

NEW HOPE

FY2023 Impact Report

HIGHLIGHTS OF NEW HOPE:

A Year in Perspective





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DIANA MANCERA
President CEO, New Hope



I support New Hope because the education, resources and support that New Hope provides are needed in our communities. Domestic and Sexual Violence is an unacceptable way to treat any human being. I am dedicated to this cause through the Taunton Diversity Network in an effort to create more support and safe spaces for BIPOC survivors as they often are not seen or heard.

APRIL FUNCHES,
New Hope Board President

LETTER FROM THE CEO

Dear New Hope Community,

It’s an honor and privilege to write this message as the new **President and Chief Executive Officer** of New Hope, Inc. – and as I read through this year’s annual report, I am struck by what we have been able to accomplish. First, I would like to begin by thanking my predecessor, **Marcia Szymanski**, for her vision and leadership. I am humbled and grateful to continue her legacy. These past nine months have been a pleasure and an honor to work with such an incredible and **dedicated Board of Directors and Staff**.

Survivors, their loved ones, and the people who cause harm continue to be served because of the strong bond between staff, volunteers, and the community that supports our work. Each survivor of sexual and domestic violence who comes to New Hope comes with their own story; their journey to safety and healing has become even harder post-pandemic, and for this reason, New Hope continues to look at our work through an intersectional lens. Our layered identities—whether as survivors, immigrants, or historically-oppressed individuals of all races, genders and sexualities—continue to inform and inspire our work at New Hope and beyond. To that end, our staff and board continually reflect the communities we serve.

Our FY2023 Annual Report highlights our achievements, the changes we have implemented together, and the opportunities that lie ahead. On behalf of New Hope’s **Board of Directors and Staff**, I share our excitement for you all to explore this report and invite you to connect, discuss, and support our work. From all of us at New Hope, thank you for standing by and with survivors, their loved ones, for supporting our prevention initiatives and our visitation program. Thank you for supporting survivors’ paths towards healing and for believing, while holding individuals who use violence in their relationships accountable for their actions and helping them change their behavior.

Best wishes for a safe, healthy, and happy year ahead.

Diana Mancera

Diana Mancera



A TRIBUTE TO MARCIA SZYMANSKI

It is with great enthusiasm and appreciation that we uplift the remarkable achievements and contributions of our recently retired Chief Executive Officer, **Marcia Szymanski**. During her tenure from FY2014 through FY2023, **Marcia's leadership** has propelled New Hope to new heights, leaving an enduring impact on the organization and the lives it touches.

Highlights of **Marcia's tenure include a substantial increase in revenue**, growing from \$2,466,626 in FY2014 to an impressive \$4,166,645 in FY2022—a remarkable 59% increase over the years. This growth is a testament to Marcia's strategic vision and commitment to the organization's success.

A pivotal moment during **Marcia's leadership** was the securing of an 11-year contract from the Department of Public Health in FY2018. This contract affirmed New Hope's dedication to providing essential core services, including emergency shelter, sexual and domestic violence counseling, supervised visitation services, and intimate partner abuse prevention education.

Marcia's innovative initiatives have expanded New Hope's outreach and advocacy efforts, notably in the Greater Southbridge/Webster area. The establishment of the counseling/advocacy office in Southbridge in 2019 further demonstrates her commitment to better serving the communities in south central MA.

Diversity and inclusion have been central to **Marcia's leadership**, reflected in the significant transformation of the Board of Directors. From 11% Black, Indigenous, People of Color (BIPOC) representation in FY2014, the board now comprises an impressive 55% BIPOC members in FY2023, ensuring a more inclusive and representative leadership.

Facility enhancements under **Marcia's guidance** include the acquisition of a new building for the Attleboro counseling, advocacy, and administrative offices. The relocation of the Worcester visitation center and Taunton offices to upgraded facilities reflects her dedication to providing a safe and welcoming environment for survivors and staff.

An ambitious undertaking during **Marcia's tenure** was the House of Hope Capital Campaign, initiated in 2019. Despite the challenges posed by the COVID-19 pandemic, New Hope successfully raised \$7 million in funding from federal, state, American Rescue Plan Act, and private sources. Special recognition goes to Rep. Jake Auchincloss and the Executive Office of Housing and Livable Communities for their instrumental contributions.

As we look forward to the completion of the emergency shelter, we invite the entire New Hope community to join us in celebrating **Marcia's exceptional legacy**. **Her vision, dedication, and leadership** have undoubtedly shaped the organization, and we are grateful for the positive impact she has made on New Hope.

Please join us in extending our deepest gratitude to Marcia for her outstanding service, and we wish her a retirement filled with fulfillment and joy.

CELEBRATING OUR VISIONARY LEADER

DIANA MANCERA



Diana Mancera, President and CEO of New Hope, Inc., brings dynamic leadership and a steadfast commitment to our mission. With over 15 years in the anti-violence movement, she has significantly impacted our organization's focus on gender and health equity, and racial and economic justice. Diana's unique perspective, honed through roles like Director of Membership & Programs at Jane Doe Inc. and Program Director at the YWCA North

Shore Rape Crisis Center, strengthens our position as a leading advocate for survivors.

We're thrilled to announce that Diana received the prestigious National Sexual Violence Resource Center (NSVRC) Visionary Voice Award, recognizing her exceptional dedication to ending sexual violence. This award, presented every year during Sexual Assault Awareness Month, celebrates individuals making remarkable contributions. Diana's visionary leadership and transformative work sets her apart as an extraordinary advocate. As CEO of New Hope, Inc., she continues to make a profound impact in the fight against sexual violence. Congratulations to Diana Mancera for this well-deserved honor, and we look forward to continued excellence under her leadership at New Hope, Inc.



“Receiving this award for advocating for victims and survivors of sexual violence, being recognized for my creativity and hard work in making the world safer and ending sexual violence, is and will always be my greatest accomplishment.”

DIANA MANCERA
President and CEO, New Hope, Inc



“Jane Doe Inc. is delighted to present the 2023 Visionary Voice Award to Diana Mancera. Diana's leadership, unwavering commitment to justice, and invaluable contributions in supporting survivors and addressing the root causes of violence have made her a cherished colleague. We are thrilled to continue working alongside Diana in her role as CEO of New Hope, Inc.

DEBRA ROBBIN
Executive Director, Jane Doe Inc.

AMONDA MITCHELL

We're also thrilled to share that Amonda Mitchell, our VP of Intervention Services, was awarded the Massachusetts Women of Color Network's Irvienne Goldson Community, Care & Connection Award. This award honors someone who embodies the heart of their community, giving their time, energy and resources generously and graciously. Amonda truly embodies community, care, and connection, and New Hope is honored and grateful for the inspiring work she does with survivors.



“I am most proud of my work as an advocate over the last 18 years. I have been able to help many women and families get through the most difficult times in their lives. Being able to see the resilience of those impacted by domestic and sexual violence has been very rewarding and fulfilling. Seeing the emotional and physical healing that takes place is an amazing and impactful achievement.”

AMONDA MITCHELL
Vice President of Intervention Services
Reflecting on her nomination for the award

EMBRACING NEW LEADERSHIP AND UPLIFTING EQUITY

HONORING AND RECOGNIZING TRANSITIONS

2023 marks a year of great transition with roles and members added to both the staff and board. Diana Mancera has been appointed as the new CEO, signaling a change in leadership for the organization. In addition, three new members, namely **Rose Buckley, James Ferrara, and Michael Scipione**, have joined the Board, bringing fresh perspectives and expertise to the organization's governance.

With these new leadership appointments, **New Hope reinforces its dedication to not only meeting the immediate needs of its clients but also to promoting diversity, equity, and excellence in its programs and clinical services.** We're excited to continue our mission of providing comprehensive and inclusive support to the community with these new board members.



DIVERSITY, EQUITY, AND INCLUSION AT NEW HOPE, INC.

New Hope's vision for its diversity, equity, and inclusion initiatives, is to ensure that everyone receives culturally and linguistically-appropriate access to services and supports through our agency. Internally, it is our desire to ensure that our staff feel respected, included, and experience a sense of belonging.

In FY23, we wrapped up our technical assistance learning collaboration with The Network/La Red, a survivor-led, social justice organization that works to end partner abuse in the LGBTQIA+2 communities. This opportunity allowed us to enhance our ability to center the LGBTQIA+2 community in the work that we do. Additionally, we worked diligently to expand upon the agency's language access plan, to ensure that survivors who speak other languages than English would be able to get meaningful access to what New Hope offers. This was especially important as our service area saw a significant increase of new arrivals in our communities. And lastly, we applied for several racial equity grants during the fiscal year from the Allstate Foundation, Rockland Trust Foundation, and SouthCoast Foundation. At the end of FY23, we received word that we were awarded a \$15,000 racial equity grant from the Rockland Trust Foundation to conduct an internal diversity, equity, and inclusion (DEI) baseline assessment and help us develop a 3-5 year DEI strategic plan. We started to interview consultants who would partner with us on this initiative, and we look forward to moving forward with the assessment and utilizing the results to improve the staff's experience at New Hope. We are excited about this and other opportunities ahead in FY24.

OUR SAFE HAVENS

HIGHLIGHTING OUR REMARKABLE PROGRESS IN SHELTER SERVICE

AN UPDATE ON HOUSE OF HOPE:

New Hope, Inc. is thrilled to announce a significant milestone in its commitment to supporting survivors of sexual and domestic violence. Our new House of Hope shelter is ready to break ground in early 2024.

In 2019, the organization launched the House of Hope Capital Campaign, aiming to construct a cutting-edge, 14-room emergency shelter to replace aging facilities that were no longer aligned with the evolving needs of survivors.

By 2023, despite the challenges posed by the global pandemic, New Hope achieved remarkable success in raising funds for this crucial project. The organization secured a total of \$7 million, comprising federal funding, state funding, ARPA funds, and contributions from private donors. A special acknowledgment goes to US House Representative Jake Auchincloss, whose dedication resulted in securing \$2,000,000 in funds for the project. Additionally, the Executive Office of Housing and Livable Communities has generously awarded New Hope \$2,843,530 in funding. The invaluable support from numerous private donors and government partners further exemplifies the shared belief in the importance of this initiative.



These collective efforts marked a significant step towards realizing the vision of the House of Hope as a state-of-the-art facility that will provide a safe haven for survivors and their children. With plans to move survivors into the new shelter in late 2024, New Hope remains steadfast in its commitment to offer a supportive environment and comprehensive services to those in need.

New Hope Inc. extends its deepest gratitude to all past and present contributors, partners, and supporters who have played a vital role in making the House of Hope Capital Campaign a resounding success. Together, we are building a brighter future for survivors and fostering resilience in our communities.

104 

Individuals and children were provided with shelter

\$82,000+

Financial Assistance provided to individuals and families to overcome barriers related to sexual and domestic violence.

2023 EMERGENCY SHELTER SERVICES:

- While at the shelter, clients receive crisis intervention counseling, economic literacy training, financial advocacy, and case management, including a housing plan.
- We have navigated the challenges of the COVID-19 Pandemic successfully in the past couple of years.
- In 2023, we continued to provide 104 program participants a safe haven in New Hope's two confidential emergency shelters.

A YEAR OF EMPOWERMENT AND UNITY:

NEW HOPE'S FY2023 EVENTS & GATHERINGS

EMPOWER. CONNECT. ENGAGE.

In a year marked by resilience and community spirit, New Hope hosted a series of events that embodied the essence of connection and empowerment. The flagship event, 'Highlights of Hope,' unfolded in April at Dean College, bringing together the business community for a spirited celebration breakfast. This gathering showcased the remarkable contributions of volunteers, community organizations, and generous donors who have significantly supported New Hope's vital work.

Among the highlights of 'Highlights of Hope' was the inspiring keynote address by Kimberly Plante Keefe, who courageously shared her story. The event culminated in honoring outstanding individuals and organizations with the Highlights of Hope Awards, recognizing the exemplary efforts of Nicole Samuel, Mary O'Coin & the United Way of South Central MA, Danielle Sicard, and Vantage Builders. We extend our gratitude to our sponsors, volunteers, staff, supporters, and all those who contributed to making 'Highlights of Hope' an unparalleled success.



Throughout the year, various local organizations rallied behind our mission. The Mansfield Rotary Club hosted its 3rd Annual Golf Tournament at the Franklin Country Club, contributing to our cause. Meditech's Annual Golf Tournament and the Amber Nicole Cowen Foundation's 3rd Bike Run and 1st Golf Tournament also showed their commitment to supporting survivors this year.

2023 commenced on a positive note in January with the New Hope staff and board winter mixer. This event served as a platform for discussing programs, fostering camaraderie among team members, and setting a celebratory tone for the New Year.

In June, we held the agency-wide staff meeting at the picturesque Thayer Homestead function hall and grounds. Notable speakers Justice Roe Williams and Joanna Lee shared insights on health and wellness. The day included rejuvenating activities such as painting and yoga led by Kathryn and Marlo, fostering an atmosphere of self-care. As we navigate the challenges of our work, prioritizing well-being remains paramount. Staff gatherings, like this one, continue to be integral in supporting our staff's self-care and providing valuable education opportunities.

In essence, FY2023 was a year of progress, connection, and empowerment, where New Hope and its community partners joined hands to make a lasting impact.



BEACON OF LIGHT:

SUPPORTIVE PROGRAMS FOR FAMILIES AND INDIVIDUALS

The Supervised Visitation program is a warm and friendly space for children to safely visit with their non-custodial parent. Our trained staff provide assistance, positive parental modeling, and supportive redirection to enhance interactions and build healthy relationships.

New Hope's Supervised Visitation program continues to be the only visitation center for families dealing with sexual domestic violence in Worcester County. New Hope is a member of the National Supervised Visitation Network and MA Coalition for Supervised Visitations.

New Hope continues to provide support to those who cause harm in their relationships through the RESPECT program. This is New Hope's state-certified 40-week psycho-educational program for those who have caused harm in their intimate relationships. This program addresses the core belief systems of these individuals, as well as the abuse they have used in their intimate relationships.



Participants attend 40 or more weekly group sessions, designed to hold them accountable for the harm they caused. RESPECT works with these individuals to prevent violence in both their current and future relationships.

New Hope has established a significant collaboration with the Worcester County District Attorney's Office. This partnership has secured funding to support clients in the RESPECT and Visitation programs who lack funds for fees. Moreover, these funds can be utilized to address various client needs such as transportation, food, and utility costs.

136

FAMILIES ASSISTED

198

NEW INDIVIDUALS ENROLLED

2157

SUPERVISED VISITS PROVIDED

“

I enjoy having the opportunity to work on both sides of intimate partner violence, working with those who cause harm and those that have suffered as a result of those actions including partners, children and collaterals in the extended families of all involved. The work of RESPECT is, although a reactive/remedial service, an opportunity to have an impact on the larger community as well as the individuals we provide direct service for. It is through education people and societies progress. Each person we provide services for is an opportunity to impact not only them on an individual basis but their families, and their communities by extension. We approach this work, keeping in mind and spirit, to be open and accepting to all regardless of ability, identity, and origins.

JEFFREY LAFLASH,
Manager of Supervised Visitation Program

“

I choose to share knowledge and skills in every RESPECT group meeting, hoping to inspire participants to desire to be a better version of themselves, and helping them understand that violence should never be an option. Instead, understanding that expanding their communication skills will be a much greater tool that they could have ever imagined, that's how I help the change in my community.

CASSIE,
RESPECT Facilitator

“

Our staff often take part in helping families reconnect through the most challenging circumstances. Recently we facilitated the reconnection of a father and his daughter after a lengthy separation due to IPV. The father had recently completed the RESPECT program and had transitioned to visitation services in an effort to reconnect with his child. The joy that we witnessed from their smiles and tears speaks to the tragedy of their separation and the opportunity to work toward staying in each other's lives. The unintended consequence of IPV is the impact on children.

AL SIMPSON,
VP of Residential Services



782 

Clients Received Services

2,892

Counseling Sessions

HARMONY IN HEALING

A JOURNEY THROUGH THE CLINICAL TEAM'S ADVANCEMENTS

During this transformative period, New Hope's Clinical Services have achieved remarkable milestones, chief among them being the establishment of a fully staffed clinical team. A deft shift in focus allowed the organization to navigate the ever-changing post-COVID landscape, striking a harmonious balance between in-person and teleservices to effectively meet the evolving needs of clients. This strategic approach not only led to a notable increase in the in-person client base compared to the previous year but also enabled New Hope to surmount barriers seamlessly, ensuring the provision of teleservices when necessary and guaranteeing tailored support for each client.

The commitment to community outreach and support remained steadfast as New Hope extended its initiatives, providing Thanksgiving baskets and collaborating with Christmas is For Kids to offer essential resources to families during the holiday season. Concurrently, the organization prioritized professional development, hosting experts for comprehensive training sessions covering diverse topics, including Dialectical Behavioral Therapy; working with clients on the autism spectrum; and coping skills for regulating the autonomic nervous system.

Remarkably, New Hope has consistently operated with shorter waiting lists compared to other mental health agencies, even amidst escalating client needs and requests over the past years. This track record speaks volumes about its unwavering dedication to promptly, efficiently, and effectively address the mental health requirements of the community it serves.

New Hope's community-based team orchestrates eleven diverse support groups throughout the year, with the Clinical team spearheading up to eight during FY23 (June 2022 to July 2023). Each group, while focusing on distinct themes, shares a primary aim – fostering a connection through shared experiences among members and helping individuals realize they are not alone. Participating in a group setting proves powerful, particularly for those who have kept their history of sexual or domestic violence a secret and have come to feel isolated and alone. The shared understanding and universality among peers in a group setting promote well-being in ways that individual counseling sessions alone may not accomplish.

The Clinical team's diligence is evident in its efforts to address clients' unique needs, collaborating with other departments to ensure a comprehensive approach. Every person's experience is valued, and clients are assured that they are not alone. Working with the Clinical team involves individuals being assigned to work with a counselor to develop specific counseling goals. This process provides a trauma-informed, non-judgmental, nurturing, and empowering space for clients to discuss their feelings and experiences with sexual and domestic violence. The Clinical team recognizes the variability in experiences of abuse among individuals and acknowledges that the impact of abuse differs, necessitating a highly individualized approach to move forward.

These achievements underscore New Hope's resilience, adaptability, and enduring commitment to providing meaningful support to individuals in need.

“As a children's counselor, I have the opportunity to connect with my clients through art, games, conversation and a variety of different activities. Children are in need of safe spaces to express who they are and what they have been through in their lives. With the right tools, nonviolence can be learned and practiced by both youth and adults.”

ERIKA

Children's Counselor

“Helping and working with marginalized communities, advocating for our client systems, and helping individuals with social and emotional well-being can help change the outcome for one family at a time. Trauma therapy helps to break the cycle of abuse, promote safety, and foster healthier relationships, ultimately contributing to the prevention and reduction of domestic violence in society.”

JOHANNA

Manager of Clinical Services

“The biggest joy I get at New Hope is being a domestic violence counselor and working with clients that do the work for themselves. You see a shift in a client's realization of how important they see themselves to be able to work on self-care, healthy boundaries, healthy relationships and support. It is a beautiful experience to see clients learn about different ways to challenge themselves. It brings me joy because it creates a stronger path for the clients to have a sense of security and self-value after being in a toxic relationship that diminishes those feelings.”

GISABEL

DV Counselor

EMPOWERING COMMUNITIES

THROUGH PREVENTION, EDUCATION, AND OUTREACH



In the steadfast pursuit of our mission, New Hope remains unwaveringly committed to delivering high-quality prevention, education, and outreach services, aiming to elevate awareness surrounding sexual and domestic violence within our communities. We firmly believe that community engagement and education form pivotal components in eradicating these forms of violence from our midst.

Throughout FY2023, our dedicated educators continued their impactful work, conducting workshops, training sessions, and classes tailored for students in middle schools, high schools, and colleges, along with professional groups. This comprehensive approach ensures that individuals across diverse age groups and backgrounds are equipped with the knowledge and tools needed to prevent and address sexual and domestic violence.

Highlighting the importance of fostering healthy relationships among teens, our team organized “Healthy Relationships 101 for Teens” presentations and tabling events at Milford, Bellingham, and Taunton High Schools. This initiative not only imparts crucial knowledge but also promotes an open dialogue surrounding healthy relationship dynamics.

In alignment with our commitment to inclusivity, New Hope forged stronger collaborations with esteemed organizations such as Taunton Diversity Network. Together, we share a profound dedication to supporting Black, Indigenous, People of Color (BIPOC) survivors of sexual assault in the Taunton community. These partnerships exemplify our commitment to providing culturally competent and empathetic services.

Throughout the year, New Hope’s outreach efforts extended to various organizations, including Sturdy Health, Taunton Rotary, Mansfield Rotary, DV Police units, Department of Children and Families Fairs in Worcester and other counties, YMCA and YWCA family fairs across the region, Wheaton College, and the Southcoast LGBTQ Network. In June 2023, our Outreach team actively participated in and distributed information and resource materials at Pride Festivals in North Attleboro, Taunton, and Bellingham.

This presence at community events reinforces our commitment to inclusivity and advocacy for survivors within diverse communities. These collaborations underscore our holistic approach to community engagement and support.

As we reflect on the accomplishments of the year, New Hope remains dedicated to advancing its mission through unwavering efforts in prevention, education, and outreach. These initiatives, coupled with collaborative endeavors and community engagements, signify our ongoing commitment to creating a safer and more informed community for all.



EDUCATION/PREVENTION

130 Tabling Events

6,605 People Reached
in the Community



A BRIGHT IMPACT



A SPECIAL THANK YOU

We extend a special thank you to the Marine Corps League, Hasbro, Amber Nicole Cowen Memorial Foundation, Iconics-Mitsubishi, Red Oak Sourcing, Congregational Church of Rehoboth, Nicole Samuel Realty, Girls Inc. of Taunton, Zahara Cannabis, Mansfield Women of Today, Samsonite, and countless others who went above and beyond to support New Hope, Inc.

In March, yoga classes were featured as part of our efforts to support survivors. 'Yoga for a Cause' at America's Best Defense in Attleboro Falls, MA, generously donated proceeds from these classes. The Annual Thanksgiving food drives and Christmas toy drives orchestrated by our community contributed to bringing joy and warmth to families residing in shelters and across the communities we serve.

Thanks to the dedicated efforts of workplace volunteer teams and local partners, the New Hope Store hopes to welcome its first shoppers in 2024!

VOLUNTEERISM AND PHILANTHROPY IN FY2023

As another sign of transformation this past year, our community witnessed an uplifting surge in both individual and organizational generosity of time, talent and treasure.

Volunteers, the backbone of our community support, generously provided hygiene kits, sensory kits, and other essential goods, swag bags for outreach events, inventory for educational materials, and various in-kind support and services. Volunteers held gift drives and generated workplace donations to match their own contributions of time and money.

In alignment with our commitment to fostering community engagement, New Hope appointed its first-ever Volunteer Coordinator to help cultivate an active and engaged corps of volunteers.

We extend heartfelt gratitude to each contributor, acknowledging their significant impact on our collective endeavors.



I enjoy working with organizations such as Personal Best Charities and Christmas is for Kids to provide holiday meals and gifts for our child clients, as well as our donors in general, be it big or small. Knowing that these children will have some normalcy or something to look forward to for this time of year brings me great joy, as well as knowing it is removing one less worry from their parents who may also be struggling in many ways.

MARIA MENDOZA-CARBONELL
Executive Assistant

To further extend assistance to our clients, New Hope initiated a store where individuals can 'shop' for essential items at no cost. This innovative initiative aims to provide indispensable resources and foster a supportive community for those served by the organization. These developments signify a period of robust growth, expanded operations, and increased support for both our internal functions and the well-being of New Hope's clients.

“ Thank you to our community partners and donors. Your gifts have directly contributed to the work we do, for the healing of our survivors.

New Hope Staff and Board of Directors

“ People don't realize how big the problem of domestic and sexual violence is. It's friends, it's neighbors, it's relatives. You don't know where it's hiding. To support New Hope is to help get this information out.

Tony Gallo, Gallo Moving and Storage

STORIES OF RESILIENCE

JAMIE'S STORY:



“ Six months pregnant with two young daughters, I reached out to New Hope last year seeking services for my family. With the exception of a single suitcase, we left everything behind in Florida seeking safety and support here in Massachusetts. I grew up a child-witness to domestic violence and I promised myself I would never let anyone put their hands on me, so when the verbal, emotional, and sexual abuse began I didn't recognize it as DV. It took me 11 years and multiple tries, but last July I finally made the (first) hardest decision of my life.

While loved ones had done their best to support our transition, insensitive remarks, questions, and expectations perpetuated the shame, guilt, insecurities, and doubt that we had to navigate after leaving an abusive situation. New Hope provided crucial services to my daughters and me for the past year, from individual counseling and gifting resources during the holidays, to the most pivotal part of my healing, the DV support group.

Johanna and Gisabel created a truly safe and loving space where I felt supported, each and every step of the way as each new version of myself unfolded. On the hard days/weeks, this support group has been my glimmer of hope. In addition to learning all about domestic violence, its impacts, and what to expect as a survivor, Johanna and Gisabel maintain space for members to support and connect with each other. These incredible facilitators always lead with patience and understanding always, they take our suggestions for improvement and work them right back into the group, and on the best and worst of days, they show up for us, encourage us, and inspire us. I know I'm not alone when I say that the DV support group at New Hope has been essential in my healing and I don't know where I would be today without it.



DEVON'S STORY:

“ I came to New Hope because I realized something had happened to me in my past relationship, which brought a lot of confusion and feelings of anger, and sadness. I came to New Hope to see if they could help me clarify and understand what had happened to me and what I went through in my relationship. They exceeded my expectations and gave me the time and space to feel all the feelings I had at the time.

They gave me validation, comfort, and safety, knowing I had a team of people there to help me come out of survival mode and start my healing journey.

New Hope's staff have been accommodating and welcoming in the six months I have been with them. They provide survivors with multiple ways to meet - in person at the office, or online for counseling. It's comforting to know that if I need to talk to someone at any time, day or night, and it will be a couple of days before I meet with my counselor next, I can call the hotline. Not only does New Hope provide counseling services, but they are also more than willing to help you out if you need any hygiene products or gift cards. As a college student, I am grateful for their kindness and attentiveness to their clients on all levels. One of my favorite aspects of New Hope is that they offer you opportunities to participate in group counseling sessions, which, in my experience, has been genuinely empowering and has taught me the power of confiding in others. It has allowed me to test my limits in a comfortable and safe environment and prove that I am healing in more ways than I believed.

ILLUMINATING HOPE

NEW HOPE INC.'S RADIANT SERVICES IN 2023

SEXUAL ASSAULT NURSE EXAMINER (SANE) MEDICAL ADVOCACY

In the pursuit of healing and support for those who experience sexual assault, New Hope offers medical advocacy services. Our dedicated Sexual Assault Nurse Examiner (SANE) Medical Advocates stand as beacons of empathy, providing accompaniment, support, and essential referrals to every survivor of sexual assault at Morton Hospital in Taunton and Sturdy Hospital in Attleboro.

1,492 SUPPORTED IN OBTAINING RESTRAINING ORDERS AND/OR PROTECTION ORDERS

Our commitment to safety extends through the SAFEPLAN program, where advocates stationed in seven district courts and one probate court lend their strength and expertise to individuals seeking restraining and harassment orders. Supported in part by the Massachusetts Office for Victim Assistance (MOVA), this initiative helps survivors navigate the complexities of the civil legal system.

556 INDIVIDUALS SUPPORTED IN NAVIGATING THE CRIMINAL LEGAL SYSTEM

In collaboration with police stations across the region, our Civilian Police Advocate (CPA) stands as a guiding light for individuals in Southbridge and Webster. Offering crisis intervention, safety planning, and assistance within the criminal justice system, our CPA serves as a beacon of support during challenging times.

COMMUNITY-BASED ADVOCACY

Our advocates assist individuals with finding resources to enhance their safety while staying in their home community. Local assistance aims to minimize future risk and prevents the need to flee to shelter.

1,170 CALLS SUPPORTED THROUGH OUR HOTLINE

Our Toll-Free, 24-Hour Hotline offers a lifeline, where trained specialists offer crisis intervention, risk assessments, and safety planning. This beacon of support extends beyond survivors to family members, friends, neighbors, and co-workers concerned about someone affected by sexual or domestic violence.

HOTLINE SERVICES



The most meaningful part of our work at New Hope is helping survivors understand that they are not alone, and we are here to help them in every way possible. For me personally, what brings me joy is having a survivor open to me and trusting me with their story and trying to safety plan with them in every way possible.

NEW HOPE INC.
Staff Member



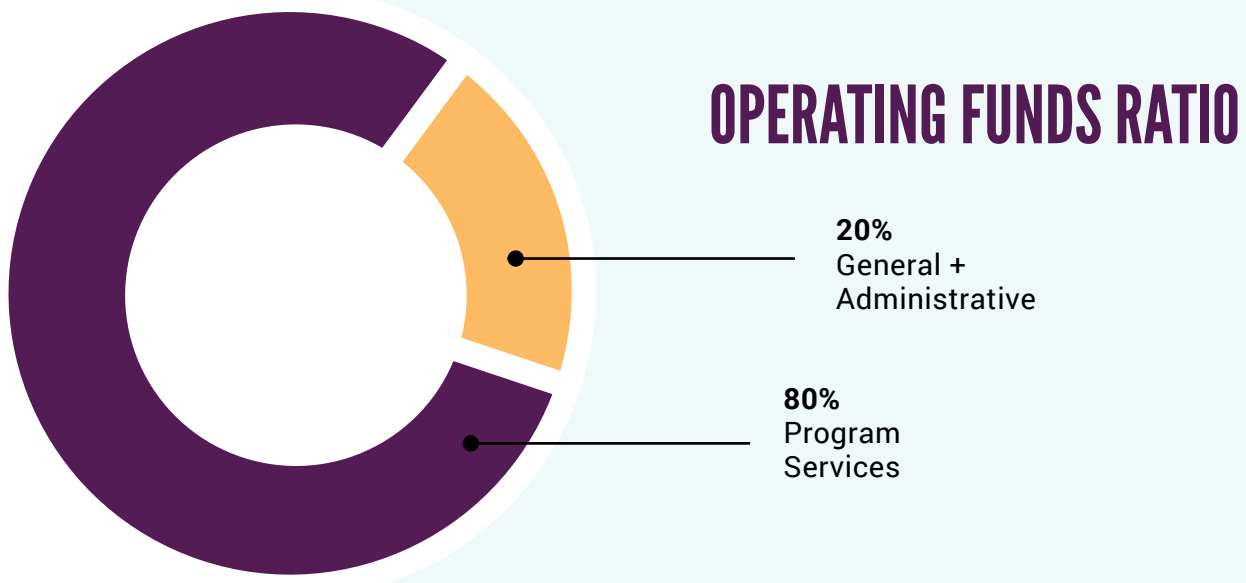
A STORY OF RESILIENCE



There are so many stories to share. One that sticks out to me was a female in her mid-40s who had to leave her home due to domestic violence. She was able to seek emergency shelter for her children and herself. When she found a place for her family, she received approval for Housing Stabilization Funding and was able to purchase furniture for her apartment. That, to me, means a lot and felt like one mission was accomplished, and that we were able to help a family in need during a difficult time.

BRENDA VALENTIN
Manager of Community Based Advocacy, Hotline & Crisis Intervention

NEW HOPE'S FY2023 FINANCIAL DATA



REVENUE SOURCES



FY2023 OPERATING FUND

Total Support + Revenue	\$4,453,099
Total Expenses	\$4,216,227
Excess (Deficit) of Support + Revenue Over Expenses	\$236,872
Net Assets as of June 30, 2023	\$2,785,845

NEW HOPE'S FISCAL YEAR 2023 FINANCIAL DATA

HOUSE OF HOPE FUNDING



The updated numbers for the FY23 Impact Report outline the diverse funding sources contributing to the construction of the House of Hope. The **capital campaign, fueled by private donors, stands at \$1,201,111**, signifying the strong support from individuals and organizations invested in the project. **Federal funds, allocated from the Housing and Urban Development fund, play a substantial role, amounting to \$2,000,000.**

The **Massachusetts Department of Housing and Community Development (DHCD) contributes significantly, providing \$2,843,530** to the initiative. State-level backing is evident through funds from the **State of Massachusetts, sourced from the State Budget and the American Rescue Plan Act (ARPA), totaling \$578,000.**

In aggregate, these funding channels contribute to a **grand total of \$6,622,641**, showcasing a collaborative effort from various sectors to realize the vision of the House of Hope.

FUNDING SOURCES

\$1,201,111

Capital Campaign (private donors)

\$2,000,000

Federal Funds
(housing and Urban Development Fund)

\$2,843,530

MA Dept of Housing and Community
Development Funds (DHCD)

\$578,000

State of MA (State Budget and American
Rescue Plan Act ARPA)

\$6,622,641 Total

GOVERNMENT FUNDING

DPH (Department of Public Health): **\$2,904,186**

City of Attleboro: **\$150,000**

Federal Funds
(Housing and Urban Development Fund): **\$2,000,000**

MA Dept of Housing and Community
Development Funds: **\$2,843,530**

State of MA (State Budget and American
Rescue Plan Act ARPA): **\$578,000**

MOVA (SAFEPLAN and VOCA): **\$925,204**

Department of Education (Shelter Food): **\$9,911**



DONOR RECOGNITION

EXPRESSING OUR ABUNDANT GRATITUDE: RECOGNITION OF DONOR GIFTS IN FY2023

We extend our heartfelt gratitude to each one of you who generously contributed to New Hope, Inc. for the 2023 Fiscal Year. Your unwavering support has been instrumental in our ability to provide critical services to survivors of sexual and domestic violence.

Your donations have not only fueled our programs but have also served as a beacon of hope for those in need. Your commitment to our mission is a testament to the collective strength of our community in fostering a safer and more compassionate world.



Top 30 Donors

**Note: Thanks to those individuals or organizations marked by an asterisk as they contributed multiple times.*

- Carol Reiling
- Dennis Hanno
- Devakumar Reddy
- Floyd Clark
- Gregory Spier*
- Heather Hendrick
- James Ferrara*
- John Stiles
- Kevin Goffe
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DONOR RECOGNITION

SPONSORS AND DONORS

Thank you for making a difference and joining us in our pursuit of healing, empowerment, and positive change. We are deeply grateful for your generosity and look forward to continuing our shared journey towards a brighter and more resilient future.

We are deeply grateful for all our donors and for the many generous in-kind, physical and monetary gifts received in 2023. Should you note a missing acknowledgement please reach out to us at development@new-hope.org.



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DONOR RECOGNITION

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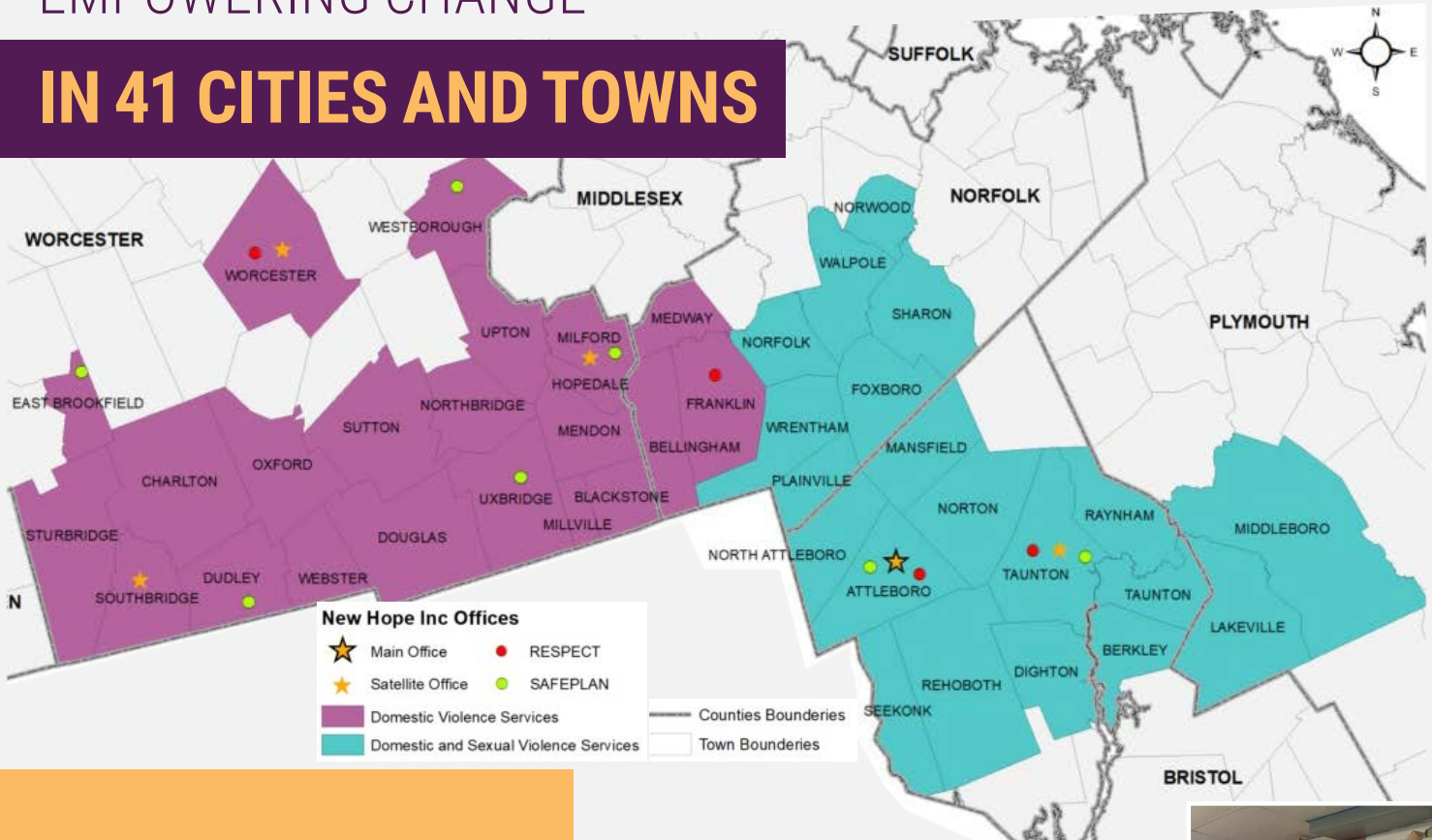
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EMPOWERING CHANGE

IN 41 CITIES AND TOWNS



JOIN OUR MOVEMENT

Connect with us and be a catalyst for change. Your support is instrumental in making a difference in the lives of survivors. Join our movement for a brighter future.

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Visit www.new-hope.org/donate-now to make an online contribution.

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Send your donation to:
New Hope, Inc.
247 Maple Street
Attleboro, MA 02703



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Volunteer Opportunities: Discover fulfilling opportunities for both groups and individuals.

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Volunteer Your Time: Contribute your talents and skills through in-kind donations.

Support Online Donation Drives: Amplify our mission through your social media.

Double Your Gift: Inquire if your employer matches charitable contributions and/or your volunteer hours with New Hope, Inc.

Learn More: Visit www.new-hope.org/volunteer-opportunities or email volunteers@new-hope.org for details.

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**YOUR INVOLVEMENT MATTERS.
TOGETHER, WE CAN MAKE A LASTING IMPACT.**