

FOCUS

A YEAR IN REVIEW



2020
ANNUAL
REPORT



FOCUS



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On The Cover: Lindsey has been living at the Our Street home since she arrived at New Hope on June 3, 2014. She enjoys spending time on her tablet watching videos and going out for chocolate ice cream with her staff.



Looking Back – Looking Forward – A Story of Heroes, Warriors and Champions



Message from CEO
Debbie McGinness

In our 2019 Annual Report, I noted that New Hope Community would mark its 45th anniversary in 2020. Who knew that two months in, our “biggest” event would prove to be a life-changing pandemic. Amazingly, in the pain of this unwanted journey, the best and most beautiful of our New Hope family rose to the surface and shined brightly. Although in a constant state of change that impacted every dimension of our daily life patterns, everyone pushed forward with flexibility, dedication, compassion and resilience. I couldn’t be more thankful or more proud! Our website (www.newhopecommunity.org) contains a library of COVID-19 updates posted throughout 2020 and if you haven’t yet done so, I invite you to travel through these posts to discover all the incredible ways in which we came together.

Despite this pandemic, we were able to accomplish several goals in support of our Five Year Strategic Plan. In 2000 we applied and were approved to be a DSP Apprenticeship Program

Employer to provide related DSP field experience in tandem with SUNY Sullivan’s new DSP Certification Training Program. We expect this to launch by the fall of 2021. We were also able (with careful protocols in place) to resume and expand our SUNY Sullivan nursing student clinical rotation last fall. In November, we launched a multi-year grant-based telemedicine program with 28 of our residences. It is proving to be highly effective as a holistic tool for the provision of emergent health needs and we look forward to expanding this across the organization in the future.

Additionally, we launched an exceptional virtual training platform (Relias) in January 2020 which has robustly supported our ability to provide flexible, diverse and in-depth staff training opportunities. The timing of this roll-out could not have been better! Although construction timelines were impacted greatly by COVID-19, our beautiful Sensory Garden was brought to near completion and we hope to have a dedication event later this year to celebrate this wonderful, healing, peaceful space within our main campus.

And there’s more good news! In April 2020 we welcomed a new Executive Director for our NHC Foundation, Tom Burnham. He came with extensive philanthropic experience in our field and has become an important member of our senior leadership team. Although limited by COVID-19 restrictions, he has worked hard to get to know our New Hope family and has been successful in securing grant funding to help offset COVID-related revenue losses, as well as incurred expenses. He is also committing efforts to building our donor base which is foundational to our fiscal strength and viability moving forward. Please be sure to read further in this publication to learn more.

I am also thrilled to share the wonderful ways in which we reached out to our community. We contributed to a local church in the Woodbourne to enable the delivery of hundreds of Thanksgiving meals to families in need. We also presented a check to our local Head Start program to purchase holiday presents for 100 children. We supported our regional medical center with their Heart-A-Thon and recognized all our local first responders. Last but surely not least, we held our 3rd Community Outreach Dinner on December 15th, and served 328 free hot meals as an outdoor drive-thru experience. It was a beautiful evening filled with warm greetings, smiles and many thanks. We get that community matters and we know that we will always be stronger, together!

In the last six months of 2020, I worked extensively with my senior team and department heads to determine needed change specific to processes and personnel to support our ability to achieve optimal positioning in support of our mission-driven purpose. Much more will be shared on this front throughout this year, but one key change well worth noting is the promotion of Karen Russell to the new position of Chief Operating Officer (COO). Karen has proven to be an outstanding asset to New Hope Community and I am confident her enhanced capacity will serve to further her positive impact.

There are so many challenges facing our sector and our society and we are keenly aware of our responsibility to actively build a positive, diverse, inclusive culture that engages in holistic approaches, promotes community partnerships and involvement, celebrates growth and keeps our position as a service provider, secure. I believe our careful expansion and re-positioning will equip us to explore and create change that will enhance our viability, relevance, and impact – as a service provider and as an employer.

I do need to note (as I’m sure many of you know) our service sector is facing unprecedented funding cuts. We are working hard to strategically re-position and respond to ensure we don’t just survive, but continue to thrive. We recently rolled out an “Action Alert” system through an advocacy platform (VoterVoice) and will be providing information with a call-to-action throughout the year to encourage your voice to join our cause. Please know your voice matters and that we will always effect change to a greater degree as a collective, unified voice.

This past year in review truly proves out that we are an organization of champions; pushing through, rising above, seeing the possibilities, capturing opportunities, fueling community connections and creating positive change.

Life can throw curve balls and we never know what our future holds. But 2020 proved that we are pretty capable of handling just about anything. I am so humbled and so thankful. I extend my sincere thanks to our incredibly competent, dedicated and supportive leadership team, staffing team and our New Hope Community and NHC Foundation Board Chairs and Boards. Everyone’s support has been essential in guiding New Hope’s path during challenging times. And to all our readers, “thank you” for making us a part of your lives and for supporting us. New Hope truly is a community of heroes, warriors and champions.

Sincerely,

Debra J. McGinness
Chief Executive Officer

Strength and Leadership Guide Us Through Challenging Times



A Message from Board Chair
Juliette P. McKerrell

We are fortunate to have a leadership team that brings diverse backgrounds and skills who offer creative, progressive solutions for the challenges we face today. New members and those with longevity blend their insights and create a rewarding exchange of ideas and knowledge. Together, we are working to position New Hope as a progressive and successful organization devoted to empowerment of individual choice and the fulfillment of dreams.

Early in my career as a banking professional, I participated in a leadership development program through the Sullivan County Chamber of Commerce which gave me the training I needed to serve in a not-for-profit capacity here in my own community. When the opportunity arose for me to join the New Hope Community Board of Directors in 2016, I was incredibly excited to be a part of an organization known for outstanding care and support for people with disabilities. It is a privilege to now serve as Board Chair, especially at this pivotal time when the New Hope Community mission is expanding to foster increased community integration and independence, while federal and state reimbursement is shrinking.

New Hope Community (NHC) is both strong and adaptable. In 2020, as the COVID-19 pandemic reached our doorstep, we saw incredible resiliency among our amazing staff and the individuals we serve. They willingly masked up, locked down, and attended Zoom meetings to access their services and supports. The staff showed great strength and flexibility—ensuring our individuals remained safe yet engaged and challenged. Thankfully, due to strict adherence to protocols, we were able to maintain a low rate of positive COVID infection throughout our organization.

Leadership stepped up our strategic planning and communication, especially with our families, to reassure them and convey information that affected their loved ones. We persevered – we found ways to make things work. Our cancelled 45th Anniversary Family BBQ was celebrated with the creation of a Family BBQ Memory Book that showcased images of Family BBQs from years past. Many of our supported employment program workers, who were furloughed, took to Zoom for online trainings with their job coach to keep their job skills and soft skills polished, while waiting for their workplace to reopen.

The NHC family looks forward to a return to a healthy and productive 2021. We hope to fully re-engage with community partners. One example is our volunteer internship program through BOCES that allows students to be mentored by various New Hope department leaders to educate students about NHC, making them aware of potential areas of employment after graduation.

Last year, we continued to implement new training and service approaches to support enhanced staff knowledge and skill sets, as well as the delivery of pro-active, alternative health care. Last January we launched our comprehensive virtual staff training program (Relias) and in November we rolled out telemedicine in 28 of our residences through a grant-based opportunity. These are just two examples of ways in which we are supporting our ability to deliver informed services that holistically speak to the achievement of personal outcomes and a meaningful quality of life. We are also excited to dedicate the opening of our relaxing Sensory Garden at our main campus this year.

We are fortunate to have a leadership team that brings diverse backgrounds and skills who offer creative, progressive solutions for the challenges we face today. New members and those with longevity blend their insights and create a rewarding exchange of ideas and knowledge. Together, we are working to position New Hope as a progressive and successful organization devoted to empowerment of individual choice, and the fulfillment of dreams.

This year, we lost our revered Board colleague, Robert Wong. Robert was a bright, talented insurance executive and friend who quickly left his mark on our organization. We are thankful for his outstanding leadership, friendship, guidance and invaluable contributions to New Hope.

We are grateful for the support, knowledge and expertise of New Hope's Chief Executive Officer Debra McGinness who is a true champion for those we serve and has set the example for us all to aspire to. Along with efforts of our leadership team, Chief Operating Officer, Karen Russell, Chief Finance and Administrative Officer, Tariq Iqbal and NHC Foundation Executive Director, Tom Burnham along with the Foundation Board, we can be assured we will be on a firm footing for decades to come.

I thank our deeply committed Board for their efforts and expertise, with officers Lori Stroh, Vice Chair; Marianne Goldman, Treasurer and Brianne Goldstein, Secretary who helped guide us through this challenging year and never lost sight of our mission.

I firmly believe that together, we can continue to build life-changing relationships and apply the resources and encouragement needed to achieve a meaningful and empowered life. Let's all stay safe and build on the best of 2020!

Juliette P. McKerrell
Board Chair

SHS Joins the New Hope Community Family; Pandemic Calls for Shuffling Priorities



A Message from
Margaret Wicksman
Vice President
Select Human Services, a Division
of New Hope Community, Inc.

After a year filled with great challenges and opportunities, we have emerged stronger and more connected to our mission than ever. On January 1, 2020, Select Human Services, Inc. (SHS) merged with New Hope Community, Inc., linking two successful organizations that make a positive impact on the lives of hundreds of people who have uniquely different developmental disabilities. While our agencies operate under different models and geographic service areas (i.e., Community Habilitation vs. Residential and Westchester County vs. Sullivan County), the results we achieve jointly are all about supporting person-centered, meaningful lives for people with intellectual and other developmental disabilities (I/DD).

Just two months after the merger, COVID-19 developed into a global pandemic. We realized the first task at hand was the safety and wellbeing of the people we support. We also needed to ensure that families and staff remained informed and supported. And, while we were concerned about the threat of COVID, we remained focused on our goal of meeting

the needs of individuals and families in Westchester County for personalized, self-directed services and supports.

Our excellent reputation has enabled us to generate more than 100 new referrals a year, and in 2020, Select Human Services was able to provide both community habilitation and respite support to 477 individuals as well as respite programming to an additional 75 individuals.

Pride in Our People

Our staff is made up of dedicated and caring people with extensive experience in the human services field and career longevity at SHS. As an agency, we are adept at connecting Direct Support Professionals (DSPs) with individuals based upon the type of supports and level of care that each person needs. We also pride ourselves in giving families the opportunity to select the staff whom they feel will be the best match to support their family member. We take the time to facilitate relationships.

SHS's Case Management Team works with the entire family support system to ensure that all referred families receive the ideal support they need from our community habilitation and respite services. We have approximately 450 part-time DSPs who show an unwavering commitment to the individuals we support. Their creative approaches have kept our individuals engaged and striving to reach their goals, especially during these challenging, rapidly changing times.

Ingenuity and Stability During Uncertain Times

In early March, the Governor declared a disaster emergency in the State of New York. We acted quickly to ensure we maintained our mission "to empower children and adults with developmental disabilities to live a life that best speaks to their unique self and supports their choices, needs, wants and hopes."

We immediately transitioned most of our on-site staff to work remotely from their homes. Our DSPs continued to provide vital support to the individuals and families in their homes and for the first time ever offered support via telehealth. Our management team quickly put policies and procedures in place to support our staff and keep them apprised of any changes in directives and guidance from the Office for People with Developmental Disabilities (OPWDD) and New York State. I witnessed a remarkable commitment from our Waiver Services Managers and our DSPs who brought a sense of calm and normalcy during this unsettling time. They demonstrated an ability to think outside the box to give families the opportunity to continue receiving supports through trying times.

Our popular Life Skills Studio reimagined their programs and managed to operate our Creative Corner, Fitness, and Girls Group remotely. Craft supplies for the various art projects were pre-packaged and activity kits were distributed at our curbside pick-up window. To keep individuals both connected and having fun, we held a virtual Bingo game, using Zoom, on a weekly basis. Families got involved and donated gift cards to be mailed to the game winners as prizes. We also hosted a Halloween-themed, socially distanced Trick or Treat Drive-thru and, most recently, a spectacular Holiday Lights Drive-thru for the families whom we support. We look forward to resuming our on-site programs and are also exploring the possibility of continuing some remote programs to meet the needs of those who are unable to make it to on-site programs.

Flexibility with Self Direction

Our Fiscal Intermediary (FI) Department is currently assisting 63 individuals to self-direct their services through OPWDD and guide them on their journey to independence and community interaction. Our Start-Up and Support Brokers work with the individual and their family to create and implement a budget. We play an integral part in each self-directing individual's Circle of Support, using a person-centered approach to allow individual responsibility, flexibility and choice about their supports and staff. We review budgets and budget amendments submitted by the participants' brokers, ensure expenditures meet NYS Self Direction criteria, provide budget updates with payments and remaining balances, and ensure all documents are in compliance.

Going into 2021, we will complete the transition to the eVero FI software package. This technology allows individuals and their families real time access to their portal, showing what has been reimbursed and processed, along with the remaining balances on their Self Direction Budgets. Person-centered planning documents, broker agreements, and budgets are also easily accessed. Additionally, our self-hired staff are using this program for timekeeping and recording monthly notes for valued outcomes that have been addressed during community habilitation, supported employment program and respite services. This enhanced efficiency should bring us closer to our goal of increasing our FI caseload to 100 individuals by the beginning of 2022. We also ensured we were prepared to meet the State's Electronic Visitation Verification (EVV) on January 1, 2021 with additional technological advances.

There have been many key accomplishments achieved during 2020 despite the COVID-19 pandemic and other regulatory challenges that continue to affect our organization, our individuals and their families. I am grateful to the amazing team at Select Human Services for their willingness to go above and beyond.

We look forward to keeping everyone healthy and active in the coming months and to deepening our relationship with New Hope Community. Together, we can take our high-quality supports to the next level and achieve even greater independence for those we support.

Margaret Wicksman, Vice President
SHS Division

In Tribute to a New Hope Community Board Member



Robert Wong
January 19, 1969 -
July 29, 2020

Robert Wong, 51, resident of Rock Hill, NY passed peacefully while with his beloved family on Wednesday, July 29, 2020 at the home of his brother, Jim, in Whitefish Bay, WI. He had endured a long battle with adrenocortical carcinoma.

Born on January 19, 1969 in Hong Kong, Robert grew up in Milwaukee and Sheboygan, WI, and has lived in New York for the past 24 years. Robert loved to travel with his wife and considered himself a foodie who reveled in trying different foods. He also enjoyed playing tennis, riding motorcycles and cooking.

Robert served as President and CEO of Associated Mutual Insurance Cooperative, where he took great pride in working with the board and staff in growing and diversifying the company's book of business. He also served as Secretary/Treasurer of Cooperative Federal Credit Union, as well as a board member of New Hope Community, Cornell Cooperative

Extension Sullivan County, and the Workforce Development Board of Sullivan County.

Robert is the son of Puck Long Wong and Chi Fong Wong. He is survived by his wife, Yim Yee Choy (Ellen); his father; his siblings: Chris (Annette), Cherie (Duke), Debbie (James), and Jim (Kim), and many uncles, aunts, cousins, nieces and nephews, including Athena, Anthony, Andrew, Ethan and Cameron.

Robert has donated his body to medical science and research. Memorial contributions may be made to Memorial Sloan Kettering Cancer Center.

Polar Plunge 2020

On a brisk, 30-degree morning on February 22, the New Hope Knights Polar Plunge team took to the water! It was our best year yet for our team, as 19 plungers raised a total of \$7,728! That total placed us 3rd in team fundraising for the entire event (no small feat). Congratulations to our top fundraiser, Noah, who finished with a total of \$4,604 and 3rd overall in fundraisers. Many thanks to Taylor Van Keuren, Athletics Coordinator, for his leadership and motivation as our team captain! Thank you for your support!



Direct Support Professional Recognition Week

The week of September 13th through the 19th was Direct Support Professional Recognition Week - a week to honor our staff who provide support on a daily basis. These unsung heroes work day and night as the invisible hand that works to guide each life that they touch.

During the week, many activities were planned for our DSPs. Staff participated in a Sip and Paint - where staff throughout the day used colorful pictures as guides and painted amazing pictures on canvas while sipping on sparkling grape juice. They took home a souvenir glass, as well as the painting they created; a scavenger hunt where staff were teamed up in pairs and ran like wild throughout the campus solving clues and taking selfies; overnight bagel deliveries by the Residential Coordinators, Terence Duncan (Assistant Vice President of Program Operations), Alasana Dumbuya (Senior Residential Coordinator) and Robyn Van Lowe (Electronic Health Records Administrator); daily giveaways of ShopRite gift cards, Amazon gift cards, Roku giveaways, and the Grand Prize giveaway drawing for a TV. Staff also enjoyed a mask-making contest as well as a pizza night.

While we give a big thanks to the DSPs during this week, our gratitude continues daily.

Thank You!!!



Farewell To Our Friend Levi

"Horses carry the wisdom of healing in their hearts and offer it to any human who possesses the humility to listen." ~ Unknown

It brought great sadness to everyone at New Hope that our friend Levi had passed away. Before joining our family in 2016, Levi had a previous career as a race horse.

He was an amazing teacher, coworker, confidant and friend to many. He is greatly missed and our barn has not been the same without him. Levi had a profound impact on so many people.

Supporting the Ronald McDonald House

For a full year (January 2019 – January 2020), the Lawrence house collected can tabs in support of the Ronald McDonald House. They collected the tabs on their own and also generated a collection campaign amongst staff and those supported by New Hope Community. In February, they delivered 100 pounds of tabs to the Albany Ronald McDonald house to help offset the cost for families in need of a place to stay while their loved ones are in the hospital.



Celebrating Our Staff

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



Business and Professional Women

Karen Kerendian was honored in the Business and Professional Women Issue of the **Sullivan County Democrat**. This section features professional women from the surrounding counties who are recognized for the impact they make within their community and organization. A Registered Nurse and the Director of Health Services, Karen has been a member of the New Hope team for over 16 years.

Her favorite part of her job is working with a great team both within her department and at New Hope, watching New Hope grow and offering more opportunities to people. Karen also holds professional certifications as a Certified Development Disability

Nurse (CDDN) and Certified in Healthcare Compliance (CHC).

Men @ Work

Taylor Van Keuren was honored in the Men @ Work edition of the **Sullivan**



County Democrat. This issue features businessmen from Sullivan, Orange and Ulster Counties for their dedication and inspiration.

As New Hope Community's Athletics Coordinator, Taylor is responsible for the management and growth of our Special Olympics program, along with providing activities for the Living Arts Center and Without Walls day programs. A member of the New Hope staff for over 4 years, Taylor's favorite part of his job is making the program his own – having the ability to reach the people we support in an authentic and purposeful way. "I'm able to bring the things that I enjoy and am passionate about to the people we support," he states.

We Thank Our Nurses

Happy Nurses Week!
Thank You For Everything You Do



During Nurses Week, we thanked our nurses for their unwavering dedication and selflessness. The week was filled with celebrations and events that showed how much we appreciate them.

The week was kicked-off with a socially-distant ice cream sundae party on Wednesday, a bagel and coffee breakfast on Thursday, and on Friday they celebrated with cake. Each nurse received a selfcare gift bag that included chocolate and lip balm. The following week, they enjoyed an Italian luncheon spread from Frankie and Johnny's and dessert from Yiasou Café. To end the week of celebrations, the nurses were treated to an honorary parade with an amazing turnout from people from the homes, the Loch Sheldrake Fire Department and the Fallsburg Police Department. Lastly, they received specialty masks. This year, of all years, nurses deserved the honor and recognition more than ever. We salute you! Nurses Rock!



The Mask Avengers

When the COVID-19 virus emerged as a serious health threat in early 2020, surprisingly, medical equipment and personal protective equipment became impossible to source. A solution for much-needed face coverings was quickly put into motion. Within days, protective face masks began to pour in, thanks to a handful of employees who volunteered to sew handmade masks for our residents and staff.

This group, which became known as the Mask Avengers, was started by two members of our healthcare team who saw an urgent need. The team of staff volunteers grew quickly and by the time the operation was put on hold in September, the mask-making team had created a supply of 10,000 face coverings for New Hope family and frontline workers in the community.

Long-Time Staff Show They Care

Each of the 10 staff volunteers will tell you it was a true team effort – something they felt compelled to do. Muriel Cypert, a Registered Nurse and Nurse Educator and Karen Kerendian, Director of Health Services, devised a plan and wasted no time in enlisting the support of the administration. Soon, they transformed a conference room into a bustling workshop staffed by employees from throughout the organization. Kerendian and six other colleagues brought in sewing machines from home, including Alicia Scotland, Pat Lamb and Amy LeRoy, while some, like Melissa Martinez, even sewed from home. Everyone rummaged for fabrics and supplies, while Pat Lamb, LPN, teamed up with Karen to search online for mask patterns.

Over the next few months, staff and administrators helped the cause while sharing laughs, supplies and candy. An informal sisterhood of support was formed and each person drew on their strengths. Alicia Scotland became known as “the boss” while Robyn Van

Low displayed a knack for cutting fabric. Kerendian, known to the group as the “sewing machine whisperer,” was on call as needed and kept the sewing machines running with help from YouTube tutorials.

A True Community Effort

With fabric and supplies in short supply, the Mask Avengers put their creativity to the test and enlisted donations from friends and family. They collected shoe laces, fitted sheets and shirts, and recycled unused supplies in storage as well as fabric and elastic. Every headband in every dollar store was purchased so they would have elastic for straps. The maintenance department also pitched in by making clear plastic templates to help with cutting patterns, which sped up production.

Over several months, the team evolved into a core group of four. By April, more than 500 colorful facemasks were distributed to our individuals and staff and their families as needed, as well as frontline workers in the local community such as the Loch Sheldrake

Fire Department and Tractor Supply Store. They also created custom masks, using fabrics people supplied with their orders. Before long, men and women throughout New Hope Community and Select Human Services, Inc. proudly showed off their themed masks.

By the time production wound down in September, the total number of masks produced soared to over ten thousand. The Mask Avengers had sewn an average of 80 unique face masks per day!

And while only a few on the team knew their way around a sewing machine, it did not deter these seasoned staffers from making life better for others. If necessary, they are ready to start up again. Over 300 masks are in reserve and a pile of fabric is ready to be cut.

We remain committed to our holistic approach to keeping our community healthy and active, and we are grateful to have incredibly dedicated people on our staff who help us achieve that.

Fifth Annual Hope Around the World

For the past 5 years, we have been celebrating our Hope Around the World event. This event was created to celebrate the cultures, food, and traditions of not only those who are supported at New Hope Community but the staff as well. This year was no exception – no obstacles were going to stop the event from being amazing. While we could not gather together to celebrate, we came up with something that would allow us to still share the experience with each other. On July 11th, we went VIRTUAL. A link was set up so that all the homes could sign in to a video and share what they were doing for the day.

Over 25 homes participated for a few hours on the video link. There were many areas represented by various approaches including Colombia, Puerto Rico, Sweden, Japan, United States, Ireland, Greece, Italy, Poland, Hawaii, Cuba, United Kingdom, El Salvador, Brazil, Israel, China, Trinidad, Argentina, Mexico, Spain, and Jamaica. Foods such as Greek salad, curry chicken, boxty, potato kugel, empanadas, oxtails, bangers and mash, cheese pupusas, bruschetta, ramen and so much more were prepared.

Many of the homes designed their own T-shirts and decorated their homes representing the area they were celebrating. Short videos and photos captured their cultural activities and celebrations included Greek dances, meal prepping and more.



10th Annual Wallace Berkowitz Golf Tournament

On October 5th, the rescheduled 10th Annual Wallace Berkowitz Cup was held at West Hills Country Club. The COVID-19 pandemic presented us with many unique challenges this year and postponing the event from the original date of May 18th ensured that the Wallace Berkowitz Cup tradition could continue safely.

The event hosted 95 golfers and was a huge success thanks to the continued generosity of our corporate and individual sponsors, our many community members, volunteers, golfers and staff.

More than \$39,000 was raised for this year's beneficiary, New Hope Community's Stables at McCoy Meadow, where the Therapeutic Horseback Riding/ In House Program (THRIP) is held. This innovative program provides equine, as well as other animal therapies, to enhance lives of the people New Hope Community supports on a daily basis.

Upon arrival, golfers registered in a socially distanced manner. Each was provided with a bagged breakfast assortment of their choosing to start the day. Golf carts were disinfected and ready to roll – with the added option of riding one golfer per cart or using a dividing shield to separate golfers. A delicious lunch on the course was provided outdoors, with servers handling food under the strictest of guidelines. Awards were announced via social media and e-mail the following day.

Congratulations to the tournament winners:

Winning Team:

Taylor Van Keuren, Corey Van Keuren, Walter Herzog, Nick May

Most Honest Team:

Sandy Goldstein, Leslie Danish, Rich Lawrence, Laura Leach

Longest Drive Men:

Corey Van Keuren

Longest Drive Women:

Laura Leach

Closest to the Pin Men:

Bob Sipos 8"

Closest to the Pin Women:

no winner

50/50 Raffle Winner:

Ed Scannell

We are grateful to all of our wonderful friends and sponsors who showed their support during these difficult times, especially those who came out to safely join us on this spectacular day!

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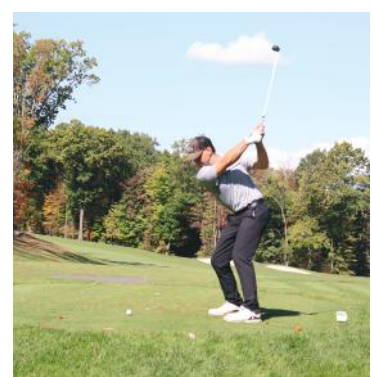
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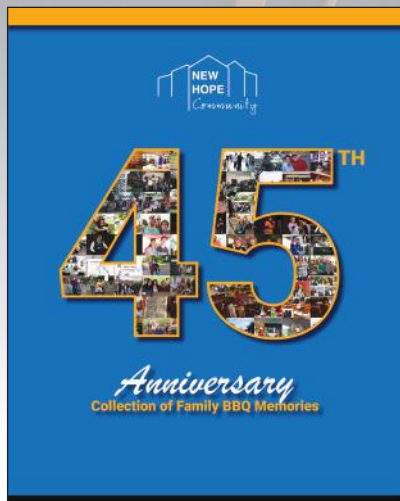
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45th Annual Family BBQ Reimagined



This year we made the very difficult decision to not hold our Annual Family BBQ. Cancelling this most-loved event was a disappointment. Adherence to social distancing protocols, group gathering restrictions and the overall concern of everyone's health and safety, made the decision necessary.

However, in light of the fact that this was our

45th anniversary year, we wanted to take the opportunity to celebrate our history with a stroll down memory lane. We reached out to family members, friends, board members and staff and asked to share copies of photos, as well as stories, from past Family BBQs.

A creatively curated Family BBQ Memory Book was released on September 19th, which is when we would have held the BBQ. Although not physically present with one another, this compilation of past Family BBQ photos joined our hearts together in celebration of many wonderful New Hope Family BBQ gatherings in a special and meaningful way.



We thank the many friends, families and staff who contributed their treasured photos and shared their special memories.

Consider purchasing a treasured hardcover keepsake book. Proceeds from book sales will benefit the NHC Foundation directly.

Available for purchase at:

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

Virtual Staff Talent Show

Our Annual Staff Talent Show was another event that had to be reimagined this year. On Friday, August 28th, several New Hope staff showcased their talents at our first ever Virtual Staff Talent Show.

Tameka Ramos, Day Program Direct Support Professional 1, performed an original song "Insomnia." Mike Noren, Day Program Direct Support Professional 3, entertained the crowd with a spectacular special performance that included a funny ventriloquist act, magic tricks, and lots of comedy. Circe Mears, Direct Support Professional 1 at the Gary Goldberg Residence at 410 Larry's Way, performed "Wachet Auf", composed by Johan Sebastian Bach, on the clarinet. Day Programs Coordinator, Melissa Martinez, wrote an original poem titled "Eyes Closed.... Breathe In" that was recited by Brina Cohen, Music Coordinator, accompanied by Zen background music. Athletics Coordinator, Taylor Van Keuren played guitar and sang "Two Seater" by Bowling For Soup. Brina Cohen, Music Coordinator, performed "Fly me to the Moon" by Frank Sinatra on saxophone.

All performers extended a heartfelt thanks to everyone who attended the show!





2020 Staff Appreciation “Brunch”



McGrath, Assistant House Manager 3 at Gipson, was the honored recipient. Virtually attended by the Lindenbaum family, John's fiancé and daughter, we safely gathered in the Board Room for the presentation. "Some stars shine brighter and have an unassuming way to make a difference in one's life," said Annabel Lindenbaum, Fred Birnbaum's sister. Thank you for your extraordinary efforts, John.



Due to restrictions on social gatherings, we were unable to honor and celebrate dedicated staff in true New Hope fashion, for their longevity and commitment to our mission in person.

Although the recipients of this year's Deirdre McCoy, Maxine Belson and Hope Heart Awards will be recognized at next year's event, the family of the late Fred Birnbaum had the pleasure of virtually presenting the Fred Birnbaum Award. 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. The second year this award is presented, John

Congratulations to all and thank you for your continued dedication to New Hope Community.

Originally scheduled for April 26th at the Kartrite Resort, we took to the roads to ensure every staff member received the recognition they deserve. Specially packaged longevity awards and gifts were delivered individually to each staff member at their work location.



Thanking Our Staff



Acknowledging the dedication, commitment and tireless work of our Direct Support Professionals and staff was a priority this year. Through the generosity

of the NHC Foundation, gifts were sourced for the staff that would show both appreciation and recognition of their hard work. A large "Heroes Work Here" banner was designed and placed roadside in front of the main building. In addition, individual Hero lawn signs were produced and delivered to each of our homes. To ease the drying hands that were continually sanitized and washed, over 450 bottles of hand lotion were purchased. A gift package was delivered to each staff member in every home and program. We also sourced, designed and purchased specialty New Hope Community branded window decals that read: "Not All Heroes Wear Capes." In fact, we have proven that they don't! Again, once packaged, all decals were delivered to every staff member. Each home and program also enjoyed special delivery bagel breakfast and pizza dinner. Lastly, through the generosity and coordination of our Farm/Greenhouse staff Megan, Sophia and Anthony, flowering plants were donated and distributed to each of our residences. The staff's dedication,

compassion, steadfastness and resilience holds true to our mission and we are happy to recognize all they do to empower the lives of those in our New Hope family.



Spreading Holiday Spirit to Neighbors in Need



Despite the challenges of the COVID-19 pandemic, New Hope Community (NHC) reached out to their neighbors in need, to make the holidays bright and offer support throughout the year.

A Drive-Thru Holiday Dinner

Under a crisp evening sky, Santa Claus and his elves arrived on December 15th at NHC's 3rd Annual Community Outreach Holiday Dinner. Rather than the traditional indoor party and dinner, this year's event was a drive-thru meal distribution, held at the entrance of the main building for a COVID-safe event. Families were greeted by Santa and his elves, along with CEO Debra J. McGinness, board member Lori Stroth and a handful of staff.

Arriving guests were treated to a festive Christmas scene and received hot meals to go – including a rotisserie chicken, mac n' cheese, dinner rolls and a \$25 gift card to ShopRite for other incidentals. A total of 82 carloads of grateful families received 328 free hot meals, along with a special bag of reindeer food for the children to leave out on Christmas Eve. Donations from the NHC Foundation, Community Café and ShopRite helped make the magical evening possible.

Adapting to Community Needs

In November, a "Sock Hopper" sock drive was held to help meet the growing need for warm socks as the weather turned cold. Working with the Sullivan County Federation for the Homeless, New Hope Community Nurse Educator Muriel Cypert drew on her experience in organizing holiday food drives for the Federation to pair up much-needed supplies. By November 24th, Day Habilitation Without

Walls (WOW) program delivered approximately 100 pairs of new socks to the Federation.

Giving All Year Long

During the Thanksgiving holiday, funds were donated to the Church of the Immaculate Conception in Woodbourne, to help offset the cost of hundreds of Thanksgiving meals delivered to local families in need. And, as the pandemic posed challenges to schools in the region, New Hope Community continued its annual "adoption" of children from Sullivan County Head Start program by contributing funds that provided gifts to 100 children.

Donations were also made to local first responders, fire and rescue departments who tirelessly ensure the safety and well-being of the community. We also supported the Heart-A-Thon, sponsored by Bold Gold Media Group, which raised funds to support Catskill Regional Medical Center (Garnet Health), another essential resource in the community. We also supported the holiday toy drive sponsored by the Fallsburg Police Benevolent Association.

New Hope Community's 3-acre Hope Farm, which produces fresh organic greens and vegetables, also donated hundreds of pounds of its harvest to Sullivan County food banks and nutrition programs as a source of good nutrition for those in need. This is done each year, but was especially welcomed in 2020.

New Hope Community, is committed to continuing to identify meaningful ways to give back to the people of Sullivan County.



The Sporting Year That Barely Was

The New Hope Knights Special Olympics calendar is jam packed year round. With Basketball, Track and Field, Golf, Softball, Bowling and newly added Equestrian events to prepare for, there is little downtime for the Knights. That is in an average year. However, as we all know, this was anything but an average year.

On March 10th, 2020, the Special Olympics of New York suspended all activities in response to the COVID-19 pandemic. In the following months, NYSO adapted their training and competition policies to make it as safe as possible for athletes to be able to continue to train and stay in shape for events when they began. The first iteration of these new policies saw athletes training at home in basic athletic events from May 8th to June 30th. These events included push-ups, sit-ups, stair steps, line jumps, sprints, and basketball-related skill drills. The scores for these events were sent to our regional office on a weekly basis and the best score of each event was tallied for the participating athlete. Athletes were awarded a ribbon, pin and t-shirt for participating in the at-home season.

As we began to reopen in all parts of the state, NYSO looked to do the same. The New Hope Knights Special

Olympics athletes began to train for possible upcoming events such as golf and softball skills competitions. After months of uncertainty, we finally had something to look forward to as a team. A soccer and softball skills competition was held on November 1st in Hopewell Junction, NY. Masks and social distancing guidelines were put in place to keep the events as safe as possible. The Knights stepped up to the challenge, participating in both contests. While underprepared for the soccer skills, as it had been a last minute addition to the day, the six Knights athletes attacked the task at hand and came out with three first place finishes, two seconds and a third in all of their respective divisions. The Knights faired even better in the softball skills, with three first place and three second place finishes.

The Knights finished the season with an impromptu golf skills competition at Swan Lake Golf and Country Club, the New Hope Knights home course. While only two athletes competed in this competition, it laid the groundwork for future events to be hosted by the Knights Golf team. As the weather became less cooperative, NYSO moved back to at-home events, that the NHK athletes were at the front of the line to conquer.



Forever in Our Thoughts

New Hope Community honors the lives and the legacy of our friends

William Cohen Metz Residence at 308 Stupell Circle - 1/20/2020 - The Metz Residence at 308 Stupell Circle lost a bright, joyful spirit when we lost William Cohen or "Cohen" as he preferred to be called. Cohen's spirit will live on long past the eighty years he spent on this earth. We will forever hear him singing Sinatra's "Love and Marriage" through the hallways. His long-winded stories about Mosh his brother and Rob Boyles, a long friend of his, will be remembered by all who worked with him, as he told them to anyone who would listen. Cohen was always prepared for the next meal of the day, as food (eating food in particular) was one of his greatest joys. This year has not been the same without Cohen, and he is greatly missed by everyone who had the pleasure of knowing him.



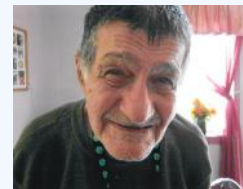
David Porter Berkowitz Residence at 204 Michael's Court - 1/25/2020 - David Porter was a loving, funny, and great spirited person who enjoyed life to the fullest. David would lighten up any room he was present in. Whenever you would ask David how his food was his response was always "That's good," with the biggest smile on his face. David had a wonderful personality that everyone loved. Not only was David a funny and loving person, he was also sensitive and gentle. David's memories will continue to live on in everyone's hearts. David will be forever missed and remembered.

Bret Fedoryk 6 Fremon Drive - 2/25/2020 - Bret came to New Hope many years ago and lived here when it was the hotel. He loved professional wrestling and the music of John Denver. He would always go to the stores looking for the most recent John Denver CDs. Bret also liked learning about electronics and would often take things apart to learn how they worked. Bret loved learning from the maintenance staff. He was a very independent man and was often seen walking around his community and meeting new people. If he saw a firefighter or a police officer, that was especially exciting for him because he would enjoy showing them his pager/beeper collection that he liked to carry on him.



Richard Wagonhofer Bleetstein Residence at 306 Stupell Circle - 9/12/2020 - If you knew Richard you may have known of his love for Jenga blocks when they tumble, blankets, the Jets, Frank Sinatra or cake. He was very selective of the people he would create a relationship with. Once you had that relationship it was always there. He would grab your hand in recognition or he would stick his foot out while you were walking so you could see him. He made sure he was seen. He was a beautiful person. While he was a man of few words, his eyes always told a bigger story. Richard will be missed by many.

Martin Wittenstein Schutz Residence at 103 Dee's Drive - 10/15/2020 - Marty was a 92-year-old energetic man with a full head of jet black hair. He could outrun most people younger than him. He was a sweet man and the perfect gentleman. He loved going to work every day - he was proud of his accomplishments at work and at home. He was extremely enthusiastic about being involved in any activity - it did not matter what it was, he just wanted to be a part of it. He never complained about anything, he was just happy with his life at New Hope. He brought a lot of joy to people around him - his laugh was so contagious, it would spread to anyone who was around him. He had this unimaginable excitement for every holiday and would decorate most of the home with his artwork. Art was one of his great passions. In fact, a few of his paintings were bought and displayed at a local museum. He was very thoughtful. If anyone was sick, he would make a card and ensure everyone signed it. He had family in Boston and when visiting, he would enjoy going to aquariums, museums and sports games. As he got older, he loved listening to music, no matter the genre. Marty was among the first residents at New Hope Community 45 years ago. He initially lived in the main dorms until he moved into the Schutz Residence at 103 Dee's Drive when it opened in the mid-1990's when the campus was developed. Marty remained in this residence until his passing.



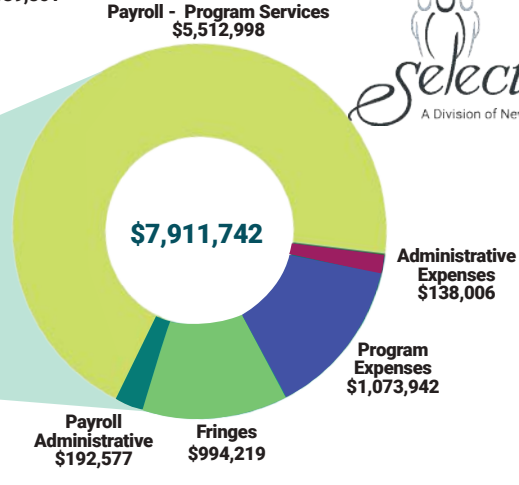
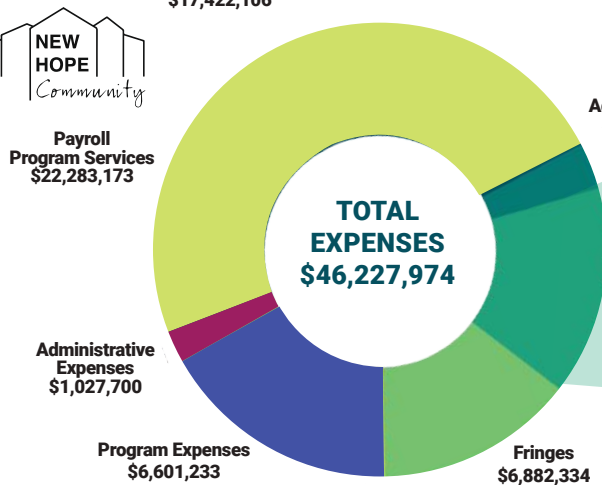
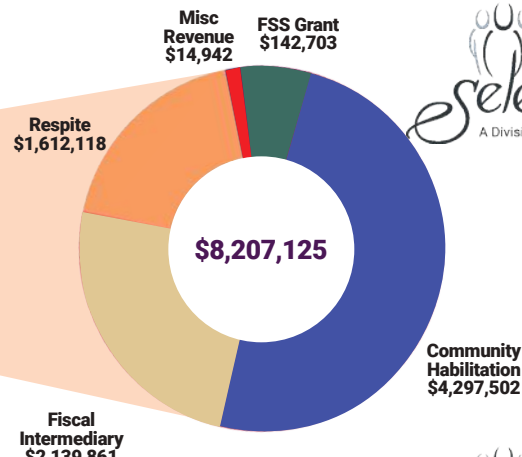
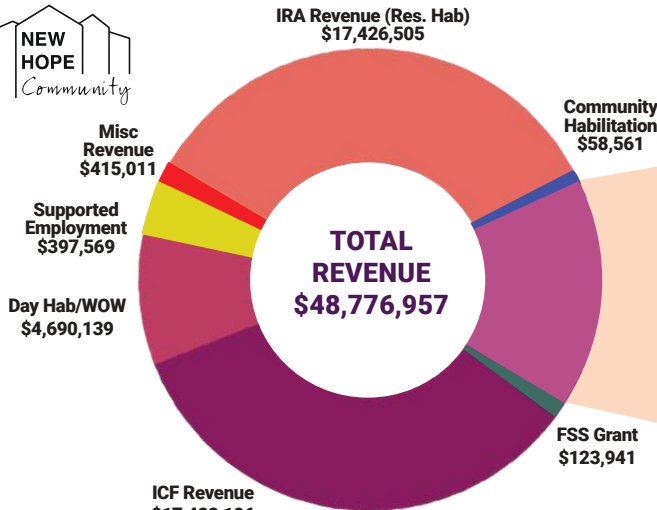
Raymond Hicks Margaret Doran Residence at 409 Larry's Way - 10/19/2020 - Raymond quickly began charming people he came in contact with through his kind, welcoming and lively demeanor. Ray was one of the friendliest and outgoing people you could come across. He was quick to welcome guests into his home and share one of his many colorful memories of his youth and the time he spent working on cars in Staten Island. Ray had a vast knowledge and appreciation for cars, particularly classic cars (just not Fords). He was quick with his witty comments and always had a sparkle in his eye. Ray was known for his flirtatious personality, even when his health declined. Ray's presence, his resilient spirit, and his love for cars will be missed dearly. He touched so many people who will have fond memories to cherish for a lifetime.

Paul Henze Margaret Doran Residence at 409 Larry's Way - 11/4/2020 - Paul joined the New Hope family in August of 2016 when he was 74 years old. He quickly warmed the hearts of anyone who met him with his charming smile and outgoing, kind, friendly personality. He loved to talk baseball and sports, his favorite team being the winning team, but was particularly fond of Penn State and The Steelers. His love of music and singing "God Bless America" will be missed, as well as his recollections of when he was a bike messenger during his younger days in NYC.



Sheldon Spatz Gray Goldberg Residence at 410 Larry's Way - 12/30/2020 - Sheldon resided at the Gray Goldberg Residence at 410 Larry's Way for almost 10 years. He formed countless bonds with his peers and staff. It would be hard to talk about Sheldon without mentioning his "buoys," a word used to describe the red Megablocks that Sheldon had a special affinity for. He will be sorely missed by everyone who knew him.

2020 BY THE NUMBERS



New Hope Residents	247
New Hope Day Program/LAC	85
New Hope WithoutWalls	80
New Hope Supported Employment	47

Select Human Services Total Supported Individuals	643
Select Human Services Individuals supported by Community Habilitation/Respite	580
Select Human Services Individuals Supported through Self Direction	63

11097 lbs Hope Farm Production

9060 lbs NHC Homes
2037 lbs Emergency Food Providers



4539 eggs Animal Assisted Growth & Wellness Program Egg Production

4491 eggs NHC Homes
36 eggs LAC Kitchen

293 lbs Microgreen Production

243 lbs NHC Homes
50 lbs Community Bistro



A Message from **Thomas J. Burnham**, NHC Foundation Executive Director



2020 saw the appointment of Thomas J. Burnham as Executive Director of the NHC Foundation.

Tom joins the Foundation at a pivotal time for the organization and the field. With funding priorities shifting at the governmental level, new emphasis must be placed on the role of private philanthropy for programs such as New Hope. “The need for private support

of programs and new initiatives has never been more critical than at this moment. We will need to grow our culture of philanthropy so that we can ensure New Hope Community’s programs remains of the highest quality. Together we can make certain that New Hope has the brightest of futures,” said Tom.

Not only will the NHC Foundation be focused on raising funds for mission-critical programs, it will be seeking to build its ability to accommodate the future needs of

New Hope Community. “One thing we can be certain of is that the future is uncertain. We must all work together to be sure that New Hope is well positioned to weather any challenges that come its way and that it is always able to improve the lives of the people we serve. The best way to do that is to make sure the organization is funded properly – today and in the future. To do this we will need everyone’s help.”

Prior to joining the NHC Foundation on April 13th, Tom Burnham served as Assistant Vice President for Development and Environmental Policy at The Center for Discovery, a human services agency for adults and children in Harris, NY. During his 25-year tenure at the agency, he held key development positions and spearheaded the organization’s sustainability and energy conservation initiatives. Tom first began his career as a Direct Support Professional and Residential Supervisor with The Center. Early in his career he served as a Development Associate with Bancroft NeuroHealth, a provider of programs and services for people with intellectual and developmental disabilities, in Haddonfield, N.J.

Burnham earned a Bachelor of Arts degree in Economics from Gettysburg College, is Chairperson of the Town of Goshen Environmental Review Board and a member of the Executive Committee of Eastern United States Pipe Band Association.

New Hope Legacy Circle

When you make a Planned Gift to New Hope, you become eligible for membership in the recently established New Hope Legacy Circle. This distinguished group of families and donors has taken the necessary steps to plan their legacy for the future security of programs at New Hope.

What kind of people are Planned Givers? Actually they’re a lot like you.

- A retired accountant donates a life insurance policy to the NHC Foundation to ensure the long-term security of programs that are under-funded by government sources. He reduces his taxes.
- Two schoolteachers, husband and wife, include a bequest in their wills to the NHC Foundation. Their gift reduces the estate taxes their children will pay.
- Parents of an adult served by New Hope use appreciated stock to make their annual gift to the NHC Foundation. Their gift enhances the quality of life for people supported by New Hope and they avoid capital gains taxes.

New Hope Legacy Circle Members

Annabel and Manfred Lindenbaum
Steve and Pam Skillman
Lorraine Stroh
Anne Sweazey

We hope you’ll consider joining as well. If you’ve included New Hope in your long-term plans or intend to do so, please let us know, so we can welcome you to the New Hope Legacy Circle. Remember, we are here to help you create a legacy and change lives by confidentially answering your questions and referring you to expert advice.

For more information please contact:

Tom Burnham
Executive Director
NHC Foundation
845-434-8300, ext. 223
tburnham@newhopecommunity.org



Welcome Foundation Board Trustee



Anne Sweazey has worked for causes and organizations that have fully engaged her passions and commitment. She began her career as a high school English teacher before she accepted a position at ACLU's National Office where she staffed several policy-making committees. During her 30-year career in fundraising and development, she led the development teams at Richard Leakey's Research Foundation on Human Origins, Lighthouse International, Natural Resources Defense Counsel and Arc of Westchester.

For five years, Anne was Vice President in the Not-for-Profit Business Development Team at Chase Manhattan Bank. The team provided financial services to some of the largest nonprofits in New York including Lincoln Center and The Ford

Foundation, and shared her experience in the cash, credit and planned gift needs of nonprofit organizations.

For twelve years, until her retirement five years ago, she served as Executive Director for the Arc of Westchester Foundation, raising funds to provide services to people with developmental and intellectual disabilities. Arc of Westchester serves 2,000 people every day throughout their life span, with infant and children's programs, employment and recreational opportunities, and residential and guardianship services.

Among her awards, Anne is proudest of her designation as Fundraiser of the Year by the Westchester County Association of Development Officers in 2010. This award recognized her leadership of a capital campaign that enabled Arc of Westchester to construct new headquarters in Hawthorne, New York.

She has always loved to teach and has led training courses for professionals seeking accreditation within the fundraising field. She has facilitated strategic planning programs for board and staff for organizations across the U.S.

Now that she is retired, Anne is devoted to causes related to equal opportunity and to prison reform. She leads a group that tutors high school students in an underserved school and helps seniors with college applications and essays.

She taught English to incarcerated people for three years and is on the development committee of Rehabilitation for the Arts, an organization that brings the arts into prisons. For several years, she has visited a woman in prison and formed a strong bond with her, although COVID-19 has now limited the opportunities for personal prison visits. Anne looks forward to working with Tom, Debbie and the dedicated members of the NHC Foundation board and staff to enhance New Hope's capacity to enrich and expand its programs for the unique individuals it serves.

Anne is grateful for the opportunities for connection and growth which New Hope support professionals provide for her grandson, Sam. His home is not only cozy and secure, it's also a place where his qualities and abilities are recognized and appreciated.

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



Supporting Individuals with Developmental Disabilities

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Associated Mutual

Beer World

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Mr. Willy's

Nonni's

ShopRite



We are extremely grateful to our many donors whose gifts truly make a difference in the lives of the people we support – your gifts to support the work of New Hope changes lives. Thanks to the kindness of the donors listed below, the individuals we support have unique opportunities to grow, thrive and experience rich, interesting lives and increased independence. Without this generous philanthropic support, New Hope would have neither the caring progressive programs, nor the bright future that it enjoys today. We thank you all for your continued support of New Hope Community.

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