

FOCUS

A YEAR IN REVIEW

OLGA
LIFE AT
NEW HOPE
COMMUNITY

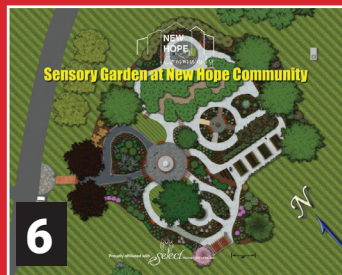
2019 ANNUAL REPORT



Table of Content



**Message from
Debra J. McGinness, CEO**



Breaking Ground



44th Annual Family BBQ



**Celebrating Our Direct
Support Professionals**



Summer Camp Adventures

4 Message from **Juliette P. McKerrell, Board Chair**

5 Message from **Bhakar Singh, President**

9 9th Annual **Wallace Berkowitz Cup**



10 Hope Farm Production

10 Staff Talent Show

11 Employee Recognition

13 Celebrating Our Nurses

13 Holiday Party

14 Moments We Share

16 Celebrating Our Staff

17 Connecting With Our Community

17 New to the Neighborhood

18 Memorandums of Understanding

18 CQL Re-Accreditation

19 Neighbor to Neighbor



20 Way to go New Hope Knights

21 #bFair2DirectCare

21 Saving Lives

22 Health Fair

23 Welcome **New Board Members**

23-25 Supporting Our Mission

26 Memorial Tribute Gifts



On The Cover:

Originally from Puerto Rico, Olga arrived at New Hope Community in June of 2017 from New York City. She moved into the Schreiber Residence at 1088 after living with her family for many years. It took her a while to adjust to her new home.

Olga enjoys arts & crafts and likes to make bracelets and necklaces out of beads. In the summer, Olga likes being outdoors on the deck of her home enjoying BBQs with friends. She also enjoys Spanish music and television shows, going out to dinner, shopping, and movies with her peers and staff. Occasionally, Olga attends the First Pentecostal Church and plays the tambourine when they sing. Olga is very close to her family and looks forward to visiting with them during the holidays.

Working Together to Become All We Can Be

Message from **Debra J. McGinness**, CEO



New Hope Community marks its 45th anniversary in 2020. Starting as a for-profit private school for people with developmental disabilities on the site of an old Catskill hotel and evolving into a nonprofit organization that offers a myriad of residential, employment, day habilitation and community-based opportunities, is nothing short of incredible. It is simply amazing what determined minds and spirits can achieve when believing in a common purpose and goal!

In this FOCUS edition, our New Hope Community President and Board Chair share exciting updates on several projects, initiatives and accomplishments. I trust you won't mind if I take this opportunity to add to our story with some thoughts from my heart.

I have now been the CEO of New Hope Community for 1½ years and I have learned so much about our wonderful organization. Helping people live their best life is what drives us each day. The beautiful layers of New Hope encompass our dedicated staff and reach beyond into our valued community. Our collective efforts form one energized and enlivened force that works to create and sustain synergies that challenge, support and broaden the lives of all those who have chosen to be part of our New Hope family.

Achieving this goal requires transparency, accountability, advocacy, vision, openness, communication, collaboration, competency and much more. New Hope is working diligently to fuel practices and processes that dynamically support a culture that allows the realization of such positioning. However, we recognize that we are a work in progress and welcome your input and involvement as we strive to become all we can be.

We also are building bridges within and throughout our community that speak to existing needs and give testament to our determination to build social capital and expand our community presence. People with developmental disabilities have yet to achieve full acceptance within our society. Few are offered roles of social value (to include gainful employment opportunities) and much more needs to be achieved as we strive to celebrate the unique and very beautiful value each person, who happens to have a disability, brings into our communal life experience. We are part of a "neighborhood" beyond ourselves and understand the importance of being neighborly, of working together, of lifting up those in need and ultimately celebrating a higher realm of possibilities and acceptance.

It gives me great pleasure to share the news of our merger with Select Human Services, Inc. on January 1, 2020. This merger is pivotal to extending the reach and diversification of our supports and services and will be a catalyst for dynamic change. On another front, this Spring we commence as a clinical site for SUNY Sullivan's nursing program and will be supporting the knowledge base and clinical skills of our future nursing workforce specific to people with intellectual and developmental disabilities. This is a most meaningful step in the delivery of increasingly holistic and informed health care. In addition, New Hope Community is partnering with the college to roll-out a Direct Support Professional (DSP) credentialing program within the next academic year which will support an enhanced level of expertise for our DSPs – staff who drive the quality of our direct supports and services – 24/7. To round it all out, we are participating in collaborative projects throughout the state that involve groundbreaking I/DD research which will ultimately advance our understanding and positioning as we continually seek to enhance the life experience of all those whom we support.

As we endeavor to grow, change and evolve, we ask that you join us. Our "Learn it, Lead it, Live it" initiative has become the "Family and Friends Network" and everyone who cares about and connects to New Hope Community is organically a part of this network. Your wisdom, your time, your financial support, is critical to our progress. We are making a difference, together, and we will continue to do so in ever-increasing ways.

I trust you sense the promise our future holds. New Hope Community - 45 years old and journeying forward – is unified, strong and poised for positive change.

In closing, I could never ask for a better role or purpose. I extend my heartfelt thanks to an incredibly competent, dedicated and supportive management team, staffing team and our community and foundation Board chairs and Boards. Their talent and support guide New Hope's path and fan the flames of our collective passion. Last but not least – thank you - for making us a part of your lives and for caring enough to walk alongside us as we become all we can be!

Sincerely,

Debra J. McGinness
Chief Executive Officer

Community Is at the Core of Our Mission

A Message from **Juliette P. McKerrell**, Board Chair



Since being elected this past spring as Board Chair, I have had the opportunity to really get to know so many of the remarkable people who form this very special "community". I grew up in Sullivan County, and am active in the business community and in my children's sports and activities. Growing up with parents who worked in the disabilities services field

instilled in me, at a young age, an appreciation for the men and women who may at first seem a little different from you and me. I now recognize the duty we all have to help educate others and build acceptance to make life better for others. At New Hope Community, we are vital, contributing members of the community, working with and helping others, every day - and our reach is growing.

There are many individuals and organizations who contribute to this dynamic, nurturing environment. From our organization's phenomenal leadership to our stellar support staff, program managers, nurses, clinicians, job coaches, and residential coordinators, I am deeply impressed by the dedication and commitment of all those who bring positivity and support to their jobs each day. I know that is not always easy, but it is always the right thing to do.

The role of the Board of Directors is to ensure the organization stays true to its mission and goals. While there is uncertainty about the looming transformation to managed care, we are primed for a relatively seamless transition. We are fortunate to have a leadership team that is "plugged in" to the many issues both at the state and federal level, and together, we are developing creative, progressive solutions to constantly adapt and improve.

I am delighted to see the growth of empowering, hands-on programs like our Hope Farm, created in collaboration with SUNY Sullivan, and our WithOut Walls enrichment program. We're reaching out to lend a helping hand to our local Head Start programs, provide farm-fresh produce and assistance for food banks, and are welcoming various community groups to our facilities to get to know each other better. The successes of programs like these encourage us to think bigger, broader and forge new partnerships enabling individuals to be active and engaged in the community around us.

Our merger with Select Human Services, Inc. on January 1, 2020 is great news -- another way we are enhancing our partnerships with other high caliber, community-focused organizations. Founded by New Hope Community CEO Debra McGinness prior to her joining New Hope Community, Select Human Services has provided

life-enhancing, community-based supports and services hundreds of individuals and families in Westchester and the Hudson Valley for the past decade. This merger gives us greater reach to assist individuals who live at home and can most certainly benefit from our wide array of services.

Other exciting partnerships are in the works to promote greater inclusivity, and contribute to a more diverse community. Our new Sensory Garden, slated to open this summer, will be a welcomed place for all to come to refresh and relax. We've broken ground on Compass Pointe Living, a new, public/private collaboration for enriched living for men and women with I/DD and their families. This prototype preserves family connectivity, allows for assimilation with other residents in the community and provides supports for parents as they age. Through another pivotal partnership, we will welcome students from BOCES for transition planning as they age out of their school-based services.

Here at New Hope, we are great collaborators and through our extensive staff training, we focus on person-centered services to ensure individual choice, quality and efficiency. This has earned us the Person-Centered Excellence Accreditation from the Council on Quality and Leadership (CQL) a prestigious, four-year award that has been a focal point for us, and we are optimistic that our hard work will be recognized once again.

In 2020, we will continue to invest in successful programs such as our Supported Employment Program, which matches dedicated New Hope workers with the practical responsibilities of a job at a local business within the community. The feedback we have received from employers over the past two decades has been outstanding, and we are thrilled to see new businesses also express an interest in hiring our dedicated employees.

I feel fortunate to have an increasingly talented Board and management team working in concert to guide our strategic initiatives. It all starts with New Hope's pragmatic leadership in CEO Debra McGinness and President Bhakar Singh. We rely on our deeply committed Board for their expertise, with officers Lori Stroh, Vice Chair; Brianne Goldstein, Secretary, and Marianne Goldman, Treasurer. In 2019, we added our newest member, Steve Skillman, who brings to the role investment management experience and fresh perspectives.

Great things are happening at New Hope Community and I am honored to play a role in fulfilling the dreams of the individuals and families we serve. On behalf of the Board of Directors, thank you for your valued support of our mission.

Juliette P. McKerrell
Board Chair

Enriching Lives With Imaginative Opportunities

A Message from **Bhakar Singh**, President



Over the past decade, a whirlwind of regulatory changes and industry-wide challenges have affected services for people with I/DD. New Hope Community has stepped up to the plate to address these concerns by introducing several exciting initiatives and innovative partnerships that are giving individuals and families even more choices.

We have stayed ahead of the curve in our strategic planning through our creative and holistic approach to address issues such as:

- **The increased need for diverse housing/living arrangements based on changing preferences and desires of people with I/DD and their families**
- **An increasing emphasis on community-based services and self-direction**
- **New workforce requirements and restrictions**
- **The anticipated move to managed care and value-based care**

We are committed more than ever to providing authentic opportunities to learn, grow and live within the broader community. This is especially important for individuals who are living at home and receiving limited supports through community habilitation or respite services. Families often struggle with a huge burden of either finding the right staff, back-up staff or a safety-net especially as they age or their circumstances change.

The ongoing challenge of finding suitable housing has been a constant and universal concern for both families and human services professionals who support them. Over the years, we have made great strides to establish a variety of group residential settings to meet individualized needs. This process has been even more difficult due to a new phenomenon – vacancies in residential group homes resulting from New York State's practice of reserving priority placement in homes for individuals who have significant behavioral and other clinical needs. We have already seen this create a "mismatch" in the dynamic of some of our homes and our residential teams are working harder than ever to manage the delicate balance of lifestyles and personalities with our housing inventory. While unwarranted vacancies for housing are occurring in increasing numbers at Individualized Residential Alternatives (IRAs) across the state, we, at New Hope, have introduced a very exciting community living solution that is both attractive and affordable for people who wish to live more independently.

Recognizing there is an unmet opportunity for people with disabilities to live their dream life in a place of their own, we have devised an exciting, ground-breaking model as a

pilot program – a public/private collaboration to create a blended apartment complex open to people from all walks of life in the community. Working with an established developer, we will unveil in Spring 2021, Compass Pointe Living, in Monticello, NY. This 63-unit rental apartment community will offer universal accessibility and modern conveniences along with on-site support and direct access to New Hope Community staff and programs. This once-in-a-lifetime opportunity allows families to rent their own apartment units in the same complex as their loved ones, fostering family connections yet still providing the freedom to live on their own. Parents who reside at Compass Pointe Living may also have peace of mind knowing they, too, have access to the same amenities and universally accessible community that their loved one will enjoy.

We recently signed a Memorandum of Understanding with Sullivan BOCES to offer transition planning for students that will provide complementary services not offered at schools such as respite and community habilitation, and expand on their skills and learning, as well as help them transition out of high school into the workforce. In 2020, we also will be opening a community center in Liberty, NY, to work with groups in the community looking to partner on literacy programs, a repair café and create a home base for our popular WithOut Walls program.

Throughout our organization, we see indications of our creative solutions at work. Technology and adaptive equipment are being used in ways we would have never imagined even just a few years ago, to unlock communication and empower individuals to engage more fully. We have begun to introduce sensory rooms in our residences and plans are underway for our inviting and relaxing Sensory Garden coming to our main campus in Spring 2021. Our hands-on enrichment activities like the popular WithOut Walls program and our amazing Hope Farm encourage our participants to fine-tune their tactile, motor and social skills, as well as explore the world around them.

And, we are looking at ways to make small but impactful improvements such as our partnership with a local pharmacy to improve pharmacy delivery systems – to make it easier for people to self-administer their prescribed medications.

With an eye toward the future, our Board of Directors and management are working to find ways to improve our successes and enhance services to enrich the lives of the individuals and families we serve. While this work never ends, I am pleased to report that we have remained ahead of the curve, poised to meet any challenges that come our way. I thank you for your continuing support as we venture into 2020 together.

Bhakar Singh
President

Breaking Ground

Compass Pointe Living

Discover a place where people live, learn, work and enjoy life together. New Hope Community and a local builder are on a mission to change lives from the ground floor up.

Recently, ground was broken on the Monticello, NY property that will be transformed into an attractive apartment complex. The units will be fully integrated and accessible for people with disabilities and also be a highly desirable rental community for others in the community.

Within this customized community, Compass Pointe Living balances health and enrichment with independence and aspiration.

COMPASS POINTE LIVING

Explore all that's possible.

The complex will consist of three, three-story buildings that house a total of 63 one and two bedroom apartments. All apartments feature smart technology compatibility and are ADA compliant. Approximately 25% of the apartments are set aside for occupancy of people with I/DD. This inclusive residential living is based upon principles of community with the safety and services of a 24-hour support network. All apartments will be available at fair market value to the families of loved ones, general public and would be appealing choices for workforce housing, seniors and students.

The project, which is expected to be completed Spring 2021, is likely to be the first of many to bring unique, integrated apartment living and a holistic lifestyle for all in the community.



Sensory Garden

New Hope Community is excited to announce that we have broken ground for our new Sensory Garden slated to open Summer 2020! Our one acre garden will provide dynamic opportunities to enjoy a multitude of sensory experiences within a lush, green and colorful oasis. Sensory gardens create an outdoor space that fuses the interaction between a person's five senses (taste, smell, touch, hearing and sight) and a diverse array of elements which celebrate the gifts of nature and enhance one's sense of harmony, balance and peace. Sensory gardens are proven to enhance the health and wellness of people with and without disabilities. We will not only be providing this garden for the people we serve and the staff who support them; we will also welcome our greater community, free of charge, to support and fuel everyone's ability to enjoy some down time in a beautiful outdoor space.



We have launched our **PAVING THE WAY CAMPAIGN** with a goal of raising \$85,000. This will ensure a space that will dynamically provide opportunities to enjoy a multitude of sensory experiences within a lush, green and colorful oasis.

This is where you can help! Become a part of the Sensory Garden's legacy for years to come. For a donation of \$125, your 4"x 8" personalized brick will include 2 lines of type with up to 20 characters in each line (each letter, number, and/or space equals one character).

Won't you join us in funding this project? We know our Sensory Garden will make a meaningful difference in the lives of many and we hope you will feel the excitement, connect with the value of a sensory garden and help us make this a reality!



<https://www.newhopecommunity.org/sensorygarden/>

New Hope Community's 44th Annual Family BBQ

There were blue skies, sunshine and a refreshing breeze on September 22. It was the perfect day for the 44th Annual Family BBQ. The 1969-themed event included a day of fun, food, conversation, dancing and socializing. With over 450 guests in attendance, we celebrated with an amazing BBQ buffet, DJ, photobooth, planned activities, SongFest, custom basket raffle and swag sale. Hope Farm and the Art Program displayed and sold their goods. It was a day for families to come visit their loved ones and connect with the New Hope Community campus, staff and other family members. There were smiling faces, singing, and just a feeling of joy and happiness. During this year's BBQ our family members were able to see the location and progress of our new Sensory Garden on the old baseball field. New Hope is very excited to have an area that will provide a stress free relaxing green space for the people we support, staff and our community as a whole. Thank you to everyone who participated in this year's BBQ. **We cannot wait to see everyone next year!**



2019 ANNUAL REPORT



Celebrating Our Direct Support Professionals

If you didn't know, National Direct Support Recognition Week is a big deal at New Hope Community!

New Hope Community would not exist without Direct Support Professionals (DSPs) who selflessly do a critical and demanding job.

Every year, the second week of September is dedicated to our DSPs. DSPs hold an important role – it's not just about ensuring health and safety, but helping those they support to work toward their life goals, build skills and lead fulfilling lives in the community.

This year, September 8-14, was full of fun activities and giveaways. On Monday, a team of people went to every home and program that employs a DSP and a random name was drawn to win a \$20 check from New Hope. On Tuesday, Thursday, and Friday our Community Bistro staff came in extra early to make eggs, bacon, sausage and bagel sandwiches for all our DSPs and breakfast was delivered to all off-site areas.

Many events were hosted throughout the week including a corn hole tournament, water pong, paint n' sip, scavenger hunt, car wash, and the ever popular water balloon drop. The biggest hit of the week was the Family Feud Tournament. New Hope Community truly feels that if we dedicate ourselves to the mission of the organization; value those who deliver service; and portray humility in leadership, the people we support experience the best quality service. DSP Week was a testament to just that.

Thank you to all of our DSPs for their dedication, commitment and compassion toward making a difference in the lives of people with disabilities.



9th Annual *Wallace Berkowitz* Golf Tournament

The NHC Foundation's 9th Annual Wallace Berkowitz Golf Tournament was held on Monday, May 20 at West Hills Country Club in Middletown. The event raised more than \$50,000, to benefit the creation of an innovative Sensory Garden at New Hope Community.

Attended by 140 golfers, each golfer was presented with a golf shirt, golf shoes, enjoyed a cigar rolling station, beer tasting provided by Roscoe Beer Co. and had a chance to win a car sponsored by M & M Auto Group on the "Hole In One" challenge hole.

The fundraising event was supported by many generous donors and sponsors including Platinum Sponsor Arthur J. Gallagher, and Event Sponsors M & M Auto Group and Sterling National Bank.

After a full day of golfing, everyone enjoyed an awards dinner where the following winners were recognized:

Winning Team: Gene Kelly, Bobby Mapes, Jared Kaufman and Dylan Dembeck

Most Honest Team: Sandy Goldstein, Dean Schaffer, Ken Weigand and Rich Lawrence

Longest Drive: Jordan Kubenik and Nolan Levine

Closest to the Pin: Jay G.

Custom PING Golf Set Raffle Winner:
Taylor Van Keuren

This event would not have been possible without the support of our many community members, sponsors, volunteers, golfers and staff.

We look forward to seeing everyone at the 10th Annual Golf Tournament on Monday, May 18, 2020!



2019

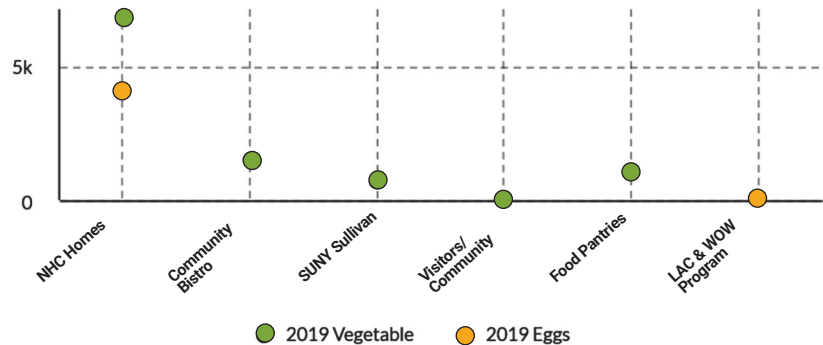
HOPE FARM PRODUCTION REPORT

Production and Distribution

Hope Farm Growth by Growing Trends

Total Seasonal Vegetable and Egg Production for 2019. Hope Farm is an expansion of our Greenhouse Program offering hands-on educational, therapeutic and recreational benefits that encourage people with developmental disabilities to learn about agriculture and horticulture providing a new approach to healthy eating.

VEGETABLE & EGG PRODUCTION



61 lbs
Visitors/Community

1052 lbs
Food Pantries

72 eggs
LAC & WOW Program

6807 lbs
NHC Homes

1558 lbs
NHC Community Bistro

4092 eggs
NHC Homes

710 lbs
SUNY Sullivan

10188 lbs
Vegetable Production

4164 eggs
Egg Production

Staff Talent Show



In July, we were able to celebrate our staff and their talents during our Annual Staff Talent Show. It is a time to feature the hidden talents that we don't often see; a time to highlight the fact that we have many special gifts amongst us.

The evening consisted of 13 acts, all of which were well received with an abundance of love and support. **Marsha Daniels** performed two original dances, **Tameka Ramos** and **Melissa Martinez** recited their original poems, **Mike Noren** entertained the crowd with a comedic performance and original songs were performed by **Andrew Bear**, **Tameka Ramos** and **Malcolm Strother**. **Brina Cohen** and **Jesse Towey** also sang and there was an original photography slide show by **Christina Seti**.

The Talent Show brought staff together by showing each other support and encouragement. It was a time to shine amongst peers without any judgment. The show also brought a few family members out as Tameka's husband, Xavier, assisted on stage by playing the drums for a few performances. Bambi Steele's son, Quinn, closed out the evening singing "True Colors." It was an amazing evening with lots of talent. We hope to get more people out to join in the next show.

If you have a talent, use it in every which way possible. Don't hoard it. Don't dole it out like a miser.
- **Brendan Francis**,
Poet, Novelist
and Playwright

Employee Recognition

As yet another year has passed, we were once again honored to recognize over 100 of New Hope Community's dedicated employees for their longevity and commitment to New Hope and its mission.

Held on May 5th at The Sullivan in Rock Hill, **Albert White**, Residential Coordinator, once again graced us with his presence as our Master of Ceremonies. With his wit and charm, he filled the room with laughter, yet focused

on the seriousness of our theme — resiliency. Albert spoke of how the resiliency of our staff contributes to our successes as an agency. **Debbie McGinness**, Chief Executive Officer, **Juliette McKerrell**, Board Chair as well as **Bhakar Singh**, President, addressed the more than 250 guests who were in attendance. The topic of resiliency was a powerful one as Debbie addressed our staff stating, "We are resilient—we are strong together and we are capable of accomplishing many great things."

This was the first year our dedicated relief staff were honored for their role at New Hope Community. It is of high importance to give the proper recognition to our relief staff, as they support many programs within the agency. **Terence Duncan**, Assistant Vice President of Program Operations, honored 16 relief staff who have shown great dedication over the year. Each relief staff member was given a certificate for their commitment and was presented with a check, funded graciously by the NHC Foundation.

We were also honored to recognize **Muriel Cypert** as

this year's 21st recipient of the Deirdre McCoy Award for Dedication and Excellence. Muriel, a Registered Nurse, has held the role of Nurse Educator within the Staff Development and Training Department for the most part of the past 18 years. This award is presented to a staff member who has been employed for a minimum of 10 years and demonstrates a unique commitment and dedication to the mission of New Hope Community.

The Maxine Belson Award was awarded to **Ebony DuBose**, a Direct Support Professional in the WithOut Walls Program. She has been a part of the New



Hope family for the past seven years. This award is presented to a Direct Support Professional who has been employed for five or more years and who best exemplifies the qualities exhibited by Maxine, a passionate advocate for the quality of life of the people we support.

This year, the 2019 Hope Heart Award was presented to **Crystal Olivera-Ramos**, Assistant House Manager at 306 Stupell Circle. This award honors a staff member who has been employed between one and five years and demonstrates a passion for enhancing the lives of those whom we support.

The family of the late Fred Birnbaum presented the first Fred Birnbaum Award to **Lori Kinne**, a Direct Support Professional in 308 Stupell Circle. This award honors a Direct Support Professional who has been employed for three or more years and is selfless in contributing many small, yet meaningful moments to someone's life. **Congratulations to all!**



Summer Camp Adventures

Our campers enjoyed the outdoors participating in archery, arts and crafts, walks by the lake, riding in a speedboat and on ATVs and swimming during this year's adventures at Camp Keowa and Aquehonga. More than 80 campers participated and several people enjoyed an overnight camping experience, setting up tents, sitting around the fire, looking at the stars, watching a movie and enjoying each other's company.



Every year, this is an amazing camping experience for those who attend. The two week-long camp sessions, one in late June and the other in mid-August, provides many campers a new experience and a chance to connect with friends and make new ones.

This year, the campers had the chance to earn badges for completing activities. This culminated in the First Annual Camp Keowa Badge Ceremony. Everyone who earned badges were also awarded a special sash.



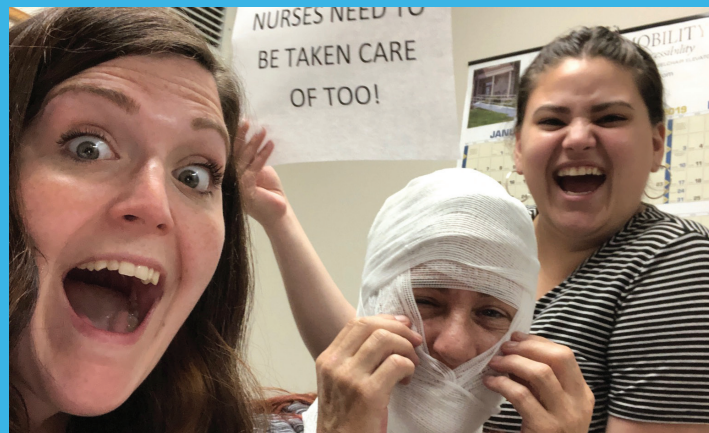
Celebrating our Nurses

New Hope Community celebrated National Nurses Week, held May 6-12, 2019.

This week-long celebration raises awareness of the value of nursing and helps educate the public about the role nurses play in meeting healthcare needs.

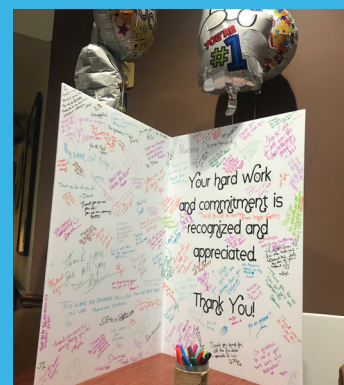
To celebrate, the nursing staff participated in a week of events and activities that included a paint n' sip, volleyball game, selfie contest, cookies & coffee open house and a dance event with "Richard Simmons". Staff also

showed their appreciation by signing a large card.



Although Nurses Week is a designated time to thank our nurses, New Hope Community appreciates the dedication, commitment and selflessness of our nursing staff every day.

"The best way to find yourself is to lose yourself in the service of others."
—Mahatma Ghandi



Holiday Party

Held at a new venue this year, Honors Haven Resort and Spa in Ellenville was the backdrop for the annual staff holiday party. As always, we had a great time and it was wonderful to gather with friends and colleagues to celebrate the season.

Surrounded by the warm lights of holiday decorations, everyone danced to the cool sounds of the DJ, enjoyed a delicious buffet dinner and sampled passed hors d'oeuvres.

Tables were decorated with poinsettias and each place setting held a special holiday gift for each staff member.

Thank you to everyone who helped make this year's party a great success!





MOM

- WE SHARE

MEMO

- WE KNOW





EVENTS WE ARE THE - STORIES KEEP -



Celebrating Our Staff

Congratulations to our staff who were honored for their dedication, selflessness and compassion in support of New Hope Community's mission.



Deirdre McCoy Award

Each year, New Hope Community presents an employee with the Deirdre McCoy Award.

This recipient is determined by a committee of past award recipients who takes into consideration the length of employment at New Hope Community, which must be a minimum of 10 years, and demonstrates a unique commitment and dedication to our mission. We were happy to announce that **Muriel Cypert, RN**, Staff Development and Training, was honored with this award. Muriel has been a part of New Hope Community for the past 18 years. Muriel has spent the majority of her tenure within the Training Department and puts her heart and soul into everything she does. She ensures the staff who participate in her classes are informed and well educated as well as comfortable with what they are being taught. Muriel is also the first to volunteer when there is a need. In the summer, you can find her at Hope Farm planting and harvesting every week, as well as going to local fire departments or visiting Girl Scout Troops to teach CPR. This award was well deserved and could not have gone to a better person. Congrats Muriel!



Maxine Belson Award

Ebony DuBose, a Direct Support Professional in the WithOut Walls Program, and an employee at New Hope community for the past

seven years, was announced the 2019 recipient of the Maxine Belson Award. The Award is presented to a Direct Support Professional who has been employed by New Hope Community for five or more years and to a person who best exemplifies the qualities exhibited by Maxine Belson, a passionate advocate for the quality of life of the people we support. Ebony is described as always being a strong advocate not just for their needs but also for their passions. She has embodied the traits of Deirdre that stood out most such as going above and beyond what is expected of her and being very caring and compassionate about those we support. Ebony is very involved in the Special Olympics, not only traveling to tournaments, games, and practices on her own time to provide support, but also playing alongside when needed. Ebony also spends her off time attending birthday parties, dances and many other events to show support for her programs and the people we support. Like Maxine, Ebony wants the people we support to lead full, vibrant lives and supports this mission in any way possible. Congratulations Ebony!



Hope Heart

This was the third year honoring an employee with the Hope Heart Award. This award is presented

in honor of a newer staff's dedication and commitment. This award goes to a staff member who has been employed at New Hope Community between one and five years. This recipient demonstrates a passion for enhancing the lives of those whom we support and is well engaged in our culture by promoting New Hope Community's person-centered approach

and by being dedicated to New Hope's mission. We are happy to announce **Crystal Olivera-Ramos** as the 2019 recipient of the Hope Heart Award. In the short year and a half that Crystal has been a part of New Hope, she has been described as passionate, dedicated and selfless, always thinking of others first. Crystal takes the time to get to know everyone she supports, and makes sure they have everything they need, plus more in their lives. Taking time out of her own life to make sure the people around her are taken care of, happy and are an in good hands. Congratulations Crystal! We are happy to have you as a part of our New Hope family.



Men @ Work

This past year **Michael Ward**

was honored in the 2019 Men @ Work edition of the Sullivan County

Democrat. The insert featured 16 businessmen from Sullivan, Ulster and Orange counties, recognizing their hard work and dedication. Mike has been an important part of New Hope for the past 18 years. Mike came to New Hope after retiring as the Chief of Police from the Liberty Police Department and with 35 years with the Loch Sheldrake Fire Department, currently holding the rank as Chief of the Department for the third time. Mike started at New Hope as Quality Assurance Specialist, and is now New Hope's Quality Assurance Safety Coordinator. Mike oversees everything safety at New Hope, all safety programs, writing and reviewing policies, ensuring compliance and conducting on-site audits to ensure compliance with safety policies. As well as being one of New Hope's trainers for a variety of different safety classes such as CPR, fire safety, emergency action planning. We couldn't have a better person holding this

position. Thank you Mike, for your hard work and dedication to New Hope, as well as keeping us all safe! Congratulations! Best wishes to Mike on his retirement commencing 2020.



The Fred Birnbaum Award

This year, the family of Fred Birnbaum felt compelled to start an award in

his honor. They wanted an award that would represent the kind of care that Fred received during his many years residing at New Hope Community. They wanted an award that represented unconditional love and acceptance of the people we support.

The recipient of this award exemplifies New Hope's culture of love; a person who has provided unconditional support, and has the ability to truly see the "ability" over the "disability". The recipient must show unconditional support and acceptance, appreciate the small moments, know its "OK" to ask for help, impressed upon others, expect the most, tolerate thankless days, smile and go the extra mile.

This year we were happy to honor **Lori Kinne** with the very first Fred Birnbaum Award. Lori, a Direct Support Professional, has been an employee at New Hope Community for the past 11 years. Over the years, she has shown her dedication and passion to those whom we support in every way. Lori always sees ability over disability and does so from her heart. Lori is full of compassion and thoughtfulness challenging not only herself to do more but the people around her. Lori is a prime example of a person who provides unconditional support. Thank you, Lori for all you have done and continue to do.

Connecting With Our Community



On October 24th, New Hope Community hosted a reception at UBS Financial in New York City. The families and friends who attended made this a truly special event. As our host, Adam Epstein of UBS said in his warm welcome, "Giving to an organization is an investment in its future growth." At New Hope, we agree with that perspective and look forward to working together as we develop and grow to enhance and enrich the lives of the extraordinary individuals we support.

Debbie McGinness, New Hope Community Chief Executive Officer provided exciting updates that speak to growth and positioning that is relevant, keeps New Hope current and represents meaningful change. She discussed the tremendous strides being made through new partnerships and expanded affiliations, particularly with Select Human Services, which officially becomes a part of New Hope Community at the start of the new year.

Debbie also addressed the many additions and future advancements, such as our Sensory Garden and Compass Pointe Living, a ground-breaking approach to fully integrated apartment housing in a blended community setting. This attractive rental complex is suited to both you and your loved one, where you can live as a neighbor to your son or daughter, nephew or niece, while each having full access to the supports you may need today and in the years to come.

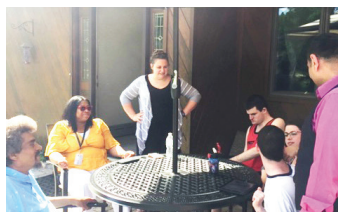


Our two guest speakers, Gisselle Acevedo and Judy Grossman from the Ackerman Institute for the Family, shared an important message on their insights into loving relationships and the family dynamic. What New Hope does is ultimately all about enhancing the lives of the extraordinary people we support as we continue to extend our best efforts to fuel person-centered lives.



New to the Neighborhood

The staff and residents of our newest community home located in South Fallsburg hosted an open house on June 12th in celebration of its opening. Attended by employees, neighbors, families, friends and leadership, the event celebrated the hard work that went into making the house a beautiful home. Town Councilman Joe Levner was also in attendance. He was familiar with the property prior to the remodel and made a special visit to help celebrate and see the new, remodeled home. Everyone and staff prepared salads, pulled pork, hot dogs and hamburgers, in addition to serving catered fare. Held on a beautiful day, everyone was also able to enjoy the outdoor space.



Memorandums of Understanding



New Hope Community continues its reach throughout Sullivan County to expand community partnerships and collaborations with our neighbors.

In October, New Hope Community signed a Memorandum of Understanding with SUNY Sullivan to become a clinical site for their nursing program beginning in



This is an important step in supporting future nurses with a knowledge base and skill set that will support I/DD training opportunities and expand the optimal health and positive health care experience for people with I/DD.

We have also created a process that enables us to welcome both volunteers and interns to New Hope Community. We recently signed a Memorandum of Understanding with Sullivan County's BOCES program to work with their students and expand their exposure to and understanding of people with I/DD – our New Hope family.



the 2019 academic year. Research shows that undergraduate and post-graduate nursing education programs provide minimal instruction and clinical experience specific to caring for patients with I/DD.



CQL Re-Accreditation

We are excited to announce that we successfully earned our Person-Centered Excellence re-accreditation with The Council on Quality and Leadership and are looking forward to another four-year partnership. In CQL's own words, accreditation is important because, "Through an open, honest, and unbiased evaluation by outside experts, accreditation equips organizations with valuable information and action steps for improvement." Our accreditation wasn't about passing a test, but about participating in a process that will bring about systemic, person-centered transformation.

Recently, we received approval for our short-term plans that will align with our mission statement of challenging ourselves to enhance the lives of people with intellectual and other disabilities. Stay tuned for more specifics on

those plans and the positive impact they will have on the organization and those whom we support.



**CQL | The Council on
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Neighbor to Neighbor



New Hope Community believes in giving back to the community and dedicating efforts to the building of community networks and partnerships that improve the lives of all involved. It's about building social capital with the understanding that each community member's wellbeing is shaped by that of another. We are strongest, healthiest and most productive when working together.



Through strong partnerships with civic organizations, area employers and educational institutions, such as SUNY Sullivan and Sullivan BOCES, New Hope Community also creates countless opportunities for the men and women of NHC to support dynamic programs, projects and initiatives within Sullivan County.



New Hope hosted their 2nd Annual Holiday Family Dinner on December 10th and, once again, partnered with Officer Edwards for the annual Fallsburg PBA Toy Drive Giveaway. This year, NHC volunteers dished up 541 hot meals prepared by

the Community Bistro and served them with a smile to Sullivan County families. Each child received a gift from Santa and his elves. Several generous companies donated items which added



to the festivities, including: Ideal Snacks Corporation, Freskeeto Frozen Foods, Inc. and I Zakarin & Sons Paper, Inc.



Through its ongoing relationship with Sullivan County Head Start (SCHS), in Woodbourne, NY, New Hope Community volunteers and staff members also "adopted" 93 children for the holidays, providing nearly 300 wrapped gifts from the children's personal wish lists. Earlier in the year, costumed staff and individuals from NHC hosted a Halloween trick or treating event for 160 Head Start children in NHC's main building. NHC also contributed funds to help support Head Start's clinical and programming services to children and their parents.



New Hope Community also recognizes first responders at local fire and rescue departments and contributes time, food and dollars to local food pantries and community nutritional programs.



This past Thanksgiving, NHC made possible the distribution of 100 meals through the Church of the Immaculate Conception in Fallsburg, NY and additionally contributed funds benefiting the Federation for the Homeless in Monticello and St. Andrew's Episcopal Church in South Fallsburg. NHC also provided provisions for the SUNY Sullivan Food Pantry which assists students who are unable to afford standard meal plans. And, the Community Bistro, in conjunction with their Day Habilitation Program participants prepared enough soup to feed approximately 3,240 local people in need over a three-month period in support of the Sullivan County



Community Lunch program. Each growing season, New Hope Community's sustainable Hope Farm donates fresh produce grown



and harvested by those supported at NHC, to area residents who face nutritional hardships. By sharing the fruits of their labor, those working at Hope Farm – some of whom rely on special off-road wheelchairs to navigate the terrain – can alleviate hunger and support nutritional health within their community.



New Hope Community has been a part of this community for more than 40 years, and our neighbors are our extended family.



It is a real privilege to be able to demonstrate our commitment to our community. We all need to support one another in ways that collectively lift us up and bring us together.



Way to Go New Hope Knights!



The New Hope Knights Special Olympics calendar was filled cover to cover in 2019. Over the course of twelve months, approximately 30 athletes competed in a dozen tournaments across five different Special Olympics sports. Starting in January, the Knights basketball team began their season with a rigorous practice schedule. The team first competed

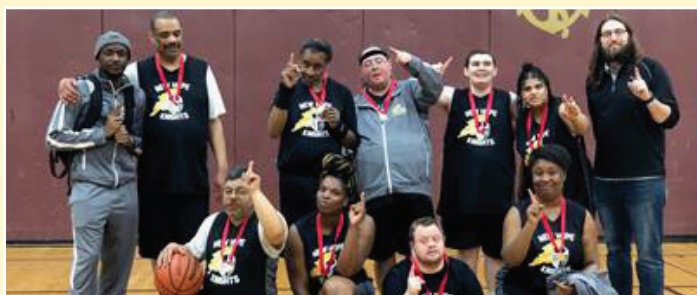


in a regional tournament in Arlington, NY, taking first place in the competition. Tournament standouts included Buck, Noah, Jastana and new-comer Jeremy. The Knights ended the season at the annual unified tournament in New Paltz, where coaches and athletes take the court to compete together. It was a bittersweet end to the season after two incredibly



hard fought games, losing the first, but winning the second to finish in 3rd place.

In the midst of a busy basketball season, track and field practices commenced. Twelve athletes (some

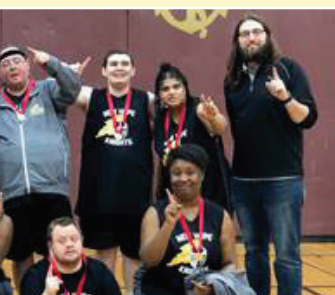


multisport athletes) prepared for their individual events. April brought the Hudson Valley time trials at Monroe Woodbury High School. This event sorted athletes into groups for the upcoming Hudson Valley Spring games at West Point Military Academy. The Knights, accompanied by the cadets of West Point, scattered to their respective events and competed well enough to be chosen for the Special Olympics New York State Summer games. So, with high expectations



surrounding them, the team traveled to Vassar College in June for the weekend. They competed with heart and vigor, and represented New Hope Community with sportsmanship and class. Ten out of 12 athletes finished top two in their groups.

After a short break, golf and softball season began in tandem. With three golf events on the calendar, four golfers were able to compete in alternate shot tournaments with their unified partners, while also



competing in the skills competition in the final tournament of the year. The



team traveled all the way to Long Island on two separate occasions to play in alternate shot tournaments.



challenge and a first place finish in the alternate shot. The very next day, the softball team was in Beacon for the Hudson Valley Fall Games. The unified team played three incredibly competitive games, and finished third in the six-team field.

Finally, as the year came to a close, the bowling team met once a week to prepare in a carefree environment. With two tournaments on the docket, the team of 19 headed to Newburgh to bowl their hearts out in the Hudson Valley regional tournament.



Special thanks to the coaches and partners who help make these events possible: Lawrence Crawford, Terrell Epps, Brina Cohen, Paige LaPolt, Ebony DuBose, Samantha Knapp, Scott Whitehead, Robby Garay.



#bFair2DireCtcare

A group of determined folks headed to the Change Point Church in Poughkeepsie on January 10th and rallied in support of living wages for NYS Direct Support Professionals.

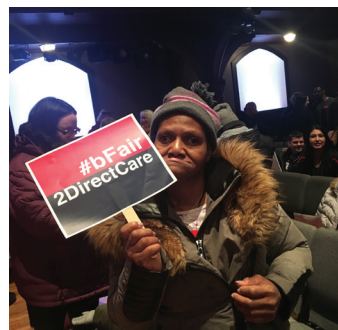


This rally called on the Governor and the State Legislature to continue to provide funding for a living wage for DSPs in 2020.



#bFair2DirectCare is the voice of more than 130,000 New Yorkers with developmental disabilities, who often cannot speak for themselves. It is also a call to action to remind state leaders that direct care not-for-profit agency staff are agents of the state who need a fair rate of pay which is commensurate with their vital support responsibilities.

Terra Peterson, House Manager and Mike Noren, Day Program DSP, coordinated with other staff and individuals, urging as many people to attend and helping to arrange transportation. People attended from many agencies and many parts of the state. Speakers included elected officials, family members of individuals receiving supports, and individuals expressing their appreciation for their



staff. We are proud to say that Roger rushed to the podium and delivered his own message into the microphone, "Give our staff a raise!"

Thank you to all of the staff who attended the rally and also to the individuals who came to show their support.



Saving Lives



This year in March, July and November New Hope Community teamed up with the Loch Sheldrake Fire Department and collected over 90 units of blood. Up to three lives can be saved with just one pint of blood. Staff, family and friends of New Hope Community helped save over 270 lives!

The blood drives weren't just about collecting blood. We held a baking contest, and gave the goodies out to all those who donated. Many staff members prepared delicious sweet treats to share with donors. We also offered raffle prizes and held drawings every hour. We have amazing staff who work here, and as always, they generously volunteered their time to ensure each drive was a success.



Health Fair

On Wednesday, October 23rd, we welcomed over 30 vendors from Sullivan and Orange Counties to participate in our bi-annual health fair. We had a tremendous turn out of more than 260 staff who explored areas related to their physical, mental and financial wellness. We were also joined by Bee Moser, a nutrition educator from Eat Smart New York, who provided an educational seminar. She focused on eating healthy on a budget and decoding nutrition labels to better understand what one is eating. We were also able to collect food items that will ensure the shelves at SUNY Sullivan food pantry are stocked for students in need of nourishment. Some vendors offered raffle prizes for visiting their booths. Each staff who visited at least eight vendors were given five raffle tickets for a chance to win raffle prizes.

The winners of our fabulous raffle prizes were:

Forestburgh Playhouse passes: Tara Vasko

Snowshoes: Crystal Ramos

Souped Up Crockpot: Jonathan Gonzalez

Fitbit: Adrian Trinidad

Great Escape passes: April Davis

Kayak: Kaitlyn Crandall

A huge thank you goes out to Muriel Cypert, our very own Nurse Educator, who planned, organized, and developed a wonderful day for staff and local vendors.



Welcome New Board Members

We are happy to announce the appointment of **Stephen Skillman** and **Carla Chadwick** as new Board members.

Steve Skillman joined the New Hope Community Board in early 2019 and became Chairman of the NHC Foundation Board in December 2019. He recently retired from a 32-year career in Global Corporate Banking, where he most recently served as Managing Director at Royal Bank of Scotland in London. Prior to Royal Bank of Scotland, Steve held positions at JP Morgan and Royal Bank of Canada in Manhattan. A majority of his career was spent leading teams of currency risk advisors to global multinational companies, executing billions of dollars in cash and derivatives contracts on the trading floor. During his years on Wall Street, Steve had broad responsibility for analyzing financial markets, recruiting and managing talent, corporate marketing, and client relationship management.



Stephen Skillman
New Hope Community Board of Directors
NHC Foundation Board of Trustees

Steve has been active in non-profit and community activities. He is the founding President of Campus Bound Scholars, an organization dedicated to mentoring first generation college students, and he currently serves as Chair of their Advisory Council. He has been active in his local church, where he served as President of the Board as well as Chairman of their \$1,000,000 Capital Campaign.

In 2012, he helped launch and currently serves on the board of the Westchester Youth Alliance, an interfaith youth group based in Westchester County.

Steve earned his BA in Economics from Hobart College and an MBA in Finance from New York University Stern School of Business. He currently lives in Port Chester, NY with his wife Pam, and is the proud father of three grown children.

Carla Chadwick didn't grow up appreciating the work she does now. As the daughter of direct mail pioneer, Sanky Perlowin, Carla used to tell her friends, "My mom makes the junk mail your mom throws away." It wasn't until many years later, when she was hired as a Creative Director at the company her mom started, that Carla really understood what her mom loved about her work. After her first meeting with a nonprofit, Carla was hooked. She knew she was right where she belonged, helping nonprofits raise money so they could focus on their mission. Every day, Carla brings this dedication and her love for helping nonprofits meet their goals to her work as a Strategy Director at Concord Direct. Clients love her enthusiasm and her extensive experience in creative and strategic campaign development, as well as in digital fundraising.



Carla Perlowin Chadwick
NHC Foundation Board of Trustees

Her career has enabled her to work with many nonprofits, including the Children's Hospital of Philadelphia, Smithsonian Institute, PetSmart Charities, NAACP LDF, Scripps Research Institute, Habitat for Humanity, and Covenant House. She also led the team that developed the "Not a Game" campaign, which raised awareness of the connection between the Super Bowl and sex trafficking and won the 2016 Care2 Impact Award. She is also a frequent speaker at industry conferences, including Bridge Conference, DMFA

Annual Conference, and the AFP International Conference.

Even though she is now an award-winning fundraiser and sought-after speaker in her industry, Carla is still surprised she ended up in the same business as her mom. But every day she comes to work, she's thrilled she did.

THANK YOU! For your generous donation of goods and services!



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Supporting Our Mission

We are extremely grateful to our many donors whose gifts truly make a difference in the lives of the people whom we support. Your generous gifts provided much needed funds to important programs that enhance the lives of many individuals, including planting, growing and harvesting farm fresh produce at Hope Farm; the camp experience at Ten Mile River Scout Camps, providing an opportunity to interact with nature in new and wonderful ways; contributing to the Knights sports teams for the purchase of uniforms, equipment, food for away games and travel expenses, and the building of a Sensory Garden on the New Hope Campus for the people we support, staff and community to enjoy. Thank you again for your support of New Hope Community.

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These donors have honored a family member, friend or loved one with a tribute gift. The NHC Foundation will use these gifts to benefit and enhance the lives of people with intellectual and other developmental disabilities, unless previously designated to a program or service. Thank you all for your generosity.

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Your grandson Titus Ray – Mr. and Ms. Geoff Wolport

Your grandson Gideon – Mr. and Ms. Alan Ganek

Your grandson Jonah Samuel – Rabbi Les Bronstein and
Cantor Benjie Schiller*Abby Wasserman & Daniel Jaffe***In Memory of Donald Levy**

Gary N. Spero Community Mental Health Foundation

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In Memory of Carol A. Kendall

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Christopher Martin

In Memory of Joanne Bardsley

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Edward Winters

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Mr. and Ms. Douglas Posey

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*Abby Wasserman & Daniel Jaffe***In Honor of your New Job Ashley Pinto***Abby Wasserman & Daniel Jaffe*



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