



## WE ARE GROWING ... AND SERVING MORE PEOPLE



### 11 YEAR JOURNEY TO HOUSING

**George Galindo** is an only child who spent 11 years on the streets after his mother fell ill. "I hate that old picture of me with the beard, but that is who I was or what I was at that moment. But the moment I held the key [to my apartment] was a great feeling. I don't know how to explain it. One of the best feelings I have had in a very long time."



"I was sick and tired of being sick and tired of not doing anything, and I was thinking, where

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*New Hope's highly professional team is getting bigger and better. Big part of the members of our staff are pictured above. From left of first row: Karla Urbina and her children, Arteria Ellison, Maritza Carvajal, Jasmine Buckner, Alba Betancourt, Melany Idrugo, Carmen Alvarez, Isabel Mesa, Maria Rojas, Elizabeth De Armas, Taylor Alvarez and her niece Hailey, Dianne Disgdiertt, Herbert Jackson, Zheng Liang, Benjamin Alonge, Ivan Castellanos, Ed Arenado, Vanesa Briceno, Arjan Gupta, Rachel Broche, Jasmine Remy, Renia Medirect, Douglas Wessels, Susana Saladrigas, Maria Santos, Anthony Hernandez, William Sanchez, Abraham Cordero, Raychel Feldman, Adam Brownstain, James Pontillo, Stephen Michael Alvarez, Jennifer Gonel, Kimberlee Sheffield, Stephen Williams, Arthur Ellison, Tangular Hopkins, Chiadi Onwuka, Arin Fadden, Ivan Castellanos Jr, Stephen Alvarez, and Silvio Rodriguez.*

### FROM THE FRONT LINES ...



## OUTREACH PROGRAM EXPANDED TO SERVE MIAMI BEACH AND HOMELESS VETERANS

By James Dougherty

Last year, we reported that we had successfully implemented a specialized street outreach team trained to engage unsheltered persons with substance use disorders. We are very happy to report that this project was an unmitigated success for New Hope and the community. In partnership with the Miami-Dade County Homeless Trust and the Department of Housing and Urban Development (HUD), we were able to engage 567 individuals and transitioned 227 of these individuals, many with children, to a positive housing destination (e.g., permanent housing, shelter, or treatment) through-

out the course of their engagement with our outreach team.

Since then, we applied and were awarded additional funds to maintain our outreach team's presence in the community over the next four years funded by the Miami-Dade County Homeless Trust and HUD. We have also contracted with additional entities, such as the City of Miami Beach and the United Way of Broward's Support Services for Veterans and Families (SSVF) program in order to replicate the success achieved by our outreach team's efforts in the previous year. The

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## Message from the President

“The meaning of life is to find your gift. The purpose of life is to give it away”

**Pablo Picasso**

The New Hope team has successfully arisen from the challenges of the pandemic guided by the mission to help others overcome homelessness, addiction, and mental health disorders. They reflect great credit upon themselves and the community at-large with a vision to be the leader in community services, rehabilitation and compassionate treatment. The team's dedication provides a valuable opportunity to achieve the best for each client as they know, “nothing is more expensive than a missed opportunity.” (Author, H. Jackson Brown Jr.)

The team sees themselves as a dedicated group committed to healing a person in need, the whole person. Their evidence-based treatment has proven successful for almost three decades and provides each client with confidence in life and faith in their own strength. With a compassionate focus, the New Hope team works side by side with each client to ensure successful re-entry into society. New Hope essentially builds a community one person at a time.

The community sees the New Hope team as the premier service provider in south Florida. The cities of Miami-Dade County have come to recognize New Hope as a valuable resource to assist citizens with the ever-growing needs associated with mental health, addiction and homelessness. The team's professional skillset is appreciated by all.

The Board of Directors and I see the New Hope team as a gift. They are a group of people that give back like no other. Tirelessly, they give of themselves to make a difference for the clients, their families, and their community every hour of every day. Their clients are truly their passion.

H. Jackson Brown Jr once said, “Remember that the happiest people are not those getting more, but those giving more.” Your financial gift can help this team achieve the future.

If you or someone you know would be interested in making a difference, please contact us to arrange a discussion and site visit. Your gifts of time, funding and interest would be received with sincere appreciation.

Proudly serving to make a difference,

Keith Young, Chairman



## NEW HOPE BOARD OF DIRECTORS

**Keith Young**

*President/Chairman*

**Bill Mchale**

*Member*

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*Member*

## NEW HOPE EXECUTIVE STAFF

**Stephen Alvarez, MBA-HSA, CAP**

*Executive Director*

**Amaris Hess, LMHC-QS, CAP**

*Clinical Director*

**Maritza Carvajal, MBA, MCAP,**

**BHCCMS**

*Director of QA and HR*

**James Dougherty, BS, CFM**

*Director of Operations*

**Arthur Ellison**

*Finance Director*

## IN-KIND DONORS THAT WE LOVE

We love all our donors, but the following donors occupy a special place in our hearts because they support New Hope every week. We receive donations from many other organizations and individual, and we are very grateful to all of them; however, these two listed below deserve special recognition because they donate food to us on a consistent basis. Publix has also partnered with us extensively to expand our clients' access to low-cost medications and is our pharmacy of choice for medications designed to treat opioid use disorders.





## Strategic Plan Priorities Update

### Strategic Priority 1

**Increase Revenue through funding diversification** to provide sufficient resources to support and sustain New Hope C.O.R.P.S.' programmatic and administrative operations. In this area our annual budget has increased from \$1 million to \$5.5 million, and we have added 9 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 greatly expanded our Home-less Outreach Team to engage and serve the homeless population with substance abuse treatment services. We have also added a Child Welfare Program utilizing the Critical Time Intervention model, and added beds specifically for adults with mental health and substance use disorders.

### Strategic Priority 3

**Develop a FACILITIES business plan to expand bed capacity:** We are preparing to engage the City of Homestead with its plan to expand and construct its new state of art facility, located adjacent to its main site.

### Strategic Priority 4

**BOARD DEVELOPMENT & REJUVENATION** New Hope C.O.R.P.S.' 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 our success and outcomes, and build support for New Hope C.O.R.P.S.' programs and services. We are getting ready to unveil our newly redesigned website, which we plan to use as a tool to increase extensively as a tool for engagement.

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

*Revised during the Annual Strategic Planning Board Retreat*

thank you

## To The Protestant Foundation of Ocean Reef

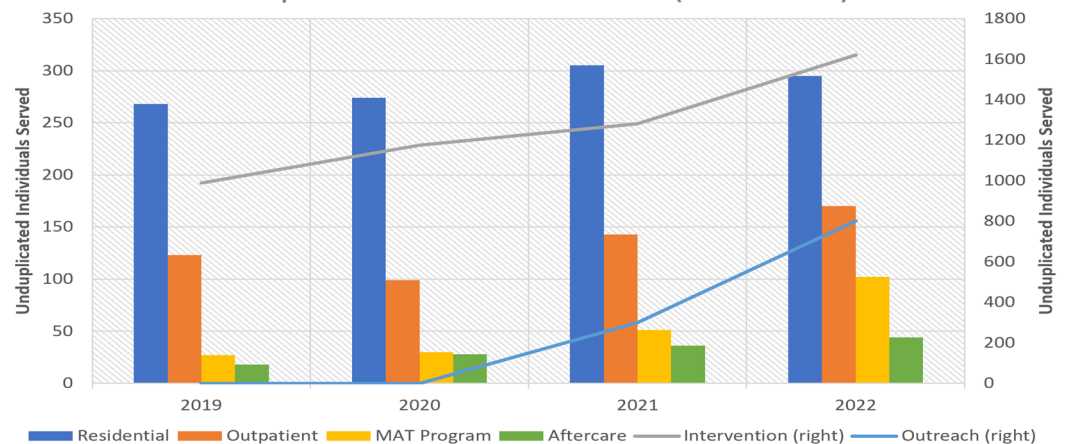
For their continuing help and support throughout the years. They have been very instrumental in helping us keeping the facility up and running in good shape. This year we received \$25,000 for the construction of an aluminum roofed shed area in the main site's backyard, which will be used to provide individual and group therapy session.

## NEW HOPE HAS ACHIEVED GROWTH ACROSS THE BOARD, AS THE NUMBERS AND GRAPHIC BELOW DEMONSTRATE.

Table of Unduplicated Individuals Served by Service (2018-2022)

Year	Residential	Outpatient	Intervention	MAT Program	Outreach	Aftercare
2018	305	111	606	16		12
2019	268	123	988	27		18
2020	274	99	1175	30		28
2021	289	143	1280	51	299	36
2022	295	170	1620	102	801	44

Unduplicated Individuals Served (2019-2022)



Our strategic expansion in existing and new programs has allowed New Hope to touch the lives of so many more people, bringing the hope of change to those for whom hope has been in very short supply these last years. We believe these programs when combined with housing represent a continuum of care that has delivered success for many and will continue to do so into the future.

# New Champions of Middle Management



**ELIZABETH DE ARMAS**  
DIRECTOR OF ADMISION

She holds a Master Degree in Business Administration with concentration on Health Services Management. She was recently promoted from Health Navigator to Admission Director as a result of her good work within the agency



**KIMBERLEE SHEFFIELD**  
CTI COORDINATOR

She holds a bachelor in psychology, and has more than 20 years' experience in the area of social services working with pregnant women, disabled veterans, individuals with substance use disorders, and homeless families.



**RAYCHEL FELDMAN**  
PROGRAM DIRECTOR

She is a licensed Mental Health Counselor who has been an instrumental part of our Team, which resulted in her promotion to Director. Prior she served as therapist for both outpatient and residential programs.



**RACHEL BROCHE**  
OUTREACH DIRECTOR

She is a licensed Mental Health Counselor with experience working with clients diagnosed with co-occurring disorders  
  
(Substance Use and Mental Health diagnoses.)

## New Hope's Agency Wide Corporate Restructuring to Accommodate Growth

New Hope has grown in several dimensions over the last five years. Whether we're talking about the number of employees, where we have gone from 26 to 53, or programs. We have added a program that serves homeless veterans, a Ryan White program that serves people with HIV/AIDS, several Homeless Outreach programs, a Critical Time Intervention (CTI) program, a High Impact HIV-AIDS Testing program, and a Substance Abuse Medication Assisted Treatment Program. We have quintupled the number of persons served, doubled our funders and, tripled our annual operating

budget.

With such significant growth in so many areas, we needed to seriously rethink how we operate. And, while a flat organizational structure is generally preferred, we decided that we needed to add another layer of competent middle managers who represent the boots on the ground in each of our highly visible programs to ensure that we will be able to maintain the growth we have achieved, and the competence we've cultivated with all our funders.

We are happy to report that all of our new managers



# HOMELESSNESS WAS JUST A PAYCHECK AWAY

**HAROLD JOHNSON** is convinced that he owes his life to the timely intervention of New Hope's case manager William Sanchez, even though he has no memory of the event that saved him shortly before what seemed like his imminent death. After four years being homeless, visiting old friends to take showers or moving from shelter to shelter, thanks to New Hope's Homeless Outreach program he was able to finally secure an apartment that he could call home. "The day I received the keys I was so happy, I felt that God had answer all my prayers." Unfortunately, his initial happiness did not last long. Shortly after he got sick with what he originally thought was the flu. Was a severe case of pneumonias that ended up complicated with kidney failure. His health deteriorated so rapidly that by the time he tried to call 911 his phone battery had already died, and he did not have the strength to get out of bed to charge it. Days passed in which he was not able to move out of bed, not even to go to the bathroom until William went to visit him for a wellness checkup. When nobody answered, William said, "I got a gut feeling that something was wrong because he was not answering his phone. I went to the landlord, explained the situation, and asked him to please open the door for me. When we got in, we found him almost unconscious, on his urine and feces. We called 911. He was in Intensive Care Unit for about a week, and it took him about two months to recover.

Harold was so frail that he does not remember the event. He does remember that he thought that he was going to die that day, and that he asked God for help. He is convinced that William's visit was God's answer to his prayers.

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The moment Harold was being transported to the hospital by paramedics.



Harold Johnson happily showing the keys to his new apartment. "It is such a nice feeling to have a place that I can call my own, to know that I don't have to look for a place to go to the bathroom."

## CONTINUE WITH OUTREACH PROGRAM EXPANSION

City of Miami Beach project is a newly conceived project, operating afterhours, in which New Hope outreach teams work alongside the Miami Beach Police Department to engage the significant homeless population living on Miami Beach and, hopefully, link these individuals to shelter or treatment. The UWB SSVF program is specifically designed to assist homeless veterans throughout Miami-Dade County to transition from homelessness to a positive housing destination as the strategic push to house all veterans moves back to forefront post-Pandemic.

These new and renewed partnerships represent a significant expansion, in both budget and scope, of our outreach program and we have many new staff members trained and ready to meet the challenge of reducing homelessness throughout the county.

**The Miami Foundation**  
For A Greater Miami

SAFE COMMUNITIES  
GRANT CHANGING LIVES

Thanks to the Miami Foundation's State Attorney's Grant for a Healthier and Safer Community over the last few years New Hope has been able to help hundreds of people who were arrested for DUI offenses to recover from addiction and become safe drivers.

As in the previous years, New Hope was awarded \$30,000 to support comprehensive outpatient substance abuse treatment to individuals through our Back On Track (NH-BOT) DUI Treatment Project, which provides free of charge or low cost services to individuals who had been arrested for driving under the influence of alcohol or other drugs.

The program provides vital services to low income people who could not afford mental health treatment. It helps them to recover their suspended driver licenses, but most importantly to become safe drivers. It also helps their family as usually the people we serve are the breadwinners of their families.

Continue from Front Page George Galindo

is my life going - this is not what God intended for me. There must be a better way, and Thanks God, they (New Hope C.O.R.P.S.) were there." When asked about what he learned about himself from being homeless for 11 years he said "People get used to the situation. It can happen to anyone in a split second. You lose a family member; you lose your job; things get tough; you are out on the street. It's the lowest you could get, but you adapt, and you get used to the situation. So, it's a good thing and a bad thing." Talking about his new apartment he said "It's kind of weird, but you know I can't ask for anything else. But it's great, you know, it's mine!"

What message would you share with folks who think getting off the streets might now be in their future? "It's possible. If you keep on and you try and hold on to hope, there is always hope out there. New Hope is the perfect name for them because they instill new hope in you. You must believe in yourself and in others. Slowly but surely, you start believing in others, and you start feeling a little bit responsible for them too. You don't want to let them down, and more, you don't want to let yourself down."

Continuation from Corporate on Page 4

We are happy to report that all of our new managers have been promoted from within, have been promoted from within, which speaks to how talented and well-rounded our staff have shown themselves to be. Each one of the new members of our management team have proven themselves as dedicated as our current team and together we believe this strategic reorganization will pave the way for even more growth in the future.

Continuation from Harold Johnson on Page 5

Harold worked as a baker, and he lived with his girlfriend until she moved out of state to take care of her mother. He went into a depression, and lost his job. He sank into despair, was not able to pay the rent, and ended up homeless. Once in the street he could not see a way out. "Losing my job was hard for me emotionally, I gave up. I was terrified of losing another job. Everything conspired to get me into a downward spiral, it was like a rat race, and I did not know how to get out until Kimberlee and William, (from New Hope Outreach program,) came to my rescue. They helped me get housing. I feel so much better now, I got my weight back, I am 183 from 140 pounds, I got my health back. I feel so grateful that I now have a place to eat, watch tv, I don't have to go anywhere to take a bath. That is a blessing."

## A Homeless Family of Eight Celebrate Their New House

### Samantha Holmes

is the mother of 8 children. She became homeless shortly after the father of her first seven children decided to leave them and moved out. "He is disabled, and we were living in a housing project for disabled people. They told me that since I'm not disabled, we could no longer live there so we had to move out. At the beginning they would allow me to sleep in the house, but we had to get up, pack our stuff, and get out early in the morning. We didn't have a place to stay so my children and I would spend the day in a truck that I had back them. I no longer have a vehicle. It was a very difficult time for us. My kids could not understand what was going on. I felt angry, I was very afraid, and I felt helpless. I did not know what to do or how to get out of that situation," she said.



*Samantha Holmes and her children celebrate with Kimberlee Sheffield and a friend moving into their new home*

I was very sad, she continues "that really hurt because i was very afraid with seven kids and no place to stay. My kids have speech delay, and I must take care of them. I don't get child support because the father of my children is disabled so he cannot pay child support. I ended up going to Broward, on the street I met a church man that worked with homeless people. He got us back to Miami and put me and my kids on a shelter called Lotus House. Later, I had another child, who is 7 month now. The mother of my baby son introduced me to Homestead's Mayor Steven D. Losner, and he got me in contact with Mr. Stephen Alvarez and Kimberbee, from New Hope. I am so grateful of them; they are the best. Thanks, God, for them. I specially love Ms. Kimberlee. They helped me get assistance from the state, they took me to places that I needed to be, they helped get a house. Thanks to their help my kids and I have a roof to stay under, and I can be a stay home mom and take care of them without fear. You don't know how lucky you are to have a home until you don't have a place to stay."



## Help for Veterans

Do you know any Veteran who is homeless or in danger of becoming homeless? We are here to help him or her. Call our Outreach Program at Tel **786-243-1003 Option 6**



# WE LOVE OUR DONORS

## \$100 to \$499

Fidelity Charity  
Mark A. McFarland Family  
Joseph & Lois Beth Johnson

## \$500 to \$4,999

Healey Charitable Fund  
Jay & Teresa Holmes  
Loretta & Kelly Houran  
Th Olcott Family  
Foundation  
John and Barbara Rhee  
Reed Family Foundation  
Lisa Ward

## MAJOR GIFTS OF 2022

*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 \$19,999

Stephen Alvarez  
Gail and Joyce Guyton  
John M. Timken, Jr. and  
Polly Timken  
Vanguard Charitable

## Over \$20,000

City of Homestead  
The Miami Foundation  
The Protestant Congregation  
of Ocean Reef

WE NEED **\$5,000** TO REPLACE CON-  
CRETE PATIO TABLES AND CHAIRS



If you have the means to, our clients would very much appreciate **a donation of \$5,000** that we will use to replace the two round cement table sets with tile inlay. The ones that are currently in the front patio of main facility are broken and worn out. We would like to replace them with two new ones similar to the one shown in the picture here. Our clients use them to meet with family and friends during visitation.

HELP US GET **\$20,000** TO REPLACE  
CHAIRS AND COUCHES FOR GROUPS



New Hope is asking our friends to **please consider donating \$20,000** for us to buy new chairs and couches for our Lobby and Day Room (Main room for group therapy), and to replace the outside table and chairs with a Board meeting table and chairs suitable for conducting group meetings for both cli-ents and members of the staff. All the above-mentioned furniture is currently worn out, and in urgent need of replacement.



Online  
[newhopecorp.org](http://newhopecorp.org)



**Gail and Joyce  
Guyton**

for their continued support

## New Hope's New Administrative & Outpatient Building



To accommodate the agency-wide growth, and to better serve our community New Hope CORPS recently moved its administrative offices to a new building, centrally located at 10 NE 18 Street, Homestead, Florida 33030.

### SPONSORED BY:



**NewHope**  
C. O. R. P. S.



1020 N. Krome Avenue, Homestead, FL 33030