



2023 IMPACT REPORT



HOPE
585
HOPE. HEAL. THRIVE.



MESSAGE FROM OUR FOUNDER & EXECUTIVE DIRECTOR

As we share our 2023 Impact Report, I am filled with immense gratitude and hope. This past year, we witnessed the remarkable growth of HOPE585—a growth that, rather than devoid of challenges, is intertwined with hard-earned lessons, moments of resilience, and the surmounting of barriers; but as the leader of this organization, I am humbled by the dedication of our team, the perseverance of the youth and families we serve, and the unwavering support from individuals like you who believe in our mission.

Our core mission, to provide a relationship-centered community where youth and their families can hope, heal, and thrive, reverberates with a renewed resonance. The essence of our work lies in fostering connections that transcend the conventional boundaries of support. This year was marked by a significant shift in our organizational philosophy, encapsulated in the assertion that “systems do not heal people; relationships do.” This philosophy serves as the cornerstone of our mission, guiding us to create a community where meaningful connections are prioritized, recognizing their profound impact on the transformative journey toward healing and hope.

As we look to the future, our vision is to see a city restored, where youth and their families transition from the shadows of systemic trauma to a place of power and belonging. This vision is not just a lofty aspiration; it’s a compass that directs our every step. Our recent completion of a strategic plan marks not just a milestone but a roadmap for our collective journey toward a future where every family is empowered, connected, and flourishing.

I am especially enthusiastic about our strategic advocacy efforts designed to empower. In this report, you’ll find details about the launch of our Reimagine Initiative. Our advocacy aims to reduce unnecessary Child Protective Services interventions and to secure more resources and support for youth exiting the foster care system. We believe it’s possible to minimize initial CPS involvement while ensuring that youth aging out receive the collaborative and supportive transition they need into adulthood.

In the following pages, you will witness the unfolding narrative of our endeavors—rooted in hope, driven by resilience, and propelled by a vision of a city where no family is left behind. Thank you for being part of this transformative journey. Together, we are not just writing a story but rewriting the future for countless lives.

Giving Hope Together,



Dr. Ashley Cross, EdD



REBRAND ANNOUNCEMENT

We are thrilled to unveil a new chapter in our organization’s journey as we present the rebranding of The Hub585 into the invigorated and purposeful identity of HOPE585. More than just a name change, this transformation is a profound evolution reflecting our commitment to creating a community where marginalized youth and their families are enveloped in a relationship-centered haven. Our mission has shifted to focus explicitly on fostering hope, facilitating healing, and ensuring thriving futures. With HOPE585, we embark on a renewed and impassioned journey to redefine the empowerment narrative for the communities we serve. Guided by our new mission statement, we are dedicated to moving families from systemic trauma to a place of power and belonging, championing a holistic approach that prioritizes genuine connections and transformative relationships as the catalysts for positive change.

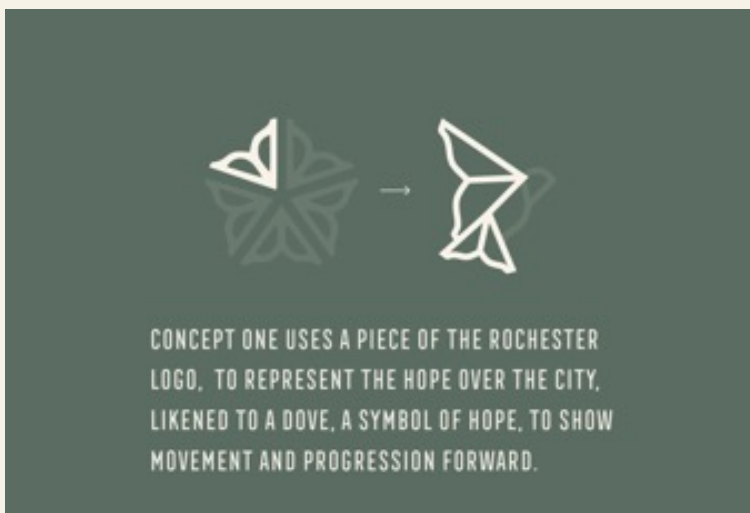
Our Mission:

A relationship-centered community where marginalized youth and their families can hope, heal, and thrive.

Our Vision:

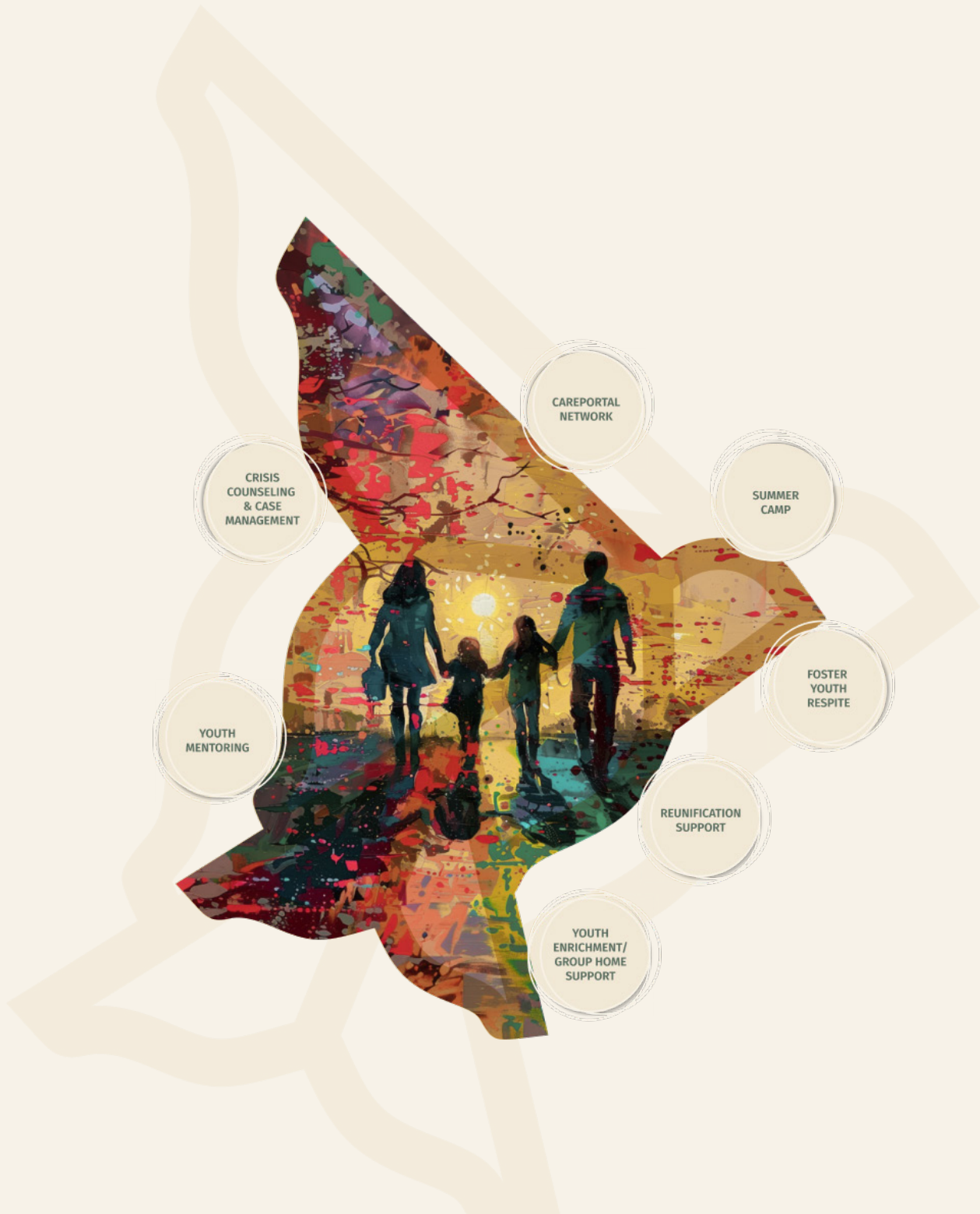
A restored community where youth and their families move from systemic trauma to a place of power and belonging.

THE STORY BEHIND THE LOGO



REBRAND ANNOUNCEMENT HOPE585

Although our brand has changed, our core programs and services will continue to serve system impacted youth and their families.





2023 IMPACT



PARENT SERVICES & SUPPORT

REUNIFICATION SUPPORT

Our Legacy Funds (Cash Assistance) served 155 families and youth aging out of foster care, and 15 additional families have received case management services.

FOSTER PARENT MENTORING

We provided mentorship to 28 new foster parents to assist them along their foster care journey.

ENGAGING FATHERS INITIATIVE

We trained the staff of Coordinated Care Services, Inc.'s Engaging Fathers program to provide support to 27 fathers involved in Child Protective Services, preparing them to increase hope in their lives and the lives of their children.

ADVOCACY

Families facing challenges often find strength in fighting together against adversity. However, the journey can be arduous, and support through advocacy becomes crucial to ensuring their voices are heard and needs addressed. This year, we fought alongside dozens of families to avoid illegal evictions and unfair treatment that could have resulted in the removal of a child. When our clients come in with concerns and challenges that prevent them from moving forward, we listen and respond until we find a solution that is in the family's best interest.

Testimony: *The impactful work of HOPE585 shines through in a recent case where we provided crucial case management services for a family that came to HOPE585 through a CarePortal request placed by a Child Protective Services worker. This family was grappling with the aftermath of their mother's passing. With the landlord hastily attempting eviction, claiming proper documentation was served, our intervention revealed otherwise. We ensured the tenants' legal rights through diligent advocacy, preventing an illegal eviction. Now, the family has a 90-day reprieve to secure stable housing, averting a crisis that could have led to the children being placed in foster care. Our organization's dedication to safeguarding families profoundly impacted their lives.*

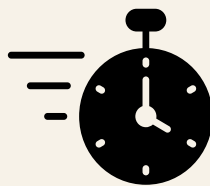
PARENT SERVICES & SUPPORT

CarePortal

“CarePortal is connecting technology that drives action for local children and families in crisis.”



In 2023, HOPE585 achieved the following through CarePortal:



MET 150 RESPONSES OUT OF 178 SUBMITTED REQUESTS
MADE BY CHILD PROTECTIVE SERVICES



SERVED 319 CHILDREN



MADE AN ECONOMIC IMPACT OF
\$217,084

Most requests focused on making the following impact:

- Help strengthen a biological family
- Help reunify a biological family
- Help make or preserve a kinship placement
- Help improve a child’s well-being or safety

PARENT SERVICES & SUPPORT

STORIES OF COMMUNITY RESPONDERS

Reaching Neighbors - *“Not only was I able to encourage and pray for the family, but a neighbor stopped by also and asked for prayer. She left her house next door and was walking toward the driveway my car was parked in. Since my car door was opened, she noticed I had colorful mums in my backseat that I had purchased for my porch. When she walked by she commented on how pretty they were. I asked her if she would like them and she said she would love one of them. When I handed it to her she began to cry and asked if I could pray with her.”*

Able to Meet Additional Needs - *“When I arrived at one home to deliver a booster seat, the children were on the front porch. I brought them ice cream sandwiches and they tore into the package. I commented to mom how much they were enjoying them and she said they were hungry. I asked if she had food and she said she wouldn’t have money to get more food until the following Wednesday. I was able to grocery shop for her and bring food back that day. Mom and the children were delighted and were eager to pray together when I left.”*

Broken and Hurting Caretaker - *“A family friend took in a child on an emergency basis to avoid foster care and needed money for clothing. When I got there, I found her to be in a fragile state. She was still mourning the death of her son who was murdered on their street two years earlier. I was able to spend time with her and let her tell me her story. She accepted prayer when I left. I followed up with her a few days later and asked her how she was doing. We chatted a little and scheduled a time for me to bring her dinner. When I arrived at the scheduled time, she had stepped out for a while and I left the food with her eldest son.”*

YOUTH PROGRAMS

MENTORING

In our mentorship program this year, we embraced the theme “meet the kids where they are.” We emphasized building solid partnerships with group homes, foster parents, and parents who have recently reunited with their children. The goal was to broaden the availability of mentors for system-impacted youth, ensuring that support and guidance are accessible in various environments that these young individuals call home.



In 2023, our mentorship program successfully recruited 41 volunteer adult mentors who engaged 25 system-impacted youth. We also expanded access to mentors for youth living at Berkshire Group Home, our newest partner.

BERKSHIRE GROUP HOME PARTNERSHIP

Recognizing that skill building and relational support are vital for holistic development and a successful transition to adulthood, HOPE585 now supports foster care teenagers at the Berkshire Group Home. These adolescents, facing unique challenges from disrupted family environments and trauma, benefit from skill-building programs, providing tools for daily life, vocational development, and essential life skills. Equipping them with these skills enhances self-efficacy and fosters independence. Relational support, crucial for emotional stability, is established through positive connections with caregivers, mentors, and peers, mitigating feelings of isolation.

YOUTH COUNSELING & CASE MANAGEMENT

Year after year, the City of Rochester’s Person in Crisis (PIC) team fields countless calls from 211 or law enforcement, urgently responding to youths in the throes of crisis. Once the immediate storm subsides, these young individuals and their families grapple with intricate and lingering challenges. Enter our Counseling and Case Management Program, a lifeline for these youths. Over a focused 6-month period, the PIC team not only addresses their immediate needs but also guides them toward sustainable solutions by fostering connections with vital long-term services, often facilitated by HOPE585.



Consider the story of Kanavii—living proof of our Counseling and Case Management Program’s profound impact. With the support of our committed Counseling and Case Manager, Kanavii navigated challenging obstacles and emerged triumphant. Graduating from our program marked just the starting point; he seamlessly moved into our long-term mentoring program, collaborating with the dedicated HOPE585 team to achieve his goals like obtaining his driver’s permit and securing a job at Chick-fil-a. The ongoing ripple effect of support and empowerment stemming from the initial crisis response shapes Kanavii’s path toward a future illuminated with promise and hope.

38 referrals were received, **25** youth actively participated, and **19** completed the program in full.

👉 **Kanavii at his first job at Chick-fil-A**

YOUTH PROGRAMS

COMMUNITY-SUPPORTED FOSTER HOME

During Thanksgiving week, HOPE585 inaugurated our Community Supported Foster Home.

This home now welcomes youth ages 15 to 21 who are on the brink of aging out of foster care. It implements our Hope Rising Curriculum, designed to impart eight crucial life skills to these young individuals. These eighth life skills are accomplished through eight goals:

1. Provide a thriving and safe environment for youth aging out of the foster care system or at risk of homelessness. (Safe Haven for Transition)
2. Teach youth valuable skills to build healthy habits and independent living skills that will make them self-sufficient adults. (Skills for Independence)
3. Youth will be afforded opportunities to advance their education and personal development. (Education and Personal Development)
4. Promote whole-person health and assist youth in obtaining essential resources. (Whole-Person Health and Resources)
5. Give youth the opportunity to serve their community and become active members of society. (Civic Engagement)
6. Teach youth career skills and sustainability by creating opportunities for employment, internship, externships, and leadership training. (Career Skills and Sustainability)
7. Provide opportunities for our youth to build permanent connections. (Permanent Connections)
8. Increase each youth's sense of belonging; hope that will contribute to long-term goal completion and sustainability. (Belonging and Hope)

Emphasizing community and healing, the home offers a supportive environment for youths navigating the complexities of both the foster care system and the transition to adulthood.



Tiffany Quick
Monroe County Foster Parent
HOPE585 Foster Home Coordinator

YOUTH PROGRAMS



BREATHEDEEP PARTNERSHIP FOR MENTAL HEALTH SUPPORT

BreatheDeep provided mental health education support services to girls in HOPE585's Community Foster Home. A professional mental health provider conducted both weekly education sessions and offered individualized clinical support when necessary.

A team member from BreatheDeep says the following about the collaboration:

“Overall, we found the mental health support to be effective for both the youth participants and for the foster care team managing and supervising the young women within the program. BreatheDeep conducted its services at HOPE585's Foster Care location. This served to be the most effective location as it generated a feeling of safety, security, and consistency for the participants. The mental health professional worked closely with the foster care mom to ensure that the current and possible crisis needs of the participants were met. Each session consisted of approximately 2 hours, with some extended sessions to engage in more self-care and wellness activities. BreatheDeep provided almost 40 hours of mental health services over a span of approximately 15-20 regular and extended sessions. The participants really explored ways to successfully manage challenges within the home and wanted to continue to co-create safe space and practices for themselves. We found the interactions between the BreatheDeep Mental Health Professional and that of HOPE585 Foster Care staff and program participants to be enriching for all parties.”

The BreatheDeep curriculum consisted of the following topics: Grief & Loss, Strategies of Self-Care Depression, Anxiety, Healthy Relationships, Trauma, Violence, Suicide, Strategies of Self-Love, Stress Management, along with restorative wellness meditation and beathing strategies.

Respite Program- In Monroe County, a mere 10 out of 228 foster homes extend their arms to teenagers. We commit ourselves to empowering these dedicated foster parents through our weekly respite program. This program focuses on offering crucial breaks for foster parents and delivering enriching activities tailored for teenagers.

Our youth attending respite engaged in Music Therapy, Martial Arts, and sessions led by Cornell Cooperative.

In the impactful year of 2023, we offered over 250 hours of respite for foster parents and their teenagers.

YOUTH PROGRAMS

Camp Hope- As we gear up to shift from our summer day camp for teens in foster care to an overnight summer camp in 2025, our staff has joined the Camp Hope America Readiness Cohort.

“Camp HOPE America is the first evidence-based camping and mentoring program in the United States to focus on children and teens exposed to domestic violence. Our mission is to give youth a brighter future by creating pathways to hope and healing. What makes Camp HOPE America special is the trauma-informed lens the program was developed from. At Camp HOPE America, we praise campers for the person that they are becoming; seeing their character for who they are and not what they have accomplished. From the beginning, the goal has been to create a year-round program where youth can feel safe, seen, heard, encouraged, and cared for. Camp HOPE America is composed of a week of camp, supported by year-round activities.” (camphopeamerica.org)

HOPE585 looks forward to joining the Camp Hope America family and extending the impact to youth impacted by both domestic violence and foster care.



SPREADING HOPE

HOPE585 does not only increase and sustain hope through programs and services of youth and families; we are also nationally recognized as experts in the Science of Hope.

In 2023, our Executive Director and team educated over 1,000 professionals on the Science of Hope. These professionals include nonprofit organizations, social workers, CPS workers, law enforcement, prosecutors, and foster parents.

**Alliance of Hope International »
Family Justice Center Conference**





WHERE WE ARE HEADING

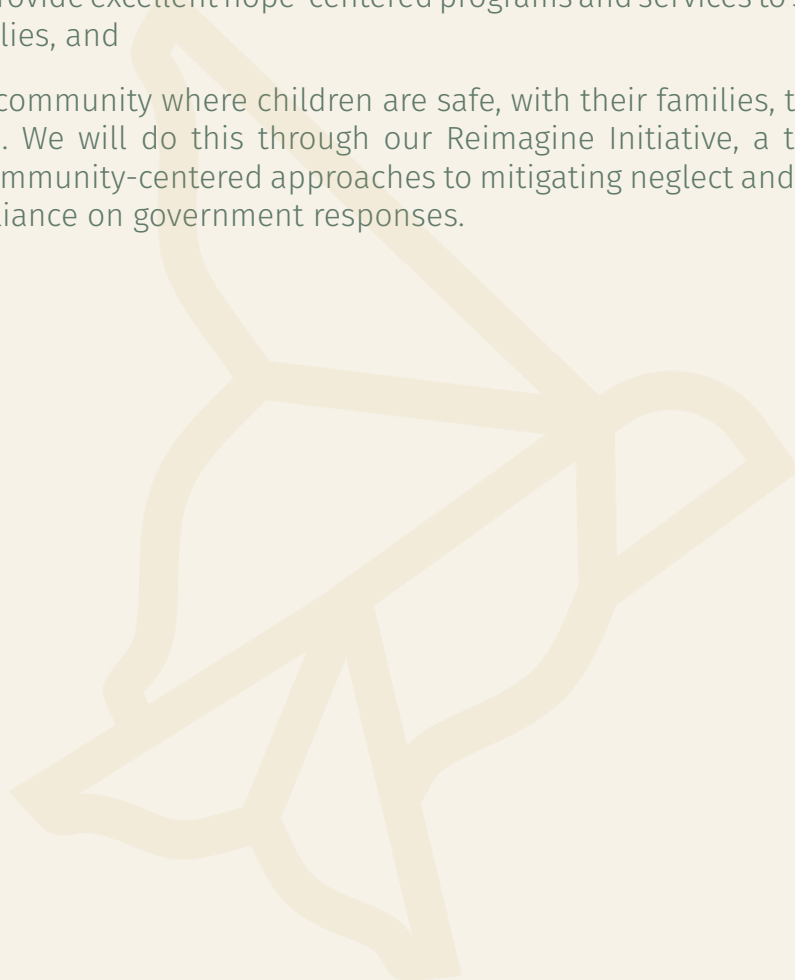


REIMAGINE INITIATIVE

HOPE585 recognizes that systemic trauma, characterized by institutional actions or inactions that exacerbate the impact of traumatic experiences, is a significant challenge. Acknowledging that youth and families in our community often endure heightened levels of trauma stemming from factors such as community violence, poverty, and racism, we emphasize the need for interventions that prioritize fostering hope and a sense of belonging. Government-led interventions, at times, inadvertently contribute to additional trauma when the overarching goal should be to cultivate a climate of hope and connectedness.

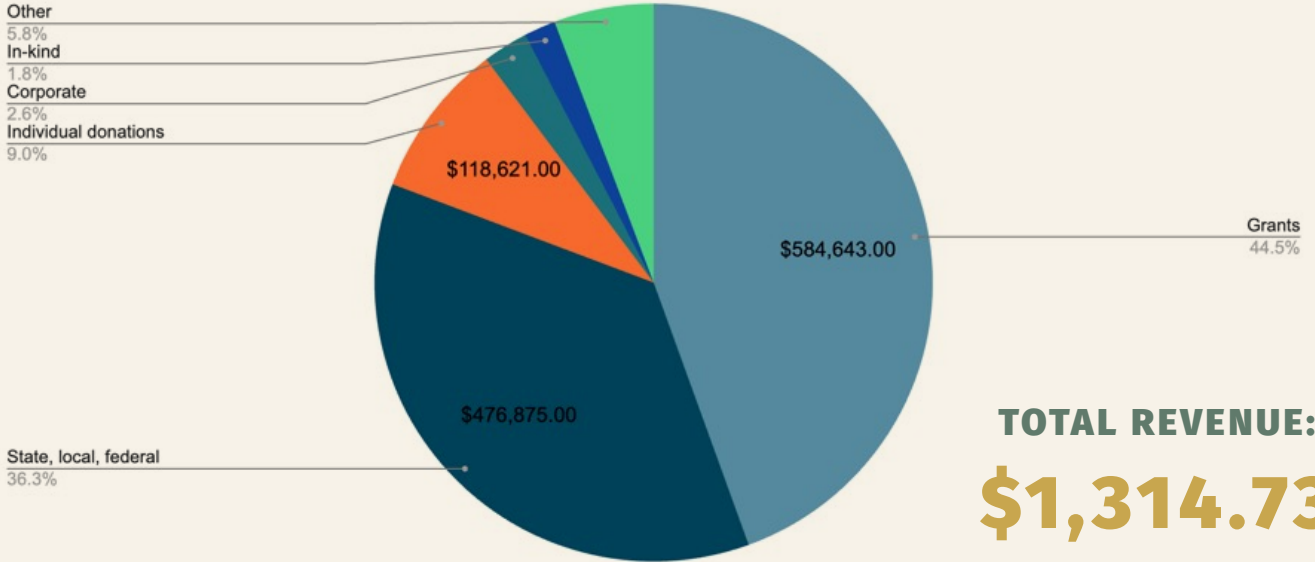
Looking ahead, HOPE585 will focus on two things:

1. Continuing to provide excellent hope-centered programs and services to system-impacted youth and families, and
2. Reimagining a community where children are safe, with their families, through advocacy that empowers. We will do this through our Reimagine Initiative, a targeted effort to advocate for community-centered approaches to mitigating neglect and poverty, steering away from a reliance on government responses.

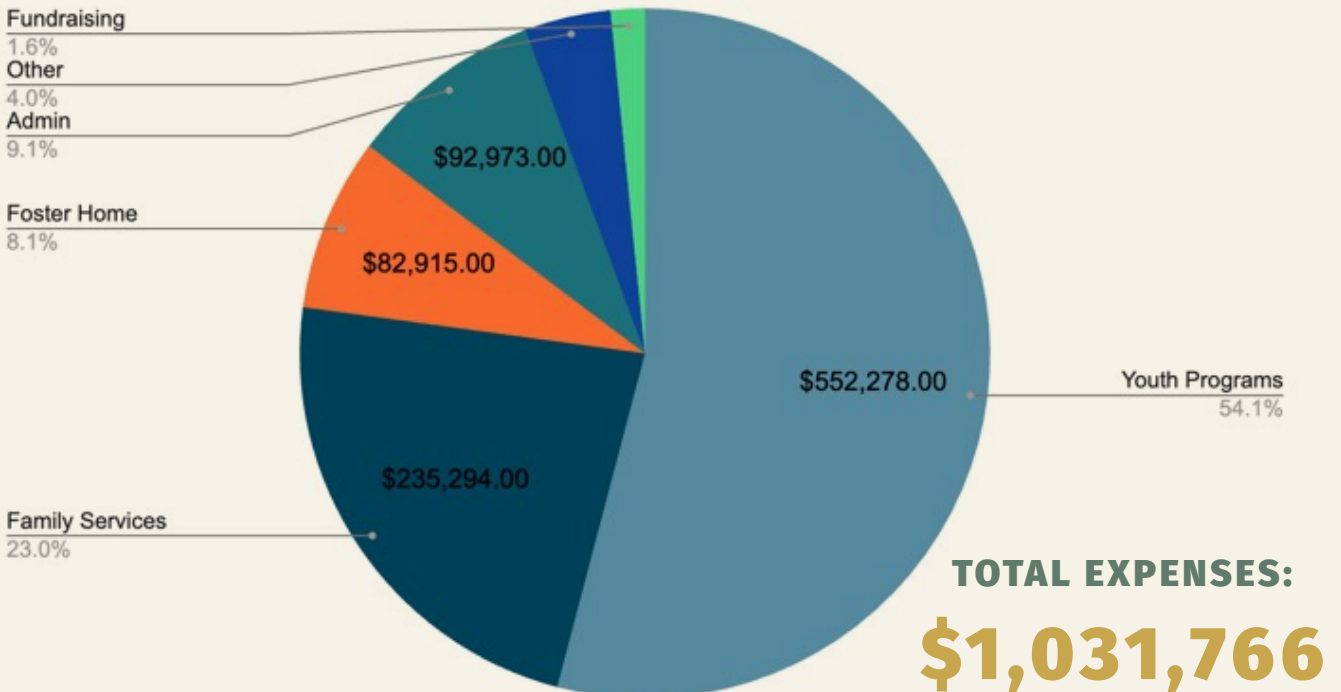


2023 FINANCIALS

REVENUE



EXPENSES



Please note that the financial information presented in this report is unaudited and has been prepared internally for informational purposes. While every effort has been made to ensure accuracy, these figures have not been reviewed or verified by an independent auditor.

HOPE585 TEAM

STAFF

- Ashley Cross, EdD- Founder & Executive Director
- Faith Phelps- Director of Operations
- Oni Colon, MPH- Manager of Family Services
- Alex Leonty- Manager of Programs
- Peggy Woodward- Finance Coordinator
- Brandy Cooper- Reimagine Fellow
- Tiffany Quick- Foster Home Coordinator
- Hannah Wright, BSW- Youth Counselor & Case Manager
- Zach Wilford-Webb- Youth Counselor & Case Manager
- Shalese Cotton- Mentoring and Camp Coordinator
- Keyondra Myricks- Community Engagement and Volunteer Coordinator
- Imani Hunter- CarePortal Coordinator
- William Luciano- Lead Youth Champion
- Melissa Medina- Youth Champion
- Diedre Walker- Foster Home Respite

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- Dan Rudd- Treasurer
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- Josh Gewold- Director
- Rich Pulvino- Director
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- Corinda Reaves- Director
- Annette Campbell- Director

HOPE585 TEAM

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- Mary Whittier- Advisor
- Sarah Westgate- Newsletter
- Joanna King- CarePortal Ambassador

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- Jack Whittier
- Annette Campbell

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- Gary Domenico
- Donna Harris
- Myra Henry
- Diane Larter
- Larry Marx
- Mical Raz

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- Josh Gewolb

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- Eric Little
- Mark Ocwieja

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- David Kelly
- Sarah Studwell
- Mary Whittier
- Sarah Westgate

OUR FUNDERS



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- Joseph C. Wilson Foundation
- William and Sheila Konar Foundation
- Greater Rochester Health Foundation
- Rochester Area Community Foundation
- Hallowell Fund
- Max and Marian Farash Charitable Foundation
- Daisy Marquis Jones Foundation
- PWC Charitable Foundation
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