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# IMPACT REPORT

Christ Episcopal Church

# YOUR IMPACT IN 2021

Christ Episcopal Church,

I want to thank Christ Episcopal Church for being vital to the success of Operation New Hope since 2020. Coming into 2021, we were all hopeful for a better year. And we are happy to report we have achieved just that, in large part because of your generous giving and willingness to give hope and opportunities to others. In a world of uncertainty, your commitment to breaking the cycle of incarceration has remained constant. For that, we are forever grateful.

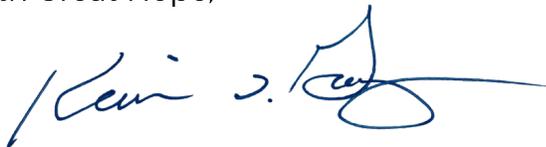
Last year was a prime example of how important our work is, and you believed in it too. You helped us meet the immediate needs of our clients during the height of the pandemic. Without your support, we would not have been able to imagine a year like we have had so far. In 2020, we had to make our programs virtual, which has inspired us to pursue development of an **eLearning** version of our Ready4Work program. We are also working on expanding our services to more locations around the state, and plan to open an office in **Orlando in 2022**.

Thanks to you, we have been able to turn our focus from "if" we were going to accomplish our goals to "what's next" for our organization. In 2021, we developed a new Strategic Plan for the next three years, were honored with the COJ/HUD Public-Philanthropic Initiative Award, raised over \$150,000 from our inaugural Mulligans for Hope golf tournament, gained two nationally acclaimed ratings, and are projected to **beat our goals for enrollment by 50%**.

Without Christ Episcopal Church's generous commitment of \$10,000 in 2020, we would not have been able to serve over 8,000 clients. Your donations have provided families the hands-on support they would not have received elsewhere. **You helped reunite Kate with her child, gave Aaron a career at Miller Electric, and set Cassie on a path to health and recovery.** You gave them a Voice of Hope!

On behalf of the team at Operation New Hope, we want to thank you again for believing in us and our clients. Thank you for helping us rebuild stable families, strong economies, and safe communities. We look forward to continuing our partnership with you, as we look to create even more Voices of Hope.

With Great Hope,



Founder/CEO of Operation New Hope



*I was in such a dark place before coming to Operation New Hope, but after Ready4Work, I was truly transformed.*

- Anthony B. - Ready4Work Graduate



Thanks to support from Christ Episcopal Church, we continue to make a positive impact on the lives of our clients, the health of our local economy, and the safety of our community. Our **Ready4Release** and **Ready4Work** programs:

- Help people affected by the criminal justice system break the cycle of poverty and incarceration,
- Promote second chance hiring practices to fulfill diversity, equity, and inclusion goals,
- Provide training in relevant, career-pathway skills to meet the needs of modern industry,
- Prepare and support employers to receive workers from this community and challenge stigmas,
- Deliver wrap-around services that support our clients and foster longer-term success.



## In 2021, our team has:



**Prepared 600+ pre-release clients with individualized reentry plans**



**Provided 24,000+ hours of case management, mental health counseling, and career coaching**



**Supported 300+ people with transitional housing**



**Helped 375+ clients successfully complete Career Development and Vocational Training**



**Connected 300+ clients with living-wage jobs**

# OUR ACHIEVEMENTS

Your charitable donations have brought Operation New Hope to where it is today. This has been a banner year for our organization and your gifts power our impact. We are grateful for Christ Episcopal Church's support and for the many successes we have achieved together.



## **COJ/HUD PUBLIC-PHILANTHROPIC INITIATIVE AWARD**

On Tuesday, June 22, 2021, Operation New Hope was honored by Mayor Lenny Curry on behalf of the City of Jacksonville and in partnership with the Department of Housing and Urban Development (HUD) as a 2021 recipient of the COJ/HUD Public-Philanthropic Initiative Award. Awardees were selected by an independent jury panel and presented to three Jacksonville partnerships for completed or ongoing initiatives that are executed in collaboration with community partners including philanthropy and local, state, or federal government.

## **NONPROFIT REVIEWS AND RATINGS**

We are excited to report that Operation New Hope has earned a 2021 Platinum Seal of Transparency from Guidestar and has been ranked as a 2021 Top-Rated Nonprofit by GreatNonprofits. These recognitions allow our organization to reach more donors to broaden our philanthropic support. Because of your donation, Christ Episcopal Church has been instrumental in helping to us reach this platinum level. More importantly, your support has been significant in the lives of our clients and their families, helping to break the cycle of poverty and incarceration for thousands of people in our community.





## TECHNOLOGY ENHANCEMENTS

Because of the generous support of donors like you, we made significant improvements to our technology systems in 2021 to enhance our efficacy and better deliver our mission. With new laptops and cloud-based networks, we have been able to improve the security and delivery of our client services. Support from Christ Episcopal Church helps make this all possible.

## BREAKING THE CYCLE

More than half of incarcerated adults in the U.S. have children. Between 1991 and 2007, that number increased by 79%. The collateral damage of parental incarceration to children is one of the many hidden costs of our criminal justice system and perpetuates the cycle of incarceration. But because of support from Christ Episcopal Church, we are working to break that cycle and impact not only the lives of the thousands we serve, but their children as well. We are proud to deliver our InsideOut Dads program as part of our pre-release services, and our Ready4Work team continues to support client's family reunification through case management and counseling.



### VOICES OF HOPE:

HOW KATE IS CREATING A BETTER PATH FOR HER DAUGHTER

*"I was on drugs since I was 13 years old and when meth came to town, I fell into a major downward spiral. I was trying to hide my addiction while trying to be a mom. But of course, it didn't work. I lost my job. DCF and the cops got involved, and I voluntarily sent my daughter to live with my sister when she was 8. I remember her telling me, 'Momma, it's going to be ok.'"*

*I was living in a van with my boyfriend, when I learned about Operation New Hope. Since then, it's been an amazing journey. From the start, everyone has been there, helping guide me. I hadn't worked a real job in years, but the Ready4Work team reacquainted me to the workforce. They helped with everything from mock interviews to resume building, and even basic terminology. The warehouse and forklift training was great. It set me up for success.*

*It was all so helpful in landing my job at Parliment Building Products where I've now been for 6 months. My job has been my lifeline. I now have a car, a nice trailer to live in, and my daughter has moved back in with me. I am so excited to have her back! She's so resilient and smart. She's going to be in gifted classes at her school.*

*When I was on meth, I remember thinking, I don't know how to get out of this pit. I didn't see a light at the end of the tunnel. But there was. The light was Operation New Hope. It saved my family. After I completed the program, my daughter's father followed me and also went through Ready4Work. My daughter now has both of her parents back and it means everything in the world. We are all so happy now and just like my daughter said, everything is going to be ok. I am so thankful."*

# ORGANIZATION GOALS

The recent and unprecedented events caused by the pandemic inspired nonprofits everywhere to rethink their plans. Determining how to shift strategies in these challenging times is difficult, but we know that strategic planning makes organizations better equipped to handle any surprises, both good and bad. With that in mind, Operation New Hope has now completed our Strategic Framework for next 3 years. Thank you for your investment in our work which provides the support and sustainability need to ensure our future success.

## STRATEGIC GOALS

- Serve more people impacted by the criminal justice system.
- Be the leader in virtual delivery of reentry services.
- Develop a statewide network of reentry programs with 2-4 full **Ready4Work** sites, virtual tools, partner networks, and a longer-term focus on regional growth.

## STRATEGIC INITIATIVES

These key initiatives will change the future and shape of Operation New Hope. Phases (Invest, Analyze, Advocate, Implement) and timing are estimated for each and driven by key milestone decision points.

	2021	2022	2023	2024
Create virtual R4W	Invest, Analyze, Advocate	Implement	Implement	Implement
Replicate in right situations (initially Orlando)	Invest, Analyze, Advocate	Implement	Implement	Implement
Explore employer referral fees for staffing		Invest, Analyze, Advocate	Implement	Implement
Pilot social enterprise jobs		Invest, Analyze, Advocate	Implement	Implement
Develop sustainable alternative funding opportunities	Invest, Analyze, Advocate	Implement	Implement	Implement
Build a tiered approach for expanded reach: R4R, Pre-Trial/Diversion				Implement

Invest

Analyze

Advocate

Implement

◆ Key Milestone Decision Point

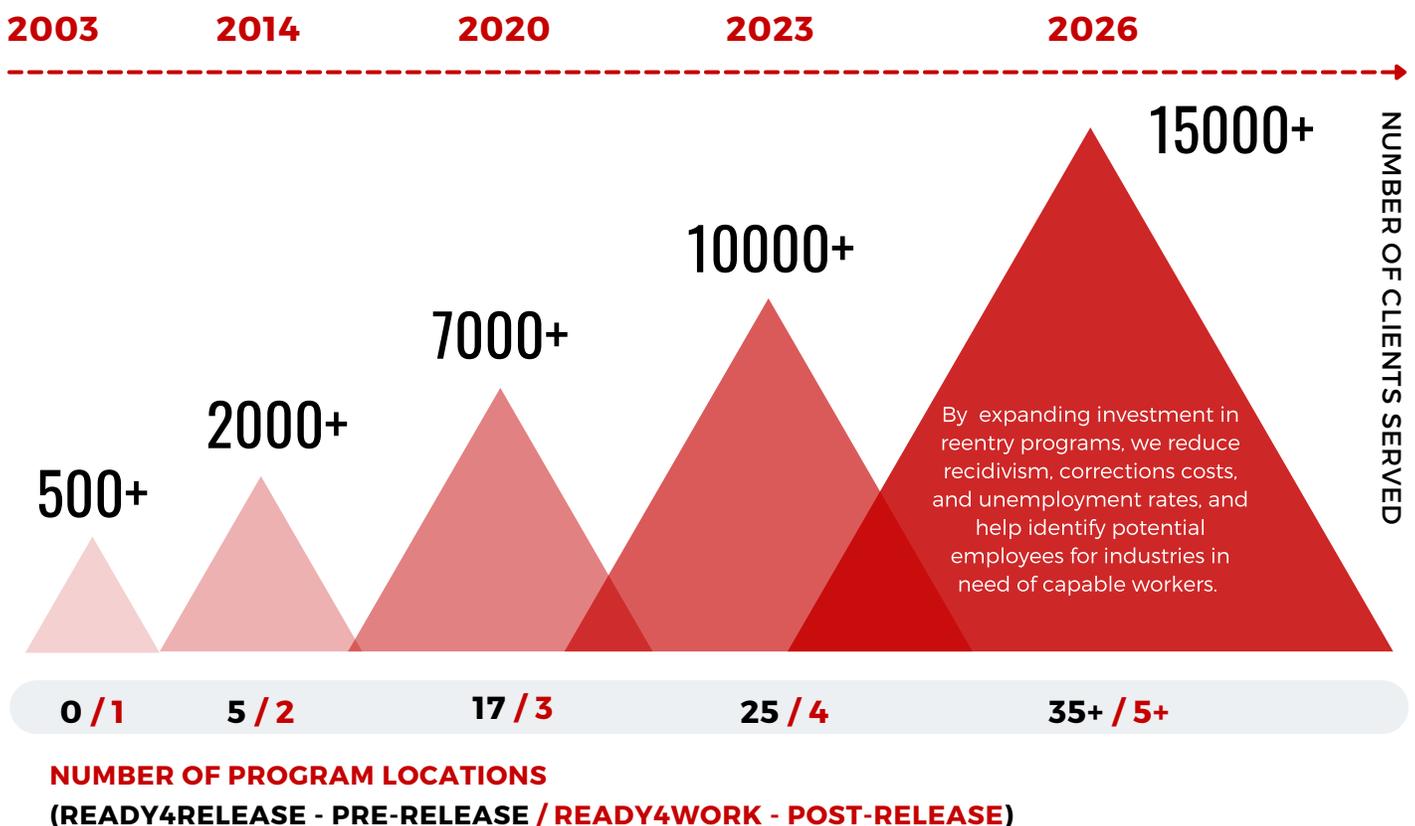
## SUSTAINING INITIATIVES

Thanks to the significant and sustaining investment from Christ Episcopal Church, we will continue to deliver top-notch reentry support. Over the next three years, we will remain committed to the following initiatives that are important for the ongoing program development and the operational health of Operation New Hope.

- Growing our mental health team in 2021
- Investing in staff leadership alignment and staff development
- Bringing select vocational skills training in house
- Evaluating our current programs
- Exploring creation of an advocacy/policy arm
- Developing plan of financial sustainability

## EXPANDING OUR REACH

We are making great progress in our expansion efforts and have had several meetings in Orlando laying the foundation for community support. We have now met with area mayors, commissioners, community partners and law enforcement agencies. We have been blown away by the immediate support offered in Central Florida, and it reaffirms that we are headed in the right direction. Thank you for helping us reach our goal to make **Ready4Release** and **Ready4Work** available to the thousands of people returning every month from incarceration to communities across Florida.



## Input

## Outcome

## Impact

Clients receive wrap-around supportive services tailored to meet their personal needs and goals for a full year.

Clients receive the care needed to address trauma, addiction, and mental health issues.

Success is evident in the transformation stories of our clients, enhanced hiring practices for employment partners, healthier communities and families, and better public safety.

Each client is assigned a Job Coach to provide guidance and support, leading to job placement with targeted employment partners.

Clients are reconnected to the workforce and receive job readiness training and develop career-pathway skills to meet the needs of modern industry.

Successful employment allows for clients to provide for themselves and their families, prevents recidivism, and reduces unemployment.

Financial support is provided to address transportation, housing, vital documents, food and clothing.

Clients feel supported and are able to prioritize needs and goals to achieve stability and success.

Poverty and financial hardship for the formerly incarcerated are main drivers of recidivism, and supportive services address this.



*I can't believe how good my life is now. I want to love me, take care of me, and hopefully rebuild my relationship with my son. Operation New Hope has opened so many doors and I'm so thankful. I now know that when you do the right thing, so many other good things happen. I have hope."*

- Cassie D. - Ready4Work Graduate



*"The best years of my life are still ahead of me. I never did anything positive before, but now I'm grateful to God, trying to stay humble, and I'm helping as many people as I can. I couldn't have done it without Operation New Hope – they were a true blessing!"*

- Aaron F. - Ready4Work Graduate