



new hope housing

It's time to rethink homelessness.

DEAR FRIENDS OF NEW HOPE HOUSING:

The work we do at New Hope Housing depends fully on the support, participation and collaboration of our many partners—community organizations, businesses, faith communities, government agencies, foundations, and hundreds of individuals who provide support as volunteers and donors. It is a pleasure to present our report to the community on the impact and results of our work together during fiscal year 2012 (July 2011 through June 2012).

During the past year we have touched the lives of 1,353 individuals – single adults and members of families – who were facing the reality of homelessness here in northern Virginia, one of the most affluent regions of our nation. In our work together, we have had the joy of seeing many of those we serve build a better future for themselves and a stronger community for all of us. And our efforts were recognized in November 2011 when we received the Fairfax County NAACP Chapter's *Community Service Award*.

Thank you for your support! Together we can continue to implement innovative approaches to truly prevent and end homelessness, and achieve our vision: a home and bright future for every man, woman and child in our community.

*Pamela L. Michell*

Pamela L. Michell  
Executive Director

*Linda E. Horner*

Linda E. Horner  
President, Board of Directors  
2011-2012

*Erik T. Hoffman*

Erik T. Hoffman  
President, Board of Directors  
2012-2013



*“Thanks to New Hope Housing, I know now my past is not my future and that I move ahead in a destiny of my own making.”*



It's time to rethink homelessness.

## VISION

A home and bright future for every man, woman and child in our community.

## MISSION

New Hope Housing provides homeless families and individuals shelter and the tools to build a better life.

## CORE VALUES

We are a community-based organization.

We welcome all, including the unwelcomed.

We treat each individual with dignity and respect.

We are effective stewards of the human and financial resources entrusted to us.

A competent and dedicated staff is crucial to our mission.

## STRATEGIC PRIORITIES

Demonstrate leadership in developing and implementing effective approaches in prevention, shelter and transitional housing to move homeless persons quickly to housing, and provide ongoing support services until housing stability is achieved.

Work collaboratively to increase permanent supportive housing for underserved populations on the verge of homelessness or moving out of homelessness. New Hope Housing's primary role will be that of service provider.

Focus on organizational development to optimize effectiveness and viability.

Bring awareness to the issue of homelessness and serve as advocates for policies to prevent and end homelessness in the communities we serve.

[www.newhopehousing.org](http://www.newhopehousing.org)



## PROGRAMS & SERVICES

New Hope Housing opened the first homeless shelter in Fairfax County, Mondloch House, in 1978. Today its programs and services – reaching people in need in Fairfax County, the City of Alexandria, the City of Falls Church, and Arlington County – include:

**Year-round shelter** programs serving families (Next Steps Family Program and the Alexandria Community Shelter) and single adults (Mondloch House, the Eleanor U. Kennedy Shelter, and the Alexandria Community Shelter).

**Winter emergency shelter programs** (Falls Church Homeless Shelter and the Ventures in Community Hypothermia Outreach Program).

**Permanent supportive housing** programs serving both families (the Bridging Affordability, Milestones and RISE programs) and single adults (Max's Place, Susan's Place, Gartlan House, Just Home, and Housing First Apartments program).

**Transitional housing** programs for families (STRIDE and Stepping Out) and single men (Turning Point).

**Prevention assistance** for households at immediate risk of becoming homeless, part of community-wide efforts to prevent homelessness.

**Rental assistance** programs to help move individuals and families more quickly from shelter or housing wait lists into housing in the community.

**Support services** that include case management, children's services, housing location, education and employment, financial literacy and other life skills, and recreational, social and cultural programming

## VOLUNTEERS & IN-KIND DONORS

New Hope Housing and the men, women and children we serve, rely on the generosity of the community. We are very grateful for all of our volunteers and contributors. For a complete list of individuals and groups who have provided volunteer service, in-kind donations, and food assistance in FY2012, visit our website, [www.newhopehousing.org](http://www.newhopehousing.org). Thank you for your support!

## COMMUNITY IMPACT

Highlights and accomplishments of our work in fiscal year 2012 included:

- Served 1,353 individuals, including 282 children, in one or more of our programs.
- Served 61 families in shelter, 32 families in post-shelter housing programs, and 78 families in our community case management programs. 15 families moved from shelter to permanent housing, and 13 families relocated to transitional housing.
- Served 812 single adults across our programs, including helping 69 individuals move from shelter to stable housing in the community, and 21 move to transitional housing.
- Education and employment staff helped residents to access job training, attend job readiness classes, and conduct job searches; 85 residents gained new employment with average monthly wage of \$1,700.
- 301 residents participated in personal money management classes, 85 completed housing/rental readiness, and 75 parents enrolled in nurturing parenting classes; 42 residents successfully completed the transformational Out of Poverty program.
- Obtained a new HUD grant to begin a permanent supportive housing program for single adults in the City of Alexandria.



## NEW HOPE HOUSING LEADERSHIP CIRCLE

\$10,000 AND ABOVE

Capital One Bank, NA  
Community Foundation for the National Capital Region,  
Help the Homeless Program Fund  
Fannie Mae  
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The Giving Circle of Alexandria  
Steve & Holly Hartell



*New Hope  
Housing is a  
place of hope  
and hospitality,  
welcoming all  
who come to us.*

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Kenneth & Sharon Younger



[www.newhopehousing.org](http://www.newhopehousing.org)



## PRESIDENT'S CIRCLE

\$1,000 – \$2,499

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Allen & Lee Voltmer  
Wells Fargo Bank, NA  
Vance & Jean Schiro Zavela  
Roger & Irene Zuckerman

### ADDITIONAL DONORS

We are very grateful for all those who supported New Hope Housing during FY2012 with financial contributions, including over 700 individuals and organizations providing support at the Benefactor (\$500–\$999), Investor (\$100–\$499) and Patron (\$5–\$99) levels. A complete list of all donors is included in the 2012 Annual Report to the Community provided on the New Hope Housing website at [www.newhopehousing.org](http://www.newhopehousing.org).

## A STORY OF STRENGTH

“I was a young woman with two children, a lot of debt and bad credit. I maintained my job, appeared to be polished, and gave the impression that things were functioning well in my life. In truth, my girls and I were living in my car and life was full of uncertainty. I dreaded having the title of “homeless” but now more than ever I am grateful that I entered the shelter. My daughters now have a peaceful and secure life in our own home. No words can express how appreciative I am for the New Hope Housing staff. And I will also never forget the kindness I received from the other residents who shared the same struggle to reclaim stability in their lives.”



# UNITED WAY, COMMONWEALTH OF VIRGINIA CAMPAIGN AND COMBINED FEDERAL CAMPAIGN



A special thanks to the more than 100 individuals who donated to New Hope Housing through the United Way, Combined Federal, or Commonwealth of Virginia Campaigns. A list of United Way, CFC and CVC donors is provided in the 2012 Annual Report to the Community on the New Hope Housing website.

## FY 2012 FINANCIAL SUMMARY

### REVENUE

Community Contributions (Includes United Way, CFC and CVC)	\$ 223,487
Private Grants (foundations)	91,294
Special Events (Includes Help the Homeless Program)	274,825
In-Kind Contributions	149,245
Private Contracts	60,307
Government Grants & Contracts	4,405,888
Rent & Program Fees	111,562
Investments & Miscellaneous	2,973
<b>Total Revenue</b>	<b>\$ 5,313,635</b>

### EXPENSES

Mondloch House Shelter	\$ 320,965
Eleanor Kennedy Shelter	1,291,682
Next Steps Family Program	857,271
Alexandria Community Shelter	862,266
Falls Church & VIC-HOP Winter Shelters	91,776
Transitional Housing Programs	95,191
Permanent Supportive Housing Programs	1,295,197
Community Outreach, Prevention & Rapid-Re-Housing Programs	152,954
Administration & Fundraising	265,458
<b>Total Expenses</b>	<b>\$ 5,232,760</b>



## PARTNER AGENCIES & ORGANIZATIONS

New Hope Housing is proud to work in partnership during FY2012 with the following government and private agencies and organizations that provided grant or contract support for our programs and services.

- City of Alexandria Department of Community & Human Services
- City of Alexandria Fund for Human Services
- Christian Relief Services, Inc.
- Fairfax County Consolidated Community Funding Pool
- Fairfax County Office to Prevent & End Homelessness
- Fairfax County Department of Housing & Community Development
- Friends of Falls Church Homeless Shelter
- U.S. Department of Agriculture
- U.S. Department of Housing & Urban Development
- Virginia Department of Housing & Community Development

[www.newhopehousing.org](http://www.newhopehousing.org)



## A STORY OF SUCCESS

“I became homeless after a stroke and a long history of substance abuse. New Hope Housing provided a roof over my head and good meals every day. I learned about the importance of taking a shower everyday and wearing clean clothes. I learned that these things make a difference in how people perceive you and how you feel about yourself. The Out of Poverty program taught me the importance of planning. It’s been easier than I thought, and my case manager with New Hope Housing is a big part of that. Soon I’m moving into transitional housing, and I hope to attend school to become a substance abuse counselor. I have hope.”



## FY 2012 LEADERSHIP

### BOARD OF DIRECTORS

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New Hope Housing, Inc.  
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Alexandria, VA 22309

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*New Hope Housing is committed to finding creative and lasting solutions to end the cycle of homelessness by offering homeless men, women and children the services they need to change their lives and succeed.*

**NEW HOPE HOUSING, INC.**  
**FY 2012 ANNUAL REPORT**



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