



# Dear Friends,

As we close the books on fiscal year 2021, it is important to reflect on the past year. For many, COVID highlighted in stark relief the inequity around access to basic human needs, from housing to education to healthcare, to jobs that pay a living wage, to equal justice under the law. At New Hope we see these inequities play out in our work with survivors every day, particularly black, indigenous, and persons of color (BIPOC), LGBTQIA+, those living with disabilities, and immigrants.



At the same time, COVID related challenges played to the strengths of our staff as they found creative ways to support survivors, including web chats, increased group offerings, virtual court hearings, and innovative online activities to engage parents and children. COVID taught us that we can safely provide most services remotely and that survivors will engage. COVID reinforced our understanding of the resourcefulness of survivors and strengthened our resolve to support the “whole” person and not simply see participants as survivors.

COVID also brought out the philanthropic nature of our communities. So many of you stepped up to support our work, knowing that survivors of intimate partner violence were experiencing greater levels of trauma due to the isolation. Thanks to your generous spirit, we provided \$54,184 to survivors to assist with basic needs: food, transportation, utility bills, childcare, storage costs, technology, etc. Thanks to you, we were able to hire on extra staffing to meet the increased demand. Thanks to you, survivors found safety.

As we finish a new strategic plan, we know that it is not enough simply to provide services. We must acknowledge the role that systems play in promoting inequity in its broadest sense. Central to our mission, New Hope also must examine how our own work contributes to systems of inequity. To that end, we are hiring a part-time Diversity, Equity and Inclusion (DEI) Director to ensure equity is the basis of all of our policies and procedures.

Finally, I cannot speak to the events of FY2021 without recognizing the incredible work of our staff. I hope you will take a few moments to read the many accomplishments realized thanks to their hard work. Despite the many challenges of balancing their own home and work lives, they continued to show up. New Hope staff is the true story of FY2021. I am so proud of all they accomplished under such circumstances and humbled by their dedication.

In solidarity,

A handwritten signature in black ink, appearing to read 'Marcia Szymanski'.

**Marcia Szymanski**  
**President/CEO**



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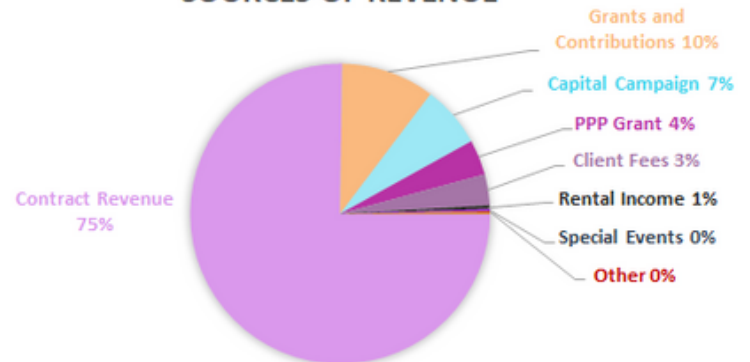
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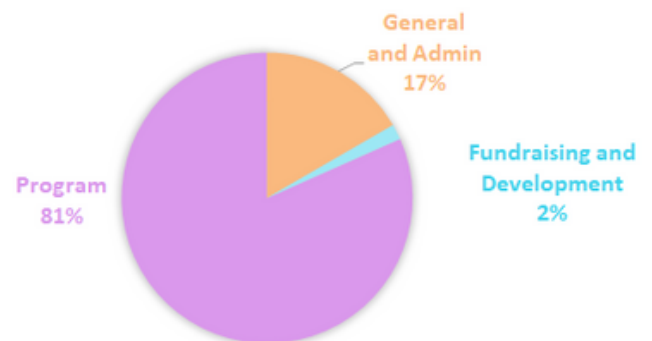
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## FISCAL YEAR 2021 FINANCIAL DATA (July 1, 2020 through June 30, 2021)

### SOURCES OF REVENUE



### APPLICATION OF FUNDING



Total Revenue and Support	\$4,416,722.00
Total Expenses	<u>\$3,748,052.00</u>
<b>Net Income</b>	<b>\$668,670.00</b>



# FY2021 Highlights

- In FY2021 New Hope began a strategic planning process to update our prior plan. The plan is nearly complete and we hope to roll it out by the end of the year.
- In October, New Hope was selected as one of five domestic violence agencies across the state to participate in a two-year learning collaborative with The Network/La Red. This project will increase our capacity to serve survivors who identify as members of the LGBTQIA+ community.
- Our DEI Committee, VOICES, planned and organized trainings for Board members and staff to increase understanding of how racial and gender inequity manifests in our work.
- In October we held our first virtual event, our Highlights of Hope breakfast, where we heard from Cindi Perla, whose daughter Madeline was murdered by her boyfriend. Cindi was a powerful reminder the impact of intimate partner violence in families and communities.
- We added a new accessibility app to our website site so survivors with disabilities could more easily navigate through the pages.
- Staff answered a record number of hotline calls, a 76% increase from FY2020 and 107% increase from FY2019.
- We provided \$54,184 in financial assistance to assist survivors with basic needs, including food, transportation, utility bills, childcare, storage costs, technology, etc.

## LESSONS Learned

- For some programs, virtual services met the needs of survivors in ways never imagined and allowed us to spread the workload more evenly, as geography was no longer an issue.
- COVID reinforced the importance of "showing up." For some programs we learned that virtual services did not meet the needs of our clients, despite staff's best efforts. In those programs, particularly Visitation and shelter, staff put themselves on the front lines in order to provide critical services.
- Survivors reaching out for support presented with much higher levels of trauma and suicidal ideation.

### WHY I STAYED:

I STAYED BECAUSE I DIDN'T THINK I HAD ANYWHERE TO GO.

I STAYED BECAUSE I DIDN'T HAVE ANY MONEY, HE CONTROLLED IT ALL.

I STAYED BECAUSE I DIDN'T THINK MY LIFE COULD EVER BE ANY DIFFERENT THAN WHAT I WAS SERVED.

I STAYED BECAUSE I WAS AFRAID OF WHAT WOULD HAPPEN TO ME AND MY DAUGHTER.

I FELT WORTHLESS BECAUSE I WAS TOLD SO.

I WAS AFRAID I WOULDN'T BE ABLE TO SURVIVE ON MY OWN.

I STAYED BECAUSE I LOVED HIM AND I THOUGHT IF I DID EVERYTHING HE WANTED RIGHT, EVENTUALLY THE MAN I MARRIED WOULD COME BACK.

- NEW HOPE EMPLOYEE



# NEW HOPE Programs



## COUNSELING AND ADVOCACY

Advocates and counselors provide resources, help safety plan, and act as a guide for survivors seeking safety and support.

**PROVIDED SERVICES TO 779 NEW CLIENTS TOTALING 4064 SESSIONS**  
**FACILITATED 253 SUPPORT GROUPS**

## SANE: SEXUAL ASSAULT NURSE EXAMINER PROGRAM

Our trained Sexual Assault Advocates provide medical accompaniment at local hospitals.  
**ASSISTED 13 INDIVIDUALS DURING FORENSIC EXAM**

## PREVENTION OUTREACH & EDUCATION

Our Education Team facilitates prevention education on healthy relationships and community awareness around domestic and sexual violence and our services.  
**PROVIDED TRAINING TO 4093 PEOPLE**



## RESPECT: INTIMATE PARTNER ABUSE EDUCATION

RESPECT is a 40 week psycho-educational group for those who cause harm in intimate partner relationships. This program addresses the core belief systems of these individuals, as well as the abuse they have used in their intimate partnerships.

**ENROLLED 153 NEW INDIVIDUALS**  
**390 INDIVIDUALS ATTENDED**  
**RAN 731 SESSIONS**



## 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 642 INDIVIDUALS**  
**EMERGENCY SHELTER**

Provides safe space for those fleeing violence. Services include counseling, case management, advocacy and education.

**PROVIDED SHELTER TO 56 INDIVIDUALS AND CHILDREN**

# NEW HOPE Programs



## VISITATION CENTER

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

**ASSISTED 155 FAMILIES, PROVIDED 1863 VISITS**

## SAFEPLAN COURT ADVOCACY

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

**SUPPORTED 1338 INDIVIDUALS**



## 24-HOUR CONFIDENTIAL HOTLINE

**800-323-4673 (HOPE)**

**SUPPORTED 1609 CALLERS  
AND 168 PEOPLE VIA WEBCHAT**



"I was dreaming that my counselor had huge kind hands that bubbles were floating out of, I watched the bubbles that had my thoughts in them, and watched them float by me and acknowledges them as they went away. There was no distress, I was calm. To me this means that I am putting into use the tools that my counselor has equipped me with and that it has given me hope that the hard work of healing is worth it. Words can never express how grateful I am to New Hope. I am now daring to think of a future where I am free."

*Artwork created by New Hope Client*

24-HOUR HOTLINE: 1-800-323-4673

**ALL STATISTICS ARE UNDUPLICATED NUMBERS  
(CLIENTS ARE ONLY COUNTED ONCE REGARDLESS OF  
HOW MANY PROGRAMS MAY PROVIDE THEM WITH  
SERVICES)**



# FY 21 Highlights

**Project Layers Cookie Contest** – Project Layers is a fun and creative activity to help engage our families. New Hope's children's counselor proposed a cookie decorating challenge as a way to practice the skills of healthy coping mechanisms. The Rockland Women of Action adopted this project and coordinated donations of ingredients and essentials in making cookies for the project.



**Bountiful Harvest - Wealth in Women:** The Wealth in Women Group sponsored Bountiful Harvest for New Hope's clients during Thanksgiving. These amazing women provided 50 turkeys and fixings for a Thanksgiving meal and also included a special note of gratefulness from their children. The families then spent the Sunday before the holiday putting together their gift bags with the items purchased.



**Fashion for a Cause** - Local teen Ava Joy created these beautiful bracelets specifically to help support New Hope. We are incredibly inspired to see the youth of today getting involved in our cause. Bracelets are available for sale at M Style in Foxboro.



**M Style Fashion Show** – Michelle Randazzo, proprietor of M. Style, held its first Fashion Show at their new location in Foxboro in November 2020. The event brought together the community, friends, and vendors who kickoff the Grand Re-Opening. M Style designated New Hope as their charity of choice and donated \$500 to support our programs, as well as donating some fashionable items to some for our clients.

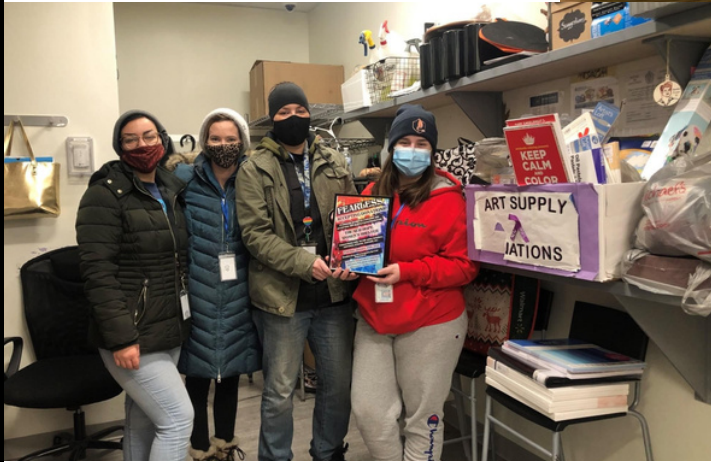


# FY 21 Highlights

Commonwealth Alternative Care – Keep Calm & Color: Commonwealth Alternative Care, Fearless Women In Cannabis, held a art supply drive during the month of January. They collected easels, paints, canvases, sketch books, and journals, important tools in healing from trauma and also dealing with the doldrums of winter.



Kindness Rocks - Mrs. Newman and the students at St. John the Evangelist School painted kindness rocks and donated them to New Hope. The rocks held special meaning as they were created in memory of Shannon Mulligan, who Mrs. Newman had as a student.



In November New Hope's annual Highlights of Hope celebration streamed live on Zoom and YouTube. The event gathered community members to join our efforts in raising awareness of domestic and sexual violence in our communities.

We recognized community and business partners who have been integral to our past year's work. New Hope also presented several awards, including our "Edith Palmer Award," named after our founder, to a person who represents the spirit of Ms. Palmer. The award recipients were:

Boston Radio Personality and Broadcast Media Coach Loren Petisce emceed the event. Our guest speaker Cindi Perla, who who lost her daughter Maddilyn Rose Burgess to domestic violence, spoke of the impact on her family.

As part of her healing, Cindi founded the Maddilyn Rose Memorial Foundation to raise awareness, honor victims, and bring hope to survivors of domestic violence. Thanks to many generous donors, we raised \$15,000 to support survivors. To check out the event, visit New Hope's YouTube channel: <https://youtu.be/GNbRC8RxoY8>

**Edith Palmer Award:** Jasmine Rivas  
**Community Partner:** Trinity Catholic Academy  
**Business Partner:** Spier Family Foundation  
**Volunteer of the Year:** Personal Best Karate  
**President's Award:** Representative Elizabeth Poirier

## THANK YOU TO OUR SPONSORS!





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