



The Herald of Hope

Volume

13

Tel (786) 243-1003
1020 N Krome Avenue
Homestead, FL 33030

2024

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



JOURNEY TO RECOVERY AND REDEMPTION

Kateria Sepulveda has emerged victorious from a challenging period in her life. Following a distressing incident where she barricaded herself in her home, prompting a SWAT Team intervention, she was taken to crisis care due to a mental breakdown. This marked the beginning of her journey toward recovery, resilience, and the eventual reunification with her children.

In the aftermath of the crisis, Kateria learned that her children had been placed under the care of the Florida Department of Children and Families (DCF), while her residence was lost, and her dogs euthanized. She and her husband found themselves homeless, grappling with the heart-wrenching reality of their children residing with strangers in foster homes.

After she was taken to crisis, opportunistic neighbors seized the chance to pilfer her belongings, including her TV and other valuable items. The harrowing

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NEW HOPE CELEBRATES 30 YEARS PROVIDING COMMUNITY BEHAVIORAL HEALTH CARE SERVICES



New Hope founder and first executive director Manuel (Manny) Alvarez is pictured here with a group of volunteers at the agency's humble beginnings. Since then, New Hope has grown a lot, but our mission remains the same: to help people struggling with homelessness, substance use and mental health disorders heal and return to their communities.

We use a faith- and evidence-based approach to treatment that provides people with the support and resources they need to recover and thrive. We believe that everyone deserves a second chance, and we're committed to helping people reach their full potential.

FROM THE FRONT LINES ...



30 YEARS HELPING THOUSANDS OF PEOPLE HEAL AND RETURN TO THEIR COMMUNITY

Thirty years ago, Manuel (Manny) Alvarez had a vision for a community where people struggling with homelessness, substance use and mental health disorders could find healing and hope. That vision became New Hope, a faith- and evidence-based treatment agency that has helped thousands of people on their journey to recovery.

Over the past three decades, New Hope has grown from a small grassroots organization to a widely recognized leader in addiction treatment. What has remained constant is our commitment to

providing our clients with the support and resources they need to heal and return to their communities.

We are proud to have helped so many people reach a better version of themselves. As we celebrate our 30th anniversary, we are grateful for the support of our community, our donors, and our dedicated staff. Together, we are making a difference in the lives of so many people in need. To name just a few, in this newsletter edition you will find the stories of **Francis Augustine**, a single

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A Message from our President

"Life's most persistent and urgent question is, What are you doing for others?" — Martin Luther King, Jr.

The New Hope team continues to make great progress in improving a person, a family and a community. Over the past decade the team has assisted in the recovery of more than 11,712 clients, improved and grown the space by 7,000 square feet, increased financial resources and performance by more than 500%. These results are the outcomes of a team focused on a Mission. It's the circle of life in a community supported by faith, dedication, grace and life. The team recognizes that life, just one life, is the basis of "doing for others" and the journey of recovery is the path to life beyond the doors of New Hope.

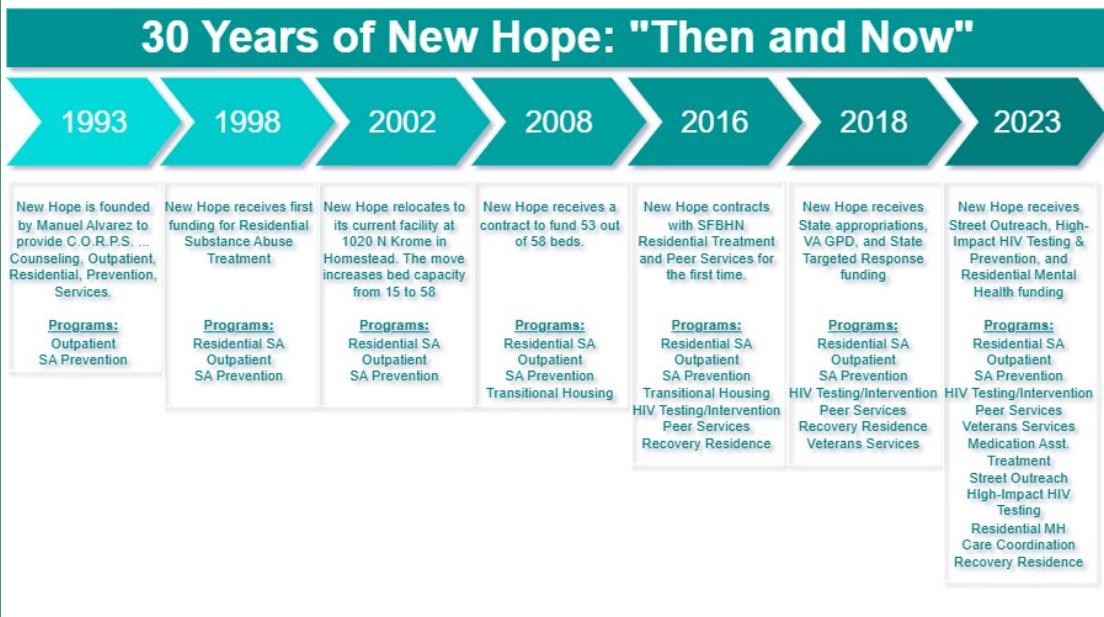
New Hope knows that this journey is lifelong for every client but that it's also different for each person; a transformative journey of self-discovery and personal growth. Within New Hope's supportive faith-based environment, the client can make the changes necessary for recovery while building a brighter outlook for the future. The clients learn that they will make the transformation happen and importantly they learn that "recovery comes first so that everything they love doesn't have to come last" - Anonymous. The person will be completely different today than they are post recovery.

The New Hope team, volunteer Board of Directors, and surrounding philanthropic communities have been instrumental in improving the lives of thousands of clients over the past decade. I have great pride and sincere appreciation for everyone involved as their accomplishments are making a difference as a result of hard work, faith and philanthropy. In short review, it's easy to see what New Hope does for others and the organization has become such a valuable service to South Florida communities.

If you or someone you know would be interested supporting New Hope's mission, please contact us at New Hope. We would happily discuss your interest and arrange a site visit.

Proudly serving to make a difference,

Keith Young, Chairman



NEW HOPE BOARD OF DIRECTORS

Keith Young
President/Chairman

Bill McHale
Member

Cynthia R. Lee
Member

Michael C. Compo, PA
Member

Lonnie Richardson, Esq
Member

Ann Cumbie
Member

Dave Meredith
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Kenneth Spell
Member

Rosa Paulino, ARNP
Member

Brad Copeland
Member

Joe Web
Member

NEW HOPE EXECUTIVE STAFF

Stephen Alvarez, MBA-HSA, CAP
Executive Director

Amaris Hess, LMHC-QS, CAP
Clinical Director

Maritza Carvajal, MBA, MCAP, BHCCMS
QA and HR Director

James Dougherty, BS, CRPS
Operations Director

Arthur Ellison
Finance Director

Five-Year Strategic Plan Priorities Updates

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. Our efforts in this area have resulted in several multi-year contracts with major Federal, State and local agencies, such as, the VA, the Homeless Trust, HRSA, Miami-Dade County, City of Miami Beach, the Florida Department of Health, and DCF.

Strategic Priority 2

Program enhancement and expansion of continuum of services. We have aggressively pursued this priority and have established a Street Outreach Team that engages homeless individuals and links them to shelter, treatment, and housing. We have also designed specific residential beds for individuals with co-occurring or mental health disorders.

Strategic Priority 3

Develop a FACILITIES business plan to expand bed capacity: New Hope is currently in talks with the City of Homestead to finalize plans for our new 120-bed residential treatment facility that will sit adjacent to our current facility.

Strategic Priority 4

BOARD DEVELOPMENT & REJUVENATION New Hope CORPS' Board continues to be comprised of a diverse set of individuals with a passion for NHC's mission who 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. New Hope has engaged a consulting firm to suggest novel solutions to enhance our capital fundraising capabilities.

New Hope's Faith-Based Programming

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 helping others.

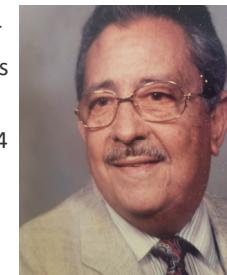
New Hope's Mission

"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

A Story of Resilience and Hope

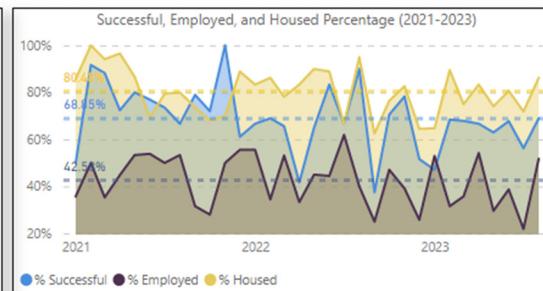
New Hope founder Manny Alvarez's story is a living testament to the power of resilience and hope. After many years of struggling with addiction, he was able to recover and find solace in Jesus Christ. He then got his master's degree in mental health counseling and founded New Hope when he was 64 years old, driven by a determination to help others. Today, 30 years later, New Hope is a thriving force, helping thousands of people recover from homelessness, addiction and mental illness. Manny's determination is an inspiration to us all. It shows that it is never too late to change, and that with the right support, we can all overcome our challenges.



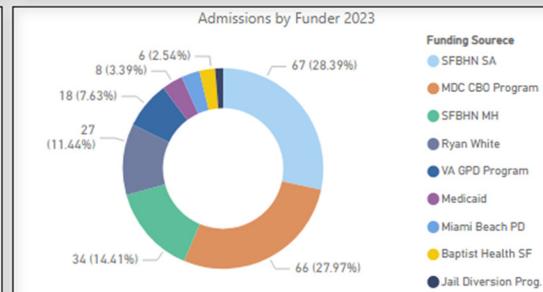
Manuel Alvarez

NEW HOPE RESIDENTIAL TREATMENT PROGRAM OUTCOMES

Performance Outcomes* by Funder 2022-2023						
Funding Source	#Served	%Successful†	%Employed‡	%Housed§	%↑ Income¶	Avg LOS
Baptist Health SF	12	50.00%	8.33%	66.67%	25.00%	85.83
Jail Diversion Prog.	14	64.29%	21.43%	64.29%	35.71%	76.79
MDC CBO Program	142	80.99%	65.49%	85.92%	73.24%	148.86
Medicaid	26	50.00%	30.77%	61.54%	42.31%	109.81
Miami Beach PD	9	66.67%	22.22%	66.67%	22.22%	64.00
Ryan White	61	60.66%	34.43%	68.85%	47.54%	83.93
Self-Pay	3	100.00%	66.67%	66.67%	66.67%	73.33
SFBHN MH	36	52.78%	16.67%	61.11%	25.00%	50.69
SFBHN SA	130	52.31%	25.38%	80.00%	28.46%	49.76
VA GPD Program	56	73.21%	46.43%	91.07%	57.14%	144.82
Total	489	64.83%	39.88%	78.12%	47.85%	98.87



Performance Outcomes by Year 2022-2023						
Discharge Year	# Served	% Successful	% Employed	% Housed	% ↑ Income	Avg LOS
2022	255	66.27%	42.35%	79.61%	51.37%	108.74
Q1	79	67.09%	46.84%	82.28%	58.23%	109.65
Q2	50	66.00%	42.00%	68.00%	46.00%	100.46
Q3	57	66.67%	43.86%	75.44%	54.39%	92.60
Q4	69	65.22%	36.23%	73.91%	44.93%	127.03
2023	238	63.87%	38.24%	76.89%	44.96%	89.82
Q1	64	64.06%	40.63%	78.13%	51.56%	106.13
Q2	80	62.50%	37.50%	76.25%	37.50%	78.95
Q3	92	65.22%	36.96%	77.17%	46.74%	88.61
Q4	2	50.00%	50.00%	50.00%	50.00%	47.50
Total	493	65.11%	40.37%	78.30%	48.28%	99.64



*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

¶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



Continue from Front Page Kateria,

incident became a breaking point for Kateria. The roots of her anguish traced back to an incident involving her two-year-old daughter, Melia, who nearly drowned in a swimming pool. While Kateria managed to revive her daughter through CPR, the lack of oxygen during the incident left Melia quadriplegic.

Kateria focused on her daughter's rehabilitation, witnessing small but hopeful progress over three years. However, tragedy struck again when doctors diagnosed Melia with cancer, giving her a grim prognosis of about five years to live. The emotional toll of witnessing Melia's declining health and eventual passing at the tender age of 10 profoundly affected Kateria. The devastating news shattered her emotionally, leaving her to grapple with overwhelming grief and loss. In the wake of her daughter's passing, Kateria experienced a series of events that further destabilized her mental state, culminating in the aforementioned SWAT team intervention. It was during this challenging period that Kateria encountered Kimberlee Sheffield, New Hope's dedicated Critical Time Intervention Program's Lead Care Coordinator; she became a beacon of hope and support for Kateria, facilitating the process of reuniting her with her children. Kateria says "I am so grateful to her and New Hope, not only for helping me get custody of my children but also finding a place to call home and, most importantly, for the much-needed emotional support that had been lacking in my life."

Continue from Front Page 30 Years

mother of 7 who had been living on the streets for two years before New Hope helped her get back on her feet and today the family is living in a rented house.

Kevin came to New Hope after years of struggling with addiction. In New Hope, he found the support he needed to get sober and rebuild his life. Today, John is the proud owner of a thriving business, has a loving family, and is an active member of his community.

Katiria found herself homeless along with her husband, her children in foster homes. In New Hope she found what she needed to get back on her feet, and today she is emotionally stable, and living with her family in a rented apartment.

These are just a few of the thousands of people who have been helped by New Hope over the past three decades. As we celebrate our 30th anniversary, we are grateful for the opportunity to continue making a difference in the lives of so many.

A Family of Eight Returns to Stability

In the bustling heart of the city, amid the challenges that life presented, emerged a remarkable tale of resilience, community support, and a newfound sense of hope. This is the story of **Francis Augustine**, a 42-year-old single mother of seven, who, despite facing homelessness for two long years, found solace and stability thanks to the help of New Hope and its dedicated team.

Two years ago, Francis Augustine and her children were faced with the daunting reality of homelessness. Nights were spent cramped inside vehicles, seeking refuge with friends, or on the unforgiving streets. It was during these challenging times that fate led them to encounter a compassionate case manager from the New Hope Street Outreach team, funded by the Homeless Trust. Recognizing the dire circumstances, New Hope's Critical Time Intervention (CTI) team, funded by Thriving Mind, jumped in to help the family secure permanent housing.

However, their journey to stability was far from smooth. After being abruptly informed that their lease would not be renewed, the family found themselves in a precarious situation. Without ample time to save or plan, they embarked on a tumultuous journey—relying on shelters, buses, cars, and brief respites when friends allowed them to sleep over a night or two. Eventually the family was split with five of the children staying with different friends and relatives.

In the midst of their turmoil, a fortuitous encounter at the local library led Francis to New Hope's CTI team, whose unwavering support transformed their circumstances. The team swiftly arranged a stay at a hotel for the family, reuniting them under one roof. Alongside this support, the team arranged for groceries that exceeded expectations, offering a glimmer of normalcy and stability. Francis Augustine shared, "Finally, somebody gave us hope. Just being there and knowing that you have somebody to help—it went a long way. I was depressed, but Kimberlee would call and check up on us. I have no words to express my appreciation; all I can tell you is that I am very grateful that God put her in our path."

As the family faced the daunting prospect of securing a home with essential utilities. Francis recounted her fears of being unable to afford water due to an old balance, and the weight of unpaid bills. Yet, Kimberlee's steadfast support prevailed, assisting with a deposit and essential utilities. The moment Francis opened the door to their new home and witnessed the array of provisions, including TV, dressers, and other essentials the team had diligently acquired, she was overcome with tears of joy. It was a moment of triumph, an affirmation that with the right support, resilience, and compassion, hope could be rekindled. Francis Augustine's story is a testament to the power of community, resilience, and the unwavering dedication of organizations like New Hope and the Critical Time Intervention program. It is a story that inspires and underscores the importance of supporting those in need, bringing hope to the most challenging of circumstances.



A PLACE TO CALL HOME

Francis Augustine is picture here in her new home, with her seven children, and New Hope's Lead Care Coordinator Kimberlee Sheffield.

Four Members of New Hope CORPS Staff Honored for 15+ Years of Service



ISABEL MESA
A Pioneer Helping Hand

Ms. Isabel is one of our first employees, she is the go-to staff for eligible clients seeking food stamps. She is also a counselor, and a Bible Study facilitator. She always has a home remedy when you are sick. She is a likeable person.



ARTHUR ELLISON
Our Financial Maestro

Arthur, our director of finance, has grown with the agency, mastering the art of keeping us in compliance with the most current accounting standards. He is a valuable asset to our team. We are grateful for his dedication and expertise.



MARITZA CARVAJAL
A Multi-Talented Leader

Maritza, our director of HR, case manager supervisor, and director of QA has been instrumental in ensuring our success for the past 15+ years. Under her guidance, we have passed all audits, achieved and maintained CARF accreditation, and become a Medicaid and HMOs provider.



HERBERT JACKSON
Always There for Clients

Mr. Herbert is our front office rockstar. Clients trust him as a peer, and we are grateful for his friendly and helpful demeanor. He is the go to person for everything related to intake, front office, and client's manual rules and procedures.

Paul Bennett Retires After 20+ Years of Dedicated Service

Paul Bennett, who recently retired after 20+ years as maintenance coordinator at New Hope, is a quiet man with a big heart. He was always willing to lend a helping hand, and to go the extra mile to get the job done.

"We were not aware of all the work he was doing until he left and we scrambled to keep up with it" said Stephen Alvarez, Executive Director of New Hope CORPS. "He was always there to fix things, no matter how big or small. He was also a great listener and a



**Paul and wife Doreen
enjoying retirement in
Palm Bay, Florida**

good friend to all of us."

Paul was responsible for a wide range of maintenance tasks, from repairing broken equipment to conducting monthly fire drills. He was also in charge of obtaining permits, purchasing supplies, preparing for inspections, keeping logs and documentation, vehicle maintenance, scheduling garbage pickups, landscaping, and daily cleaning, among many other tasks.

"Paul was always on top of things," said Maritza Carvajal. "He never let things fall through the cracks. Paul was also a great team player.

From Addiction to Recovery and Giving Back

KEVIN VLEARBONE is a shining example of how addiction can be overcome through recovery and giving back to others. After years of struggling with addiction, Kevin was referred to New Hope by Judge Jeri Cohen, from Adult Drug Court.

At New Hope, he said "I learned the importance of humility and service, among many other things." As soon as he successfully graduated from the program, he began volunteering with the H&I subcommittee of Narcotics Anonymous, bringing NA meetings first to New Hope's main facility, and then to hospitals, institutions, and for the last three months to prisons.

"It took me 7 months to finally get the clearance to run NA meeting in that prison, but thanks God I was able to get it." Kevin's commitment to service has had a profound impact on the lives of others. "Bringing NA to prison has been one of the highlights of my life. I have been able to help to grow the NA meeting voluntary attendance from 2 to 17 inmates in a very short time."

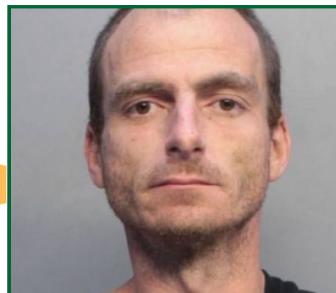
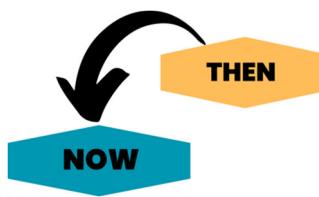
"These inmates now know that they have an NA community of support waiting for them when they leave prison, they now know that they are not alone, that they don't have to go back to their old life style, that there is a better, happier way to live."

Kevin is grateful for the second chance he has been given through recovery. He is now in a happy and healthy relationship with his girlfriend, Kristie. "Kristie is a beautiful and kind woman who has been through her own struggles in life. She is a survivor, and she has helped me see the beauty in life again."

Kevin said that his life before recovery was all about what he could get from others, that he was selfish and self-centered. But now, his life is all about giving back. He finds great joy in helping others, and he knows that he is making a difference in the world.

Kevin's story is a reminder that addiction is a treatable disease. With the right help, anyone can overcome addiction and build a meaningful life.

Kevin's Advice to Others who are struggling with addiction is to reach out for help. He says that there is no shame in asking for help, and that going to New Hope was the best decision he ever made. He also encourages others to find a way to give back to others, as he has found that giving brings the most satisfaction in his life.



"WE ARE HAPPY TOGETHER, AND LUCKY WE FOUND EACH OTHER"

Said Kevin about his relationship with girlfriend Kristie Wittingham "she is everything I have ever dream for in a woman and so much more than I ever imagined. I would have settled for a lot less."

HOW YOU CAN HELP:
DONATIONS OF TIME, TALENT AND FINANCIAL
CONTRIBUTIONS ARE ALWAYS WELCOME
TO SUPPORT NEW HOPE CONTACT US AT
WWW.NEWHOPECORP.ORG

Continue from Paul Bennett on Page 4

he was always willing to help out his co-workers, even if it meant going above and beyond his job description."

"Paul was a true asset to our team," said Stephen. "We will miss him greatly." In his retirement, Mister Paul (as we all affectionately used to call him) plans to spend more time with his wife Doreen, and he is also happy to start fresh in his new home, new car, and his well deserved new life.

Paul Bennett was a dedicated and hardworking individual who made a big impact on New Hope CORPS. He will be greatly missed.

WE LOVE OUR DONORS

Over \$30,000

The Protestant Congregation
of Ocean Reef

The Shipley Foundation

\$500 to \$4,999

Carmen Alvarez

Emery & Barbara Olcott

Holmes Family Foundation

John & Barbara Rhee

Jorge Garcia

Lisa Ward

National Christian Founda-

Reed Family Foundation

MAJOR GIFTS OF 2023

\$5,000 to \$19,999

Stephen Alvarez

The Scott & Mary Farmer
Fund

\$100 to \$499

Brian Duffy

Clara Barrios-Garcia

Dr. Tomas Wharton

Healey Charitable Fund



Online

newhopecorp.org



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.

HELP REUNITE A FAMILY! WITH YOUR DONATION OF **\$500**



In our mission to transform lives and uplift individuals from the clutches of homelessness, we often encounter resilient souls seeking solace in Miami's warmer climate. Many have made the difficult journey to escape harsh conditions up north, hoping for a chance at a better life on our streets. We provide them treatment with a genuine opportunity for recovery and a fresh start. **Your donation of \$500** will help us overcome one significant challenge we face to reunite them with their out of state families who stand ready to support and guide them on their path to sobriety once they complete our residential treatment program. The \$500 will cover the cost of a plane ticket, and a small sum to assist them as they embark on their newfound journey.

HELP A HOMELESS FAMILY MOVE IN WITH YOUR DONATION OF **\$10,000**



BE THE KEY
to ending homelessness

With your donation of \$10,000 New Hope can provide a homeless family with the first month's rent, last month's rent, a security deposit, and essential furnishings and moving supplies. This assistance would go to families who do not qualify for assistance from other housing programs due to strict eligibility criteria.

Thanks to our partnerships with Thriving Mind and the Homeless Trust, New Hope has been able to help many families become stably housed with ongoing rental assistance. However, there are still many families who fall through the cracks. With your help, we can provide them with a safe and stable place to live. Please donate and help us change lives.

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NewHope
C. O. R. P. S.



ASPIRE to Excellence®
Professional, Caring, Individualized
Services to Meet Your Needs

1020 N. Krome Avenue, Homestead, FL 33030

New Hope's Team



New Hope's team is growing! Most, but not all, of the members of our staff are pictured above. From left of first row: Carmen Alvarez, Maritza Carvajal, Isabel Mesa, David Alvarez, James Dougherty, Bristie Trapp, Stephen Alvarez, Taylor Alvarez, Melany Idrugo, Williams Home, Melvin Haywood, Herbert Jackson, Benjamin Alonge, Silvio Rodriguez, Maria Santos, Alba Betancourt, Nydia Lopez, Liudmila Burmeister, Yesenia Torres, Diane Disgierett, Sophia Llampalla, James Willis, Chiadi Onwuka, Adrian Roca, Adrian Rodriguez, Eric Liebman, Jasmine Remy, Arthur Ellison, Anthony Hernandez, Laquinta Walker, Linda Bell, Raychel Feldman, Adam Brownstein, Ivan Castellanos, Susana Saladrigas, Amaya Friol, Amaris Hess, Abraham Cordero, Giovanni Cecchini, Stephen Heath, Roberto Malpica, William Sanchez, Danny Canales and Denny Baldonado.