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Homestead, FL 33030

The Herald of Hope

2021

www.newhopecorp.org
Newsletter of New Hope C.O.R.P.S.,



BAPTIST HEALTH SAVING LIVES

Timothy Desmond arrived at New Hope referred from Baptist Health of South Florida, in a state of despair. "I had such a bad drinking and drug problem that I drank ongoing for 2 days. I ended up in crisis. It took them one month to detox me due to the bad hallucinations. At one point, I was consuming \$200 a day on heroin. In the process, I have lost so many friends to overdose, to jail, to prison; it is like most of the people I grew up with are gone".

Timothy explained that before New Hope "I had tried everything, including doing 90 minutes in 90 days and 8 different rehabs and it didn't work, "but the minute I was admitted I noticed that here is different, we are not simple clients here. The staff sees you as a person going through a tough time and they want to help you get back on your feet. They are interested in your well being, and not your insurance, as the places I had been

Continue on Page 6

CHANGING LIVES ... IN THE MIDST OF THE PANDEMIC



Thanks to our invaluable staff of dedicated health care workers, New Hope's clients continued to receive services throughout the COVID19 Pandemic. Pictured below from left of first row: Maritza Carvajal, Taylor Alvarez, Isabel Mesa, Shauna Shadeed, Maria Santos, Rachel Broche, Amaris Hess, Zheng Liang, Raycheld Feldman, Karla Urbina, Elizabeth de Armas, Melvin Haywood, Arjan Gupta, Daniel Fadden, Shadrick Crump, Elvis Roundtree, Paul Bennett, Arthur Ellison, Douglass Wessels, Ivan Castellanos, Adam Taveras, Stephen Alvarez, James Pontillo, Roberto Castro, Arin Fadden, James Dougherty, Daniel Alvarez, Herbert Jackson, Ed Arenado, and Silvio Rodriguez.

FROM THE FRONT LINES ...



THE NOVELTY OF HOPE IN A PANDEMIC

By James Dougherty, Operations Director

As our agency welcomed the start of new decade, looking forward to another year of curating wonderful recovery experiences for our clients, the thought of a pandemic of history-making size and scope was the furthest thing from any of our minds. Then, over the course of a few short weeks, the unimaginable was bearing down upon us, forcing us to adapt to the new and ever-changing guidance with a disorienting pace. As March became April, then April, May, the fatigue of caution resulting from the novel coronavirus, SARS-CoV-2, which causes the disease COVID-19, had worn all of us down as the 'new normal' quickly lost its novelty. The task of procuring the supplies needed to keep everyone

under the New Hope umbrella safe became exceedingly difficult. And, with each passing day, the possibility our Agency may lose someone to this pandemic became a constant source of worry. With 60-beds filled to capacity and 30 dedicated staff members, we came to expect it was only a matter of time before we experienced a major outbreak.

And yet, in spite of all this, and with the odds stacked heavily against us, New Hope managed to navigate the latter months of 2020 with a poise and dedication commendable by any standard. Soon after COVID-19 was designated a public health crisis, we instituted strict man-

Continue on page 6



Message from the President

“Nothing brings me more happiness than trying to help the most vulnerable people in society. It is a goal and an essential part of my life – a kind of destiny”.

Princess Diana

This past year, 2020, has been a challenge for us all. The pandemic has communities like Homestead focusing on issues of life, safety and family; the very things the team members at New Hope CORPS have always made a priority. There are numerous testimonials from clients that emphasize their gratitude for recovery, their growth as a person and regaining healthy lives with family. The accomplishments of New Hope’s dedicated team are notable and demonstrate their 20/20 focus even in the 2020 pandemic.

This past year, New Hope successfully assisted 268 clients in our substance abuse residential treatment program to achieve meaningful lives. Flexible with the model, the team modified environmental living and treatment protocols to ensure the safety of clients and teammates. The leadership and other professional staff consistently demonstrate a strong dedication that improves the lives of clients regardless of the surrounding challenges. They are not unlike any other supportive family, looking out for one another while delivering therapeutic treatment to those in need.

The team’s accomplishments could not be done without the commitment of others. Our Board of Directors, community leaders and devoted members of Ocean Reef are making a difference with philanthropy. These individuals provide true hope in achieving the successes and help build a stronger community with each and every client.

We do not know what the future will bring but I have great confidence in the professionals of New Hope. With the challenges and successes of 2020 behind us, we look forward to this new year and the support of the communities around us that have made the goals of New Hope a reality. We look forward to achieving the possibility of a new facility designed to assist even more clients with receiving compassionate care and returning to their families. This \$3.5 Million endeavor is a serious goal to address the capacity limitations with the existing 1980’s location. More than the dollar value, is the compassion and pride brought to the community; the perfect vision required to see many years into the future. “It wasn’t raining when Noah built the ark.” – Howard Ruff

We always value your interest and time; please contact us with any questions or to arrange a site visit.

Proudly serving to make a difference,



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DONORS THAT We ❤️

We love all our donors, but the following donors constitute a special group that supports New Hope every week. We receive donations from many other organizations and individuals and we are very grateful to all of them; however, those listed below deserve special recognition because they donate to us every week.



**Miami Rescue Mission
Broward Outreach Centers**
Serving the Homeless since 1922



Five-Year Strategic Plan Priorities

Strategic Priority 1

Increase Revenue through funding diversification to provide sufficient resources to support and sustain New Hope CORPS' programmatic and administrative operations. In this area our annual budget has increased from \$1 million to \$3 million and we have added 4 major funders across the Federal, State, and local levels.

Strategic Priority 2

Program enhancement and expansion of continuum of services. In this area we have added a MAT program for opioid users, added 16 slots for aftercare housing, expanded our housing program for Veterans and added treatment beds for special populations, including clients with chronic underlying health conditions.

Strategic Priority 3

Develop a FACILITIES business plan to expand bed capacity: New Hope purchased adjacent properties and it is now working with an architectural firm on the design of a new state-of-the-art facility that will be built on the newly acquired plots of land.

Strategic Priority 4

BOARD DEVELOPMENT & REJUVENATION New Hope CORPS' Board is now comprised of diverse individuals who share a passion for NHC's mission and effectively dedicate their skills, resources, and community affiliations to help NHC achieve its mission

Strategic Priority 5

Implement Year-Round Marketing and Public Relations activities to raise awareness of New Hope success and outcomes and build support for New Hope CORPS' programs and services among all of our key audiences, including prospective donors and funders in Miami Dade County; as well as local, State and National opinion leaders and funders.

New Hope's Faith-Based Programing Outcomes

New Hope's program includes Christ-Centered activities in which clients have the option to participate. Throughout the years many of our clients have made a profession of Faith and many more rededicate their lives to help others.

New Hope's Mission

"To assist individuals re-enter society who are struggling with substance use and mental health disorders, utilizing a faith- and evidence-based approach to treatment."

Revised during the Annual Strategic Planning Board Retreat

NEW HOPE RESIDENTIAL TREATMENT PROGRAM OUTCOME OBJECTIVES SUCSESSES... THE GRAPHIC TELLS MORE THAN A THOUSAND WORDS

New Hope C.O.R.P.S. by the Numbers 2019 & 2020

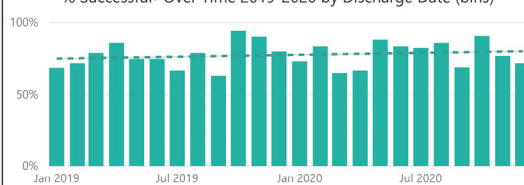
New Hope CORPS Outcomes* Measure by Funder 2019-2020

Funder	# Served	% Successful	% Employed	% Housed	% 1 Income	Avg LOS
Baptist Health SF	14	100.00%	28.57%	100.00%	28.57%	45.29
MDC CBO Program	113	86.67%	63.74%	90.11%	34.78%	67.31
MDC Jail Diversion	17	33.33%	10.00%	30.00%	30.00%	28.24
Medicaid	73	77.59%	35.09%	85.96%	89.47%	99.75
Ryan White	28	57.89%	33.33%	94.44%	44.44%	51.36
Self-Pay	16	100.00%	90.91%	100.00%	18.18%	30.56
Thriving Mind	151	71.88%	46.88%	85.94%	20.31%	68.86
VA GPD	103	79.12%	35.56%	84.62%	79.12%	100.76
Total	515	77.18%	45.87%	86.20%	47.34%	75.16

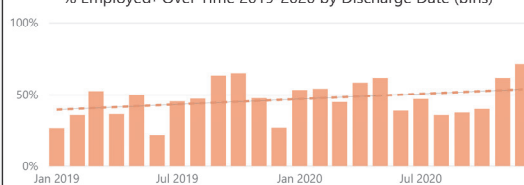
New Hope CORPS Outcomes Measures by Quarter 2019-2020

Year	# Served	% Successful	% Employed	% Housed	% 1 Income	Avg of LOS
2019	267	77.43%	42.92%	83.26%	43.42%	72.47
Q1	60	73.08%	38.46%	92.31%	46.15%	70.77
Q2	73	78.69%	34.43%	79.03%	50.00%	73.77
Q3	75	69.49%	51.67%	76.67%	37.70%	63.04
Q4	59	88.89%	47.17%	86.79%	39.62%	84.58
2020	268	78.64%	50.73%	89.27%	50.24%	85.00
Q1	64	74.58%	50.85%	79.66%	50.85%	91.95
Q2	61	82.14%	53.57%	94.64%	53.57%	90.25
Q3	54	78.72%	40.43%	93.62%	51.06%	79.00
Q4	89	79.55%	58.14%	90.70%	44.19%	80.04
Total	535	78.01%	46.64%	86.11%	46.65%	78.75

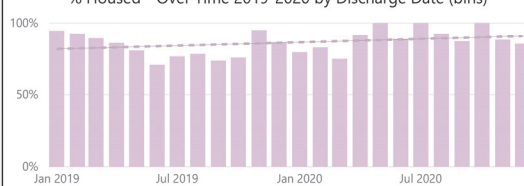
% Successful† Over Time 2019-2020 by Discharge Date (bins)



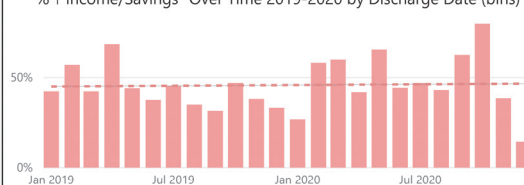
% Employed‡ Over Time 2019-2020 by Discharge Date (bins)



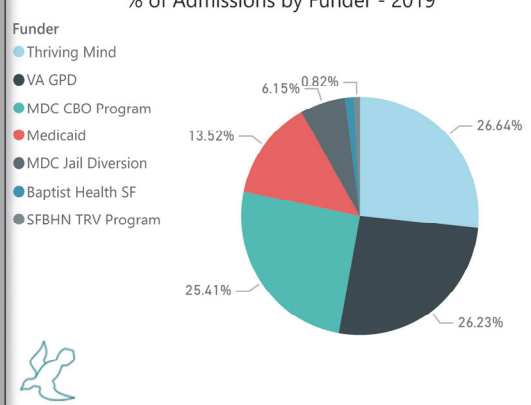
% Housed^ Over Time 2019-2020 by Discharge Date (bins)



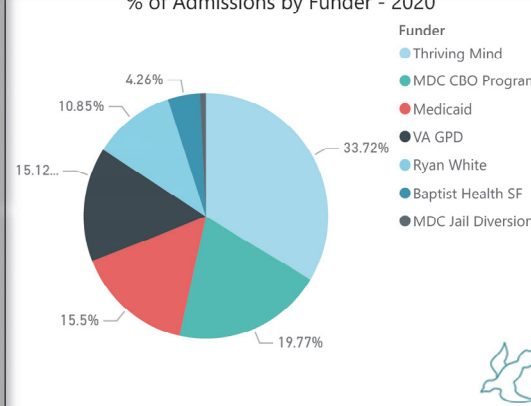
% 1 Income/Savings* Over Time 2019-2020 by Discharge Date (bins)



% of Admissions by Funder - 2019



% of Admissions by Funder - 2020



*Outcome data is captured at discharge

†Success is defined as no drug or alcohol use in the 30 days prior to discharge and the completion of a majority of treatment plan goals

‡Employed is defined as having attained a verified, paid position working at least 10 hours per week

^Housed is defined as having been discharged to a stable housing environment

*1 Income is defined as having been paid consistently for employment for two weeks, having been approved for SSI/SSDI prior to discharge, and having saved at least \$500

LOS = Length of Stay

Kim Foster is a Veteran Who is Grateful That His Life Was Turned Around in New Hope

Success Story: Kim was living on the streets at the beginning of the COVID-19 pandemic, suffering from the ravages of serious and persistent mental illness, and drug and alcohol addiction. He found himself in an especially vulnerable position. He believed that not only could he be an easy target for the deadly virus that everyone was talking about, but also being homeless made him especially susceptible to becoming another statistic of pandemic-related deaths. Out of sheer fear, “I decided to check myself into New Hope’s residential treatment, and that was the wisest decision I’ve ever made.”

Kim had been addicted to crack and cocaine for more than 30 years. He had failed at several attempts of rehabilitation. Kim explained that he had been to New Hope before and relapsed “because I did not want to stay clean back then. I went back to the same people and the same place, even though I knew better. I didn’t even go to NA meetings.”

This time, he continued, “I think I am in a much better position. I have been clean for eight months. After completing the program I went to live in an after-care sober house, I am working, I am attending NA and AA meetings and I have a much better outlook on life. I am living one day at a time; just for today, every day.”

“To me”, he continued, “New Hope is my family, it is like a big family. There is nothing bad I can say about New Hope and there is a lot of good things I can mention. They opened their doors for me when I had nowhere to go. New Hope saved my life and for that, I will always be grateful.”



Kim Foster

From Family Man to Homeless and Back Again



José Calero

José is an unusual case; while most addicts begin using drugs in their teenage years and early twenties, he was introduced to cocaine when he was 42 and quickly spiraled out of control to the point of not only losing his family, but becoming homeless.

When he came from Cuba, he went to live in Upstate New York. At 42, he

was a hardworking family man, with a wife and two children. But he and his wife divorced and he moved to Miami. Soon after he arrived, he met Natalia, his second wife. It all went well for a while. His first job in Florida was in at a car dealership in which most employees used drugs and alcohol.

He began using cocaine at social gatherings with co-workers. His new wife became pregnant. He continued to use drugs more and more and, in a short time, he became addicted to cocaine. Shortly after the baby was born, his wife became pregnant again. In just a few years, he lost his job and found himself unable to support his family or his addiction and ended up

in jail with a felony charge of assault and battery.

Natalia did her best to help, but he was already too far down the path to addiction. Drugs were all he cared about; she had to let him go. He was released to New Hope with an ankle monitor.

“Once in jail, I saw my whole life passing in front of my mind’s eye. I thought about how was that possible drugs could take over and destroy my life in such a short time. Drugs caused me not only to lose everything on the outside, like my family, the home I was living and my job, but I also lost my self-respect. But what is even worse is that I did not want to get out of that world. I realized that I did not like the person I had become, and I decided that I was going to be out of it for good.”

That was two years ago. Jose has been clean ever since. He and Natalia are in the process of rebuilding their relationship. They are not living together yet, but both of them are working toward that goal.

He has his own financial advice company for car loans, and business is good. Natalia lost her job due to COVID-19 and he has been able to support her and his children during the pandemic.

New Hope, he said, works because you see yourself reflected in every other client. The staff here knows how to give you the tools you need for recovery. I feel eternally in debt to this place, that is why I come as a volunteer to do AA meetings.”

AN OPIOID RECOVERY SUCCESS STORY

ARJAN GUPTA came to New Hope when all seemed lost. To support his heroin addiction, he had been living beyond his means, borrowing money from the wrong people. When it was time to pay and did not have the money, he was badly beaten and ended up in a treatment center where he felt like he didn't fit in.

"That was one of the worse times of my life", he said "I was beaten up because of my using. I was using beyond my means, owing money I could not possibly repay. My addiction took me places I never thought possible. It was like all my nightmares coming true."

Looking back, Arjan said that he is very grateful for New Hope. He is clean and sober; he is an active member of NA, he has two jobs and has plans for a brighter future. But his road to recovery has been a bumpy one. He has been in several rehabs, "and the more I go through the process the more clear I can see and recognize the behaviors that lead to my using. Some people recover on their first try, but for me, several rehabs were part of my recovery process. He explained that every time he went to a rehab and then relapsed the time of using and binging shortened and the pain caused by his addiction became more and more acute. "New Hope helped me get connected again with myself, with my higher power, with the recovery community, I have been clean for more than a year, I have a better relationship with myself and I have a better outlook on life.

CELEBRATING RECOVERY



Arjan Gupta

"New Hope brought me back to life".

MIAMI FOUNDATION'S STATE ATTORNEY GRANT HELPING US KEEP OUR COMMUNITY SAFE

Thanks to the Miami Foundation State Attorney's grant, over the last five years, New Hope has been able to provide comprehensive outpatient substance abuse treatment services to an average of 60 individuals per year, all of whom were referred to us by the courts through the Advocate program after they were arrested for DUI's.

On average, about 93 percent of individuals who participate are discharged having no alcohol or drugs used in the 30 days before successful completion of the program, as evidenced by consistently negative random urine screens. Over the years, we have received several grants from them that have funded positions, purchase an SUV, and provided needed program services for homeless/indigent clients. In 2020 we received a State Attorney grant of \$50,000 for our Back-On-Track (NH-BOT) DUI Treatment Program, which provides substance abuse treatment for men and women referred from the Back-On-Track DUI Diversion Program.

STATE OPIOID RESPONSE (SOR) GRANT & OVERDOSE PREVENTION PROGRAM SAVES LIVES

Our community, like many in the U.S., has suffered in recent years from what has come to be known as the Opioid Epidemic. Countless lives have been lost to overdose from prescribed and illicit opioids. Families have been destroyed due to overdose-related deaths of one or more of its members.

As part of a nation-wide effort, New Hope received \$200,000 in SOR grant funds to provide substance abuse residential and outpatient treatment and medical services for opioid users. All services are provided free-of-charge and include Dr's visits, medication-assisted treatment (MAT), including free Buprenorphine, the gold standard, along with counseling, for treating opioid use disorders.

We also receive free Narcan in the form of nasal spray kits. All New Hope staff and clients receive regular training on how to identify and prevent overdose deaths using these kits. Kits are distributed for free to anyone who may encounter or experience an overdose. Call us to receive a free kit.

Continue from Front Page Timothy Desmond...

before, and that made a difference for me”

Timothy is proof of the success of our Maintenance Assisted Treatment (MAT) program. He is sober, he is working and he has plenty of plans for the future. He feels that if it weren't for New Hope “I would still be homeless, and I would be in such a terrible condition that I don't even want to think about that possibility”.

Continue from Front the Front Lines...

datory mask-wearing, hand-washing, and social distancing policies. We instituted enhanced infection control and sanitizing measures throughout our facility. When one well of PPE (personal protective equipment) dried up, we quickly found another. When it became impossible to get our consumers and staff tested at the regularity required, we found a way to establish our own on-site testing operation. And, when we had cases that required isolation or quarantine, we leveraged our long-standing relationships with the Homeless Trust & Rent Connect to house these cases where they could safely convalesce until they could no longer infect others. As the end of 2020 quickly approached, and in record-setting time, the FDA approved two vaccines for emergency use. We again leveraged our deep ties to the Miami-Dade community and managed to get our staff members, as front-line health workers, vaccinated for COVID-19. As of this writing, our facility is the only one of its kind in Miami-Dade County to have achieved this. Finally, in our endless efforts to round out our defenses against COVID-19, we recently added on-site rapid testing using a COVID-19 Antigen test to our arsenal.

Considering all that we as an Agency were up against as this pandemic began wreaking havoc just a short time ago, I can only characterize our response in one way: a success. Of the 17 people testing positive (14 consumers and 3 staff members) for COVID-19 at our facility as of this writing, not one needed to be hospitalized or experienced health complications, due to their infection.

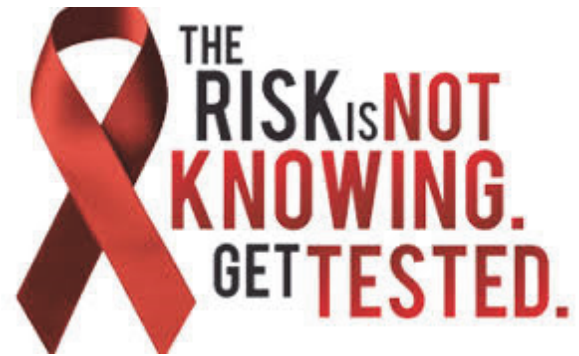
Now, it would be rather implausible to take credit for this wonderful fact, so it may best be explained by luck or the intervention of a higher power. However, the hope that permeates the walls of New Hope and imbues our name with such transformative force, might instill just enough spiritual wellness that the body is made all the more resilient.

New Hope Now Provides HIV-AIDS Services that Include:

Free HIV Pre-Test Counseling to high-risk groups, designed to encourage, educate, and engage clients who are at risk, emphasizing the reduction and or elimination of risky behavior.

HIV Testing it is important to know your status; early detection and treatment lead to better outcomes and reduction of HIV spread.

HIV Post Test Counseling including linkage to health care providers and support services.



Mental Illnesses & Addiction Feeding Each Other

Tyler Angene went on a bad binge in which he did “so much speed, cocaine, and alcohol” that his body was shutting down. “I had done plenty of binges before but this one was different. I could feel my heart stopping. I was using drugs for 11 days straight and ended up in a Crisis Unit. My mind was not in a good place. I was not intentionally suicidal but I did not care what happened to me.”

In the Crisis Unit, he was diagnosed with Bipolar Disorder and PTSD and was experiencing psychoses. “I didn't know I had those mental illnesses and dealt with them using drugs in a self-destructive way. Back in those days, I wasn't sleeping at all. I think that my addiction and diagnoses were feeding each other with psychotic episodes that got worse and worse.”

Tyler explained that his PTSD comes from witnessing people being shot and killed, complicated by seeing many friends die from an overdose in front of him. “When I was 13, my first girlfriend, her brother and mother were killed by her dad, and the effects of that event were devastating for me. I did not talk to anyone for 8 months afterward. Then a friend offered me weed and from then, things just got worse and worse. I felt like I lost my mind and embarked on a self-destructive path.”

He said that his addiction to drugs destroyed his life, his family, his relationships and prevented him from keeping any jobs. “When I was using, everything else came second and because of that everything else went down the drain.”

Talking about his recovery process, Tyler, who is 26 years old, said that he has learned a lot in New Hope. “I can have a million excuses to be an addict, but here I have learned to look only for one reason not to be one, and not only from my experience but also from the experience of those around me.”

“When I first came I was in such bad shape that I told myself that if this treatment did not work, I was going to commit suicide. Instead, I now have lots of plans for a better future. I can tell you one thing for sure: New Hope's treatment works as long as you are willing to put the effort in your recovery.”



Tyler Angene

WE LOVE OUR DONORS

\$100 to \$499

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Mark A. McFarland Family
Reed Family Foundation
Jennifer J Rigby & Pete Chappell
Richard & Paula Shopiro

\$500 to \$4,999

Gail T & Joyce Guyton
Healey Charitable Fund
Holmes Family Foundation
Loretta & Kelly Houran

MAJOR GIFTS OF 2020

*Thank
you*

YOUR DONATION IS
GREATLY APPRECIATED

Note to Donors from the **Ocean Reef Community**: please donate to New Hope CORPS Designated Fund; checks must be written to Ocean Reef Community Foundation with New Hope in the memo line.

\$5,000 to \$10,000

Stephen Alvarez
Carter & Susan Hopkins
Patrick P. & Cynthia Lee
Candace K. Sutfin
The Protestant Congregation of Ocean Reef
John M. Timken, Jr. & Polly Timken

YOUR HELP IS NEEDED! WE NEED **\$20,000** FOR IT PROJECT

We are proud to say that we have come a long way in our goal to move to fully digitized and electronic health records. Over the last four years, we have implemented Lauris Online, an EHR platform, designed to meet the specific clinical record-keeping needs of New Hope. Additionally, in 2019 we went live with ChartMeds, an electronic medication administration tool. But, the number of reporting and record-keeping systems we are required to use are many. These include Knight Information System's KIS Express platform for SFBHN, Provide® Enterprise for Ryan White, HMIS for the VA program, WITS for the State Opioid Response Grant, IRAS for DCF incident reporting, Beacon eServices for Medicaid billing, and others still.

In recent years, as the State of Florida has attempted to modernize its data collection and reporting platforms, it has encouraged providers, like us, to pursue 'interoperability' between their own EHRs and the State's new system called FASAMS. Now is the time to link our systems to modernize our ability to report and bill for services and reduce the double keying of information across platforms. This is no small task and requires robust coordination among many stakeholders. To get where we need to, **we estimate a one-time total cost of \$20,000 to create the infrastructure and software required. Please help us get to this next level!**

HELP US REPLACE OUR WORNED OUT AIR CONDITIONERS FOR MORDERN UNITS

WE NEED **\$25,500**

New Hope is asking
our friends who have the
means to
help us

to **please**
consider donating mon-
ey for us
to **re-**
place the
old win-
dow's air conditioners in

our consumers' dormito-
ries for mini split units
that are not only more modern and better looking but
also more energy-efficient than the AC units currently
installed in our residential client's rooms. After review-
ing several quotes we would like to buy them from a
company that would replace and install all units for
\$25,500.





Online
newhopecorp.org



**Carter and Susan
Hopkins**

for their \$5,000 donation

SHIPLEY FOUNDATION \$25,000 GRANT FOR COVID19

New Hope received a letter from **The Shipley Foundation** stating that they have been impressed by our efforts and ability to provide health care and support for people who are grappling with substance use disorder, particularly during the pandemic. To support our work the foundation awarded us an unrestricted grant of \$25,000.

We celebrated the receipt of that money with a round of applause for many reasons. First, our staff has been

working hard all through the pandemic, risking their lives to provide services to the vulnerable population that we serve. We felt that the Shipley Foundation letter was a recognition of our hard work.

But most importantly, the money came at a time that we needed it. COVID19 social distancing and sanitary requirements, including PPE, deep cleaning, and disinfecting supplies are expensive.

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Patrick P. Lee
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BY:

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Services to Meet Your Needs

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