



OPERATION
NEW HOPE

HOPE
STARTS
HERE

THE FUTURE OF

HOPE

ANNUAL REPORT 2022



Message from Founder/CEO Kevin Gay

It's hard to believe that I am writing my last Annual Report letter, and at the end of June 2022, I will be retiring after 23 incredible years at Operation New Hope. One thing I know for sure is that I could never have dreamed of a journey as rich and impactful in my life as the one I have been blessed to be a part of. I thought I was going to make a difference in those living on the margins in our city. Come to find out, it was those I found on the margins that have made such a difference in *my* life.

In this report, you will see the amazing work that this great organization is doing. Having successfully navigated the toughest two years we have faced in over a generation and now positioned to bring hope to more people than ever before, it is exciting to say the least.

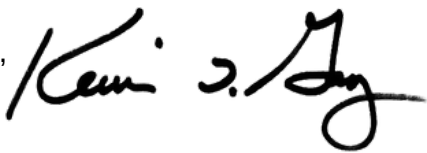
Operation New Hope has provided life-changing services to more than 9,000 people impacted by the criminal justice system since 1999. With the skills learned and confidence gained from our **Ready4Release**, **Ready4Work** and **Ready4Success** programs, our participants go on to become productive community members and build successful careers earning living wages.

As I look forward, the sky is the limit. We have assembled a phenomenal team, and I am extremely happy to have Reggie Fullwood taking over for me. We have the leadership and oversight of an committed board, and we recently completed a powerful strategic plan that is embedded in all we do.

To continue advancing our successful reentry programming and services, we need your help to invest in our strategic expansion and technology upgrades. Help us to make our life-changing programs available to the thousands of people returning every month from incarceration to communities across Florida.

As I close, I want to thank all of you who have been a part of this journey with me - to our many incredible supporters who have come to see the power of second chances, you have lifted this work up beyond anything I could have ever dreamed - to our great community partners, that without you, we would not be able to do this important work - to our amazing board members who have committed so much of their time and energy into this work - to our deeply committed staff who have always reminded me that in the end it has to be about what is best for our clients. It is because of all of you that our great city is truly a City of Second Chances. Thank you from the bottom of my heart.

With Great Hope,



Kevin T. Gay

Founder/CEO Operation New Hope

We are so thankful for the service of our Board of Directors!

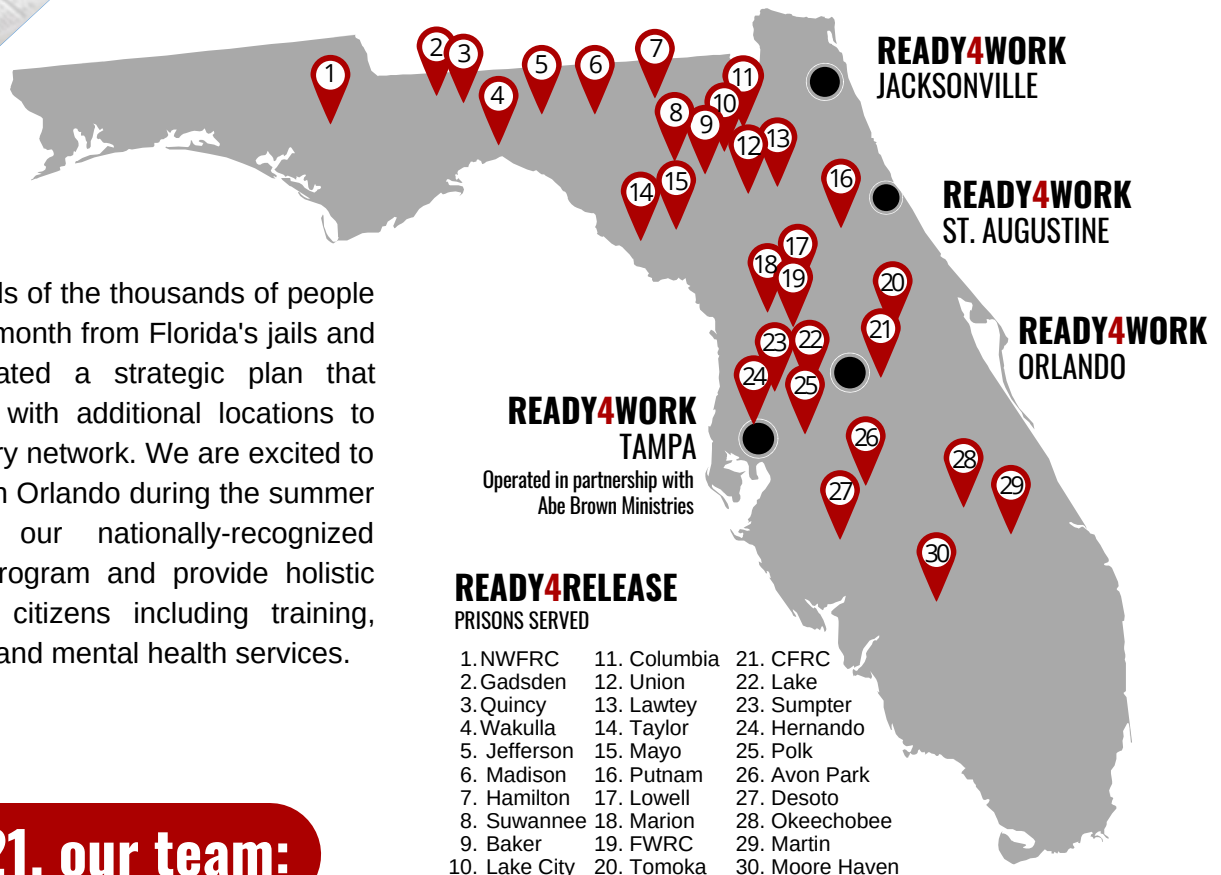
- Kevin Gay, *Founder/CEO*
- Coley Jones, *Board Chair*
- Scott Coble
- Stephen Colson
- Harold Craw
- Allison DeFoor
- Karen Holt
- Josh Martino
- Coral Messina
- Peter O'Brien
- Monte Richardson
- Charlotte Smith
- Chester Spellman
- Terri Wall
- Kin Cannon, *Emeritus*

Strategic Planning

As we commemorate the legacy of Operation New Hope's Founder and CEO Kevin Gay with his retirement in June 2022, we are filled with hope for the future of the organization. Building upon the stable foundation established over the past two decades, equipped with strong leadership and a mission-driven strategic plan, we are prepared for impactful expansion.

Strategic Goals

- **Serve more justice-involved individuals.**
- **Be the leader in virtual delivery of reentry services.**
- **Develop a statewide network of reentry programs.**



To meet the critical needs of the thousands of people who return home every month from Florida's jails and prisons, we have created a strategic plan that expands our programs with additional locations to create a statewide reentry network. We are excited to open our newest office in Orlando during the summer of 2022 to deliver our nationally-recognized **Ready4Work** reentry program and provide holistic solutions for returning citizens including training, housing, transportation, and mental health services.

In 2021, our team:



Equipped 600+ pre-release clients with individualized transition plans



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



Provided 1000+ months of safe and stable transitional housing to our clients



Served 500+ clients through career development and vocational training



Connected 415+ clients with living-wage jobs at 55 unique Employment Partners

Sustaining Initiatives

As we look to the future, we remain committed to the following initiatives:

- **Growing our mental health team and services**
- **Investing in leadership and staff development**
- **Expanding career & technical opportunities**
- **Evaluating our current programs**
- **Exploring creation of an advocacy/policy arm**
- **Developing plan of financial sustainability**



VOICES OF HOPE

- Tracey F.

"Even when I tried to turn my life around, my past just kept pulling me back down. Jail took something from me and left me with hopelessness, insecurity and shame.

"Operation New Hope raked the ground for new seeds to be planted in me. I began believing that anything is possible.

"I thought my past was so bad that it was going to hold me hostage. And I'm now proud to say that's not who I am anymore. **Hope is a wonderful thing!"**

"Before coming to Operation New Hope, I was homeless, unemployed, and addicted to drugs. I needed help, but wasn't sure where to turn.

"My daughter's mom Kate enrolled in the Ready4Work program and told me it was helping her change her life, so I signed up the very next week. And I can't believe how quick my turn-around has been!"

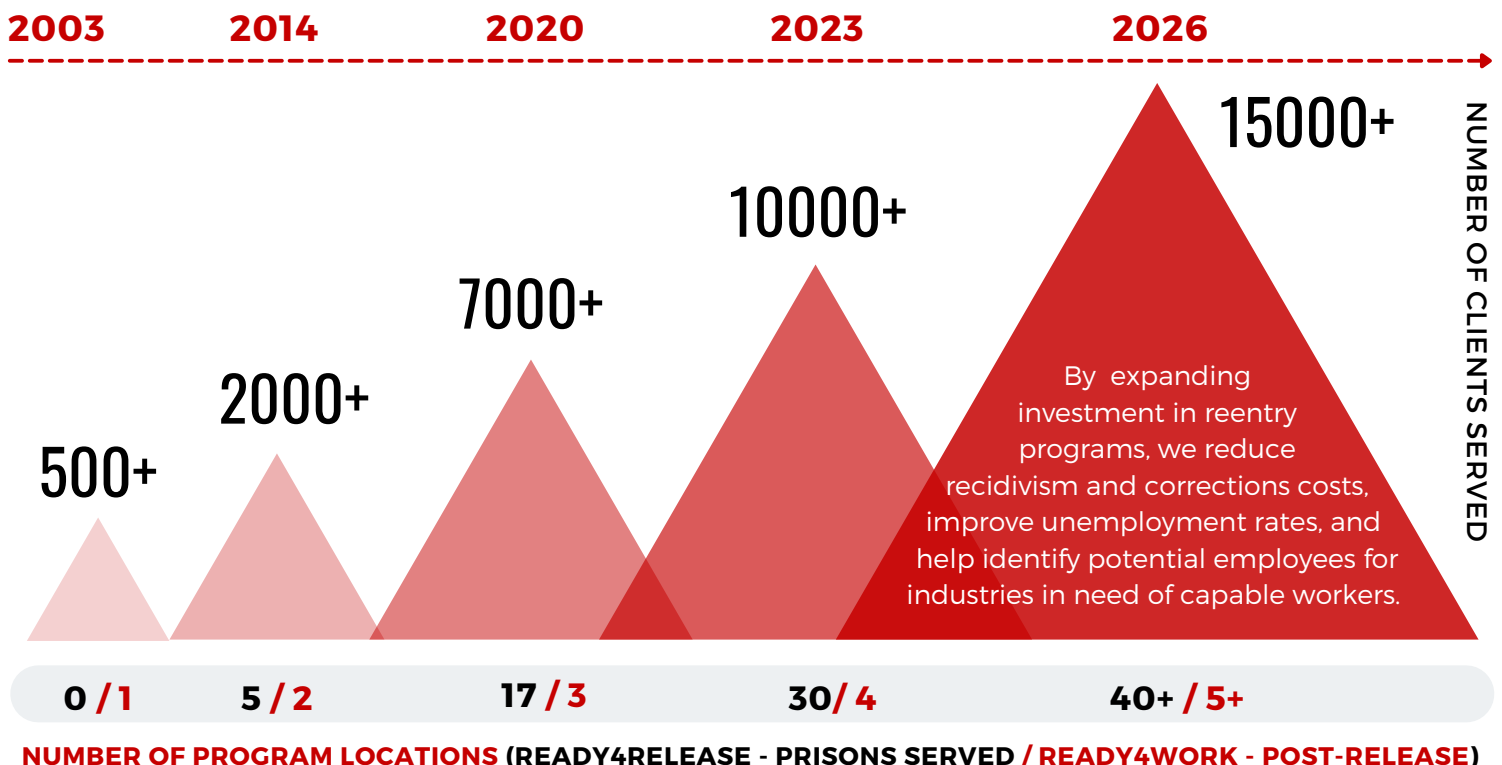
"Our daughter is back living with her mom, and I have been able to visit them several times. She has been able to see the changes both her mom and I have been able to make, and I know she is really proud of us."



- Matt C.

Serving More

Over the last 23 years, we have proven our return on investment, and the valuable commitments from our generous donors have helped elevate us to the status of a national leader in the field of reentry. Their dollars have helped us to leverage even more government funding, allowing us to serve more. To continue advancing our successful reentry programming and services, we need your help to invest in our strategic expansion and technology upgrades.



Financial Reports

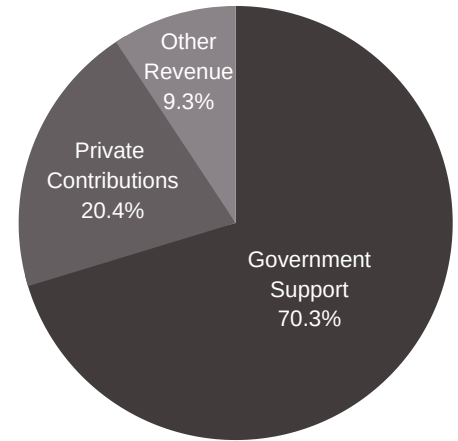
FISCAL YEAR ENDED DECEMBER 31, 2021

Operation New Hope earned the Platinum Seal of Transparency from Guidestar in 2021. Research shows that nonprofits with the Platinum Seal of Transparency have stronger performance across a range of governance, financial, and operational dimensions.



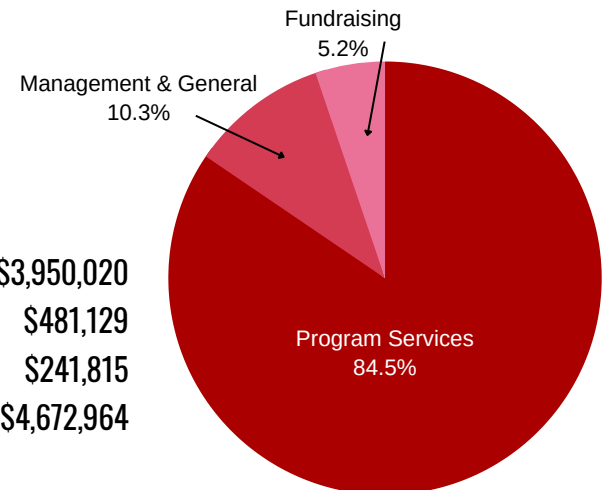
Revenue

• Government Support	\$3,941,358
• Private Contributions	\$1,141,306
• Other Revenue	\$520,686
TOTAL	\$5,603,350



Expense

• Program Services	\$3,950,020
• Management & General	\$481,129
• Fundraising	\$241,815
TOTAL	\$4,672,964



Thanks to Our Generous Funders, Donors & Supporters

Top Investors

Neviaser Charitable Foundation
State of Florida
City of Jacksonville
LISC Jacksonville
The Jim Moran Foundation
The Boeing Company
United Way of Northeast Florida
Henri Landwirth Family Fund

Petway Family Foundation
Kevin Gay
Ann Bell
Steve Suddath
Wells Fargo Foundation
Bank of America
bestbet
Vystar Credit Union

Chartrand Foundation
Weaver Family Foundation
Ashton & Amanda Hudson Family
Edna Sproull Williams Foundation
THE PLAYERS Championship
Florida Blue Foundation
Bob Barker Company Foundation

Top Sustainers

Josh and Kirsten Martino | Jacksonville Jaguars Foundation Inc | Scott Coble | Swindell, Bohn, Durden, & Phillips
Kin Cannon | Chuck and Pat Parliment Family Foundation | Ellen Wiss | Ray Sutton McGehee Foundation | TIAA Bank
The Church of Eleven22 | Jacksonville FOP Foundation 1060 | Florida Capital Bank | Ring Power Corp | Nancy O'Byrne
Morgan Stanley Wealth Management | Miller Electric Company | John Baker II | Holland & Knight | TruTechnology
CSX Transportation | Mayo Clinic Foundation | First Coast Conservatives | Rachael McCann | Parliment Building Products
Goodwill Industries of North Florida | Billy McGriff | United Way of St Johns County | JAX Chamber | John Hayt
Bono's Pit Barbeque | Beaver Street Fisheries | Craig Steffen | Dorothy Nutant | Amy Thornton | First Horizon Foundation
GreenPointe Holdings | Bozard Ford Lincoln | EDC3 | Marilyn Patton | University of North Florida Foundation
Hayden Hurst Family Foundation | Agape Community Health | Samuel Hall | RPN Property Management LLC
Memorial Presbyterian Church | Turner Pest Control | OES | Business Valuation Inc | Julie and Ken Vontz
Shannon Henderson | Mark Frisch | Joseph Barton | GHG Insurance | Kasper Architects | The CSI Companies Inc.
US Assure Insurance Services of Florida | Blackwell Farr Interiors | Gloria Lelaidier | Mark & Elizabeth Santangelo
Hillary Whitaker | Brady S. Johnston Perpetual Charitable Trust | Fasig Brooks | Security Center USA
The Community Foundation of NE Florida | JaxPort | Pet Paradise | | The Schultz Foundation | Diocese of Florida
Berkshire Hathaway Florida Network Realty | Anita Snell | FCS Security | Theresa Todd | The Ragazzo Family

We build stronger communities by creating opportunities through strategic partnerships with local businesses, community-based organizations, workforce alliances, educational institutions, and the judicial system. The valuable commitments from our generous donors have helped elevate Operation New Hope to the status of a national leader in the field of reentry. The community's trust in our work and continued support has helped us attract the attention of the last four White House Administrations, federal, state, and local representatives, and various foundations and donors. Their dollars have allowed us to leverage even more government funding. Investment in Operation New Hope exemplifies what can be achieved by developing public/private partnerships.



OPERATION NEW HOPE

Since 1999, Operation New Hope has provided the support and training needed to help justice-involved individuals reconnect to the workforce, their families, and our communities. Our programs present a significant return on investment by improving the tax base, reducing recidivism, and decreasing corrections costs.