

# New HOPE Ministries

*Sharing Christ's love by meeting human needs*

## Impact Update

### Fiscal Year 2024 Annual Report

When we first met Jackie, she was facing the unimaginable—homeless and living in her car after the sudden loss of her mother. The grief of losing her mother, who had been the leaseholder of their home, left Jackie not only without a roof over her head but also overwhelmed and alone.

At New Hope Ministries, we helped Jackie find a way forward. We sat down, listened to her story, and worked together to navigate her finances and develop a plan of action. With determination Jackie found subsidized housing, ensuring she had a safe place to call home, and New Hope connected her to our food pantry, easing her burden a little more.

Jackie's story is one of resilience. Though she was lonely in her grief, she found comfort and companionship with other guests and volunteers at New Hope. With newfound friendships and a sense of belonging, she is turned her life around and rebuilt her future.

Jackie's journey from homelessness to hope is a powerful reminder of the impact your support makes. Together, we're not just providing shelter and food—we're restoring dignity, fostering community, and helping people like Jackie in a time of need.



## Every life transformed!

*And do not forget to do good  
and to share with others, for  
with such sacrifices  
God is pleased.*

**Hebrews 13:16 (NIV)**



New Hope Ministries is a Christian social service agency that shows the love and hope of Christ by serving our neighbors in times of need and supporting their efforts toward stability.

# A Letter from our Leadership



**Eric Saunders**  
Executive Director



**Natalie Wech**  
Board President

At New Hope Ministries, we never get tired of hearing the stories of success and the kind words of appreciation we hear so often.

*“God is working miracles in my life.”*

*“I just wanted to say thank you and how much I appreciate you and everyone at New Hope for everything you all have helped me through!”*

*“You are helping me get through one of the most difficult times of my life. Thank you again for the roof over our heads, daily food in our bodies, and extra love in our hearts.”*

We are constantly reminded how important our work is for the people we help and what a privilege it is for us to be part of this important mission. 1 John 3:16-18 (NIV) says it perfectly!

This is how we know what love is: Jesus Christ laid down his life for us. And we ought to lay down our lives for our brothers and sisters. If anyone has material possessions and sees a brother or sister in need but has no pity on them, how can the love of God be in that person? Dear children, let us not love with words or speech but with actions and in truth.

We know how much everything we do depends on amazing people and partners who make our work possible, especially our supporting churches. As we look back over the past year, we want to say a special thank you to all those who donated food, funds, time, resources, prayer, and for sharing their stories of hope. As we take stock of our year’s work, we try to assess the circumstances and accomplishments of the past year and share the plans we have for the year to come.

One of the biggest stories of our most recently completed fiscal year is the incredible growth in families coming through our doors for help. Between July 1, 2023 and June 2024, New Hope provided services to an incredible 25,818 individuals from 9,456 families, a new record for our organization. This represents growth in people served of 23% in individuals, and 22% in families served. This follows two previous years of significant growth and means that we are now serving 70% more families than we were just three years ago!

We know some of what’s driving this incredible growth. First, we’ve seen big increases in inflation, housing costs, and the cost of living, which puts such pressure on low income families’ ability to make ends meet. Everything costs more, which means that healthy meals and other essentials from our food pantries make a real difference in the lives of our neighbors. Second, our communities are also seeing an epidemic of evictions and homelessness. This results from a severe shortage of affordable housing putting many low-income families at a real disadvantage. Add to this a job loss, an illness, or life transition, and the threat of homelessness looms large.



This trend of growing homelessness is one we've been watching over the past couple of years and has led to our expanded housing and homeless assistance programs. Over the past four years, we've helped prevent around 1,500 evictions, and in the last year, have helped 300 homeless families and individuals obtain permanent housing.

Our new Hope Rides vehicle loaner program also helped numerous families find employment through being able to borrow a vehicle and then go on to obtain permanent transportation. We are so grateful for those who donated vehicles this past year and helped us offer these important services. If anyone would be interested in donating a vehicle, we'd love to talk more!



New Hope is blessed to have beautiful facilities and equipment that enable us to serve. When you use buildings to feed and help as many people as we do, these facilities sometimes need some extra care.

This past year, we identified several sites for updates. The first renovation we got to celebrate was completing renovations of our Enola location. Thanks to everyone for their patience during construction and to everyone whose generosity made these changes possible

We were honored in 2024 to receive the *Central Penn Business Journal's* Nonprofit Innovation award for these expanded programs. Once again, *Harrisburg Magazine* named our agency as Simply the Best Nonprofit Organization, Best Community Services, and Best Place to Volunteer.

As we enter our fifth decade of service to the community, New Hope remains committed to being a nonprofit agency that serves our community in the spirit of our mission, vision, and values, and shows the Love of Christ with our neighbors.

Thank You

# 25,818

Individuals served (21% increase over FY23)



## 9,456

Families served  
(24% increase over FY23)

## 4.4 Million

Pounds of Food donated  
(+30% increase over FY23)



## 2,031

Received help with a job and  
educational programs



## 986

Families received housing help  
(rent, mortgage, heat, utilities)



## 754

Families received help with  
gasoline, car repairs & vehicle  
donations



## 1,397

Children who benefited from  
school backpack programs,  
summer day camp and more



## 3,982

Families received Christmas  
gifts, clothing, furniture, and more

July 1, 2023 – June 30, 2024



In FY24, we joyfully continued celebrating New Hope Ministries' 40th anniversary with memorable events at both our West Shore and Littlestown Centers. In July, we marked the occasion at the West Shore Center, bringing together supporters, staff, volunteers, and community members to honor four decades of service and impact. Later, we gathered at our Littlestown Center, where the celebration continued with gratitude and reflection on the lives we've touched and the communities we've strengthened.





We wrapped up our 40th anniversary celebrations in FY24 with special events at our New Oxford and Enola Centers. These gatherings allowed us to connect with our community, celebrate our achievements, and reflect on the strong foundation we've built over the years. Each celebration was a fitting conclusion to a year of honoring our history and looking forward to the future.



As we close our 40th anniversary celebrations, Executive Director Eric Saunders stands with founding board member Marian Musser (left) and retired Caseworker Linda DeCroes, who dedicated 40 years to New Hope Ministries. Their leadership has shaped a lasting legacy.

Scan the QR code to enjoy a five-episode conversation hosted by Eric Saunders, featuring Marian Musser and Linda DeCroes as they reflect on New Hope's first 40 years, decade by decade.





Volunteers in FY2024:  
**2,207**  
 Volunteer Service Hours:  
**143,058**



# Giving Time

We are incredibly grateful for our amazing volunteers, whose dedication and hard work are essential to the success of New Hope Ministries. Whether it's stocking the warehouse, managing the front desk, picking up food, cleaning, or tackling countless other tasks, they play a vital role in supporting our mission. Their selfless commitment and continued support enable us to better serve our community, and we are deeply thankful for the time, energy, and compassion they share with us.

**We could not do what we do without our volunteers!**



# Statement of Activities

Total revenues and other support	FY2023	FY2024
Cash Support	6,351,319	7,129,933
Noncash Support	6,172,818	8,637,803
<b>Total revenues and other support</b>	<b>12,524,137</b>	<b>15,767,736</b>

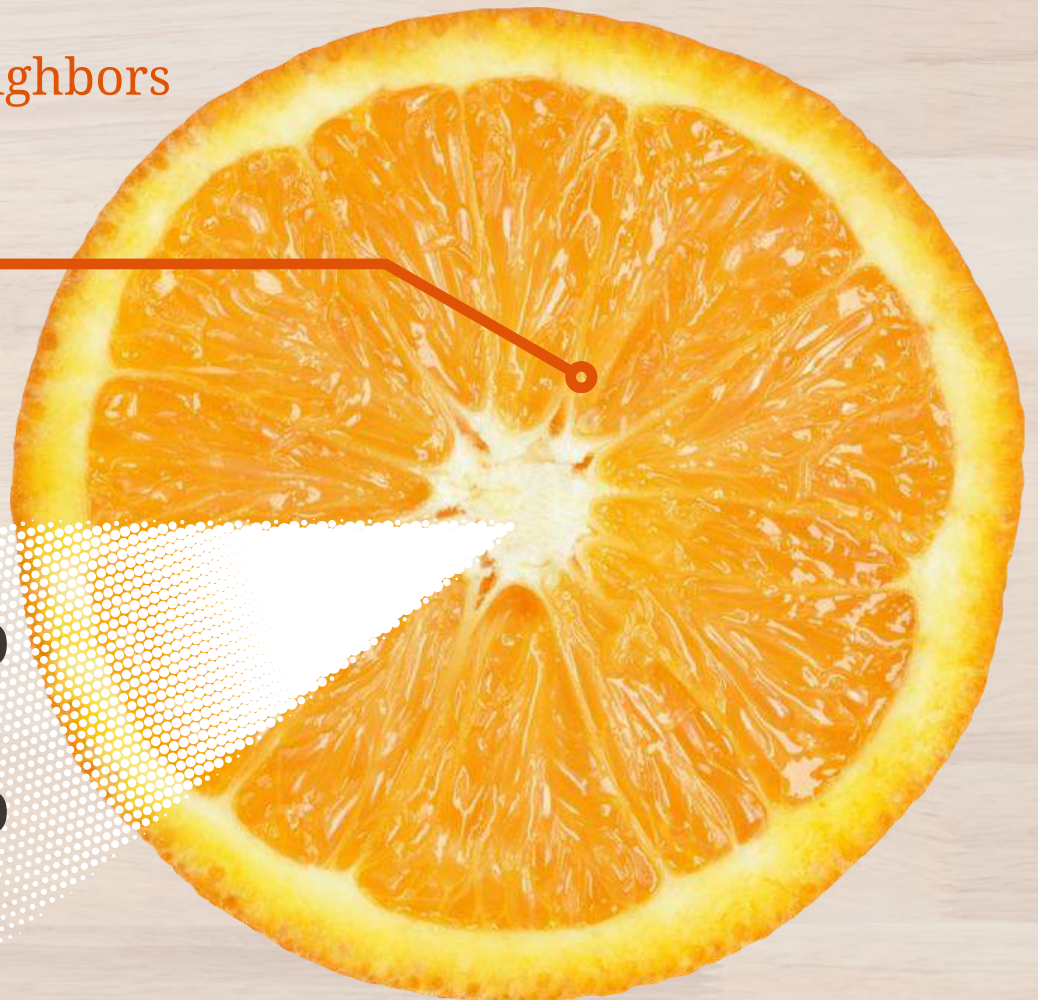
Expenses and Losses		
Program services	11,068,168	13,671,294
Management and general	315,920	355,020
Fundraising	530,616	552,720
<b>Total expenses and losses</b>	<b>11,914,704</b>	<b>14,579,034</b>

<b>Changes in net assets</b>	<b>609,433</b>	<b>1,188,702</b>
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<b>Net Assets - July 1</b>	<b>10,488,740</b>	<b>11,098,173</b>
<b>Net Assets - June 30</b>	<b>11,098,173</b>	<b>12,286,875</b>

Nourishing Our Neighbors  
(program services)

**93%**



Management  
& General **3%**

Fundraising **4%**

# Our Mission Field



**Administrative Office**  
99 W. Church Street  
P.O. Box 448  
Dillsburg, PA 17019  
(717) 432-2087  
info@nhm-pa.net

**Dillsburg Center**  
99 W. Church Street  
Dillsburg, PA 17019  
(717) 432-3053

**Dover Center**  
62 N. Main Street  
Dover, PA 17315  
(717) 292-3441

**Enola Center**  
110 Altoona Avenue  
Enola, PA 17025  
(717) 996-9006

**Hanover Center**  
135 Baltimore Street  
Hanover, PA 17331  
(717) 698-3365

**Littlestown Center**  
1113 Frederick Pike  
Littlestown, PA 17340  
(717) 848-0885

**Mechanicsburg Center**  
5228 E. Trindle Road  
Mechanicsburg, PA 17050  
(717) 766-7333

**New Oxford Center**  
154 Enterprise Drive  
New Oxford, PA 17350  
(717) 624-4700

**Red Land Center**  
539 Old York Road  
New Cumberland, PA 17070  
(717) 915-6763

**West Shore Center**  
701 Bosler Avenue  
Lemoyne, PA 17043  
(717) 774-6255

## Board of Directors

**Natalie Wech**  
President

**Andrew M. Otto, CFP, CTFA**  
Vice President

**Kofi Odoom, MAcc, CRC**  
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Laura Brown  
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Patricia Devlin  
John Gehrlein  
Bruce Juergens

Alex Kauffman  
Jane Long  
Jesse McCree  
Maureen Neary  
Tonia Reinert  
Mark Yerger

## Leadership Team

**Eric Saunders, MSW**  
Executive Director

**Sue Fornicola**  
Program Director

**Molly Helmstetter, CFRE**  
Director of Development

New Hope Ministries is powered by over four dozen dedicated staff working alongside our leadership team and amazing volunteers to serve our community. Scan this QR code to meet our team on our website!



UNITED WAY

[www.nhm-pa.org](http://www.nhm-pa.org)



New Hope Ministries is a 501(c)(3) nonprofit organization – contributions to which are tax deductible to the fullest extent permitted by law. The official registration and financial information of New Hope Ministries may be obtained from the Pennsylvania Department of State by calling toll free within Pennsylvania, 1-800-732-0999. Registration does not imply endorsement.