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## **New Hope Community Announces Promotion of Karen Russell to Chief Operating Officer**

**Loch Sheldrake, NY (January 26, 2021):** New Hope Community, a leading agency supporting the needs of people who have intellectual and other developmental disabilities, announced today that Karen Russell, Senior Vice President of Clinical and Regulatory Operations has been promoted to the role of Chief Operating Officer, effective January 3, 2021. Russell has a distinguished 25-year career at New Hope Community and her broad knowledge of the human services industry encompasses regulatory, compliance and quality assurance responsibilities as well as health services and residential operations. In her new role, she will lead New Hope Community's ongoing operational growth and oversee the development and implementation of industry-leading strategies and initiatives to further the organization's mission and vision.

"Karen is a proven, results-driven leader who has built solid relationships throughout our organization and within the human services industry as well as in the local community," said Debbie McGinness, Chief Executive Officer, New Hope Community. "She has a deep understanding of every aspect of our industry and brings a unique perspective and human element to this important role. Her leadership will be instrumental in delivering a high-quality approach that will inspire us all to take fresh and creative steps to build on our strong foundation and serve the people we support in new and strategic ways."

Russell will lead the 45-year old organization's operational efforts and strengthen its value-based performance culture. She will address response and long-term management relating to the Covid-19 pandemic and the anticipated transition to managed care. She hopes to deepen and expand the community relationships that NHC currently holds, especially with local schools to enhance internships and volunteer opportunities. "I believe that we should always be learning and growing," said Russell, adding "As part of the community, we can share our resources and at the same time provide opportunities for local students."

She recalls that when she joined the staff at New Hope as a Service Coordinator in 1995, she only planned on staying for a year. However, the organization's commitment to its mission led her to stay. In her 25 years at New Hope, she has excelled in multiple roles, including Service Coordinator, Senior Service Coordinator, Director of Quality Assurance, Director of Corporate Compliance, Assistant Executive Director, and most recently, Senior Vice President of Clinical and Regulatory Operations. Russell will leverage this experience and in an executive capacity, she will oversee teams and initiatives that enable NHC to provide the highest quality holistic services and supports, ranging from innovative day programs to residential services. Working with senior management, she will oversee Human Resources, Health Services, Clinical Services, Quality Assurance and Compliance, and Residential Services. Additionally, she will be responsible for implementing a

strategic five-year plan, collaborating with the executive leadership and Board of Directors to ensure fiscal sustainability and programmatic growth for the organization. Among the life-changing opportunities she sees for future enhancement are leading-edge research and technological advances, which hold great potential for improved communication and the goal of greater independence and choice for people who have disabilities.

“I value the experiences I have had at New Hope Community. I have built solid relationships and worked with people who valued my input and encouraged me to grow, and I try to provide the same support for all our staff and individuals. It’s exciting to work alongside our Chief Executive Officer, Debbie McGinness, who is so accomplished in the field and has an exciting vision for the organization,” Russell added.

Russell holds a Master of Jurisprudence in Health Care Law from Widener University School of Law and a Master’s Degree in Social Work, Specializing in Gerontology, from Canyon College. She is a graduate of the National Leadership Consortium at University of Delaware, is certified in healthcare compliance (CHC) and is qualified as a Level One Certified Investigator. She earned her Bachelor’s degree in Psychology from State University of New York at Oneonta.

An active community volunteer who believes in giving back to both assist and mentor others, for the past 10 years, she has been a member of the Sullivan County Chamber Foundation, serving as President/Chair and Vice President. She is a member of the Sullivan County Community Services Board and has been involved in other community service organizations.

She and her husband Harold have three daughters, Katie, Maggie and Regan and reside in Bethel, NY, where they enjoy their busy family life while staying active in their community.

### **About New Hope Community**

New Hope Community is a not-for-profit human services organization providing supports for individuals with intellectual and other developmental disabilities. Established in 1975 to serve as a nurturing and caring alternative to large institutions which were found to have violated the most basic human rights and conditions, New Hope Community has become recognized as a leading provider in the human services field. In January 2020, New Hope Community merged with Select Human Services, Inc. (SHS) of Pleasantville, NY, a not-for-profit voluntary agency providing services in Westchester, Putnam and Rockland Counties. New Hope Community’s breadth of services includes clinical and nursing care, residential services, day programming, community habilitation, self-direction, support brokers, service navigators, education, recreation and leisure activities, a robust supported employment program, summer programs for youths, and so much more. New Hope Community has always maintained a person-centered approach toward enhancing the lives of people with disabilities and actively advocates for individual choice in a person’s efforts to live, work and participate fully in his or her community. New Hope Community and SHS, combined, provide services to over 700 people and employ more than 1,000 staff.

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