

FY2020

ANNUAL REPORT

Greetings,

As I reflect on the past fiscal year, I think it safe to say that 2020 brought both successes and challenges. The year began in July with a move to our new Attleboro office. By the end of the fiscal year our new office closed due to the COVID-19 pandemic. Yet, between the bookends of the beginning and end of our year, New Hope has much to celebrate. I hope you will take time to read through this report, which highlights our successes.

Of course it is impossible to think of 2020 without realizing the impact of both COVID-19 and the racial justice issues that awakened the consciousness of white America in the killing of George Floyd. Both issues highlight the disparities that black and brown persons face in the United States. What we know about sexual and domestic violence and COVID 19 is that both intersect with racism, sexism, classism, ageism, homophobia and ableism. At New Hope we have taken actions to address both of these issues.



"...2020 brought both successes and challenges."

When COVID-19 emerged and we suddenly had to close offices, staff quickly researched HIPAA compliant video platforms that allowed us to provide virtual counseling and advocacy to provide support and resources to meet client needs. We set up a web chat function linked to our website offering yet another way for clients to engage. Both our RESPECT and counseling groups moved to virtual formats. We moved shelter clients to locations where they could socially distance. And through all of these changes, we still maintained our 24/7 hotline.

Even before the issue of racial equity become front page news, New Hope staff organized a committee to explore these issues within the agency. The committee, VOICES, conducted a survey of all staff to better understand the culture around racial equity and develop action plans. This year we will begin to implement those action plans. The Board of Directors has also begun exploring issues of racial equity within their purview.

Finally, I want to express my thanks to all those who have supported us this past year. We have been moved by your generosity. Thanks to you we provided a range of financial supports to clients who lost jobs due to COVID, including gift cards, assistance with rent and utility bills, groceries, hotel costs for shelter residents who needed to isolate and PPE equipment to keep survivors and staff safe. Please know you have made a HUGE difference.

May this coming year bring each of you health and happiness.

In solidarity,

A handwritten signature in dark ink, appearing to read 'Marcia Szymanski', written in a cursive style.

Marcia Szymanski
President/CEO

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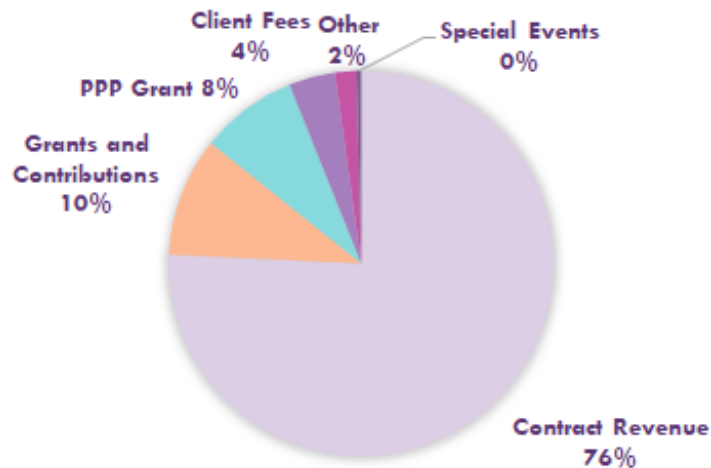
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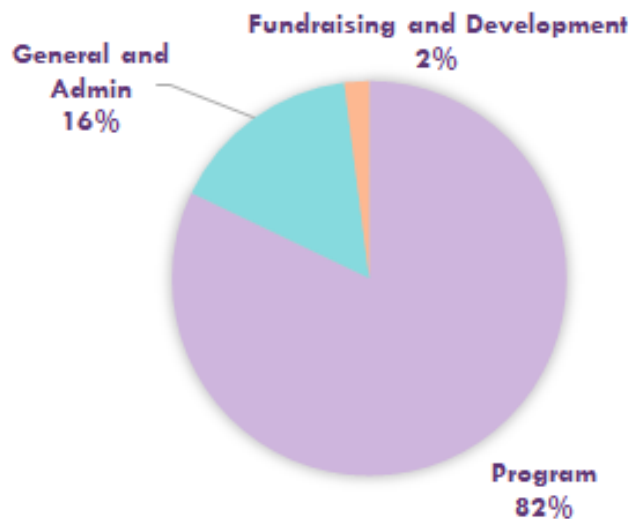
FISCAL YEAR 2020 FINANCIAL DATA

(July 1,2019 thru June 30, 2020)

SOURCES OF REVENUE



APPLICATION OF FUNDING



Total Revenue and Support	\$4,274,284.00
Total Expenses	<u>\$3,665,290.00</u>
Net Income	\$608,994.00



The COVID-19 pandemic has affected people and communities across the world.

While this has been a difficult and stressful time, New Hope continues to be here for you. We thank those who continue to be there for us.

The amount of support and overall help from our community during this pandemic has been accepted with the upmost gratitude.

Thanks to you we supported 534 families with \$70,714 in funding.

New Hope thanks you for your support.

We will get through this together.

FY2020 HIGHLIGHTS

- Relocated our Attleboro office to Maple Street due to increase in demand for services.
- Awarded another two years of funding for our work in Southbridge and Taunton from MA Office of Victim Assistance.
- Successfully raised \$28,000 with 225 guests at our Wine, Beer, & Food Gala. Funds raised to support all of New Hope's programs.
- Provided Prevention Education and Awareness to 15,000 residents in our service area.
- Increased the number of group services offered, including: LGBTQIA+, Spanish support group, sexual assault survivor group, Domestic Violence 101, nurturing parents, coping skills.
- Initiated web chat function and virtual counseling platform in response to COVID-19 pandemic.
- Developed and offered on-line education services for new staff and community agencies requiring domestic and sexual violence training for their employees.
- Completed strategic plan in conjunction with the Arc of Bristol County, to better serve survivors living with intellectual and developmental disabilities.



NEW HOPE PROGRAMS



24-HOUR CONFIDENTIAL HOTLINE

800-323-4673 (HOPE)

SUPPORTED 2,569 CALLERS



COUNSELING AND ADVOCACY

Advocates and counselors are available to answer any questions, provide resources, and act as a guide for survivors seeking safety and support.

COUNSELED 1231 INDIVIDUALS AND CHILDREN

PREVENTION OUTREACH & EDUCATION

**OUR EDUCATION TEAM HAS
REACHED OVER 15,000 INDIVIDUALS**

Facilitates prevention education on healthy relationships and community awareness around domestic and sexual violence and our services.



CIVIL POLICE ADVOCATE (CPA)

Civilian Police Advocates (CPA) work with local police departments to follow up with those involved in domestic or sexual violence-related incidents and answer questions after a police response.

SUPPORTED 603 INDIVIDUALS

RESPECT:

Intimate partner abuse education (IPAE)

ENROLLED 214 INDIVIDUALS

RESPECT is a psycho-educational group for those who cause harm in intimate partner relationships.

VISITATION CENTER

The MJ Leadenham Center in Worcester provides critical services to families impacted by domestic and/or sexual violence.

ASSISTED 239 FAMILIES

SAFEPLAN COURT ADVOCACY

Advocates stationed in seven district courts and one probate court assist individuals with obtaining restraining and harassment orders.

SUPPORTED 1384 INDIVIDUALS

In FY2020, New Hope counselors and court advocates provided services to a woman who was homeless due to domestic violence. Initially the survivor was unable to remain in court due to the emotional trauma suffered. Over a few months she worked with our counselor. Finally, she reported that she was able to stay focused and on-message while in court due to the guided imagery she learned from her counselor, as well as a "trigger kit" she obtained from New Hope. As she said, "these things helped me tolerate overwhelming thoughts and emotions even while my ex was lying and twisting my words." Our court advocate noted that she confidently delivered her evidence and as a result, she had a positive court outcome. New Hope also was able to get her into shelter, so she no longer had to live on the street.



EMERGENCY SHELTER

PROVIDED SHELTER TO 56 INDIVIDUALS AND CHILDREN



SANE:

Sexual Assault Nurse Examiner Program

Our trained Sexual Assault Advocates provided medical accompaniment to **21 INDIVIDUALS**

SUCCESS STORY Making a Difference!



With Sincere Gratitude to Our Supporters

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We also appreciate many other individuals, groups, and organizations who have supported us with their in-kind donations.

If we have accidentally excluded you from the list, please accept our apologies. You may email the development team at development@new-hope.org with the correct information.





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