

OPERATION NEW HOPE

Connections

Annual Report: 2021

The Importance of Connection

After living through a pandemic, it has become abundantly clear that connection is central to the human experience. In a year when the world was challenged and changed by being apart, our team at Operation New Hope found new and innovative ways to bring our communities together, maintain strong social connections, and keep our staff and clients safe. Our work always has been and will continue to be about connections.



Kevin T. Gay

Founder/CEO Operation New Hope

Some of the many important connections we make:



- Operation New Hope connects people affected by the criminal justice system to the workforce, their families, and communities.



- We connect employers with trained and vetted candidates. Our clients are assessed, workforce skills trained and drug-free to ensure we provide our employment partners with qualified, reliable, and cost-saving placements. Advancing second chances is an effective way for employers to achieve their diversity and inclusion goals. And employers who have made second chances part of their talent strategy have been rewarded.



- Connecting people and resources, we cultivate stronger communities by creating opportunities to realize second chances and reduce recidivism through strategic partnerships with the judicial system, local businesses, faith-based organizations, and community partners.



- For over 20 years, we have been connecting donors to a mission that achieves safer communities, stronger economies, and more stable families. When you give a second chance, we all win.

While the last year has been full of challenges, at Operation New Hope we believe we are going to emerge out of this challenging season stronger and better connected. We are proud of our great staff and Board who have stood tall and navigated through it all. And we are so thankful for the generous support from all who have invested in Operation New Hope, helping us build a stronger community by getting people back to work, breaking the cycle of incarceration, and strengthening our connections.

With Great Hope,

A handwritten signature in black ink that reads "Kevin T. Gay".



Voices of Hope - Katie Mainor

"I served 3 1/2 years at Gadsden Correctional for grand theft. The day I got sentenced I cried so hard because my daughter was almost 4 at the time. I was so sad to leave her because her father didn't even know her allergies and had never even given her a bath before."

"And then, when I was preparing for my release, I was so worried that people were going to judge me. I kept thinking people were only going to see a former felon when they looked at me. I had no idea what I was going to do when I got out. But I heard about the Ready4Release program from others at Gadsden, so I wrote to Operation New Hope to find out more. A few weeks later, I met with a Ready4Release Case Manager, he explained all the benefits of the Ready4Work program, and I enrolled. I got out on a Thursday, was set up with a transitional house, and started the Ready4Work program the following Monday."

"Ready4Work has been so great. While I knew the basic job skills from my years of work as an assistant to the Executive Director of a medical practice, I still learned a lot from the program. The mock interviews were especially helpful. I was used to interviewing, not to being the one interviewed. My job coach told me I was a natural at it, and that really helped me build back the confidence I had lost while in prison. Operation New Hope is a great organization because the people who work there don't judge people by the cover. They help clients know that you can be anything you want to be if you are willing to work hard."

"I took what I gained from the Ready4Work program and landed two jobs in one week. Since the beginning of January 2021, I've been working at both places, and I love them equally. They treat me like family and I've been given opportunities to grow at both jobs."

"I feel like I have done so much since I left prison. I've learned that I'm a fighter and that if I want something, I'm gonna get it! I'm currently working on regaining custody of my daughter, doing business development for the restaurant, and working towards opening an outpatient counseling practice that works in partnership with Beaches Recovery to support clients leaving recovery. I want to be the best that I can be to show people that it doesn't just end with prison. There is always something you can do to change your life and help someone else in the process. The past is the past. There is a future. There is hope."

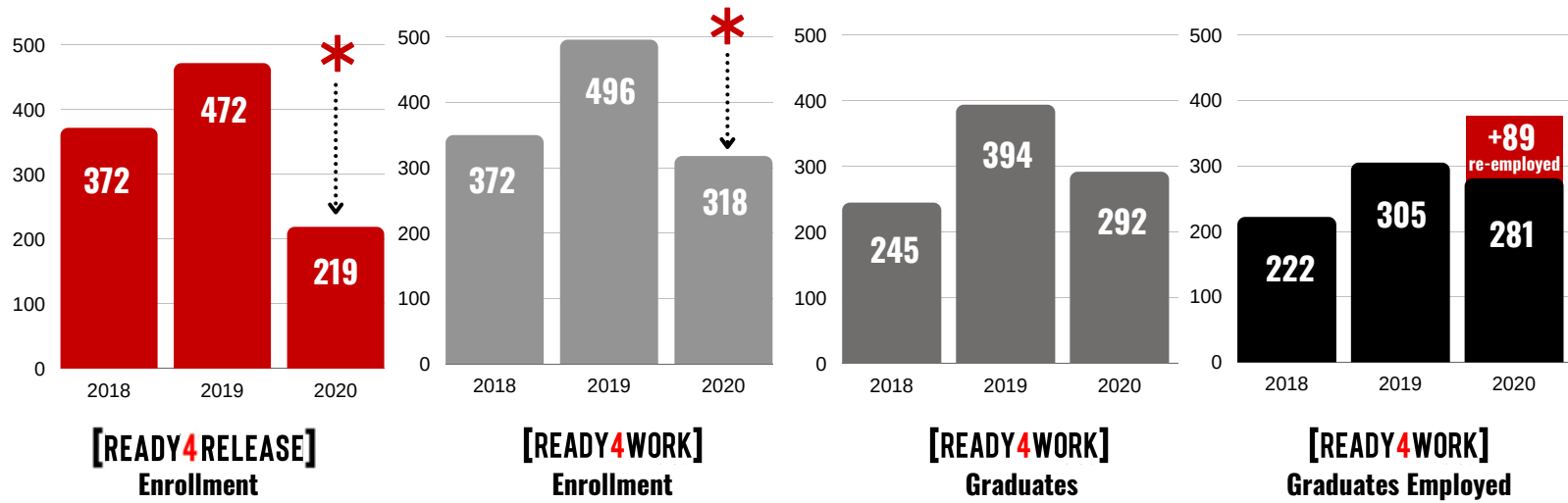


Top: Katie at Ready4Work Graduation in December 2020

Bottom: Katie at work at Beaches Recovery

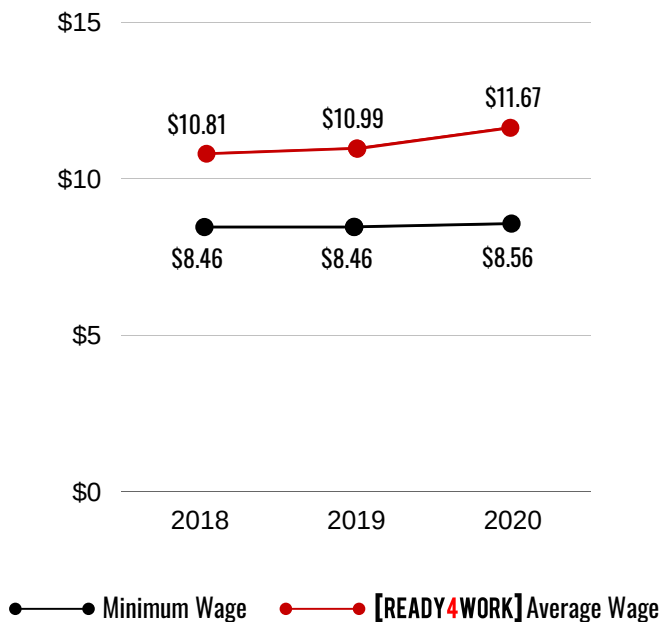
OPERATION NEW HOPE

Thanks to a tremendous outpouring of community support, we have continued our mission during an unprecedented health crisis by providing workforce training, offering counseling and coaching, and matching people with work during one of the most challenging economic times. In 2020, we connected 281 clients with full-time, living-wage work and re-employed an additional 89 clients who lost their job due to the pandemic.

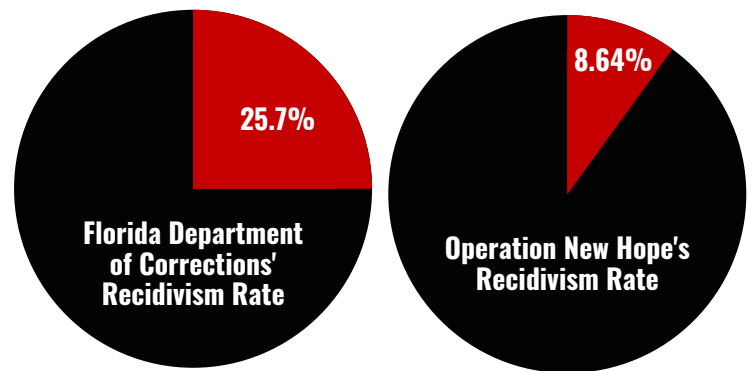


* Our pre-release and post-release program enrollment was significantly impacted by state-wide COVID-19 closures.

[READY4WORK] Average Wage



Recidivism Rates

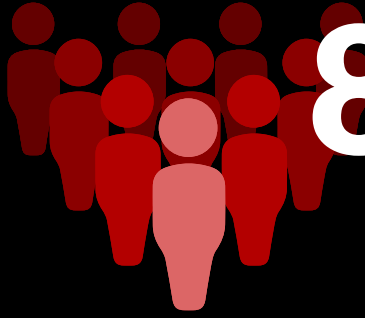


Our recidivism rate illustrates the success and cost-savings of our programs. The Florida Department of Corrections reports a 3-year recidivism rate of 25.7%. Our Ready4Work program reports a 3-year recidivism rate for the same cohort of 8.64%. We are saving taxpayers millions of dollars by avoiding repeated cost of incarceration and lost tax revenue.

Source: FL Department of Corrections Recidivism Report, June 2015
<http://www.dc.state.fl.us/pub/recidivism/2014/exec.html>



Operation New Hope has provided life-changing services to more than



**8,000
people**

affected by the criminal justice system since 1999

"Before coming to Operation New Hope, I was in a really low place. But since going through the Ready4Work program, everything has changed. I finally feel like I am not on my own anymore. Operation New Hope helped me realize that I really could become a productive member of society."

- Reba Ortiz,
Ready4Work Graduate

Since 2018, Operation New Hope has delivered more than:



**\$1.8
million**

in supportive services

**73,000
hours**



of case management,
mental health counseling,
and career coaching

"A lot of people have judged me by my past rather than looking at what I could be. But Operation New Hope was different. They taught me that you can have a Second Chance. I learned you can't make excuses. You have to keep moving and it's never too late. There is hope!"

- Richard Smith
Ready4Work Graduate

Our Return on Investment (ROI)



\$2.86

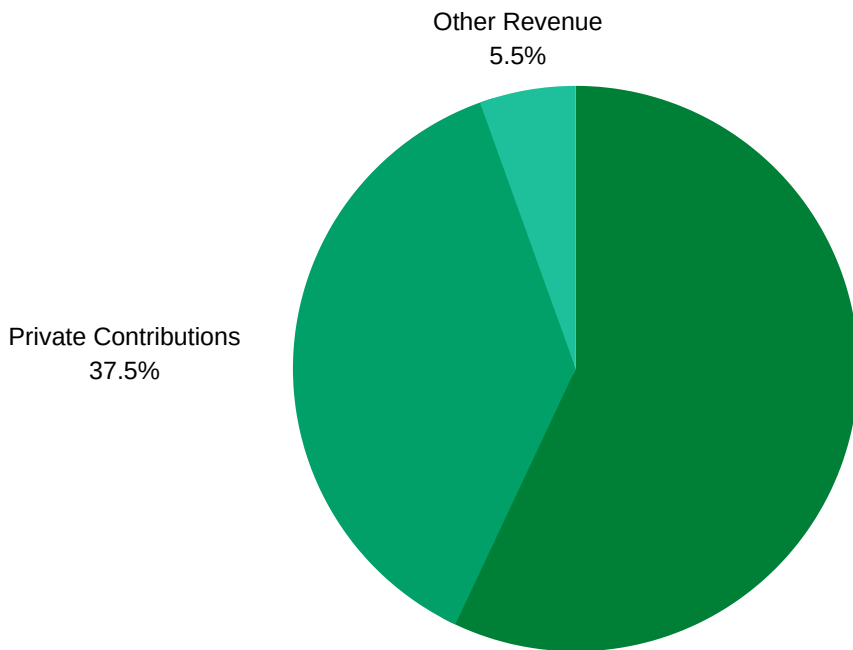
**Tax payer benefits for every \$1
spent on our programs.**

(based on annual cost to incarcerate & average length of sentence)

We reconnect people to the workforce and motivate participants to become productive, responsible citizens saving taxpayers millions of dollars each year by avoiding the repeated cost of incarceration.

FINANCIALS

Fiscal Year Ended December 31, 2020



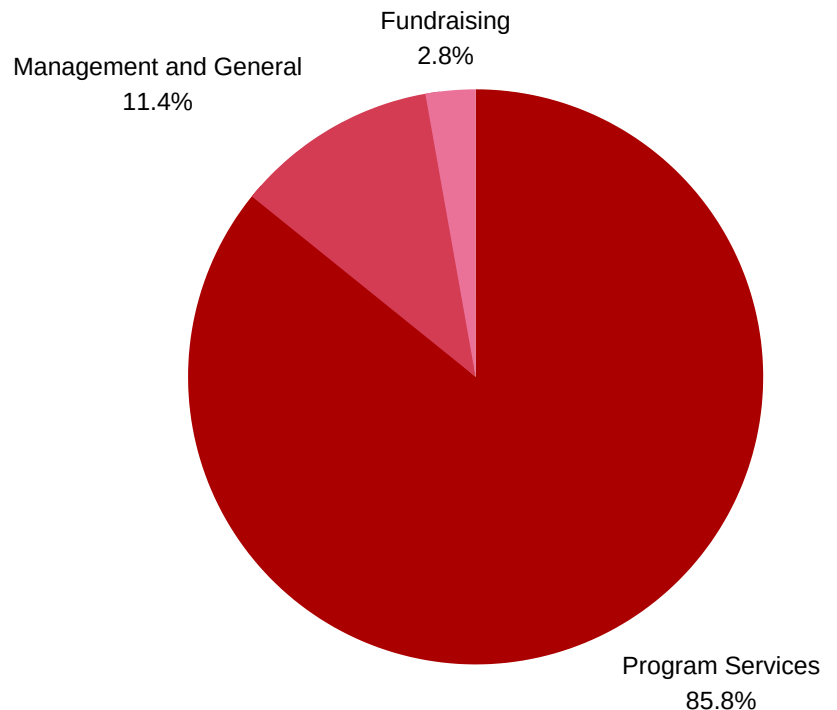
Revenue

Government Support -	\$2,678,213
Private Contributions -	\$1,763,474
Other Revenue -	\$258,243
Total -	<u>\$4,699,930</u>

Government Support
57%

Expense

Program Services -	\$3,629,415
Management and General -	\$481,440
Fundraising -	\$117,099
Total -	<u>\$4,227,954</u>



We are also very thankful for the service of our Board of Directors!

- Kevin Gay, *Founder/CEO*
- Peter O'Brien, *Board Chair*
- Scott Coble
- Allison DeFoor
- Karen Holt
- Leslie Jean-Bart
- Coley Jones
- Josh Martino
- Coral Messina
- Monte Richardson
- Terri Wall
- Tara Wildes
- Kin Cannon, *Emeritus*

SUPPORTERS

We extend a special thank you to our Funders, Donors & Corporate Partners! We greatly appreciate each gift given in support of Operation New Hope, and we have made every effort to ensure the accuracy of this listing.

Major Contributors:

\$100,000 and above:



Chartrand Foundation

Neviaser Foundation

The Jim Moran Foundation

Bank of America Foundation

Petway Family Foundation

Anonymous

\$10,000 - \$99,999:

LISC

Ashton & Amanda Hudson Family

Kevin T. Gay

Delores Barr Weaver Legacy Fund

Bestbet

Truist Community Development

Margaret Ann Bell

Edna Sproull Williams Foundation

Bob Barker Company Foundation

Respond / Adapt / Recover Fund

The Anne Elizabeth Suratt Advised Fund

FLC Bank

Advanced Disposal Systems

Clifford and Lavonne Graese Foundation

Nona Rawls & H Taylor Jones Foundation

Henri Landwirth Family Advised Fund

Wells Fargo Foundation

Christ Episcopal Church

\$1,000 - \$9,999:

United Way of Northeast Florida

United Way of St. Johns County

Jacksonville Jaguars Foundation

Swindell, Bohn, Durden & Phillips

TIAA Bank

Ring Power

Vystar Credit Union

Florida Capital Bank

O'Neill Family Charitable Fund

Nancy O'Byrne

Bono's Bar-B-Que / Willie Jewels

Gloria Lelaidier

CSX Transportation

Church of Eleven22

Josh & Kirsten Martino

Ted Pappas

Warren & Joanne Powers

Kin & Barbara Cannon

PGA Tour

Ray Sutton McGehee Foundation

Scott Coble

Strings Sports Brewery

Grace United Methodist Church

Peter O'Brien

Enterprise Holdings Foundation

Memorial Presbyterian Church

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Thomas & Shannon Henderson

Bill Hardaker

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Anita Snell

Vandenberg Family Revocable Trust

Amy Thornton

Security Center USA

The Community Foundation

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Robert Freeman

Dorothy Risley

Rae O'Hair

Ross Family Foundation

Bozard Ford Lincoln

\$100 - \$999:

John Douglas

Craig Steffen

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Susan Letizia

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Joseph Ferrara

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Robert & Henriette Mermell

Darcha Bennett

Mandarin United Methodist Church

Kathleen & E. Paul Nelson

Melissa Fullmore

Jane Freedman

Rabbi Jonathan Lubliner

Hugo's Fine Furniture

Chris McAndrews & Tamara Horne

James & Shirlonda Drummond

Jacksonville Jewish Center

Grace United Methodist Church

Springfield Gallery

Joline Hemminger

Amy Thornton

John R. Jones Jr.

Levin Family Charitable Fund

