

HOPE

realized

2020 Annual Report



HOPE

realized

13,791 PEOPLE SERVED IN 2020

From the Chair & CEO

Dear Friends,

It's been a year like no other, to say the least. But in many ways, 2020 was still a good year for New Hope Services. It tested our mettle and our creativity, and we came through it together.


Thanks to our dedicated leadership and staff, we continued to serve the needs of our families without interruption across 21 counties in Indiana and 7 in Kentucky. We just had to find new and creative ways to do so.

We salute our 165 employees, whose excellence, determination, and caring hearts found new ways to serve those who depend on us, and they did an outstanding job. From individuals with disabilities, to those looking for employment or affordable housing, to entire families in crisis, we serve a wide range of needs.

We appreciate our wonderful and generous donors, who continue to help us meet those needs. Every gift helps us respond, provide services, and advance our vision of a quality life for all in our community. Each of you is a partner in our work, and we thank you.

In the following pages you'll see our Report to the Community and stories about the people we serve and the programs we provide, which we hope you will read and enjoy.

Sincerely,



Christopher Bottorff
Chairman of the Board



James A. Bosley
Chief Executive Officer

NEW HOPE SERVICES BOARD OF DIRECTORS



Christopher Bottorff
Chair



Alan Applegate
Vice-Chair



Paul Wheatley
Secretary/Treasurer



James Bosley
Chief Executive Officer



Pat Daily



Will Dierking



Brad Walker

NEW HOPE DEVELOPMENT SERVICES BOARD OF DIRECTORS



John Neace



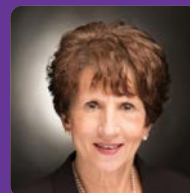
David Lewis



Vicky Kent Haire



Sandy Ringer



Barbara
Swank-Gallegos

EMPLOYEE AWARD WINNERS



Joyce Consley
Board of Directors Award



Cliff Keith
President's Leadership
Award



Patricia Conrad
Service Award

Each year New Hope Services honors employees who were nominated by their peers for their outstanding achievements. Instead of our usual dinner event, we had an Employee Appreciation Day with fun and prize drawings throughout the day. Every employee received an Amazon gift card.

mission

Provide services responsive to individual needs.

vision

A quality life for all in our community.

2020 highlights

- New Hope Services continued to meet the needs of the individuals, families, and seniors that depend on us, whether virtually or with safe contact, despite the pandemic
- Considered an "essential business," we continued to provide many services remotely via video conferences and phone calls, HopeCare Clinic patient services, and "doorstep" delivery of items needed by families
- Employees were not laid off because of COVID-19
- WIC (Women, Infants and Children) caseload increased by 25%
- New Hope Industries is ISO 9001-2015 certified for quality and management
- Car Seat Safety Program with 4 newly certified National Child Passenger Safety Technicians
- Employment Services began offering services in 7 Kentucky counties
- Our Campaign for HOPE raised \$132,109 toward the \$275,000 goal for repairs and improvements of our 3 main facilities
- New Hope Development Services developed new affordable housing at Aberdeen Woods and Highland Woods, and renovated River's Edge and Highland Place
- New Hope Development Services began 2 new developments, Olive Grove and Townhomes on Main
- Wish Book raised over \$9,000 to help 4 families in need
- 37th annual Employee Appreciation (virtual) thanked employees, recognized excellence

A photograph of two men working in a workshop. The man on the left is wearing a blue shirt, a black apron, and a black face mask. He is focused on a task. The man on the right is wearing a purple shirt and a white face mask. He is holding a tablet and looking at it. They are surrounded by various tools and materials. The background is slightly blurred, showing shelves and other equipment.

ABILITY SERVICES

483

PEOPLE SERVED
IN 2020

mission

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

Whether it's helping a family with an adult or child, or teaching people with disabilities life skills and job training, New Hope Services is here to empower and support individuals in our community. Through nine different programs, we provide professional assistance to those who need help increasing vocational and employment skills, daily living skills, self-care, and community integration.

Ability Services Programs:

- Adult Community Empowerment Services (ACES)
- Skills Training
- Employment Services (Indiana and Kentucky)
- Supported Living
- Vocational Training/Work Services
- Respite, Attendant Care, Homemakers Programs
- Behavior Management Services
- Community Habitation
- Participant Assistance and Care

COMMUNITY HABILITATION

Community Habilitation is designed to help individuals with mild to moderate intellectual or physical disabilities reach their highest level of independence. It helps them develop personal, social, and daily living skills and promotes community inclusion.

Activities include such things as grocery shopping, a movie or a walk in the park; learning how to organize, make a simple budget, prepare meals, and practicing social skills.

Services can be for one individual or a small group of 2-8 clients. They will start at New Hope Center, or at Gardner Place in Scottsburg, or at an individual's home before venturing out into the community. Some live with parents, others in a group home, and some are on their own.



Paul lives on his own and comes to New Hope on weekdays for his job at New Hope Industries; he enjoys staying busy and being with friends. He looks forward to outings in the community like visits to a museum, a gallery, or the Louisville Zoo. He likes classes where he can learn cooking, computer skills, and more.



Learning how to budget and shop wisely, **Jessica** likes to select places to go for lunch and grocery shopping. Here she is paying her bill at Cracker Barrel.



A group outing included a walk by Lake Lola near Scottsburg and refreshments under the picnic shelter. **Cory** also likes to get out in the community and meet people so he can learn how to interact and ask for help in different situations. He loves to go out for breakfast, go bowling, and visit local fire stations and stores.



Steven enjoys group outings like walking the Big Four Bridge.



FAMILY SERVICES

12,821

CHILDREN &
FAMILIES SERVED
IN 2020

mission

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

New Hope Services supports families in need in the Southern Indiana area with a wide range of programs that offer food and nutrition counseling, parenting support, family planning services and more. From budgeting to handling the stress of parenting, our staff is fully trained to support parents in any circumstance. We can even provide guidance and counseling on raising a healthy child. All of these services are designed to work in collaboration toward the ultimate goal of strengthening families.

Family Support Services

Our Family Support Services program promotes the safety and well-being of children and families. It offers family centered training programs, life skills training, and family activities to help children and parents take advantage of concrete social supports. It promotes positive relationships to strengthen and stabilize families.

Our services are designed to help families cope with significant stresses that interfere with their ability to parent. The goal is to maintain children with their families or to reunify them, whenever it can be done safely.

Services include:

- Parent Education
- Homemakers/ Parent Aid
- Father Engagement
- Resource Family Support Services

Mom working to 'start over, start fresh'



Candace Montgomery with daughters Bella, 7, Raelyn, 2, Nova, 3 and Alexis, 9.

Just before Thanksgiving 2020, Candace Montgomery's four daughters burst into the new apartment their mother had moved into a week before. It's a place she hopes they'll all soon call home.

It is part of a series of steps Candace has taken to make a better life for herself and her children, and she's emerging as a stronger person after learning from the struggles she's faced over the past year. And she hopes she'll soon be able to get her kids, now staying with other family, back home.

At the start of the year, they had all been living with a family member after a domestic situation with their father. In March, she was arrested for battery against an adult and spent a week in jail.

"When I got out, I was homeless basically, living place to place," she said.

Through the support of staff at New Hope Services, Candace has done a complete 180; she's learned how to make lasting improvements in her life. "It has been a struggle to get where I am right now," she said. "I've had to learn a lot of patience."

She's now employed, and New Hope helped her acquire Section 8 housing. "I'm relieved," she said, "And trying to keep my head up."

Candace meets weekly with her case manager,

talking about things like channeling frustration in constructive ways and developing motivation. Trish Kite-Hannon, program manager of Family Support Services at New Hope, said Candace should be proud of how far she's come.

"She is employed and has an apartment, things that weren't there a couple of months ago," Kite-Hannon said. "I don't think she sees how far she's come and is not giving herself enough credit. It's hard to pat yourself on the back."

Although she's made great strides, Candace lost a lot of her possessions when she was unable to pay for storage after her arrest. The family needed furniture, dishes, pots and pans, toys and clothing.

Update:

Through the generosity of Wish Book donors, we were able to furnish the basics to turn an empty apartment into a home and provide the girls with clothes, toys, books, and more. The children now visit overnight. Candice is working full time, has her driving permit, and the girls are close to coming home for good.

Candace's goals are to keep working, get her children back home, and just "start over, start fresh."

Story (abridged) and photo courtesy of News and Tribune | November 24, 2020

EXECUTIVE MANAGEMENT TEAM

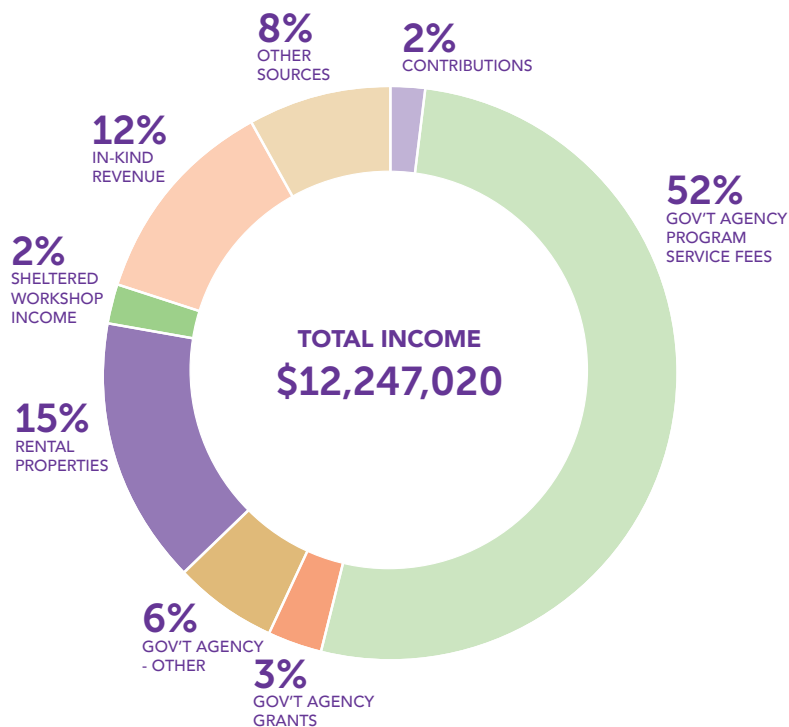


James Bosley
Chief Executive Officer



Jody Reschar Heazlitt
President

REPORT TO THE COMMUNITY

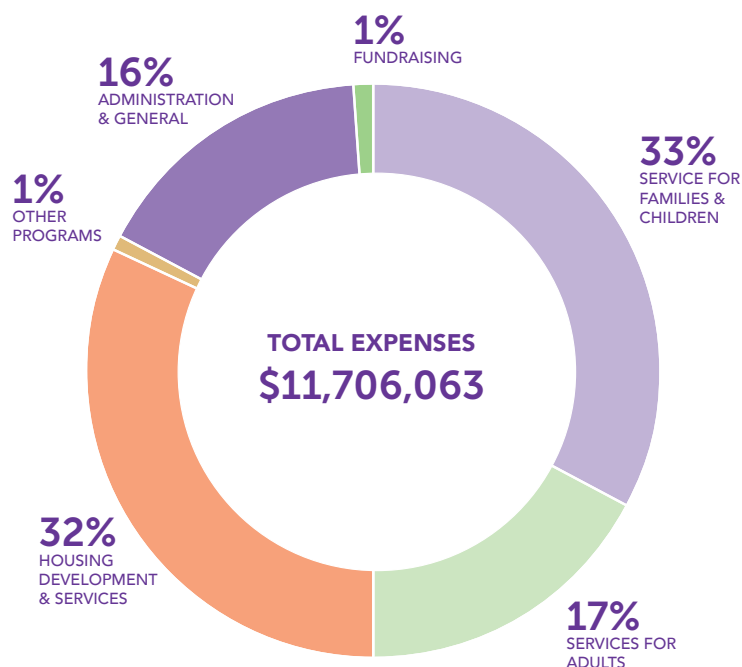


Total People Served in 2020: 13,791

AFFORDABLE HOUSING COMMUNITIES

Highland Glen	\$375,381
Willow Trace	\$275,300
Forest Glen	\$245,262
Forest Glen II	\$53,365
Forest Glen Commons	\$67,311
Aberdeen Woods	\$389,013
River's Edge	\$215,067
Duck Creek	\$290,209
M. Fine on Spring	\$365,312
Davis Zeller Place	\$257,353

(Annual Operating Budgets)



ECONOMIC IMPACT

Total Employees	165
Salaries, Compensation	\$4,934,923
Employee Benefits	\$802,250
Employee Taxes, SS	\$342,349
Value of Real Estate	\$24,125,793
Goods & Services Purchased	\$10,297,628
Unreimbursed Care	\$620,831
Total	\$41,123,774

Net Assets **\$10,510,890**



John Broady
Senior VP/CFO



Elizabeth Boyd
VP/Director of Social Services



Kim Tungate
Executive Assistant

ABILITY SERVICES

Ability Services programs empower individuals across all ability levels to face challenges and achieve independence.

- Assisted 31 individuals find new employment in Indiana
- Helped 14 individuals maintain current community employment in Indiana
- Served 12 individuals in finding employment and 2 found long-term employment in Kentucky
- Continued to offer services in-person throughout the pandemic

Partners:

- Indiana Association of Rehabilitation Facilities (INARF)
- Bureau of Developmental Disabilities Services (BDDS)
- Vocational Rehabilitation (VR- Indiana)
- Office of Vocational Rehabilitation (OVR-Kentucky)

FAMILY SERVICES

Family Services programs strive to promote and strengthen families with respect and compassion through prevention, education, and support.

- Switched to virtual home visits in March 2020- Healthy Families and Family Support Services
- WIC moved to virtual appointments
- HopeCare Clinic offered both virtual and curb-side services starting in March 2020
 - 83.3% of patients were uninsured at the time of their appointment
- Healthy Families:
 - Total number of all visits = 8,940
 - Total face to face visits = 6,312
 - Total number of virtual visits = 2, 628
 - 4,140 referrals were made

- 67.7% of WIC enrolled infants were breastfed in FY 2020.

Partners:

- Healthy Families America
- Indiana Family Health Council
- Indiana WIC Program
- Indiana Department of Child Services



HOUSING & COMMUNITY DEVELOPMENT

487

PEOPLE SERVED
IN 2020

mission

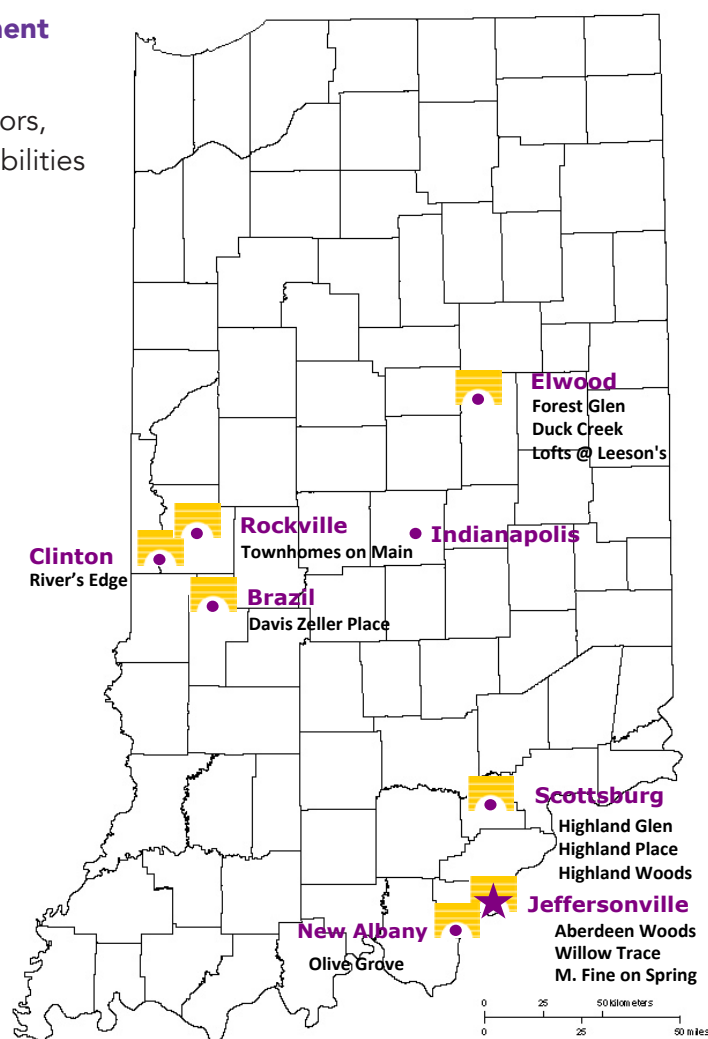
To provide direction and leadership in the development of safe, affordable and suitable housing in response to public need.

Housing & Community Development Programs

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



INDIANA





HIGHLAND WOODS

Located on the former Kids Place property in Scottsburg, Highland Woods provides the latest in senior affordable housing. It features 7 units with 2 bedrooms and 2 baths; and 4 units with 1 bedroom/1 bath; and green space with a gazebo.



HIGHLAND PLACE

This neighboring property was acquired in 2019, and its 16 units of senior affordable housing were renovated in 2020. Features include 2 bedrooms and 1 bath, with covered parking. Residents have access to the fitness center and green space at Highland Woods.

Residents of both Highland Woods and Highland Place have access to the pool and covered picnic shelter at nearby Highland Glen, a New Hope multi-family apartment community.



RIVER'S EDGE

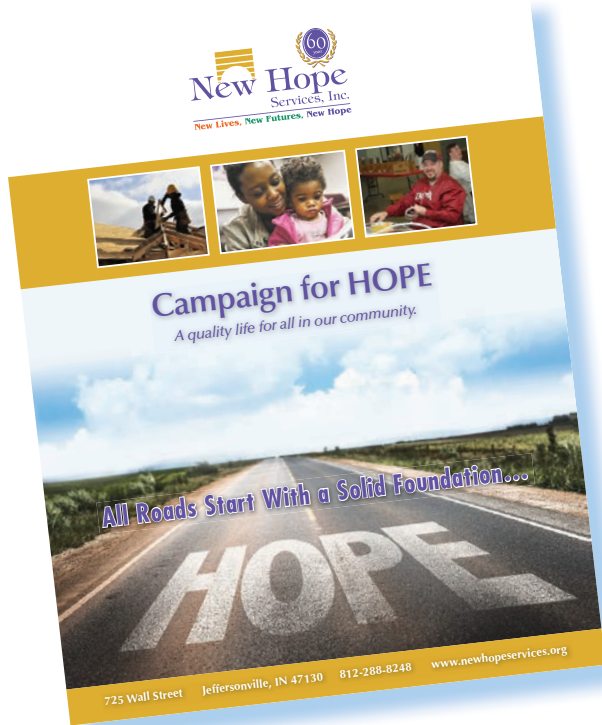
Located in Clinton near the Illinois state line, River's Edge has been a New Hope property since 2004. Its newly renovated 40 multi-family units offer efficiency, 1, 2, 3, and 4 bedroom units with 1 or 2 baths.

New housing developments in progress:

OLIVE GROVE, New Albany, 55 multi-family units

TOWNHOMES ON MAIN, Rockville, 40 multi-family units

Both developments will consist of townhomes with two, three or four bedrooms, two baths, and one car garages. They are lease/purchase, and construction began in spring 2021.



CAMPAIGN FOR HOPE

Our three facilities in Jeffersonville carry the load of activity:

- New Hope Center - Ability Services and Corporate Offices
- New Hope Commons - Family Services
- Park Place - Supported Living Community

The buildings have been well maintained, but each has a list of repairs and replacements - some major, some minor - that have finally become urgent, and it's time to address them.

NEW HOPE CENTER

725 Wall Street

Renovations Needed: \$101,650

Formerly the Indiana University Southeast library, the building was purchased in 1973 and has been renovated several times over the years.

Our corporate offices and Ability Services are headquartered here, including Employment Services, Supported Living, ACES, a day program for adults with developmental disabilities, and New Hope Industries, which offers Job and Skills Training to increase independence and also prepare individuals for full or part-time jobs here or out in the community.

NEW HOPE COMMONS

1302 Wall Street

Renovations Needed: \$129,350

Not far from New Hope Center, our Family Services programs are located here, which include WIC (Women, Infants and Children), Healthy Families, Family Support Services, and the HopeCare Clinic. These are our largest programs, serving nearly 15,000 individuals and families each year in multiple counties.

PARK PLACE

1499 Utica Pike

Renovations Needed: \$44,000

Supported Living serves adults with intellectual disabilities in their home living environment to assist them to maintain their community home and live as independently as possible. The property was purchased in 2006 and was renovated at that time. It needs refurbishing inside and a generator installed for increased safety of the residents.

CAMPAIGN FOR HOPE

Raised to date: \$140,000 Goal: \$275,000



To support our campaign, you can:

- donate or pledge online at newhopeservices.org
- make a gift or pledge by mail: 725 Wall Street, Jeffersonville, IN 47130
- call 812.288.8248 ext. 120 or email us at jayne_labes@newhopeservices.org

LEUTHART-MCKEAN-WILLIAMS SOCIETY

PHILANTHROPIST

\$100,000 Plus

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

Walter T. and Hazel Bales Foundation
Gordon Benner
James A. Bosley
Linda S. Lynn
PNC Foundation
In Memory of Cynthia A. Shaw *
United Way of Scott Co.
Walmart Foundation

GOOD SAMARITAN

\$25,000 - \$50,000

Anonymous
Ashley Furniture Industries, Inc.
Caroll D. Cox
Epic Insurance Solutions
Jim Higgs
Horseshoe Foundation of Floyd Co.
LBM Construction Co.
Robert Lynn Company
New Washington State Bank
Geo. Pfau's Sons Company
United Way of Greater Cincinnati
Zoeller Company

BENEFACTOR

\$10,000 - \$25,000

Allen Applegate
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
Construction Consulting Services
Robert G. and Tammy Courtney
Patrick J. Daily
Jody Heazlitt
Hilliard-Lyons
In Memory of Ralph Allen Jones, Jr.*
Koetter Construction

David Lewis
Bonnie Long
MAC Construction & Excavating
McCauley Nicolas & Company
Meijer, Inc.
Morgan Family Fund
Neace Lukens Insurance
Betty C. Quillet
Regions Insurance
Charles E. Reisert, Jr. *
Ronald McDonald House Charities
Scott County Community Foundation
State of Indiana
Jim and Wendy Walker
We Care
Ralph Wilson
WMPI Radio
Your Community Bank
Max Zimmerman

AMBASSADOR

\$5,000 - \$10,000

Allterrain Paving and Construction
America Place
Blue Sky Foundation
Bowles Mattress Co.
Centra Credit Union
Donn R. Chatham MD
Pamela Cotton
William R. Davis *
First Harrison Bank
David and Beckye Fleming
Gannett Foundation
General Mills Foundation
Gordon Gutmann, MD
Greater North Clark Health Foundation
Jay C Food Store
Jack Leuthart *
Mark McCormick
MainSource Bank
Michell Timperman Ritz Architects
Padgett Inc.
Penn Station
Pepsi Americas
QRS Recycling
Curt Richards
Jane E. Riehl
Mary and George Schlosser
L. Thorn Co.
Bradley Walker
Walnut Ridge Nursery

* Deceased



2020 DONORS

\$40,000 and Above

In Memory of Cynthia A. Shaw
Gordon L. Benner

\$10,000 to \$24,999

Caroll D. Cox
Linda S. Lynn
Betty C. Quillet
United Way of Greater Cincinnati

\$5,000 to \$9,999

James A. Bosley
Janet L. Chatham
Jim & Wendy Walker

\$2,000 to \$4,999

Wilton J. Aebersold
Paul E. Cunningham
Jane E. Riehl
Paul Wheatley

\$500 to \$1,999

Alan Applegate
Christopher L. Bottorff
John Cook
James G. Cruz
Will J. Dierking
Sharon A. Edwards
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Jayne M. Labes
David Lewis
Myer Ray Michael
Shanae Moreau
Dee and Buddy Phillips Larry J. Schad
Jean Tucker
Bradley J. Walker

\$250 to \$499

Cecile Blau
Carol C. Borden
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Steven M. Fleece
Robert Fuller
Fay Greckel
Robert Henderson
Robert Hublar
Harold A. Lee Jr.
Mrs. Anna Mae Lewis
James P. Marquart
Roger Maynard
Gwen McMahon

\$100 to \$249

Judith W. Alford
Mrs. Barbara S. Amy
Johnna Anderson
Thomas E. Andres MD

Billie Arthur
Ruth Ann Bandy
Karen Banet
Jane Best
Kathleen Botkins
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Beth Slider Dean
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Vicky Kent Haire
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Paul Huliba
Gloria Jean Jakab
Susan Jamison
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Thomas G. Kelly
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Brooke McAfee
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Sandy Ringer
Cynthia A. Schultz
Carol A. Strohbeck
Jo Ann Throckmorton
Elise Tighe
Dorothy D. Walker
Jon B. Wampler
Caroll D. Winslow

Below \$100

Kela O. Adams
Ruth Anne Andres
Frances A. Banet
Jo Ann Bliss
Phyllis Bowyer
Carl E. Carpenter
John Patrick Click DDS
Jennifer Colson
Clair Colvin
Mark A. Cox
Regina Davis
Danny L. Everage
Roger Fisher
Barbara Flispart
Lisa Green
Vonya Gresham
Lea Ann Griffis
Virlen Ric Hadley
Alma T. Harris
Kelli Havens
Robert J. Heeke
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Deborah A. Jones
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Jessica Siscel
Dinah M. Smith
Missy L. Smith
Rachael Waddell
Earl L. Washer III
Edward H. Weber
Dorothy R. Wild
Paul R. Willcox
Ruby L. Zimmerman

In-Kind Donors

Amazon SDF8 Fulfillment Center
COIT Cleaning & Restoration
Budget Print Center
Bruce Herdt
Lee Ann Page
Wanda Bacon
Stephanie Lindsey
Violet Hutchins
Taylor Nichols

In Memory Of

John Paul Gary Broadstreet
Larry E. Farr

Francisco Cruz
James G. Cruz

Barbara Davis
Regina Davis
Karen Banet
Tricia Marcum
Mary A. Frambes

William R. Davis
Nancy F. Davis
Dr. John Patrick Click DDS
William S. Dierking Jr.
Will J. Dierking

Douglas
Judith W. Alford

Verna R. Droege
David Lewis

In Memory Of Continued...

Clara Eggen

Caroll D. Winslow

Jean Ellis

Alma T. Harris

John D. Everage

Danny L. Everage

Frankie King

Thomas R. King

Anna Mae Lewis

David Lewis

Cynthia A. Shaw

Diane Swank

Barbara Swank-Gallegos

Shane Tingle

Applegate Fifer Pulliam LLC

Dana Tucker

Jean Tucker

In Honor Of

Brandon Cox

Mark A. Cox

Denise and Jim Eichstaedt

Sharon A. Edwards

Judge Joe Weber

James P. Marquart

Elmona Jones

Kela O. Adams

Mary Ann Fisher

Roger Fisher & Lisa Green

Chris Cherrie

Donald L. Cherrie

Edward N. Amy, Jr.

Mrs. Barbara S. Amy

2020 Employee Donors

Elizabeth Adams

Holly Armstrong

Tiffany Arnold

Cheryl Ashby

Dana Avolio

Tori Billings

James A. Bosley

Elizabeth Boyd

John Broady

Annette Brown

Julia Brown

Brenda Bush

Chris Chenault

Jennifer Colson

Linda Cooper

Shawnee Cunningham

Mollie Garmon

Sheila Haffner

Jody Heazlitt

Susan Hensley

Joyce Hudson

Susan Jamison

Ken Keller

Patricia Kite-Hannon

Daniel Lentz

Rebekah Lewellen

Bonnie Long

Tammy Mathis

Noemi McBride

Jean McCartin

Rebecca McGaren

Mary Jane McGarvey

Shanae Moreau

Kayla Parks

Rhonda Pflum

Jenna Plasse

Jean Robbins

Marla Roberts

Amy Rosenbaum

Rebecca Rosenberger

Michelle Smith

Brittany Stacy

Maureen Staicer

LaShonna Thompson

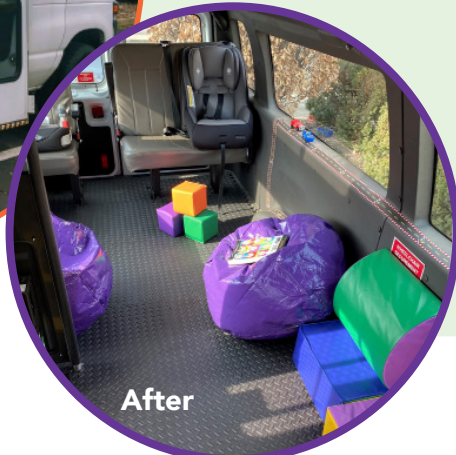
Kimberly Tungate

Klarinda Tutterow

Kari Warner

Bruce White

*Donations are from 7/1/19 through
12/31/2020 (18 months)*



HOPE BUS

Newly added is the Hope Bus, a mobile visitation unit that enables staff to provide transportation and a place to conduct a supervised visit all in one. The pandemic prevented our normal routine of transporting a parent and children for family visits, which ordinarily might occur in public settings like a park, a library, or a McDonald's.

HOPE

realized

2020 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



GARDNER PLACE
Family Services &  Services
HopeCare Clinic
279 N. Gardner Street
Scottsburg, IN 47170
(812) 752-4892

SENIOR MANAGEMENT

James Bosley
Chief Executive Officer

Jody Reschar Heazlitt
President

John Broady
Senior Vice President & CFO

Elizabeth Boyd
VP/Director of Social Services

Kim Tungate
Executive Assistant

Mollie Garmon
Business Manager

Jean Robbins
Director of WIC

Jennifer Colson
Director of Human Resources



New Lives, New Futures, New Hope

812-288-8248
812-288-1206 fax

info@newhopeservices.org
www.newhopeservices.org



INDIANA COUNTIES SERVED

Bartholomew
Clark
Clay
Fayette
Floyd
Franklin
Dearborn
Harrison
Jackson
Jefferson
Jennings
Madison
Ohio
Parke
Ripley
Rush

Scott
Switzerland
Union
Vermillion
Washington

KENTUCKY COUNTIES SERVED

Jefferson
Oldham
Trimble
Bullitt
Carroll
Shelby
Spencer

ACCREDITATIONS & CERTIFICATIONS

Commission on Accreditation of
Rehabilitation Facilities (CARF)

Healthy Families America

Better Business Bureau

ISO 9001 - 2015

