adult Services
HopeCare Clinic
1642 West McClain Ave.
Scottsburg, IN 47170
(812) 752-4892

SENIOR MANAGEMENT

James Bosley
President & CEO

Jody Reschar Heazlitt
Executive Vice President & COO

John Broady
Senior Vice President & CFO

Bonnie Long
Senior Vice President & CAO

Elizabeth Boyd
VP/Director of Social Services

Kim Tungate
Executive Assistant

Mollie Garmon
Business Manager

Jean Robbins
Director of WIC



812-288-8248
812-288-1206 fax
info@newhopeservices.org
www.newhopeservices.org



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Bartholomew
Clark
Clay
Fayette
Floyd
Franklin
Dearborn
Harrison
Jackson
Jefferson
Jennings
Madison
Ohio
Ripley
Rush
Scott
Switzerland
Union
Vermillion
Washington

ACCREDITATIONS & CERTIFICATIONS

Commission on Accreditation of
Rehabilitation Facilities (CARF)

Healthy Families America

Better Business Bureau

ISO 9001 - 2015

