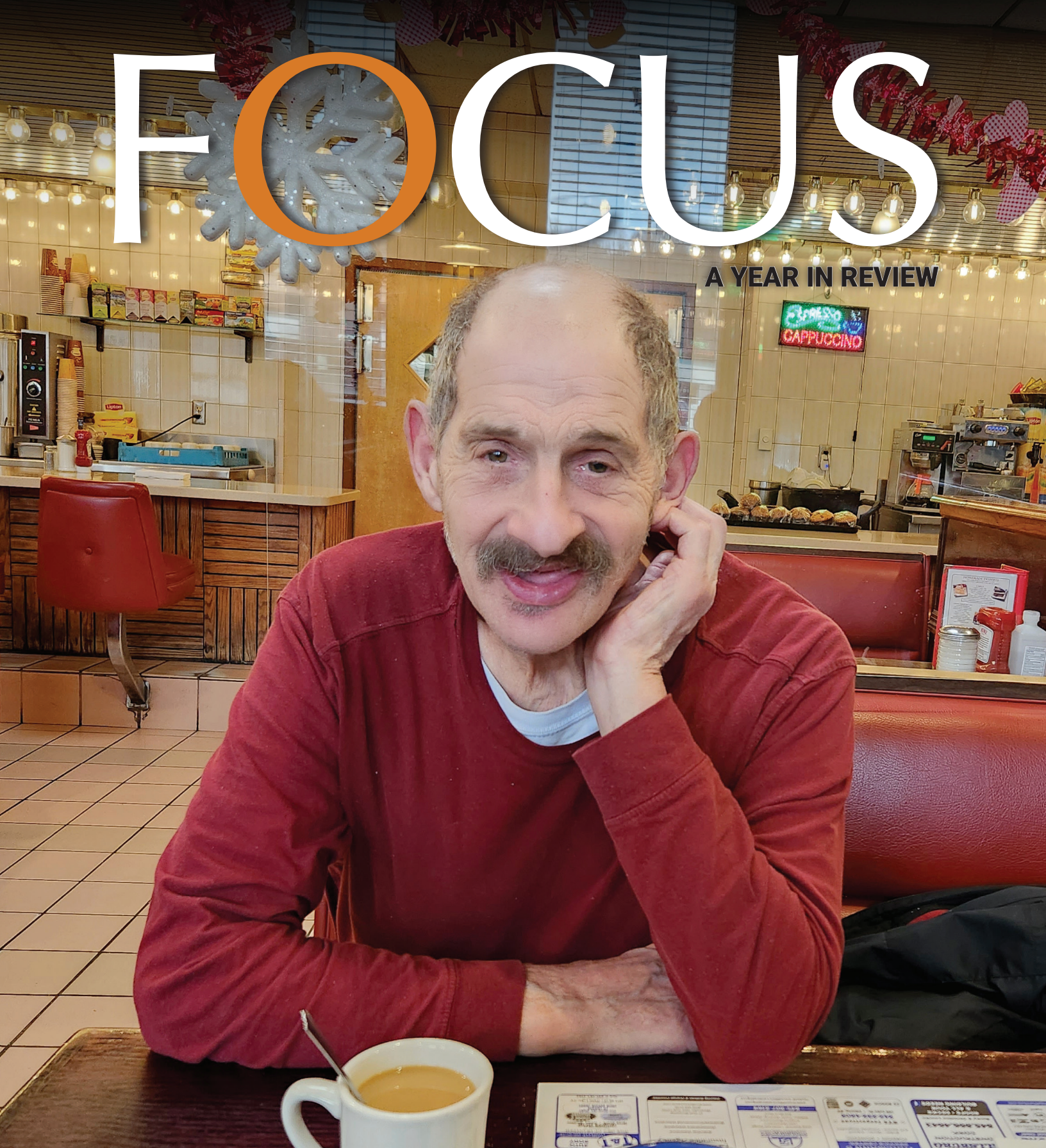


FOCUS

A YEAR IN REVIEW



Annual Report
2023



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On the cover

After retiring in July 2023, Barry joined New Hope Community's Com Hab program and enjoys having one-on-one time with staff. Barry loves going on vacation, especially to California to see his family, listening to music, spending time with his girlfriend and housemates, and visiting the local temple. A nice cup of light and sweet coffee is also a favorite of Barry's.



6
SHS Self-Direction



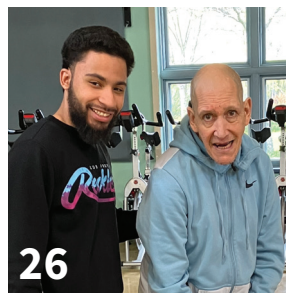
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Welcome to our 2023 Annual Report!
We are so proud and pleased to share our accomplishments with you!

Composing this 2023 review filled me with an array of mixed emotions. It was a year filled with challenges and uncertainty, wrapped in positive change, creative progress, and hope. We launched our new strategic plan. We resurrected our cherished New Hope Community gatherings

and celebrated our ability to come together in fun, once again. We collaborated with community partners to give birth to new initiatives and programs, while also continuing our community outreach activities that gave testimony to our commitment as a neighbor in our beloved Sullivan County.

We welcomed new board members and expressed our deep thanks to our Board Chair, Robert Dinerstein, and Board Member and Strategic Planning Committee Chair, Erik Vadeika, as they completed their terms of service. I feel so privileged to work with a board that consistently, carefully, and responsibly carries out its role of governance within the context of our human service world. I will be forever thankful for having had the opportunity to work closely with Board Chair, Robert Dinerstein, over the last couple of years as his expertise, ethics, as well as his sound and fair judgment shaped and supported our mission at the highest level of governing.

I trust you will travel through these pages, and as you read, capture the wonderful essence that speaks to the beauty and wonder of "us". This year's FOCUS is filled with tangible organization-wide accomplishments and shares stories, in narrative and photos, that speak to the heart of all that is most important to New Hope Community – our mission and our people!! Without a doubt, New Hope Community is driven by smart, skilled, caring, strategic, and kind people who work tirelessly to shape positive change and meaningful futures for all.

So, without further ado, allow me to share the following key, and very meaningful, 2023 events and accomplishments as they bear witness to our unwavering focus and commitment to excellence:

- Launched an organization-wide communication campaign introducing our new three-year strategic plan (Spring)
- Welcomed seven new, New Hope Community Board Members
- Created and conducted virtual board training, by department, for all our Board Members
- Celebrated the official opening of our sensory garden with a special ribbon-cutting ceremony (September)
- Certified DSPs and Front-Line Supervisors through the NADSP grant-funded E-Badge Academy
- Built a DSP Microcredential program with SUNY Sullivan, local peer organizations, and OPWDD (roll-out scheduled for fall 2024)
- Launched as a field site for Sullivan BOCES Animal Science Program (October)
- Initiated a collaborative exploration with BOCES for the build and launch of a pilot after-school program for OPWDD-eligible students (2024), a Repair Café (2024), and a BOCES job readiness assessment site launch for our SEMP candidates (2024)

- Laid the groundwork for the implementation of an H-1B Visa Program (international staff recruitment program)
- Met with Legislators to advocate for key 2024/2025 NYS Executive Budget priorities
- Rolled out mentoring and coaching cohorts for residential staff (Residential Coordinators and House Managers)
- Implemented the **CliftonStrengths 34 for Managers** leadership training
- Progressed in organization-wide data-driven practices utilizing KPIs to track progress and impact
- Advanced in critical IT areas
- Began our transition to a new electronic health record (EHR – iCareManager – an easy-to-use EHR software solution, created to empower I/DD providers)
- Grew our social media presence through TikTok, Instagram, and Facebook
- Launched a site-based respite program (Select Connects – SHS Division) (September)
- Unveiled a newly designed website
- Expanded CEO DDAC membership to include DDAC's Systems Community of Practice Committee
- Gained organizational membership with ANCOR (CEO also joined ANCOR's Government Policy Committee)
- Held an Employee Recognition BBQ for 300 guests (June)
- Held our Family BBQ for over 500 guests (September - first one since 2019)
- Held our Staff Holiday Party (December - first one since 2019)
- Continued impactful community outreach efforts throughout Sullivan County
- Expanded our PR presence through broadcast interviews with outlets such as local Bold Gold radio stations, Spectrum News, Mid-Hudson News, and other local/regional newspapers, and regional TV spotlights - all highlighting New Hope Community programs, opportunities, advocacy points, and outreach
- Participated in OPWDD's awareness campaign to combat the stereotyping and discrimination of individuals with intellectual and developmental disabilities ("Look Beyond My Developmental Disability")
- Filmed a segment for *Viewpoint with Dennis Quaid* public television show (debuted March 2024)

Please be sure to enjoy all the information we have carefully placed on the following pages. We believe it will prove most valuable to our New Hope Community family and extended stakeholder group. It tells our story, shares our roadmap and hopefully, fuels your collective knowledge, participation, and support – all of which means the world to us.

With thanks and warmest regards,

Debra J. McGinness
Chief Executive Officer



As outgoing chair of the New Hope Community, Inc. Board of Directors, I commend this issue of FOCUS to you for its celebration of the many accomplishments of our community during 2023. I have served on the Board since 2015

and as chair for the last two years. Although I was familiar with New Hope before that time, as my sister Andrea has been a member of the community since 1980, my service on the Board has given me new insights into and appreciation for the dedication and excellence of our staff, from entry-level to the highest levels of management. Quite simply, New Hope is a treasure.

I have been particularly impressed with the flexibility and creativity with which New Hope has approached the many challenges that have come its way. In many respects, although COVID-19 is still with us (if, happily, in a more manageable form), 2023 will be remembered as the year when we accelerated our return to our pre-pandemic roots. Most importantly, we were able, for the first time since 2019, to hold the Family BBQ. That event has always been the high point of the year for the many people served by New Hope and their families. If you were able to join us for the barbecue, you can

attest to the joy and warm feelings that so many of us felt at being able to celebrate with each other in person.

2023 also saw the dedication of Andrew's Garden, a project that has been on the drawing board for several years. The garden will serve as a place of contemplation for all members of the New Hope community. In these turbulent times, having a place where one can relax, think, and enjoy the natural environment is a rare treat. We very much appreciate the many contributors who made this project possible.

I have very much enjoyed working with the talented members of our Board of Directors. A number of years ago, the Board adopted a policy of term limits so that after a period of no more than six years (in most cases) Board members have to rotate off the Board. That is why my valued colleague Erik Vadeika and I are stepping off the Board, following the departure over the last several years of a number of other long-time Board members. But the good news is that our new Board members have hit the ground running and bring a wealth of varied experience and a strong sense of commitment to their role as Board members. I am confident, that under the leadership of incoming chair Terry Grafmuller and his colleagues, the governance of New Hope remains in good hands.

Finally, I am very pleased that Debra McGinness will be continuing as New Hope's Chief Executive Officer. While Board members are the sunshine patriots of any organization, it is the full-time staff, working closely with those receiving services and their families, who truly move the needle. In Debbie, New Hope has a visionary leader who is well-positioned to lead New Hope to reach even greater heights.

Robert Dinerstein
New Hope Community Board Chair



As I reflect on the past year, the number of accomplishments Select Human Services Division achieved in 2023 was truly amazing. None would have been achieved without the hard work and dedication of our

staff in all program and administrative areas. I am pleased to share the following accomplishments:

- Launched a new innovative person-centered program shortly after Labor Day. Select Connects provides people the choice to attend programs one to five days a week, Monday through Friday from 9:00 am to 3:00 pm to fit into their existing schedules. Select Connects is available to individuals transitioning out of high school and older who can be successful in a 1:3 staffing ratio. Select Connects is designed to accommodate 18 people per day for a total of 90 “slots” per week. The program provides community outings, recreational, and volunteer opportunities in the local community.
- Received grants from FECA (Foundation for Educating Children with Autism) and Toyota to obtain two vehicles to enable the Select Connects Program participants to experience opportunities and volunteer in the local community.
- Convened our first fundraising events ever, raising approximately \$8,500 for supplies and equipment for the Select Connects program.
- Expanded our R&R (Respite and Recreation) program to offer fun activities in both the late afternoon and early evenings.
- Adopted an elementary school class in Yonkers for the year-end holidays providing gifts and clothing for many children in need.
- Presented with the Pleasantville SEPTA (Special Education Parent Teachers Association) Community Partner of the Year Award and were honored during their year-end dinner in May.



- Exceeded 300 new hires by December 8th, ending the year with 311 new employees. In the month of August, 41 employees joined our team, the highest number in a single month since Select’s inception in 2010.
- Participated in the NADSP E-Badge Certification pilot program through the grant obtained by New Hope Community. Participation in this program has allowed our Front-Line Supervisors the opportunity to demonstrate that they have up-to-date and relevant skill sets, highlight their professional achievements, and document the value that they bring to the people they support. Five Front-Line Supervisors completed the E-Badge Academy training and one was the first Front-Line Supervisor to complete the program in New York State.
- Exceeded 40,000 units billed for Waiver Services for the first time in the November 1st payroll. In 2022 the highest units billed was in the December 28th payroll which totaled 22,800 units.
- Supported 200 people and their families through Self-Direction in April of 2023, ending the year with 217 active budgets. In order to live independently, 20 Self-Direction participants are now receiving housing subsidies. Seven individuals attend college and 4 are participating in the dorm pilot program.
- Provided supports to approximately 900 individuals and their families through Community Habilitation, Respite, and Self-Direction
- Honored two employees as DSP of the Year during DSP Appreciation Week; and showed our gratitude to all the Direct Support Professionals on our team.
- Redesigned our website to better communicate our programs and opportunities to the people we support. Take a moment to visit our website www.selecthumanservices.org.

We are endlessly proud of our progress and look forward to an exciting 2024.

Respectfully,

Margaret C. Wicksman
Vice President SHS Division

Select Human Services

Select Self-Direction 2023



D.B. at Syracuse University, Move-In Day, August 2023

Self-direction empowers persons with disabilities and their families to design and manage services based on individual needs and goals. It promotes community involvement and roles of social value and supports participants in reaching for their highest level of independence. The person supported and their carefully chosen support team create a budget that is individualized, and speaks to the person's unique self and life choices. The support team includes the individual, family members, a Care Manager, a Broker, a Fiscal Intermediary (FI), and anyone else the participant selects.

An ultimate example of empowered independence for self-directing people supported by Select Human Services is found

Select Connects

In September 2023 Select Human Services launched a new innovative person-centered program named "Select Connects".

The program is available to individuals transitioning out of high school and older who can be successful in a 1:3 staffing ratio. Select Connects provides people the choice to attend the program one to five days a week Monday through Friday from 9:00 am to 3:00 pm to fit into their existing schedules. Select Connects is designed to accommodate 18 people per day for a total of 90 "openings" per week.

in those attending college programs. These self-directing participants attend InclusiveU at Syracuse University, The College Experience at the College of St. Rose in Albany, The Bridge Program at the College of Mount St. Vincent in Riverdale, Rensselaer Polytechnic Institute in Troy, and Western Connecticut State University in Danbury. The inclusivity of living amongst both neurodivergent and neurotypical students, enjoying many wonderful facets of independent living, and following an active daily schedule with limited support meets many of the valued outcomes of each person and allows the realization of self-direction goals.

How was all this made possible? Two years ago, OPWDD unveiled a dorm pilot program under the housing subsidy budget line for individuals attending college in New York State. The majority of Select's self-directing participants have been able to secure this housing support while others continue to work with their support teams to achieve approval of housing through the dorm pilot program. These college students have carefully crafted self-direction budgets that often include food subsidy monies towards the meal plan, access to community habilitation (Com Hab) support in their college town, monies for transportation to and from their hometown and college town, and monies for classes they audit since non-matriculated classes are not covered as per OPWDD regulations. As is the case for many students acclimating to college life, transitioning to college is not without its ups and downs. That said, challenges are tackled, and welcome progress is made! The parents and Select Self-direction Team are so proud of each of these brave, independent students. One parent said, "College was beyond my wildest dream for my son."

Select Connects provides community outings and recreational and volunteer opportunities in the local community. Select Connects has developed relationships with The Extended Family, JCC Recreation Center in Tarrytown, Endeavor Farm, Music for Life, the Pleasantville Food Pantry, and Lyndhurst Mansion providing wonderfully diverse experiences for everyone. The group has had many fun adventures including hiking the trails at Lyndhurst Mansion, the Croton Gorge, Rockefeller Park, and visiting the Norwalk Aquarium. A "Music

Select Human Services

for Life” Concert was held in December at the Ossining Library featuring performances by everyone in the program. The group enjoys bowling, yoga, swimming, ping-pong, pottery and art, playing games, shopping, cooking, and developing long-lasting meaningful relationships with others. At the end of each day, each person uses technology to communicate with their families about their fun-filled days and adventures.

Through the generosity and involvement of our families and community, we were awarded two grants that enabled us to purchase vehicles for our new program: one from FECA (Foundation for Empowering Children with Autism) and the second from Toyota. On any given day, you will find Select Connects doing what they do best – connecting with our community. Whether it be delivering care packages to food pantries and first responders, volunteering at the local thrift store, conducting a Thanksgiving can drive, or adopting an elementary school class for Christmas, the emphasis is on giving back.



Three successful fund-raising events were held this year for our new program raising approximately \$8,500 for supplies and equipment for the new program.

We look forward to expanding this program in the upcoming year.

NADSP E-Badge Certifications at Select



In 2022, the National Alliance for Direct Support Professionals (NADSP) entered into a three-year contract with Office for Persons with Developmental Disabilities (OPWDD) to provide human service organizations the opportunity for their Direct Support

Professionals and Frontline Supervisors to pursue NADSP Certification through the NADSP E-Badge Academy. In the late fall, New Hope Community was notified that it was one of seventeen organizations selected to take part in this grant pilot program.

Five employees at Select Human Services completed the Frontline Supervisory (FLS) Certification in 2023.

Melissa Schoenenberger was the first FLS credentialed staff at Select and the first person to achieve FLS certification through this pilot program. She completed her training on January 24, 2023. Melissa joined Select in July 2018 and is currently a Waiver Service Manager.

By the Spring of 2023, Kerry Cunningham, Roshawn Johnson, and Maristela Pastilha had also completed their FLS certification. All three are Waiver Service Managers; Maristela joined the Select team in April of 2016 and Kerry and Roshawn in January 2021.

Sr. Field Supervisor Dan Gilsenan completed his FLS certification in October 2023. He joined the Select team in January 2016.

There are four more Frontline Supervisors at Select currently enrolled in the credentialing program and expect to complete their certifications in the Spring of 2024.

Participation in this pilot program has given our supervisors the opportunity to demonstrate that they have an up-to-date and

relevant skill set, highlight their professional achievements, and document the value that they bring to the people they support. These badges demonstrate the knowledge, skills, and values that our team utilizes every day and recognizes professional development.

R&R Programs at Select

Creative Corner

CREATIVE Corner Arts and Crafts program had another very successful year! The program first started back in the Spring of 2019 and since then the classes have been full of faithful returning artists and new artists as well. We remember back



during the COVID shutdown the classes held via Zoom were also beyond full.

As you may be aware, expressing oneself through art is so important. Unfortunately, the class size is limited, so, at times, there is a waiting list. For the first time in 2023

we did offer two classes during one of the sessions. The class continued to use different mediums to create their works of art. We learned to reuse, repurpose, and recycle materials and we worked on our skill sets and learned new techniques. We also learned about art history and are inspired by some of our favorite artists as well. We participated in the NY Alliance Inclusion & Innovation's 2023 Virtual Art Gallery again and were happy once again to see our "Bee KIND" collaborative artwork highlighted on the opening page! Everyone in the CREATIVE Corner continued to have a great time being together, relaxing, creating, and having fun. Everyone's artistic skills and confidence improved, and everyone has learned that we are all artists with different styles, just as it has been throughout art history!

Let's Dance

Students learned new styles and ways to move their bodies while having fun! The class consisted of movement, exercises, and play that incorporated the movement of dance. We started

with a warmup that entailed stretching and exercises, followed by a dance game. Students learned new skills as they practiced different motor coordination activities across the floor. The rest of the class consisted of various games and movement activities. Each class is adapted to the student's learning and physical abilities and includes props for added engagement and experience.

I Like to Move It, Move It

This class is all about learning to move your body in space and the connection between brain and body. We started class with a good stretch and warm-up. Following this we worked on ladder drills. Each week we made the movements progressively harder. Every class also consists of a HIIT-style workout incorporating functional movements such as squats, running, jumping, and more. We finished every class with either a teamwork activity or a body and brain activity such as collecting colored cones that were called out as the individual ran across the room.

Cooking

These classes have focused on recipe following, kitchen safety, and socialization with peers. Each week the group made a new appetizer together. They first go through the ingredients needed; then they discuss the recipe together. Some weeks they made their own individually and others they worked together to make the meal. Everyone gets an opportunity to learn a kitchen skill each week and utilize a new kitchen tool. They also played games such as *Jeopardy* with kitchen-related topics.

Bingo

This class is all about having fun and socializing with peers over some friendly competition. We played many different forms of bingo such as charades bingo, winter or other topic bingo, loser bingo, and more. Each person was engaged and got a chance to call out numbers or read clues to the group. This class is for anyone looking to just hang out with friends and win some cool prizes!

Strategic Plan: 2023 – 2025


In May 2023, New Hope Community’s new three-year strategic plan was launched. This plan sets out three strategic themes that speak to our top priorities through 2025.

Our strategic plan was ushered in with a celebratory launch event with representation from both New Hope Community and our division in Westchester, Select Human Services. Two sessions were held to best accommodate staff schedules and many of the people we support also attended and participated. The strategic plan co-leaders presented on each of the three main themes (Choices and Independence, We Support You, and Ready and Resilient), followed by an interactive Q&A session led by CEO Debbie McGinness.

The inclusive infographic below highlights key information points (please visit our website to view the full strategic plan). The strategic themes speak to our deep commitment to learn, grow, and change in ways that will holistically support the life experiences of all those we support, our staff, and our extended New Hope family.

Referencing the infographic, you will see that our first theme (Choices and Independence) is grounded in creating change that dynamically benefits those we serve. Our second theme (We Support You) commits to a multitude of actions that will robustly inform and elevate our workforce. Our third theme (Ready and Resilient) demonstrates our prioritization of organizational advancement specific to local and global IT and business practices. Please also note our anchoring principles: Service, Trust, Humanity, Flexibility, and Commitment. And, of course, our mission and vision, which is at the heart of our New Hope Community life!

Following the event, enlarged posters of the infographic comprising daily structures, systems, and operational goals to set teams up for success were distributed to every program, department, and residence for display. The infographic can be referenced for a clear measure of success for the team, to regularly track and monitor goals and performance, and to share with visitors and guests.



NEW HOPE COMMUNITY STRATEGIC PLAN: 2023 – 2025


VISION: New Hope Community will be the leader and model agency recognized for being **ethical, distinguished, and enthusiastic.**

MISSION: We challenge ourselves to enhance the lives of people with intellectual and other developmental disabilities.

ANCHORING PRINCIPLES


SERVICE	TRUST	HUMANITY	FLEXIBILITY	COMMITMENT
Service is at the core of what we do. We put the needs of people first each and every day.	We trust one another and strive to be trustworthy in everything we do.	People are at the heart of everything we do. We lead with empathy, resolve to listen and learn, and keep humanity at the forefront.	We are flexible to provide meaningful support to the people at New Hope Community.	We are driven by an abiding commitment to make the world a better, more welcoming place for the people we support.

STRATEGIC THEMES




CHOICES AND INDEPENDENCE


Empowering people is a top priority for our team. We strive to offer options that allow people to have greater choices.



We will implement smart technology in our homes and programs to drive independence.




We will expand assistive technology to inspire choices and use.




WE SUPPORT YOU


The strength and health of our team makes it possible for New Hope Community to provide excellent services. We use data driven approaches to inform our focus on recruitment and retention.



We are committed to a healthy work/life balance and career growth for our team.




We are committed to support mental health, career training, and coaching/mentoring.




READY AND RESILIENT

Building sustainable practices will fortify New Hope Community and ensure people have resources and options.



We pay close attention to changes in expectations and requirements.



We are a state-of-the-art agency that takes risk, innovates, and works to build resilience.

New Hope Community Welcomes Seven New Board Members

We are pleased to announce seven new members have been appointed to serve as members of the board of directors. Bruce Ellsweig, MD, Amanda Langseder, Aleta Lymon, PhD, Walter Madden*, Stuart Reich, Gary Silver, and Jean-Paul Vallet were approved for an initial two-year term and can serve a maximum of six years.

**In loving memory of Walter Madden, 1958-2024*

Meet our new board members:



Bruce Ellsweig, MD
Practicing Family Physician
at Crystal Run Healthcare

Dr. Ellsweig joined Crystal Run Healthcare in 2015. He also serves as the medical director for Sullivan County's Public Health Services, helping to manage the county's response to the pandemic. In

2017, he joined the advisory board for the health-focused non-profit Sullivan 180. Dr. Ellsweig is also a social member of the Forestburgh Fire Company and an active participant of the Monticello Kiwanis Club. His extensive medical experience includes positions as director of primary care and community medicine with Greater Hudson Valley Health System and as medical director of Lehigh Valley Hospice.



Amanda Langseder
Managing Director
of Sullivan 180, Inc.

Amanda Langseder has served as the managing director of Sullivan 180, Inc., a nonprofit dedicated to improving the health of Sullivan County residents since October 2020. In

her current role she works with the organization's board, staff, volunteers, and diverse community partners to develop impactful programming to support healthier lifestyles. Before

joining Sullivan 180, Langseder spent four years at Garnet Health, where she worked as their director of community health. Prior to her work at Garnet, she led the Women, Infants, and Children (WIC) program at Sullivan County Public Health.



Aleta Lymon, PhD
Grants Manager at Garnet
Health Foundation in Orange
and Sullivan Counties

Dr. Lymon began work with Garnet Health Foundation as its Grants Manager, where she manages federal, state and private grants in support of programs and services across Garnet Health. Dr.

Lymon has over 20 years of experience in leading projects and program and policy implementation. She has her doctorate in philosophy in public policy, administration, leadership and management from Walden University, her master of public administration from Marist College and her bachelor of science in business management and economics from Empire State College. Active in the greater Sullivan County community, she has served on boards and committees of the Rural Economic Partnership for Sullivan, NAACP, National Society of Leadership and Success, Sullivan County Professional Women, American Society for Public Administration and Sullivan County BOCES.



Walter Madden,
New Hope
Community Resident

Mr. Madden moved into New Hope Community in March of 2017. He was an active member of the residential community and a passionate advocate for himself and his peers. Mr. Madden participated in agency-wide

committees where his life experiences provided a crucial perspective. Mr. Madden was a member of the Kiwanis Aktion Club, the only service club for adults with disabilities, where he enjoyed participating in their sponsored fundraisers and activities. He liked to attend church activities, build community connections, and was a fan of old TV shows (like Adam 12), and music by Elvis. Mr. Madden was previously employed at Resorts World Catskills.



Gary Silver
Partner at Billig,
Loughlin & Silver, LLP

Mr. Silver has a wealth of legal knowledge and currently works as the attorney for the Village of Liberty. Active in humanitarian efforts, he is the vice president for legal and governmental affairs for Operation Endeavor, Inc.,

a not-for-profit organization that provides emergency rescue training. Mr. Silver is involved in the Liberty Rotary Club's Haiti Clean Water Program, traveled to Vietnam in April 2018 with Schools to End Poverty (S.T.E.P.), and in April and May of 2020, participated in Operation Feed in Sullivan County. A dedicated member of the Liberty Rotary Club, he served as president from 2016 to 2017.



Stuart Reich
Certified Physician Assistant,
founder Stuart Reich PA
Medical Malpractice

As a parent of a New Hope Community resident, Stuart Reich has a deep understanding of the transformational work the organization is known for. Reich is a certified physician

assistant with extensive clinical experience in various care settings including surgical centers, clinics, hospitals, operating rooms, and physician's offices. Throughout his decades-long career, Reich managed inpatient and outpatient procedures, diagnosed and treated chronic healthcare issues, and performed physical examinations. In 2001 he founded Stuart Reich PA Medical Malpractice Consulting where he uses his background to serve as a medical malpractice court witness and consultant.



Jean-Paul Vallet
Vice President of Network
Planning at Westchester
Medical Center Health
Network

Mr. Vallet has more than 20 years of experience in hospital and health system strategic planning and business development. He joined

Westchester Medical Center Health Network (WMCHealth) in 2019 where he oversees all Certificate of Need (CON) preparation and filings with the New York State Department of Health and more generally supports strategy and development initiatives. He was a member of the WMCHealth COVID-19 Vaccination HUB Executive Leadership Team which managed the distribution of the vaccine from December 2020 to July 2021 to all healthcare providers in the Hudson Valley. Prior to WMCHealth, Mr. Vallet was director of planning and business development at Garnet Health.

Celebrating the 33rd Anniversary of the ADA at the Governor's Mansion



Chief Executive Officer Debbie McGinness had the pleasure of meeting Governor Kathy Hochul on July 27th at the Executive Mansion in Albany in celebration of the 33rd Anniversary of the Americans with Disabilities Act (ADA). The event included the launch of the “Look Beyond My Developmental Disability” campaign (see article below) and featured an exhibit of historical events that impacted New Yorkers with developmental disabilities.

The ADA became a law in 1990 and prohibits discrimination against people with disabilities. We were honored to be invited to celebrate the anniversary of this law and to show our support and acknowledgment of the tremendous contributions of people with disabilities. We continue to advocate to ensure that every person, regardless of their abilities, is respected, recognized, and entitled to the same rights and opportunities as those without disabilities.

New Hope Community Featured in OPWDD Statewide Campaign

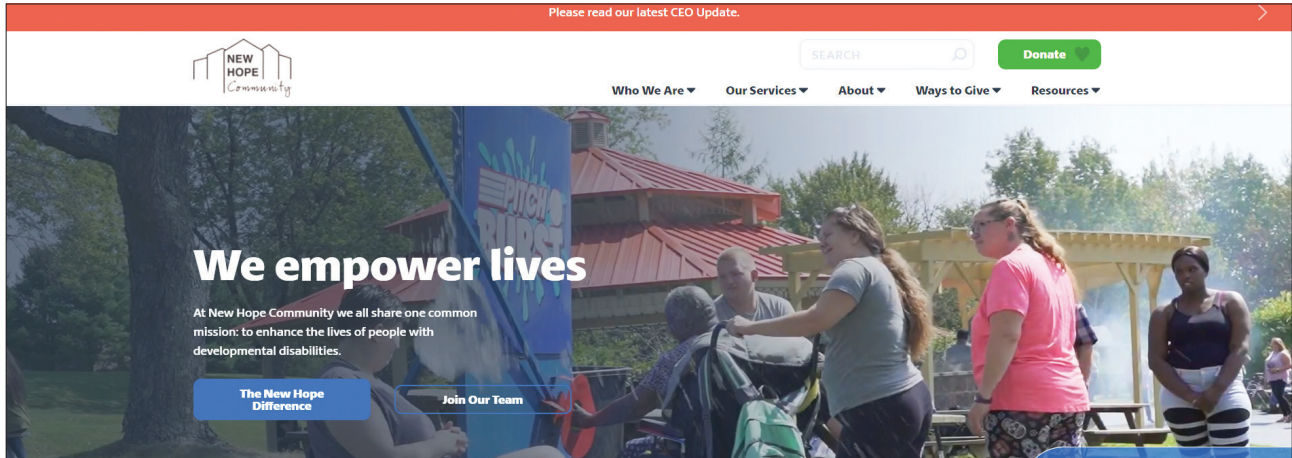


In July, on the anniversary of the signing of the Americans with Disabilities Act, the Office for People with Developmental Disabilities (OPWDD) launched a statewide campaign to combat the stigma against people with intellectual and developmental disabilities (I/DD). Titled “Look Beyond My Developmental Disability”, the campaign highlighted and celebrated the contributions of the I/DD community.

We were invited to participate in this important campaign and are proud that New Hope Community residents Noah, Lina, Leroy, and Terrence, along with Farm Assistant Anthony, were chosen to be among those featured. Noah shared his love of golf and involvement in the New Hope Knights Special Olympics team; Anthony, Terrence, and Leroy shared their gardening skills at our Hope Farm; and Lina was featured with her best friend Bear, our barn dog at the Stables at McCoy Meadow. Everything captured was shared on OPWDD’s social media channels during the campaign.

This groundbreaking campaign aligns with our mission to provide person-centered services and supports for people with I/DD and we were honored that OPWDD’s campaign shined a spotlight on several members of our community. People who have disabilities are friends, family members, employees, and neighbors, just like everyone else, and we are proud to be a part of an empowering campaign that showcases their talents and passions.

New Hope Community Launches New Website



We were proud to announce the launch of New Hope Community's newly redesigned website – www.newhopecommunity.org, in February 2023. The redesign created an optimal, user-friendly experience that facilitates a more fluid user experience.

The new streamlined site improves functionality and provides easy access to information about New Hope Community services, career opportunities, noteworthy news, and upcoming events. It also vibrantly shares stories about New Hope Community life.

Most importantly, the new website is ADA Compliant for those with visual, hearing, motor, and cognitive disabilities.

Features include:

- Screen reader-friendly for those with visual impairments
- Keyboard navigation for those with motor impairments
- Audio that includes captions or transcripts for those with hearing impairments
- Content that is easy to read and follow for those with cognitive impairments

New Hope Community's website will be updated regularly to include new career opportunities, service and support updates, and upcoming events.

Making a Difference Through Supported Employment



Dominic works as a kitchen porter at Villa Roma.

New Hope Community's Supported Employment Program (SEMP) has been providing jobs and job training to people with intellectual and developmental disabilities for over 25 years. Led by Carl Santos, Director of Program Services, the goal is to assist people in gaining employment in integrated settings within their community. Carl and his team meet and assess

people who are seeking employment and best match them with prospective employers who would meet the desires and abilities of the person seeking employment.

In 2023 we saw several people we support reach the age of retirement. While we were sad to see them go, we are happy to see them enjoy a well-earned career of leisure. We have over 15 people gainfully employed by businesses around the

community. These include our local grocery stores, Bethel Woods, and Resorts World Catskills. We also collaborated with several of our local small business owners in matching employees who assisted with cleaning and product prep. These include the Stables at McCoy Meadow, the car wash, the greenhouse, and Hope Farm. Everyone is extremely proud of the work they do and their accomplishments have a very positive impact on our New Hope Community family. SEMP also has a vast training and development program. At any given time seven to ten people are going through the process of discovering their interests and participating in hands-on training to develop job skills.

The Supported Employment Program provides people with intellectual and developmental disabilities the opportunity to gain meaningful employment and to increasingly experience a purposeful life within the community.

Carl Santos
Director of Program Services

NADSP E-Badge Academy Pilot Program



Melissa Schoenenberger, Waiver Service Manager, Select Human Services

organizations participating in the pilot program has grown to 35 organizations, which currently represents approximately 5% of all I/DD voluntary provider agencies in NYS. Direct Support

In October of 2022, New Hope Community became one of 17 I/DD (Intellectual and Developmental Disabilities) organizations across New York State (NYS) chosen to participate in a \$10,000,000, 29-month collaborative grant opportunity between NYS and the National Alliance for Direct Support Professionals (NADSP). Since that time, the number of

Professionals (DSPs) have historically had little opportunity to progress in their careers, but NADSP aims to change this by providing comprehensive training focused on providing high-quality human services. With many organizations experiencing workforce shortages,

the grant comes as a welcome strategy to offer continuing education and increased job satisfaction for employees.

This grant is designed to provide DSPs and Frontline Supervisors with comprehensive training through NADSP-approved virtual training platforms. Staff also provide written testimonials that demonstrate their ability to apply the incredibly important work they do to a set of core competencies. These testimonials assist staff in recognizing their own unique skill set and the value they bring to the workplace. If expanding one's knowledge and showcasing

one's professional skills isn't enough, staff who participate in this program are also offered a monetary bonus once the required levels are completed. DSPs have the potential to earn upwards of \$2,250 and Frontline Supervisors can earn \$1,000.

This grant has provided New Hope Community the opportunity to enroll 20 staff. We selected 15 staff members to participate in the program while Select Human Services (SHS), our Westchester-based division, enrolled five staff members. Between the two organizations, six frontline supervisors have completed their credentialing, and one DSP has achieved DSP1 and DSP2. As staff complete their credentialing, we can fill those vacant spots with new staff, expanding the opportunity for others to experience growth and success.



Jessica Derrick, House Manager, New Hope Community

As the Office for People with Developmental Disabilities (OPWDD) toured the state and spent time with those who are

involved in the grant program, they discovered the tremendous asset this small investment in staff has become. Those who have finished the program have shared with us the renewed commitment they feel towards their roles as DSPs and Frontline Supervisors. Their eyes have been opened to the value they bring to the organization and the people they support. Staff have recognized the crucial role they play in people's lives and are encouraged by the support and recognition. The NADSP E-Badge Academy will continue through October 2025 and provide credentialing that will support career advancement. Ultimately, this holds tremendous value for both our staff and for the people who have entrusted us to assist them in living a full and complete life.

“Through my journey with E-Badge Academy, I transformed my perception of becoming a frontline supervisor from a seemingly difficult task to an achievable goal through dedication and hard work.”

— Jessica Derrick

Amy LeRoy
Director of Training & Advocacy

Unlocking Leadership Potential Through Coaching and Mentoring

At the close of 2023 we took a step back and reflected on the strides we've made in the arena of coaching and mentoring staff at New Hope Community.

The training department received clear direction from New Hope Community's leadership: develop programs and systems that support our staff and help them grow and develop the leadership of their teams.

Therefore, it was decided a cohort model of leadership development whose purpose is to promote collaborative learning and development would be most beneficial. To focus on individual manager needs, our approach also included a monthly one-on-one coaching session.

So, it is with pleasure, I share our 2023 journey. A journey that speaks to our achievements, challenges, and our path ahead.

The ICF Cohort Journey

We launched, with our dedicated group of 11 managers, in the ICF Cohort. They met from January to June 2023 before taking a short summer hiatus, yet summer didn't equate to a vacation from personal growth. Many of our managers dedicated this time to one-on-one coaching sessions, further honing their leadership acumen. The enthusiasm to embark on this learning journey again was palpable when sessions resumed in October 2023. Meeting once a month, our 90-minute sessions were not just regular meetings, but workshops of transformation. The shifts in their leadership approach and their engagement levels spoke volumes about their commitment.

The IRA Cohort Pilot: Lessons in Resilience

Our IRA Cohort Pilot, comprising of eight managers, faced some initial turbulence. However, every challenge brings with it an opportunity; an opportunity to do things better and change how our system is working to support managers. Although we saw the managers' potential and their interest in leadership development, we needed to identify the most meaningful way to harness this. We quickly realized that the needs of this group differed from the ICF Cohort just by the nature of being in a different regulatory regime.



Therefore, we closely collaborated with Residential Coordinators to ascertain the best methods to support these managers in the realization of positive growth. Like the ICF Cohort, the IRA Cohort Pilot group convened once a month for a 90-minute session.

Empowering Residential Coordinators

Dedicated to empowering our Residential Coordinators to develop into adept coaches, this Cohort began on a high note. As we navigated the course, we realized the power of personalized attention. Hence, our approach pivoted more towards one-on-one coaching, while group sessions served as platforms for ideation and peer-to-peer practice.

What's on the Horizon?

Our future is all about expanding horizons. In 2024, we plan to roll out Cohorts to all residential managers grouped in clusters according to the Residential Coordinators caseload. In conclusion, as we navigate leadership development at New Hope Community, it's essential to recognize that every cohort and every manager brings unique experiences and challenges to the table. Our commitment is unwavering: to provide an environment where everyone can flourish and contribute to the organization's overarching vision.

Here's to more learning, growth, and leadership!

Campell Lumbila
Training Coordinator

Family and Friends Award of Distinction

The Family and Friends Award of Distinction was created to honor an extraordinary staff member who exemplifies exceptional performance as recognized by a family member or friend of a person receiving support at New Hope Community.

Laurie Feldman



In February we presented Laurie Feldman, Relief Direct Support Professional at the Bernstein residence, with the Family and Friends Award of Distinction.

Lynn Decker, mother of New Hope Community resident Evan, nominated Laurie for her quick response to an auto accident involving Evan and his family. On Christmas Eve, when returning Evan back from an outing and lunch with his brother, their car slid off the road, crunched the front bumper on a guardrail, and required a tow. Fortunately, there were no injuries and Evan was buckled in and remained calm. However, the tow truck that responded was only able to transport two passengers. In need of help, the family called the Bernstein House to see if it was possible for a staff member to pick up Evan. Lynn wrote, “Laurie Feldman took my call and arrived within 15 minutes to collect Evan, making the situation more manageable.”

Staff and family (attending virtually), gathered in the board room and presented Laurie with the award.

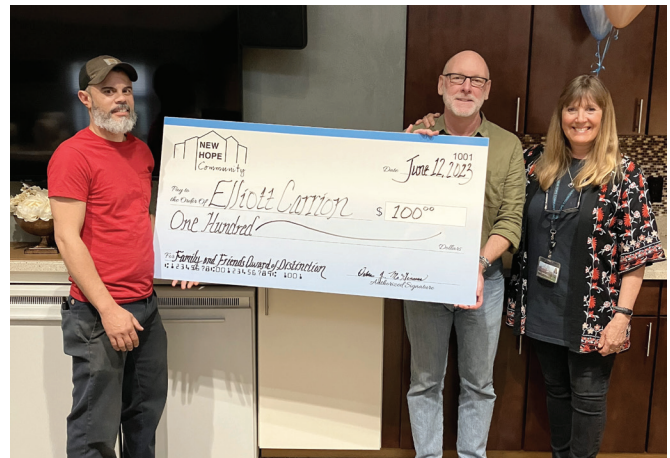
Congratulations, Laurie!

Elliot Carrion

In June we celebrated Elliott Carrion, Maintenance Associate, as the recipient of the Family and Friends Award of Distinction!

Nominated by Steve and Pam Skillman, parents of New Hope Community resident Sam, for Elliott’s immediate response to a needed repair to Sam’s wheelchair. While visiting and taking Sam for a walk, Pam noticed Sam’s wheelchair needed a repair and happened to run into Elliott (whom she hadn’t met previously). Elliott immediately stopped what he was doing, warmly greeted everyone, and invited them into his garage. He quickly assessed what was needed and repaired Sam’s chair. Pam wrote, “Elliott made the workshop a warm and welcoming space and we wanted to recognize him for his care and meaningful act of kindness”.

Congratulations, Elliott!!



45th Annual Family BBQ



We couldn't have been more excited to host our Annual Family BBQ! After a three-year hiatus due to COVID, our beloved event was held on September 10th. Not even rainy conditions could dampen the excitement of those who attended. The people whom we support, their families, and staff members dismissed the weather and came prepared to have a great time.



With close to 500 guests in attendance, the event included a day of fun, food, music, and dancing – everything that makes the Family BBQ so memorable. Guests enjoyed a great BBQ buffet, 50/50 and basket raffles, a swag sale, an ice cream station, and an art and jewelry sale. Hope Farm brought the farm-to-table experience by selling New Hope Communi-Teas and organic produce, Rhythm & the Beats Percussion Ensemble entertained with two performances, and DJ Frankie Kutz (who is also a Direct Support Professional) had everyone dancing. Attendees also explored and experienced the recently completed Andrew's Garden, a sensory space that encourages relaxation and connection to nature. Read more about Andrew's Garden on page 32.

We were so thrilled to come together again to enjoy the family fellowship that we had all been missing. Thank you to everyone who made the day such a huge success. We can't wait to see everyone next year!



Information Technology Updates



In the first half of 2023, New Hope Community made significant strides in enhancing its information technology infrastructure. Multi-Factor Authentication (MFA) was successfully implemented within the PC environment in April, bolstering security measures to protect sensitive data. Simultaneously, the organization aimed to standardize TV and network packages at each residence, achieving this goal in May. This move not only ensured a consistent level of service across locations but also included substantial internet speed upgrades, reaching 35mb upload and 600mb download. The main campus also underwent a transition to 1GB direct fiber service, marking a substantial improvement in connectivity.

From July 2023 onwards, the organization embarked on further technological advancements. One notable initiative involved the redesign of the networking infrastructure and the adoption of an SD-Wan architecture. This move aimed at creating a seamless virtual network connecting all physical locations, providing better wireless reception through enterprise-level hardware. The organization's goal is to complete the migration to SD-Wan by late fall 2024, ensuring a comprehensive and efficient network structure.

Additionally, the ongoing project of building a redundant fiber ring at the main campus is underway. This initiative is set to provide a secondary internet circuit, ensuring connectivity even in the event of an outage from one ISP vendor. Despite changes in the design of the campus fiber network, the organization remains committed to its goal, trenching new "SINGLE-MODE" fiber along existing pathways in a hub-spoke model.

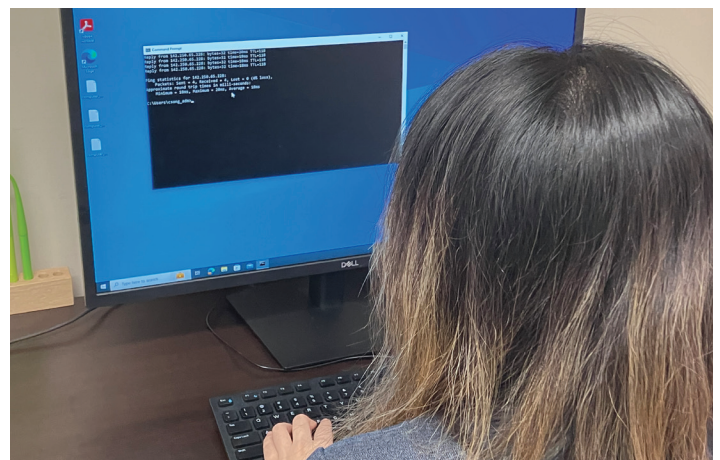
The Theatre Renovation Project, completed at the end of 2023, stands as a testament to the organization's commitment to technological innovation. The project introduced a host of new audio/visual equipment, offering complete control of theatre sound and lighting elements via iPad. The theatre now boasts the ability to host virtual meetings using MS TEAMS, incorporating a person auto-tracking camera with auto-zoom functions. The installation of built-in one-touch presets based on use types, such as the "MOVIE PRESET" that automatically dims lights, lowers the screen, turns on the projector, enables surround sound, and provides playback control via iPad, enhances the versatility and user-friendliness of the space.

Lastly, the migration of our electronic healthcare platform from THERAP to iCareManager began in the fall of 2023 and is in progress, focusing on technical requirements, data security, and application functionality, with an anticipated completion time frame of summer 2024. Read more about iCareManager on page 25.

These developments underscore New Hope's dedication to staying at the forefront of technology to enhance the overall experience for its residents and its staff.

A handwritten signature in black ink, appearing to read 'P. Burnett'.

Pierre Burnett
Director of Information Technology



Facilities and Maintenance Department Focus on Upgrades, Renovations, and Repairs

As we continued to emerge from the pandemic, we progressively built momentum in providing much-needed upgrades and repairs to many areas of New Hope Community. This included moving forward on our five-year plan for general maintenance needs. As a support system to New Hope, the Maintenance Department worked closely with other departments and programs providing the best services possible.

Capital Dollars:

Campus Driveways and Walkways (\$81,500) – Repaved two driveways and five walkways at on-campus homes.

Painting (\$18,700) – Painted numerous bedrooms and common areas in both IRA and ICF residences.

Upstairs Bathrooms Design and Remodel (\$78,256) – Created new designs and completed the remodeling of two side-by-side bathrooms for improved layout and design at Novogrodsky residence.

Campus Bathrooms (\$85,568) – Remodeled bathrooms in three homes and completed bathroom repairs at one home.

Laundry Room Remodel (\$16,280) – Remodeled and converted the laundry room at Metz Residence at 308 Stupell Circle.

Boiler Replacement (\$11,500) – Replaced the boiler at LaVista residence.

Oil Tank Replacements (\$4,500) – Replaced and repositioned oil tanks from outside to inside units at Colonial residence.

Appliances (\$24,600) – Actively replacing multiple large appliances throughout our residences.

Carpet and Office Flooring (\$28,900) – Replaced carpet and office flooring in several IRAs, ICFs, and high-traffic areas within our administrative building.

Furniture Sets (\$98,000) – Purchased living room, dining room, and bedroom sets, as needed, for various replacements in agency-wide IRA and ICF residences.

Water Heaters (\$31,800) – Replaced twelve of 55 water heaters at Dee's Drive, Stupell Circle, and Larry's Way.

IRA Residential Driveways (\$157,900) – Reconfigured and repaved driveways at six IRA residences to accommodate additional parking spaces and vehicle flow.

Home Renovation (\$42,059) – Constructed new bedrooms and relocated an office at 6 Fremon residence to allow for use of upstairs space.



Fire Sprinkler Cap Replacement (\$15,000) – Replaced the fire sprinkler system (to include heads) at Cohen Residence at 205 Michael's Court.

Air Conditioner Replacement (\$7,200) – Replaced the upstairs air conditioner at Cohen Residence at 205 Michael's Court.

Power Washing and Painting (\$30,375) – Power-washed decks and siding of both on- and off-campus homes. Decks also received fresh coats of paint.

Decks (\$75,760) – Demolished and replaced exterior decks at seven IRAs.

While our days were filled with the ongoing repairs and upgrades to our homes and agency vehicles, the projects outlined above stood out as priority. By focusing on the upgrades to our capital assets, in turn, we can more easily navigate the much-needed repairs to the aging infrastructure with the goal of providing the best standard of living for the people we support. All in all, we are encouraged by the projects that we were able to accomplish and by the collaborative spirit of those we support. We look forward to continuing on this trajectory in 2024 as we build forward.

Brian McPhillips
Facilities Manager

Behavioral Services: Transformation of the Department



In 2023 Behavioral Services Department began transforming the way we provide services to the people of New Hope Community. Our team has been re-envisioning the integration of Behavioral Health Services into people’s daily lives and together are working to strengthen the cohesion and relationships with other departments with a clear focus on building relationships with those who directly support the people of New Hope Community.

Specifically, our team works with the people at New Hope and their CORE teams to provide support, expertise, individualized attention, and intervention while consistently addressing all aspects of emotional and mental health and overall well-being. We are involved in addressing concerns that may arise psychologically and behaviorally with all those in our programs and homes on an as-needed and ongoing basis. Whether it be developing and implementing support or monitoring plans, attending to psychiatric needs, or staff training and observation, the Behavioral Services team plays a key role in the lives of those we support. Our team is committed to enhancing our services and working more efficiently to be able to provide the best and most effective evidenced-based interventions while continuing to be a resource for staff members.

Shifting service perspectives and advancing our Behavioral Services roles has been a multi-faceted approach:

Redesign current plans	<ul style="list-style-type: none"> • Simplify: Encourage greater understanding by direct support staff and increase their ability to implement interventions • Individualize: Work directly with the individual, their families, and their team to ensure plans accurately reflect them and provide the most effective interventions for that person • Focus: Address the most challenging needs with the most effective interventions • Expand: Broaden plan types to holistically meet individual needs
Reduction of Restrictions	<ul style="list-style-type: none"> • Increase focus on reducing restrictions and implementing fading criteria leading to fewer limitations within their environment • Celebrate people’s success and achievement by providing opportunities to decrease limitations/restrictions
Restructuring Department Processes, Policies, and Procedures	<ul style="list-style-type: none"> • Simplify workflow and documentation processes to allow for more time to be spent in the homes and with the people we support • Develop and revise policies and procedures to reflect the most up-to-date regulatory requirements for Behavioral Services
Ongoing training	<ul style="list-style-type: none"> • Provide observation and real-time training with direct support staff in programs to enhance behavioral intervention skills • Continue opportunities for ongoing education and training for Behavioral Services team members • Train in evidence-based practices to enhance services and individual knowledge base • Offer opportunities for growth through ongoing supervision and professional development

By transforming perspectives and processes, the Behavioral Services team is redefining the ways in which we support the people of New Hope Community. We are looking to decrease the need and use of interventions to provide the best and most effective ongoing services for those in need. We are working to enhance people’s lives by increasing our presence and working directly with the individuals, their families, and the staff who surround them daily. Our goal is to reshape individual support plans by increasing the abilities of the people we support to more effectively manage their day-to-day lives and challenges while also ensuring we are a consistent resource that promotes mental and emotional well-being.

Amy Cavaliere
Director of Behavioral Service

“Growth is never mere chance; it is the result of forces working together.”

~James Cash Penney~

Employee Recognition BBQ



At all hours of the day and night and every single day of the year, our staff work to enhance the lives of the people we support. It is an invaluable job that often stems from a place of wanting to help others and wanting to make a difference in the world. Every staff member demonstrates their true commitment to the people they support, their teams, and our organization.

With everyone yearning for a way to gather again, we did just that, and celebrated our staff with the first-ever Employee Recognition BBQ! Held at Loch Sheldrake Fireman's Park on Saturday, June 10th, over 250 staff and their families came to celebrate, relax, and have fun.

A total of 117 staff members who completed 3, 5, 10, 15, 20, and 20+ years of employment, along with relief staff who worked 500+ hours, were celebrated and recognized! Staff



also nominated three special team members who fit certain criteria for specialty awards. Nominations were presented to committees and the winners were chosen anonymously.

The **Hope Heart Award**, presented by Chief Operating Officer Karen Russell, was awarded to Hope Farm Head Farmer, Megan Greene. Megan was selected for her passion and commitment to bringing healthy food to New Hope Community and our surrounding neighbors. She is a true example of someone who is community-minded and loves what she does. The **Fred Birnbaum**



Award was founded and presented by Annabel Lindenbaum, a constant champion on behalf of New Hope Community's mission whose late brother, Fred, resided at New Hope for over 40 years. Direct Support Professional 1 Monica Arango was selected for this special award and was even nominated twice by separate staff. Monica embraces, respects, and values everyone's unique differences in her WOW group and creates a space where everyone is free to be themselves. She is always a positive presence and encourages her group to try new things. The **Maxine Belson Award** was presented by Assistant Vice President of Program Operations Terence Duncan. Maxine's son, Tad, also called New Hope Community home for over 40 years. Maxine and her family have been pillars of our community and passionate advocates for quality of life for the people we support. Elva Milisaukas, Direct Support Professional 1, was selected for this accolade. Elva goes above and beyond! She calls the people she supports on her off days just to say hi and has worked at New Hope for nearly 18 years. She embodies what it means to "go the extra mile" by making time to celebrate birthdays, purchase Christmas presents, and coordinate family visits.

There's something particularly special about New Hope Community that's unlike any other organization. We are mission-driven and deeply care about the people whom we support, along with our fellow team members. We are beyond thankful for a wonderful day that brought so many together in celebration of all our amazing staff accomplishments!

New Hope Community Featured on “Viewpoint with Dennis Quaid”

New Hope Community was thrilled to be contacted by the documentary series, *Viewpoint with Host Dennis Quaid*, in the fall of 2023, and invited to share our story, our mission, and the impact we are making on people with intellectual and developmental disabilities.

With its premier in March 2024, this segment will be broadcast on public television stations in all 50 states for a full year - reaching an estimated 60 million households through the program’s run. Additionally, a corporate identity segment will be emailed to a targeted one million regional members, and a one-minute educational “commercial” will air during primetime hours on networks including Discovery Channel, Lifetime, CNN Headline News, Learning Channel, History Channel, Bloomberg, and CNBC.

During the segment, we had the privilege to tell the story of the role New Hope Community plays in improving communities through care and compassion. Interviews featuring Chief Executive Officer Debbie McGinness; Chief Operating Officer

Karen Russell; Assistant House Manager Arion Gjeka; Resident Dean; Resident and Hope Farm Assistant Tara; Sullivan BOCES District Superintendent and Chief Executive Officer Robert Dufour Ed.D.; Resident and Board Member Walter*; and Walter’s sister Susie Busing-Madden showcase how New Hope Community is building neighbor-to-neighbor



relationships and collaborative partnerships that recognize the unique and special value of all of us while fostering choice and independence.

*In loving memory of Walter Madden, 1958 - 2024

New Hope Serves as Field Site for BOCES Animal Science Program

October 3rd, 2023, marked the first day students in the Sullivan BOCES Animal Science Program began their field studies at the Stables at McCoy Meadow at New Hope Community. Notably, this particular BOCES program is one of the few remaining in New York State. The Animal Science Program equips students through didactic studies and field experiences, to either begin an animal-related career or continue for a college degree in the Animal Science, Veterinary, or agriculture-related fields.

Led by Barn Manager Paige Peloso, Riding Instructor Kalynna Rozar, and BOCES Instructor Nicole Tedesco, students receive instruction on animal care and husbandry. Other skills taught include horse aging, bathing, parasite control, hoof care, and more. Students are also afforded the opportunity to shadow veterinary and farrier appointments. Held October through June, students (comprising two separate groups) attended twice per week for approximately 1.5 hours per session. This practical experience provides exposure to a broader scope of animal careers and provides hands-on experiences to best prepare students for their future animal science and/or agricultural career endeavors.



Photo Credit: Sullivan BOCES

Health Services - Quality Medical Care and Oversight



The healthcare landscape at New Hope Community has changed significantly over the past five years. Amidst the backdrop of a national healthcare shortage, we have experienced a demographic shift,

supporting an aging population with complex health issues and much co-morbidity. Thankfully, our talented Health Services Department, comprised of Registered Nurses, Licensed Practical Nurses, and Nursing Assistants, continues to provide excellent 24-hour medical care and support to our people receiving residential services. We are happy to share below the many changes we implemented in 2023 to fuel excellence in healthcare practices and outcomes.

Increased medical demands have required the design of more creative solutions. Introduced to more than half of our residences in late 2019, 2021 marked our first full year utilizing StationMD in all our certified homes. StationMD is a physician service that is dedicated to individuals with intellectual and/or developmental disabilities (I/DD) and other vulnerable populations. They can assess and treat patients through their telemedicine platform with the patient remaining in their home, with staff at their side for support.

Their services include remote access to urgent medical care 24/7 from board-certified physicians who specialize in treating people with I/DD, thus avoiding crowded waiting rooms and maximizing staff time and attention during a national staffing crisis. Physicians' follow-up and consult information is received within hours of the telehealth visit, and necessary medication is ordered directly to the pharmacy. As of year-end 2023, data showed we were able to avoid 95% of external ER/Urgent Care visits.

As healthcare resources remain significantly strained, we worked collaboratively with the Residential Department to provide enhanced training to Direct Support Staff which equipped them to obtain certification in the administration of insulin and g-tube feedings. This maximized the level of support a person received, and, as well, enhanced the skills of our staff.

We believe in assisting people to maximize their independence, in all areas of their life. Medication administration is no easy task, and some find the blister packs difficult to navigate. Our solution, in conjunction with the pharmacy, was to co-mingle medications. This process entails grouping medications, sealing them in small packages, and dispensing them via a small roll.

The intent is to increase independence for each person and reduce staff medication errors. Approximately 50 individuals are currently using this system.

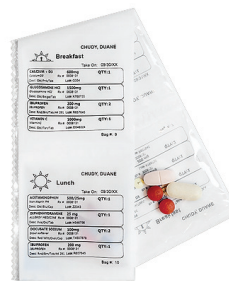
In January, after the loss of our esteemed psychiatrist, Dr. Salgunan, we expanded into tele-behavioral health services with StationMD. This new service provides additional options in a geographic area where psychiatry services are very limited. Services specifically include:

Psychiatry

- General counseling
- Medication Management
- Medication Optimization
- Medical Management of Side Effects

Psychology

- Cognitive and adaptive functioning testing for placement or academic services including but not limited to, IQ testing (WISC and WAIS), and Vineland Adaptive Functioning testing.
- Capacity Testing
- Evaluation for ICF admission



Lastly, in 2023 we welcomed a new Nurse Educator Tesha Brady, RN. As a former New Hope Community nurse, she has an objective understanding of the needs of both our staff and individuals. This knowledge is incorporated into her multi-faceted approach to education which includes hands-on learning and site-based classes.

She efficiently completed an assessment of our current medical educational materials and courses and has been hard at work developing new resources for learners.

Multiple projects are already underway for 2024. We will continue to focus on providing quality medical care and oversight to support the highest health possible along each person's life continuum.

Karen Kerendian
Director of Health Services

Human Resources 2023



The Human Resource Department (HR) works closely with all agency departments and programs to ensure that all employees have success within the best possible work environment.

Throughout 2023, the HR Department assisted with diverse employee-related projects, including;

Performance Evaluations

- Created and implemented an interim Direct Support Professional performance appraisal and formulated a new performance appraisal system for all non-residential staff. This included HR performing a thorough review of all employee job descriptions to ensure that employees are provided with a valid review process that supports their growth and job performance excellence.
- Throughout 2023, the HR team worked with all departments to meet their hiring needs by leveraging technology which included online job boards, social media campaigns, and geofencing. The HR Department took a global approach to recruitment efforts and has further invested in the department by hiring a full-time Recruitment Specialist in July of 2023. The addition of this position allowed us to see an over 50% rise in our orientation class size within 90 days.
- Additionally, during 2023 we formed a collaborative working relationship with a peer organization to begin the process of recruiting candidates from other countries under the H-1B visa program.

Key Performance Indicators (KPIs)

- Beginning in the third quarter of 2023 the HR Department began tracking KPIs monthly to better inform our future decision-making processes. These key data points will allow

us to track trends over a period of time to continually improve our employee supports and offerings. Specific KPIs that we are tracking include: employee turnover, employee average length of service, average time to hire, applicant to new hire conversion rate, and employee movement.

Employee Engagement

- In conjunction with New Hope Community's Strategic Plan, the HR corridor has transitioned into an interactive hallway that allows employees to have access to the most common forms, information on benefits, transportation, and the employee assistance program.



- Additionally, to continually recognize our employees unyielding efforts, New Hope Community added one additional paid holiday, Labor Day, to our yearly calendar.
- Finally, the HR Department refocused its commitment to employee wellness, utilizing a fitness instructor for free employee classes and advertising monthly wellness articles and offerings through both our employee medical plan and employee assistance program.

Compensation

- The HR and Finance teams have worked tirelessly throughout 2023 to ensure that our staff received the state-funded bonus monies, two agency-paid bonuses, referral and sign-on bonuses, and cost of living increases. All distributions were expedited in accordance with distribution timelines.

Our HR Department is made up of a robust group of professionals and includes a Senior Director of Human Resources, a Human Resource Generalist, a Benefits Specialist, a Recruitment Specialist, a Safety Specialist, a Human Resource Support Specialist, and a Human Resource Clerk. The HR team is dedicated to ensuring that all staff members have the best possible employment experience as a valued New Hope Community team member.

Lisa Schmidt, SHRM-CP
Senior Director of Human Resources

New Hope Community Transitions to New Electronic Health Records Platform

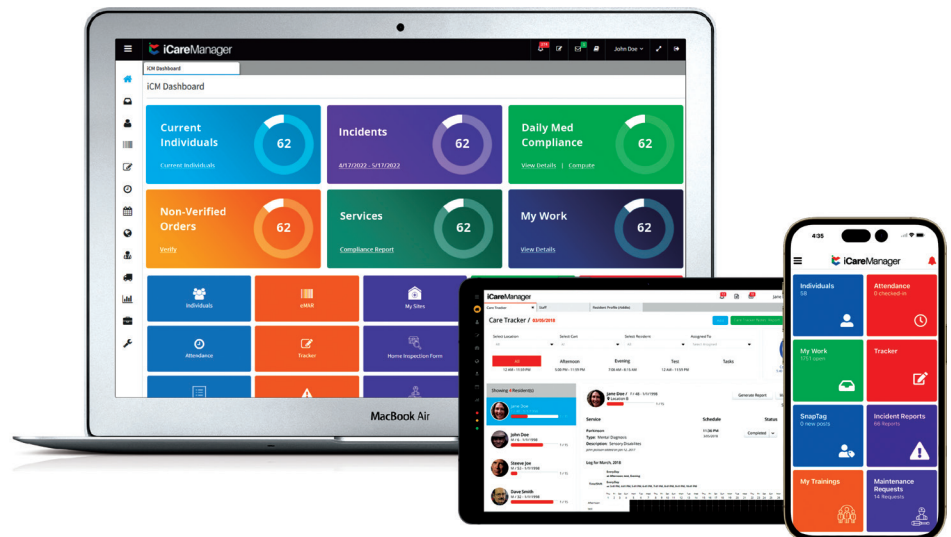
For many years New Hope Community has been utilizing a system designed for service providers in our healthcare sector. It provided electronic record-keeping and associated functionalities such as internal communications. However, as data expectations grew, the current platform fell short of expectations. After extensive research by an internal collaborative team, we identified iCareManager (ICM) as our new Electronic Health Record (EHR).

ICM's comprehensive data collection and management software system is designed specifically for organizations servicing the specialized needs of individuals with intellectual and developmental disabilities. This system will allow our staff to accurately document supports and remain compliant, within a user-friendly and streamlined system. Therefore, spending less time on recordkeeping and more time providing support to individuals. We will have the ability to build and implement person-centered support plans based on customized assessments and forms. Management dashboards will provide an up-to-date view of organizational performance and can be further drilled down to each individual supported and their needs.

Implementation began on November 7, 2023, and was spearheaded by Pierre Burnett, Director of IT, and Karen Russell, COO as project managers, and Robyn Van Lowe as our EHR staff. This transition will be an extensive process of transferring and building new data. To date, we have:

- Built the organizational hierarchy and established roles and permissions
- Attached funding streams
- Built staffing and titles
- Added all individuals/homes
- Established provider lists
- Attached ICD-10 codes
- Built program plans and templates
- Started initial training of management staff

Currently we are moving towards document management and appointing permissions for accessing, downloading, moving, and deleting files within folders which will begin the transfer of clinical records. In addition, we will start building the outreach process, including managing leads, and requested services. This will allow us to add leads, move them to a current individual status if admitted, and collect their profile information. We will filter emergency cases, add notes and comments, and specify service requests. We can then customize data points, such as referral sources and reasons for delayed admittance.



This new system will integrate fully with our pharmacy provider, ensuring a consistent, efficient workflow for Health Services. The easy-to-navigate electronic medication administration records (eMAR) are an alternative to paper-based medical charts and are expected to assist in the reduction of medication errors and provide detailed reports of medication administration that can be utilized by health services and physicians.

The full build of the new EHR system is expected to be completed by the end of June 2024.

Karen Russell
Chief Operating Officer

On the Direct Support Professional Front



Most people do not realize the many challenges Direct Support Professionals (DSPs) face every day. Simply looking at the job description of a DSP does not convey the enormity of their daily responsibilities. They are skilled and compassionate people providing exceptional support to the people at New Hope Community. DSPs stand alongside individuals throughout their day, administering medications, following behavioral support strategies, and implementing nutritional requirements, all while assisting people in developing their lives through choices. They are truly the backbone of who we are at New Hope Community.

DSPs working in our residential settings, day habilitation programs, and supported employment make up 80% of New Hope Community's workforce. Like many other organizations, New Hope Community has faced many challenges in recruiting and retaining our DSP staff, especially within the last three years. The COVID-19 pandemic had a profound impact on our workforce as many staff left their jobs in fear of the unknown, for higher paying opportunities, and remote jobs. Before the pandemic, our staff vacancy was at an average of 40 openings (approximately 8.17%). Post-pandemic, the vacancies escalated to over 100 openings (approximately 20.4%) amid the



workforce crisis. With limited resources and much perseverance, supervisors ensured all shifts were covered by maximizing relief staff, approving overtime, and working tirelessly themselves ensuring and maintaining safe environments for both staff and those supported. The progress has been slow and steady as we recruit qualified staff to fill the many vacant positions.

American Rescue Plan funding provided bonus incentives to help our non-administrative staff during the pandemic. New Hope Community itself also developed incentives and continued bonuses to retain our vital staff and provided a total COLA increase of 7% to all staff during 2022 and 2023.

However, the cost of living has risen while DSP wages have not increased to match accordingly (please see the article on the following page written by our CEO detailing these numbers). Many DSPs find themselves having to choose between the job they love and the financial needs of their own families. The result is a turnover rate that exceeds that of most other careers. Collectively we must actively engage in advocacy to advance policy and legislation to benefit DSPs. We are using our voices with legislators and working with state and national organizations to represent the voices of DSPs to drive systemic change at all levels.

During Direct Support Recognition Week, New Hope Community planned events to honor and recognize DSPs. Many departments collaborated to execute impactful and meaningful ways to recognize, celebrate, and honor our staff who always provide exceptional support to the people at New Hope.



Alasana Dumbuya
Director of Residential Services

Legislative Advocacy for Workforce Funding

New Hope Community dedicated great efforts in 2023 to legislative advocacy efforts specific to the shaping of our NYS Budget which is scheduled to be executed each year on April 1st. A 4% Cost of Living Adjustment (COLA) allocated to OPWDD voluntary provider agencies was provided in the 2023/2024 executed budget, however, it was a far cry from the 8.5% COLA we sought. Clearly, each year brings new challenges that require us to keep a keen eye on securing budgetary support that will drive a stable and resourced workforce. Here are some facts to frame our positioning moving forward, as we continue to commit active efforts to affect critically needed change:


- New York State has a constitutional responsibility to support people with Intellectual and Developmental Disabilities (I/DD). New Hope Community joins many not-for-profit provider organizations to collectively, support 85% of individuals with I/DD in New York.
- For over a decade, New York's not-for-profit provider agencies serving people with I/DD have faced a historic pattern of underfunding and cuts, resulting in a dire workforce crisis brought on by wage stagnation and the ever-increasing costs of providing life-supporting services.
- Over the past decade, costs to OPWDD providers have escalated by 27.8%, as indicated by the Consumer Price Index (CPI), while cumulative COLA amounted to a mere 11.6%. This represents a massive gap of 16.2%, which has - and does - severely hinder our ability to compete for the recruitment and retention of

employees, and ultimately, impacts on the consistency and quality of delivered services.

- In our service sector, direct support positions remain at a nearly 20% vacancy rate statewide, which equals up to 19,788 vacancies that need to be filled. The annual turnover rate for agencies statewide is at a staggering 30%.
- Our system needs continued investment and support to stabilize New York's not-for-profit care services system, which receives 90% of its funding from the state Medicaid program.

We are building our capacity for legislative advocacy and ask that you look for our action alerts and check out our social media posts. I also welcome your questions and would encourage you to send letters to your legislators, and if able, connect with us about joining New Hope Community at Capital rallies, and more. OPWDD has acknowledged how critical it is to solve the workforce crisis as evidenced by their Strategic Plan that states their #1 Goal is to "improve the recruitment, retention, and quality of the direct support workforce" by "investing in the workforce". We need to hold New York State accountable to its constitutional responsibility and OPWDD accountable to its number one strategic plan goal.

Let's work together to be agents of positive change,



Debra J. McGinness
Chief Executive Officer

Honored Staff

We were so proud to have several of our staff recognized and honored for their impact at New Hope Community and within our local community! Congratulations to **Brina Cohen** and **Anthony Martinez**.



Young Professionals

Brina Cohen was recognized in the *Sullivan County Democrat* March 2023 issue of Young Professionals. This issue highlights emerging leaders who are making an impact in and around Sullivan County. As a Music Coordinator, Brina uses music as a therapeutic tool for those people New Hope Community supports. During COVID, she was able to teach via Zoom and coordinated a virtual Seder. Brina serves as an advisor for New Hope as several of the people we support are in the Kiwanis Aktion Club of Sullivan County. She also advised New Hope's Self-Advocacy group and is a certified coach for the Special Olympics of New York.



Men @ Work

Anthony Martinez was honored in the April 2023 Men @ Work edition of the *Sullivan County Democrat*. Anthony started at Hope Farm seven years ago with a previous background in landscaping. He immediately became hooked by his work on the farm - planting flowers is his favorite part of his job. As a Farm Associate, he leads farm tours, educates visitors and other staff, attends events, and assists with the planting and harvesting of the crops. Anthony is inspired by knowing he is making an impact on others, putting a smile on their faces, and educating them about the origin of their foods.

New Hope Community Celebrates Holiday Season Through Community-focused Holiday Initiatives

New Hope Community spent the last few months of 2023 giving back to the community, ensuring families throughout Sullivan County enjoyed the holiday season. Multiple events were planned to provide those in need with holiday hope and cheer in the way of gifts, hot meals, and monetary donations.

“Helping our neighbors has always been a focus and an integral part of who we are at New Hope Community,” said Debra McGinness, Chief Executive Officer of New Hope Community.



“While we prioritize ways to partner with like-minded organizations throughout the year, during the holidays the team steps up immensely for the good of this great community. I am so proud to be part of an organization that puts others first and to work alongside exceptional people who value and are invested in improving the health and well-being of our community. We feel privileged to contribute in such a meaningful way.”

From late November through December, our employees participated in Sullivan County Head Start’s Adopt a Child campaign, a New Hope annual tradition. Over the course of the campaign, our employees fulfilled the wish lists of 60 children between the ages of six months and three years old. Gifts including clothing and toys were wrapped and delivered by Santa Claus to the children in their classrooms.

Our 6th Annual Community Outreach Dinner Event was held on December 12th, providing 580 complete meals to those in need. The event, which operated as a drive-thru meal service and festive holiday celebration, allowed families to pick up

free dinners, along with grocery gift cards distributed by CEO Debbie McGinness and resident Dean. Kevin, a resident at New Hope Community, knitted scarves and gifted them to many families.

Pasta dinners and fixings were made possible by donations from area restaurants and retailers, including Red Lobster, Texas Roadhouse, Adams Fairacre Farms, Chili’s, Hannaford, Sam’s Club, and Jenkins-Lueken Orchards. ShopRite gift cards were purchased by New Hope Community for distribution as well.

“This event is so impressive – the fact that New Hope Community does this for our families, and especially our children, is so special,” said community member Karen, who attended the outreach event. “Not only do we get a delicious dinner, but our kids get to interact with Santa and the elves. Thank you for doing this for us!”

The giving continued on December 14th when New Hope Community hosted an invite-only Giving Back to Our Neighbors Open House. Held annually, the open house is a way for New Hope to say thank you to other community organizations for the meaningful work they do to strengthen our Sullivan County communities. This year checks were presented to local rotary clubs, food pantries, first responders, and Woodbourne Sullivan County Head Start program.

Giving back and showing support for our neighbors strengthens our commitment to our community and furthers our mission as we strive to accomplish great things - together.



In Memoriam



Rhoda Mandel

Schutz Residence at 103 Dee's Drive

Rhoda lived at New Hope Community for over 20 years and spent her time between the Stangel Residence and the Schutz Residence at 103 Dee's Drive. If you didn't know Rhoda, she dressed to impress! She was a

fashionista who loved to get her nails and hair done and gossip with her girlfriends. She enjoyed good music and could carry a pretty good tune. The key to Rhoda's heart was taking her out to shop. She could shop all day, every day if you let her, especially for jewelry. Rhoda was extremely spunky and enjoyed a good joke. She will be forever missed.

Leif enjoyed the freedom to follow his pursuits: going to the bar, fishing, and being by water. His favorite foods were beans and tuna and he loved drinking Yoo-Hoo's. A special day for him would include a big deli sandwich, an O'Doul's, and peering up towards the sky.

Leif brought so much life and energy to his home. He always had something interesting and colorful to say and was proud of his "American Blood". Leif was an expert at hide and seek and kept everyone on their toes. He invited so many to share his enjoyment of Western movies, Bonanza, and 50s-era music.



Jay Kreinik

Schutz Residence at 103 Dee's Drive

Jay spent most of his life at Letchworth Village and moved to New Hope Community in 1976. In 1995 he moved to the Schutz Residence at 103 Dee's Drive and lived there until his passing at age 90. Jay enjoyed

spending the day at ARC working and earning money. One of Jay's favorite things was to sing Karaoke and belt out the lyrics. He could brighten any room with his smile and contagious laugh. Once he got everyone laughing, he would slap his leg and say, "I can't even laugh anymore". He enjoyed complimenting the staff, telling them they were doing a good job, and would often tell them to "take a bow" and clap while they were doing so. He will be greatly missed.



Francis Marcin

Bleetstein Residence at 306 Stupell Circle

Francis lived nearby in Orange County with his family until his 13th birthday. At that time he moved into The Center for Discovery and lived there until he joined the New Hope family in 2011.

He first moved into the Gray Goldberg Residence at 410 Larry's Way, then later into the Bleetstein Residence at 306 Stupell Circle.

Anyone fortunate enough to know Francis adored him as he had an infectious smile and kind spirit. He had an incredible and, at times, mischievous sense of humor. He loved exploring his environment and no drawers were safe with him in the room! Francis loved watching SpongeBob SquarePants and other animated shows and movies. He was a man of simple tastes who enjoyed going out for walks and rides in his community. He enjoyed nature, swimming, and many sensory and water-based activities.

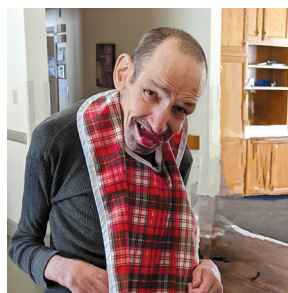
Francis' spirit will live on and shine through his generous gift of organ donation.



Leif Olsen

Cohen Residence at 205 Michael's Court

Leif first moved to the Gams Residence at 102 Dee's Drive in December of 2001 and then in June of 2010 moved to the Cohen Residence at 205 Michael's Court.



Peter Goldman

Margaret Doran Residence at 409 Larry's Way

Peter was born in Brooklyn, NY, and was the firstborn of identical twins. Peter went to live at Letchworth Village at the age of seven, along with his twin brother Steven, and later

moved to ARC. In 2017, Peter relocated to the Roscoe Nursing Home where he resided until he found his home at the Margaret Doran Residence at 409 Larry's Way in January 2022.

Peter, although feisty in his younger years, always developed relationships with his staff. Peter did not use words to communicate but developed his relationships through visual cues. Peter was an observer of his environment and a great listener. He always enjoyed hearing stories that staff shared and found humor in life. Peter's presence in his home will be missed, and not forgotten.



Robert (Robby) Wise

Metz Residence at
308 Stupell Circle

"Robby" lived at home with his mom and two younger brothers until 1997 when he joined the New Hope family at the Metz Residence at 308 Stupell Circle. Robby was

known for his charm, warm smile, caring blue eyes, and mischievous sense of humor. He had a love for card games and could frequently be found with a deck of cards in his hands. He was a Mets fan and enjoyed the outdoors, fishing, and aquariums.



Patricia (Patty) McGarry

Gray Goldberg Residence at
410 Larry's Way

Patty lived in the "old dormitory" at New Hope Community until her home at the Gray Goldberg Residence at 410 Larry's Way was built in July of 1996, and lived there

for almost 27 years. While she set up home, she developed many friendships with staff and peers and met the love of her life, Joseph. Patty and Joe had a beautiful fall wedding in 2003 and honeymooned in the Poconos. Patty was a warm, nurturing wife, friend, and support person for Joe. She ensured that he was taken care of and accompanied him to his doctor's appointments.

Patty was a woman of style, she loved to shop and, in her younger years, was known for her pocketbook collection, as well as her jewelry. Patty's favorite pastime was conversing with her staff over a cup of coffee. Patty genuinely cared about her staff and peers. She would routinely advocate for her staff and let them know they deserved a raise!



Jamie (Tad) Belson

6 Fremon Residence

Tad came to live at New Hope Community in 1976 when he was 19 years old. He lived in several residences throughout the years, and seemed happiest when he moved to the 6 Fremon residence.

Tad lived a full life. He was a very happy man and had many great friends. He was always pleased to make new friends and would introduce himself by saying his name was "Tad...T A D". He loved music and going to Dunkin' Donuts where he would charm the women staff members and had a way of talking them into giving him donuts. He had a bright smile and loved to dance whenever he heard music.

Tad was an avid Special Olympics participant, loved the New York Mets, and worked within our Supported Employment Program where his big personality and voice could be found at the car wash.

Tad leaves behind a loving family who supported and advocated for him, as well as many dear and close friends and teammates.



Rosena Jett

Margaret Doran Residence at
409 Larry's Way

Rosena "Rosie" Jett was born in South Carolina and was one of four sisters, including her twin sister, Rosetta. Rosie moved to the Berkowitz Residence at 204

Michael's Court in November of 2000 when she was 47 years old. She had a job with the Supported Employment Program and lived at the Bernstein residence before moving to her home at the Margaret Doran Residence at 409 Larry's Way. Although Rosie grew up in Brooklyn, she never lost her Southern charm. She was quick to welcome you with the warmest of smiles and a twinkle in her eye. She was known for her off-handed, yet funny remarks. Despite not feeling well in her later years, she always made sure she was stylishly dressed, which included big sun hats, matching necklaces, bracelets, and slippers. Rosie brought life, vibrancy, and humor wherever she went. Rosena is dearly missed and fondly remembered by the many people who had the pleasure of knowing her.



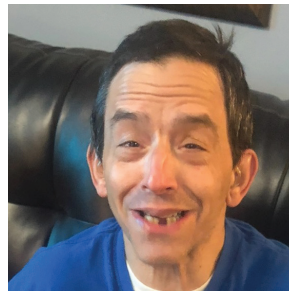
Francis Collins

Berkowitz Residence at 204 Michael's Court

Francis moved to New Hope Community in 2000 and, most recently, resided at the Berkowitz Residence at 204 Michael's Court. Throughout the years Francis

resided at the Gams Residence at 102 Dee's Drive, the Margaret Doran Residence at 409 Larry's Way, and back to his home at the Berkowitz Residence at 204 Michael's Court. All who knew Francis will always remember how much he brightened a room with just a smile. Francis was always a curious man and wanted to make sure he was aware of what was in EVERY cabinet and drawer at his residence. He was a charmer and had a loving soul. Francis will be greatly missed!

know Barry will always remember him as a great person who loved shopping and going out into the community, especially to Dunkin' Donuts and local restaurants. He enjoyed listening to music, collecting records and CDs, watching TV and movies, and participating in activities at New Hope Community. Using the Keurig and Soda Stream were a few of his favorite endeavors and he especially liked waking up early, listening to music on Pandora, and relaxing with a mug of coffee.



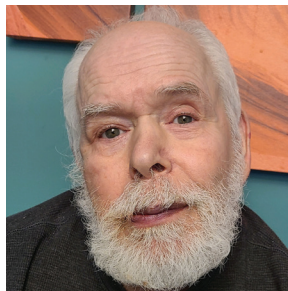
Jeffery Zryb

Heiden Residence

Jeff lived at New Hope Community for over 25 years. He worked for several years with the Supported Employment Program until his retirement. Most recently Jeff resided at the Heiden residence and was an

avid Yankees and Mets fan (depending upon who was winning). He loved collecting wristwatches and pocket radios.

Jeff had a great love for his family, had many friends, and will be missed dearly by all who knew him.



Barry Rosenthal

Bleetstein Residence at 306 Stupell Circle

Barry came to live at New Hope Community in 1980 and just moved into the Bleetstein Residence at 306 Stupell residence in May of 2023. Those who had the pleasure to

In Tribute to a New Hope Community Family and Board Member



It is with a heavy heart we share that Ken Kloper, dear New Hope family member and board member recently passed away. The Kloper's (Ken and his wife Sheila) were involved with, and supportive of, New Hope Community since its inception in 1975 and belonged to a group from 1975 - 1987 known as the Friends of the Residents of New Hope. Ken headed up fundraising during that 12-year period, and in June 1981, the Kloper's son, Robert, came to live at New Hope Community and lived with us until his passing in March of 2017.

Ken served on the New Hope Community Board from 1987-1996, was re-elected to the board in 2008, and actively served until retiring his term in 2016. Ken also served as the Vice-Chair of the NHC Foundation in the 1990s and was re-elected to the Vice-Chair of the Foundation, serving from 2014 - 2016. Ken was honored with an "Emeritus" board member status for the New Hope Community board upon his term end and graced us with his presence at several board meetings through the year-end of 2019.

His daughter Debbie recently reminisced about the incredible meaning and impact New Hope Community had within their entire family for many decades, but noted that his legacy is truly grounded in his devotion to his family (wife, daughter, son, grandchildren). She also shared wonderful stories about community volunteerism at Ken's synagogue, the local hospital, and more. All of this gives amazing witness to a man who gave his whole heart and efforts to loving and helping others.

Though his life has come to a close, we will always honor Ken's memory and be so thankful for the incredible role he and his family played in the life and heartbeat of New Hope Community.

~ Debbie McGinness

Celebrating the Completion of Andrew's Garden



On Saturday, September 9th, we unveiled the completion of Andrew's Garden, a 1.5-acre sensory exploration garden at the center of our campus. The garden was carefully curated to provide tranquility and serenity to the people we support, our staff, and visitors.

This space uses nature and other elements to evoke the five senses and was designed to be accessible to people who experience the world in different ways. This space is so much

more than just a garden. It's a way to further our mission to make outdoor spaces accessible and inclusive to individuals with intellectual and developmental disabilities. With limited parks and natural settings that offer both accessibility and a sensory reprieve from the world, we wanted to create our own space to encourage relaxation and connection with nature.

Much of this project was built using funds provided by donors and we are so grateful to our donors for helping make this a reality. Through a generous donation from a long-time supporter, the garden was named after New Hope Community resident Andrew, who has lived at New Hope Community since May 2012.

The concept was first approved by the New Hope Community board in December 2018 and faced delays due to the pandemic. Now complete, Andrew's Garden is enjoyed by staff, the people we support and their families, providing an outdoor area to relax and reflect.

Dignitaries, including Executive Deputy Commissioner of Office for People with Developmental Disabilities (OPWDD) Willow Baer, Assemblywoman Aileen Gunther, Town of Fallsburg Supervisor Katherine Rappaport, and Founding Chair of Sullivan 180 Sandra Gerry were in attendance for the event.

13th Annual Wallace Berkowitz Golf Outing

On Monday, May 15th, the 13th Annual Wallace Berkowitz Cup was held at West Hills Country Club in Middletown, NY. All proceeds support the many unique programs of New Hope Community and its Select Human Services Division to benefit and enhance the lives of people with disabilities and complex conditions served by New Hope Community.

Attended by 109 golfers, each golfer was greeted by CEO Debbie McGinness and was presented with Foot Joy golf shoes and a golf towel, courtesy of the event's Platinum Sponsors: Arthur J. Gallagher & Co., Hudson Regional LTC Pharmacy, UBS, and United Healthcare Oxford. A beautiful day on a beautiful course was enjoyed by all!

We are grateful to have the support of our community, sponsors, donors, players, staff, and volunteers – all of whom helped make the annual Wallace Berkowitz Cup a great success for the 13th year in a row.



Congratulations to our tournament winners:

WINNING TEAM: Jared Kaufman, Andy Michella, Gabe Rickard, Dylan Dembeck

CLOSEST TO THE PIN MEN: Todd Gallo

CLOSEST TO THE PIN WOMEN: Nadia Smith

LONGEST DRIVE MEN: Todd Gallo

LONGEST DRIVE WOMEN: Jen Cassaro

MOST HONEST TEAM: Tariq Iqbal, Vikas Varma, Carl Santos, Nadia Smith

SAVE THE DATE!

The 14th Annual Wallace Berkowitz Cup is on May 13, 2024.

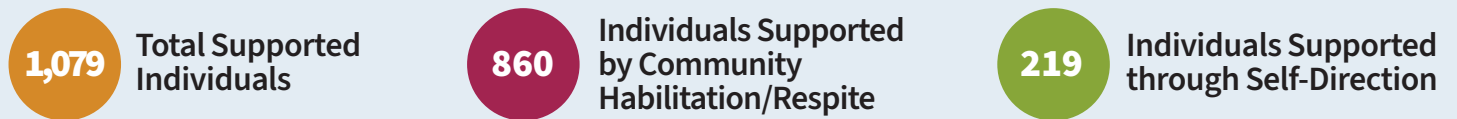
Hope Farm and Barn Production 2023



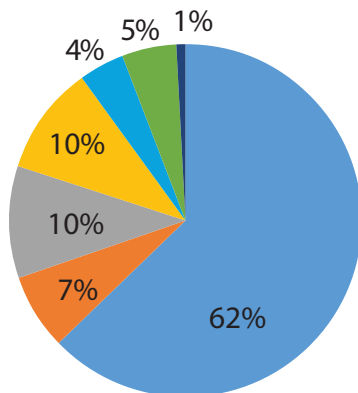
New Hope Community



Select Human Services

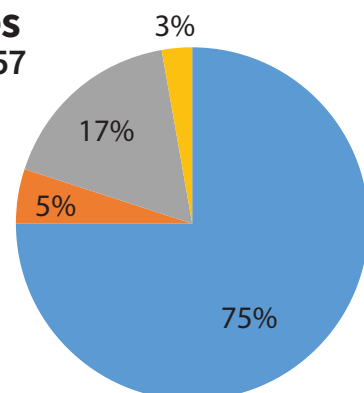


Revenue \$61,531,445



Residential Services	\$38,055,073
Day Hab/WOW	\$4,294,802
Community Habilitation	\$6,298,002
Fiscal Intermediary	\$6,358,650
Respite	\$2,573,579
EFMAP Funding	\$3,031,305
Misc. Revenue	\$920,034

Expenses \$60,761,657



Payroll - Program Services	\$45,552,491
Payroll - Administrative	\$3,113,108
Program Expenses	\$10,296,753
Admin. Expenses	\$1,799,305

1975 Club for Recurring Donors

The 1975 Club recognizes donors who have chosen to make recurring gifts to New Hope Community. We call this group of donors the 1975 Club in honor of the year of our founding.

Recurring gifts make a real difference – allowing for consistent budgeting but also allowing New Hope to predict the contributions that we rely on. Throughout the year, your giving helps support programs that empower individuals with disabilities.

To become a recurring giver, simply sign up on our online giving page (www.newhopecommunity.org/donate) for a donation from your credit or debit card. You select the amount.

We hope you'll consider this convenient way to make an impact on the lives of people at New Hope Community.

1975 Club Members

John and Barbara George	William Marin
Brianne and Sandy Goldstein	Janet Metz-Unger
Daniel Holden Jr.	Ray and Mary-Lynn Murphy
Tariq Iqbal	Angel Rodriguez
Gregory Levine	Karen and Harold Russell
Michael and Barbara Linden	Karen Stern

New Hope Legacy Circle

When you include New Hope Community in your will or living trust, you become a member of the **New Hope Legacy Circle**. This far-sighted group of donors has taken the necessary steps to create a legacy with the future of New Hope in mind.

When considering your will, it may be desirable for you or your family to donate a portion of your estate. This could be the perfect opportunity for you to make your most impactful gift to New Hope Community. Gifts such as these help provide for the future of New Hope Community and support its important programs into the future. In making a planned gift to New Hope Community, you are making one of the most meaningful gifts you can make—the gift of a better life.

If we have omitted you and you have made provisions for New Hope in your estate plans, or if you would like to discuss ways to support New Hope in your plans, please contact Donna Fischer, Director of Marketing and Communications at 845-434-8300, ext. 244 or dfischer@newhopecommunity.org.

New Hope Legacy Circle Members

Robert Burdach	Lawrence Preiser
Amy Fisch	Florence Preiser
Ada Gams**	Steve Skillman
David O. Kendall Trust	Pam Skillman
Annabel M. Lindenbaum	Lillian Spier
Manny Lindenbaum	Lorraine Stroh
Terry Maxedon	Anne Sweazey
Harriet Mosner	Florence Zimmerman**

**Fulfilled

Why Support New Hope Community

New Hope Community offers a variety of programs and services for people with developmental disabilities and complex conditions. While most core programs are funded through Medicaid, other key programs and services must rely on private sources of funding.

Donations from generous people like you enable New Hope to offer an array of meaningful experiences through Hope Farm, our Stables at McCoy Meadow, our greenhouses, and our Sensory Garden.

Your donations—whether big or small—grow New Hope’s

programs and empower those we support to actively build meaningful relationships, obtain and maintain higher levels of physical fitness, nurture plants and animals, and experience satisfaction and pride in new accomplishments. How wonderful to fuel feelings and actions that are so essential to all of us as humans.

With your help, we can continue to expand and offer enriching life experiences that mean so much in the lives of the people we serve. Please join us in making a difference that matters!

Thank You to Our Corporate Donors and Sponsors

Thank you to all our corporate donors and sponsors for support of New Hope Community. We appreciate your partnership and generosity.

Adams Fairacre Farms

AFLAC/Dominick Siracusa, Inc.

Aroma Thyme Bistro

Arthur J. Gallagher & Co.

Associated Mutual Insurance
Cooperative

Baker Public Relations

Beer World

Bold Gold Media Group

Casa Mia

CBIZ Marks Paneth

CD Trips

Cetera Investors

Chester Printing

Chili’s

Colonial Funeral Home

Combined Energy Services

County Petroleum Products, Inc.

Crush & Varma Law Group PC

Fallsburg Lumber Company

Family Footcare Group, LLP

First Financial Northwest Bank

Flex Studio Catskill

Foster Supply

Gaby’s Restaurant

Garnet Health Medical Center

Goldstein Lieberman & Company LLC

Hannaford

Hoffman, Hanafin & Associates

Hudson Regional LTC Pharmacy

Hudson Valley Renegades

Hurleyville Fire Department

Jackson Lewis P.C

Jeff Bank

Jenkins-Lueken Orchards

Lakeland Bank

Liberty Rotary

Lochmor Golf Course

M&T Bank

Medifair

Minkus Family Farms

Mr. Willy’s Catering, Inc.

Nonni’s

Peapack Gladstone Bank

Perry Stratton Construction

Poley Paving Corp.

RA Mickelson & Son LLC

Red Lobster

Resorts World Catskills

Rex Realty Group

Roscoe Mountain Club

Ross Electric

Sam’s Club

Sentry Alarms

Service Scaffold Company, Inc.

ShopRite

Sky Retail Partners

Strategic Pension Services, Inc

Sullivan County Partnership for
Economic Development

Tarry Brae Golf Course

Texas Roadhouse

The Arc of Greater Hudson Valley

The Home Depot

The Kartrite Resort & Indoor
Waterpark

UBS Financial Services

UnitedHealthcare Oxford

Upward Brewing Company

Villa Roma Resort

Volum8 Creative, Inc.

West Hills Country Club Pro Jim Doyle

2023 Donors

Many thanks to the generosity of the below-listed donors whose gifts make an impact on the lives of the people we support. These philanthropic gifts enable every person to lead lives of empowerment, independence, and choice. Thank you for your continued support of New Hope Community.

\$10,000 and above

Arthur J. Gallagher & Co.
Brienne and Sandy Goldstein
Hudson Regional LTC Pharmacy
Steve and Pam Skillman
UBS Financial Services, Inc.
United Healthcare

\$5,000 - \$9,999

Paul Hutter and Marguerite Wagner
M&T Bank
Kevin J. McAree and Jennifer Bollinger
Mutual of America

\$2,500 - \$4,999

CBIZ Marks Paneth LLP
John Cunetta
Jim and Barbara Forbes
Ken Goroshko
Bill and Debbie McGinness
Ray and Mary-Lynn Murphy
Sky Retail Partners

\$1,000 - \$2,499

Associated Mutual Insurance Cooperative
Patricia Browne
Robert Dinerstein and Joan Fread
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Terence Duncan
Myra Fisch
Family Footcare Group, LLP
First Financial Northwest Bank
Todd Gallo
Garnet Health
Marianne and Arthur Goldman
Goldstein, Lieberman & Company, LLC
Hoffman, Hanafin & Associates, Inc.

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Alex and Sandra Papoff
Pinning Down Autism
Poley Paving Corp.
Laura Prichard
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Marc and Tami Rosen
Meyer and Anna Betty Rosh
Sentry Alarms
Brent and Bonnie Sheldon
Gary and Diane Silver
Karen and Harold Russell
Sullivan County Partnership
for Economic Development
Anne Sweazey
SYDA Foundation
Marisa Teller
The Arc Greater Hudson Valley

\$500 - \$999

AFLAC
Rick Chernok
Ulysses and Ursula Crampton
Crush and Varma Law Group PC
Fallsburg Lumber Co.
Karen Fischer
Oneonta Ford
Neil and Katy Goldman
Jerry Graceffo
Lois Heller
Jackson Lewis
Lakeland Bank
Anthony and Nancy Langlois
Laura Leach and Richard Lawrence

Michael and Barbara Linden
Stephen and Emily Mendel
John and Lynda Nugent
Peapack-Gladstone Bank
Perry Stratton
Aaron and Diane Phinney
Deborah Rizzi
Shari and Brian Silver
John Spikes
Maryann Stoorvogel
T. Ross Electric Construction
& Maintenance Corp.

\$100 - \$499

Linda Altman
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