

The **POWER** of **HOPE**





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Dear Friends,

At New Hope Services, our mission is simple: We provide services responsive to individual needs. And in order to realize our vision of a quality life for all in our community, we depend on the community for participation and to support our work.

Over the past 59 years we have seen the needs in our population change and grow. Now more than ever, we serve a widening range of needs – from perhaps individuals seeking help with employment to entire families in crisis.

Every donation helps us meet those needs and advance our vision. Our heartfelt thanks go to our donors and friends for their dedication and generous support. Each one of you becomes a valued partner in our work.

We also want to recognize the excellence of our 180 employees, who continue to do an outstanding job day after day with the clients and families they serve. It is because of them and their caring hearts that New Hope has become the largest provider of these services in Southern Indiana.

In the following pages you'll see our Report to the Community and a few stories 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 our 60th year of service to Southern and Southeastern Indiana.

Sincerely,

Pat Daily
Chairman of the Board

James A. Bosley
President & CEO

Mission: Provide services responsive to individual needs.
Vision: A quality life for all in our community.

The Board of Directors

2017 HIGHLIGHTS



- The Lofts @ Leeson's in Elwood, IN awarded tax credits
- Davis Zeller Place in Brazil, IN breaks ground
- Highland Glen in Scottsburg undergoes expansion, renovation
- WIC program opens in Austin
- New Hope Commons named a "Safe Place" site
- Healthy Families program expands to Bartholomew County
- Actions to raise awareness and education
 - Disability Awareness Month (March)
 - Child Abuse Prevention/Fair Housing Month (April)
 - National Disability Employment Awareness Month (October)
 - World Breastfeeding Week (August)
 - HopeCare Clinic: National Women's Health Week (May)
- New Hope launches new website
- Aberdeen Woods Phase V (10 duplex units) completed
- M. Fine on Spring senior housing development opens
- 34th annual Employee Appreciation Event thanks employees, recognizes excellence
- Grateful Giving – 90 families provided Thanksgiving meals
- Work Services program added Production Associates to create an integrated setting
- Wish Book raised nearly \$8,000 to help four families in need

New Hope Services EMPLOYEE AWARD WINNERS



Board of Directors Award
Elizabeth Boyd
Director of Family Services



President's Leadership Award
Sheila Haffner
Healthy Families Program Manager



Service Award
Jennifer Neff-Whitlow
CAPS Case Manager

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 presented the awards.



Service Award
Ken Keller
Maintenance Technician



Service Award
Steve Young
Maintenance Technician



Service Award
Mike Taylor
Maintenance Technician

ADULT SERVICES



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

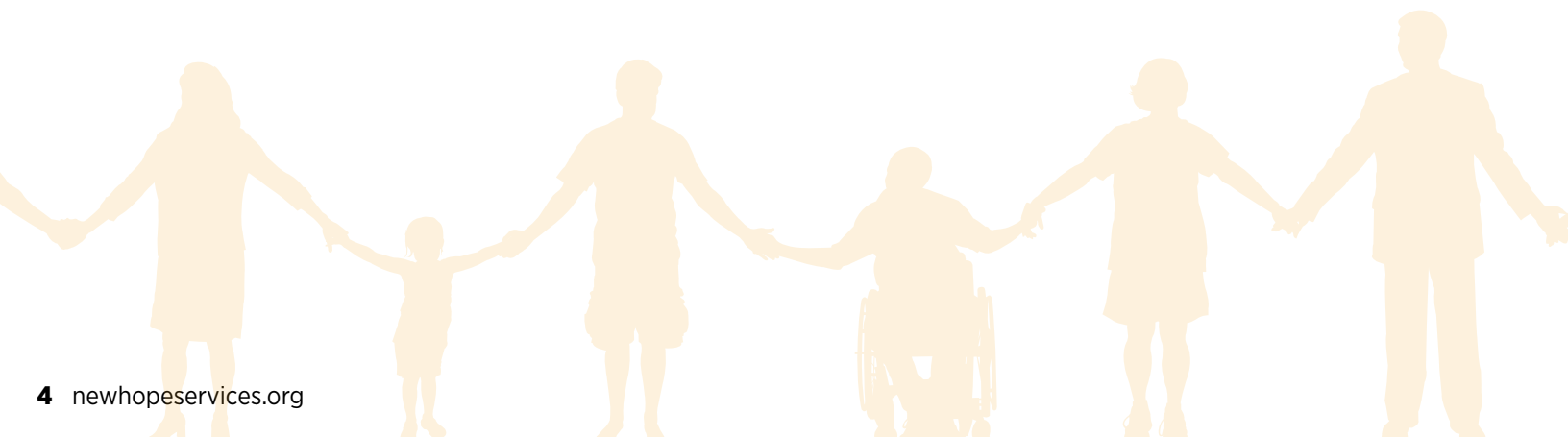
406 ADULTS
SERVED IN
2017

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

Hope
SeniorCare
Personalized Care and Support

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
- Participant Assistance and Care (PAC)
- Wellness Coordination Services



Program Spotlight: EMPLOYMENT SERVICES

This program assists individuals in selecting, obtaining, and maintaining appropriate employment in competitive settings. Employment Consultants help clients develop a plan for employment, build a resumé, job search, and assist with the application and interview process. Once a job is secured, they work with clients to help with job stability.

DAVID MARTIN AT T.J. MAXX



David Martin has been employed with T.J. Maxx since May 2015, working in the stock room where he tags purses and shoes.

Dee, the Assistant Manager, stated, "He's growing in his ability to communicate his wants and needs. David will always do what is asked of him. He is a wonderful worker and is able to work outside his comfort zone

more now than when he started. We are so proud of David; he seems to progress more each day."

Consultant Debbi Sheffield says, "David is one of the hardest working young men I have ever met. He has a strong desire to learn new tasks and has come so far in his employment and communication skills. He continues to learn and grow more independent each day."

BRIAN DEHART AT PIZZA HUT

Brian has been employed with Pizza Hut since December 2016. His main job is folding pizza boxes to help stay ahead with their inventory.

Consultant Holly Armstrong works with Brian and says, "Brian is a very conscientious worker. He has finished his first year at Pizza Hut as a box maker and is stable on his job. He gets along with his coworkers and greets everyone with a smile. I am very proud of his accomplishments."

Devin, Pizza Hut Manager, said, "Brian is always on time. He does a great job folding his boxes and stays on task while at work."



MEET OUR EMPLOYMENT SERVICES TEAM!

Our team and each individual's success rely heavily on our community partnerships. We work closely with Vocational Rehabilitation to place our clients in meaningful, competitive jobs where they will enjoy their work and be successful.

Local employers are valued and essential partners. We have worked with **Walmart, Taco Bell, Munich Welding, Best Buy, Meijer, Chick-Fil-A, Burlington, McAlister's Deli, McDonald's, Arby's**, and more.

We appreciate our many partners in the community!

Tiffany Arnold, Employment Services Manager; Employment Consultants Homer Wallace-Jacobi, Jennifer Jones, Holly Armstrong and Beth Petty; Debbi Sheffield, Lead Employment Consultant; and Dan Lentz, Employment Consultant.

FAMILY SERVICES

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

13,413
CHILDREN
& FAMILIES
SERVED



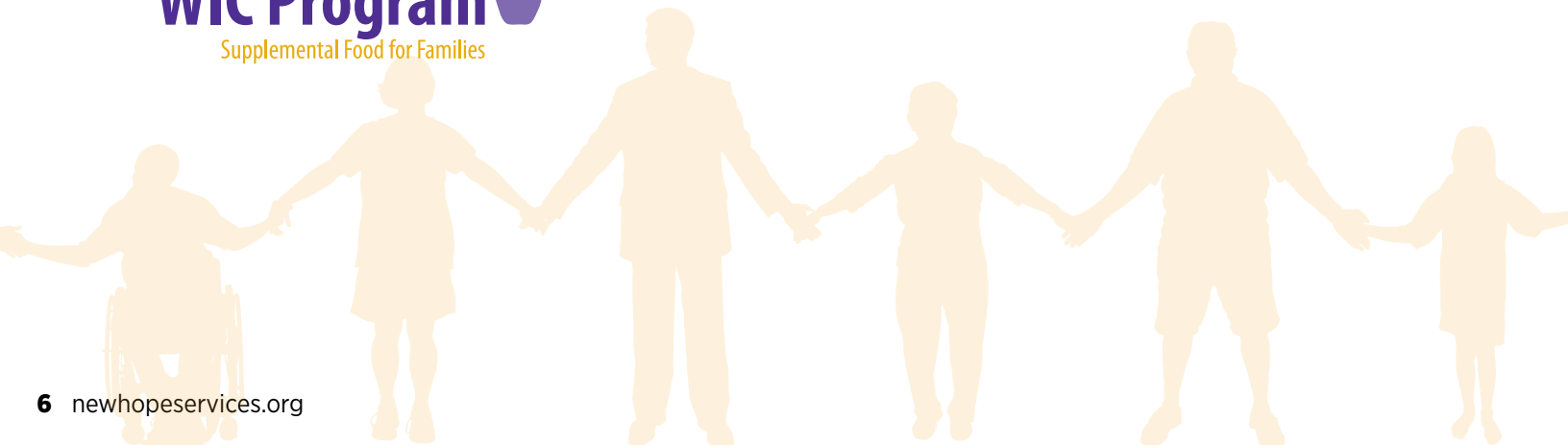
HopeCare
Clinic

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



CAPS – CHILD ADVOCACY & PARENTAL SUPPORT

ESTHER'S STORY



For Esther Eskridge, a single grandmother raising twin 3-year-olds, things aren't always easy. But she's not going to give up. The children, Henry and Faith, came to live with her when they were 8 months old.

Things got harder when she and her husband separated last year. "I didn't know what I was going to do from one day to the next," she said. With the expenses that come with two little children, she found herself in need of help without knowing where to turn.

Working as a restaurant server for the past 12 years – with the long hours, always running, always on her feet – became increasingly difficult. "It's hard," she said. "I make \$2.55 an hour plus tips. I was really thinking we were going to end up in a shelter."

Put in touch with New Hope, she began working with CAPS Case Manager Kelsey Ross, who helped her get things straightened out and find resources to help. Once struggling with bills and on the verge of losing her home, Esther is now in a new apartment and has assistance to help pay the bills.

Esther calls Kelsey "an angel." They met weekly, talking about goals and next steps, until she no longer needed services. "She's awesome," Esther said. "She pointed me in the right direction. I just needed some reassuring of what was going to happen because I felt like I was all alone in life."

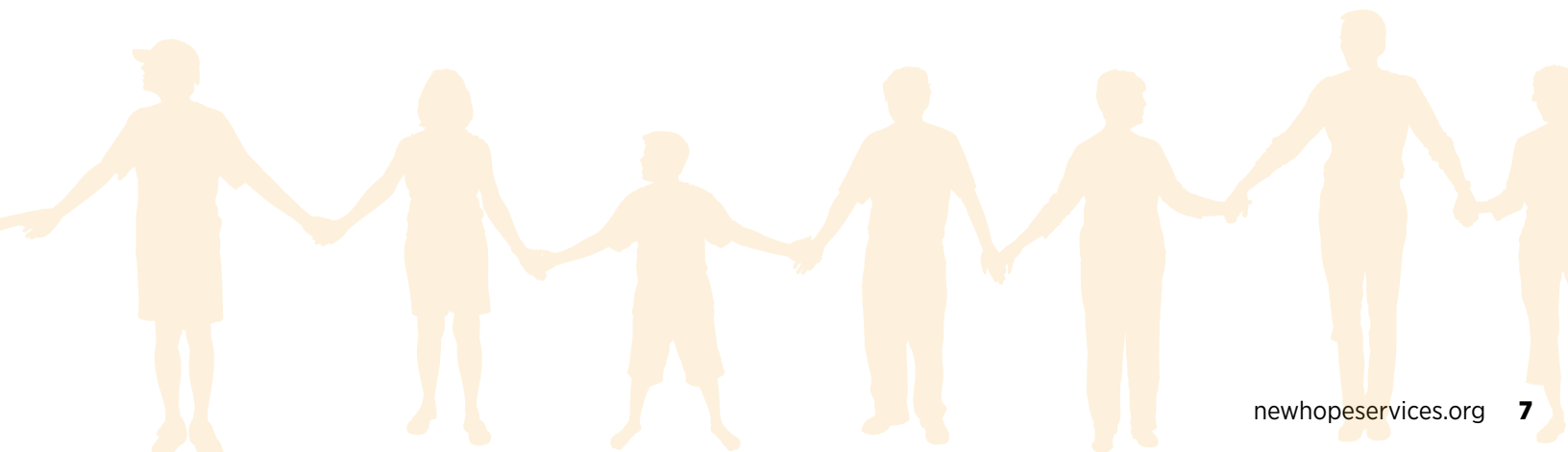
Raising twins, especially as a single grandparent, has its own unique set of challenges. Henry is boisterous and full of adventure, while Faith is more content with a book.

She believes more help should be available to grandparents who are raising their grandkids. "There's not enough help out there for people like me, and there are a lot of grandparents taking care of their grandbabies," she said.

To people who are struggling through life hurdles, doing what they can to take care of those they love, she tells them to have faith. "There's hope," she said. "[Don't] ever give up. There's an angel somewhere."

*Story (abridged) and photo courtesy of News and Tribune/
Tyler Stewart*

CAPS – Child Advocacy and Parental Support – a voluntary home-based case management service free to families with children 0-17 years of age who are not otherwise receiving preventative case management services. By connecting families with resources needed to strengthen them, as well as educating them on things such as parenting techniques, CAPS provides short term, goal oriented services to help families meet their maximum self-sufficiency potential.



HOUSING & COMMUNITY DEVELOPMENT

296
INDIVIDUALS
& FAMILIES
SERVED

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 several other locations in Indiana, including Scottsburg, Elwood and Clinton.

Today New Hope is expanding at some properties and developing new ones in order to help meet the increasing demand for affordable housing in Indiana.

HOUSING & COMMUNITY DEVELOPMENT PROGRAMS

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





DAVIS ZELLER PLACE

Davis Zeller Place is a senior housing development, converting two existing buildings in Brazil, IN into 34 living units, along with an additional 12 separate new construction units. The project features one and two bedroom units with modern amenities. Adaptively reusing the junior high school and Davis buildings preserves and revitalizes two historic landmarks. The new construction (duplexes) replaces blighted structures in the neighborhood. Amenities include a restaurant, fitness center, and community rooms. Construction began in 2017 with opening in June 2018.



HIGHLAND GLEN

Highland Glen in Scottsburg is an affordable multi-family rental community of one, two, and three bedroom units that has undergone expansion and rehabilitation. The complex has 56 units furnished with appliances, central heat and air, washer/dryer hook ups and private storage. There is also a clubhouse, pool and picnic shelter.



THE LOFTS @ LEESON'S

The Lofts @ Leeson's will offer affordable housing for seniors in Elwood, IN. This adaptive reuse development consists of 23 apartment units in the historic Leeson's building and 23 units of new construction (duplexes) on lots cleared for blight elimination. All units will have two bedrooms and most will have two baths. Amenities include a restaurant, rooftop garden, fitness center, and community room. Opening is planned for 2019.



ABERDEEN WOODS

Aberdeen Woods provides unique, pleasant and safe living arrangements for seniors that no other facility in Southern Indiana currently provides. Seniors raising grandchildren is a focus of this development but not a requirement. Each duplex features two or three bedrooms and two baths. Being developed in phases, there are 25 duplexes (50 units) with one more phase planned that will also include a community center.

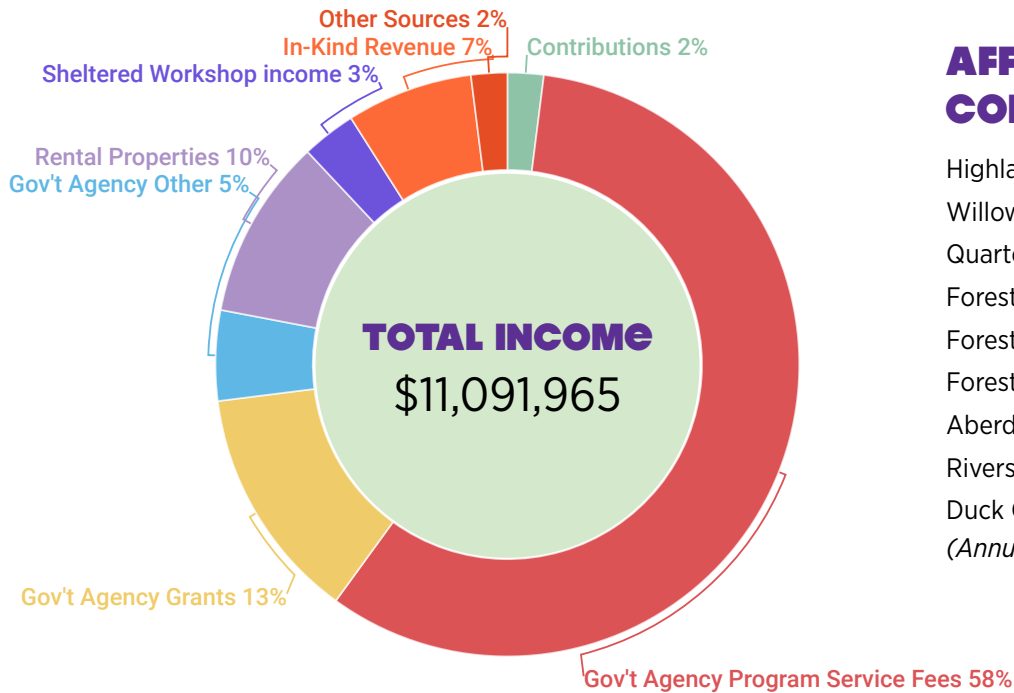


M. FINE ON SPRING

M. Fine on Spring is our newest senior housing development in Jeffersonville, which opened in December 2017. It features 51 one and two bedroom units in a beautifully restored 1930s historic building, built by the M. Fine & Sons shirt company. The adjoining new construction offers a fitness center, theater, community rooms, an outdoor roof terrace, and a public restaurant coming soon.



2017 *Report to the* COMMUNITY



AFFORDABLE HOUSING COMMUNITIES

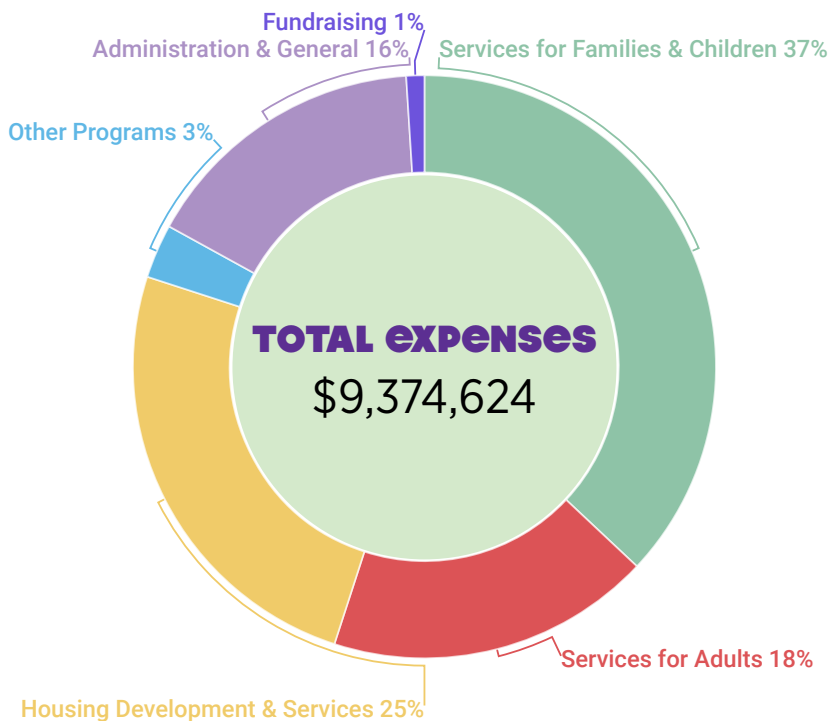
Highland Glen	\$275,937
Willow Trace.....	\$228,517
Quartermaster Court	\$243,267
Forest Glen I	\$211,114
Forest Glen II	\$48,744
Forest Glen Commons.....	\$262,752
Aberdeen Woods.....	\$262,752
Rivers Edge.....	\$228,897
Duck Creek	\$294,628
<i>(Annual Operating Budgets)</i>	

ECONOMIC IMPACT

Total Employees	180
Salaries, Compensation.....	\$4,741,146
Employee Benefits	\$549,072
Employee Taxes, SS.....	\$336,916
Value of Real Estate.....	\$18,371,563
Goods and Services Purchased	\$8,815,216
Unreimbursed Care	\$51,204

TOTAL \$30,015,810

TOTAL PEOPLE SERVED



NET ASSETS

\$6,859,826

OUTCOMES & IMPACT

ADULT SERVICES



Outcome: The Adult Services programs empower individuals with disabilities to achieve independence and inclusion within the Southern Indiana community.

Our terrific Adult Services team:

- Served 406 people with disabilities through 12 types of home and community based services
- Provided transportation for 11,312 trips into the community
- Facilitated 10,645 hours of direct community access and integration
- Assisted 21 individuals in finding new employment
- Helped 27 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)



FAMILY SERVICES

Outcome: The Family Services programs strengthen families with respect and compassion through prevention, education, and support.

Our terrific Family Services team:

- Served 8,083 mothers with infants and young children with food checks, nutrition counseling, and community referrals through the Women, Infants and Children (WIC) program
- Helped more than 4,000 mothers initiate breastfeeding
- Provided home-based visitation to 811 families that requested support through the Healthy Families program
- Provided home-based visitation to 611 families that requested support through the Child Advocacy and Parental Support (CAPS) program
- Provided reproductive health evaluations, testing, treatment and counseling to 292 women, men and adolescents at our HopeCare Clinic in Jeffersonville and Scottsburg

Partners:

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

LEUTHART – MCKEAN – WILLIAMS SOCIETY

As of December 31, 2017



PHILANTHROPIST

\$100,000 Plus

Edwina and Arthur Anderegg *
James Graham Brown 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
The Gheens Foundation
PNC Foundation
United Way of Scott Co.
Walmart Foundation

GOOD SAMARITAN

\$25,000 - \$50,000

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BENEFACTOR

\$10,000 - \$25,000

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Ralph Wilson
WMPI Radio
Your Community Bank
Max Zimmerman
Zoeller Company

AMBASSADOR

\$5,000 - \$10,000

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Centra Credit Union
Pamela Cotton
William R. Davis *
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QRS Recycling
Jody Reschar
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Mary and George Schlosser
L. Thorn Co.
Bradley Walker
Walnut Ridge Nursery

* Deceased

2017 DONORS

\$25,000 to \$49,000

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\$10,000 to \$24,999

PNC Foundation

Epic Insurance Solutions

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Betty C. Quillet

Deborah Jones

Gordon Benner

\$5,000 to \$9,999

Caroll Cox

Anonymous

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Zoeller Company

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News and Tribune

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Jane Knear

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Courtney Richardson-Young

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Anne Whisenant

Dell and Pamela Ballard

Park View Psychiatric Services

Dinah Smith

Suzanne Walker

Deacon Caldwell

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Jo Bliss

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Barbara Corkell

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 Thomas King
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 David Lewis

IN HONOR OF

Edward N. Amy, Jr
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 Providena Cruz
 James Cruz
 Diane Swank
 Barbara Swank-Gallegos
 Austin Williams
 Lisa Williams

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The **POWER** of **HOPE**



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
Executive Vice President & COO

John Broady
Senior Vice President & CFO

Bonnie Long
Senior Vice President & CAO

Elizabeth Boyd
Director of Family Services

Hope Huling
Director of Adult Services

Mollie Garmon
Business Manager

Jean Robbins
Director of WIC

Kim Tungate
Executive Assistant



New Lives, New Futures, New Hope

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



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Rush
Scott
Switzerland
Union
Vermillion
Washington

ACCREDITATIONS & CERTIFICATIONS

Commission on Accreditation of
Rehabilitation Facilities (CARF)

Healthy Families America

Better Business Bureau

ISO 9001 - 2015