



Restoring Hope **Giving Book 2024**







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Ways to

Give

Make an **Impact**



Note from Our Board Chairperson

Welcome to our 2024 Giving Book + 2023 Annual Report!

Dear Friends,

we serve.

As a partner and supporter of New Haven, you know firsthand that it has continued to be a very challenging time for so many. These challenging times are not lost on the youth and families



Community Advocate

Donn Bleau Managing Director, Soloman Page Group, LLC

Daryl McFarland Vice President, Sun Country Builders

New Haven

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Shay Taylor Attorney/Consultant

Doreen Quinn Chief Executive Officer, New Haven Youth & Family Services Sadly, youth mental health

markers are moving in the wrong direction and have become a national crisis, and we are seeing the results of this in our programs every day. Not only are we hearing from youth and families seeking help, but our staff reports that there is a marked increase in the severity of the problems presented. New Haven continues to meet the increasing demand and we are extremely thankful to our supporters who contribute in such meaningful ways.

While we are a few years post pandemic, the effects continue to be felt. The need for services at New Haven has never been greater. We are extremely grateful for the support we receive as we redouble our efforts to provide meaningful, relevant, and engaging care to our youth and families.

With your support, New Haven has been Restoring Hope for youth and families for nearly 60 years. We will continue to build upon our programs to better serve the many youth and families struggling with mental health challenges that have been exacerbated by the pandemic. Please join us as we reach for the stars!

On behalf of New Haven's Board of Directors, thank you for your continued support. We are so grateful that you are part of our "village".

Warmest regards,

Racquel Kolsrud Chairperson

New Haven Youth and Family Services

"Reach for the stars," a wise woman told me as I struggled to set New Haven's 2024 goals. I'd always prided myself on being a visionary. I'd truly thought I was dreaming big. When I see a problem, I drill down to the root cause and create long-term solutions. Now, I had to check in with myself.

Reflections from Our CEO



Why was I feeling overwhelmed when envisioning a healthy, functional, and attractive living space for our youth?

It took me a minute to work it out. New Haven is a nonprofit. We value fiscal responsibility, stewardship, practicality, and above all, efficient and effective treatment. We are funded for care and supervision. "Extras" -- like Culinary Arts, Woodshop, Facilities, Nursing, and Physical Activities -- are not publicly funded.

Clearly, it was time to flex a new muscle.

We must raise these funds privately. It's not enough for our spaces to be "good enough." **Environment matters.** And we must elevate ours to elevate outcomes for our youth.

With your support, the stars are within reach.



Chief Executive Officer New Haven Youth and Family Services

Our Vision

New Haven sets the standard in education and human services with family-focused programs that serve to strengthen, preserve and restore hope for youth and their families.

Our Mission

Caring...Equipping...Restoring Hope New Haven is a private, not-for-profit, multiservice agency that provides professional care, education and treatment for youth and families with emotional, behavioral and learning challenges.

Our Core Values

Compassion:

Community:

Commitment:

Celebration:

Gratitude...Stewardship...lov

The Compass

The drafting compass depicted in our logo represents the dynamic experience students have at New Haven. Graphically, the compass is in the shape of an "A," an educational symbol of achievement. As a drafting tool, the compass is representative of New Haven's innovative underpinning of trades skills as a motivational application of academic curriculum. Compasses measure distances, like the distance the boys will travel on their journey. As a navigation tool, a compass is synonymous with New Haven's role as a guide that helps at-risk adolescents to find their way.



Our Services

How Our Services Care, Equip and Restore Hope

New Haven is a community-based nonprofit social services agency providing residential treatment, educational and vocational services and clinical intervention to approximately 780 at-risk youth and their families annually. Based on best practices that affect measurable outcomes, our innovative and comprehensive therapeutic education model develops life/ work skills in a healthy environment.



Our **special education program** works to engage and instruct youth who have been unsuccessful in public school due to behavioral, mental health, substance abuse, learning disabilities and/or truancy problems. We are contracted with 50+ school districts throughout Southern California.





In addition to day services, we offer a residential treatment program that runs 24 hours a day, seven days a week in 5 six-bed residences throughout Vista. We have outpatient and mental health offices in both San Diego and Riverside counties.



An important component of our comprehensive treatment program is **Therapeutic Behavioral Services**, where specialists coach struggling youth to recognize influences that trigger negative behaviors and exercise positive alternatives.



A short term, intensive empowerment approach, New Haven's **Community Based Services** provide services in-home and in the local community.

The goal of our agency is to extend an individualized continuum of care to each youth so that they can return to their family and community requiring little or no further intervention. Every resource in our organization is directed toward that goal. We have been an enduring steward of hope for more than 18,250 children and their families since 1967, and we look forward to empowering a new generation by breaking down barriers and building bright futures.

Licensed by the California Department of Social Services, Community Care Licensing Division Certified by the California Department of Education Medi-Cal Certified Mental Health Provider









ENVISIONING HOME PROJECT

Trauma Healing Living Spaces

It is well known that our mood and wellbeing are affected by various elements of the built environment including spatial allocations, lighting, access to nature, color, indoor air quality, noise, temperature, user control of space, and social connectedness. We also know that a well-conceived environment can promote calm and restoration.

I used to think that the purpose of interior design was to make everything beautiful. After researching design for our newly renovated culinary arts classroom, I learned that's not true. The purpose of design is much more closely linked to strategy than aesthetics. Designing is the



process of intentionally creating something while simultaneously considering its objective (purpose), function, economics, sociocultural factors, AND aesthetics. So, what might a Trauma-Informed Environment design look like?

New Haven utilizes an array of trauma-informed strategies in our work with youth. As we set out to redesign our treatment homes, shouldn't we be thoughtful about the physical environment and how it affects a youth's sense of identity, worth, dignity, and provides empowerment and a sense of control, predictability and safety? A design that recognizes that the physical environment has an impact on attitude, mood, and behavior, and that there is a strong link between our physiological state, our emotional state, and the physical environment.



The youth placed at New Haven, often referred to as "troubled" or "difficult" are at risk because they have often lived or attended school in environments that are hazardous - ones that breed discouragement and alienation. As we Envision Home, we imagine a safe haven for healing for trauma experienced boys. Given the age of our homes and the nearly 60 years of serving teens, our three campus homes need some serious work to better promote the sense of belonging that is so crucial to their psychological resilience and sense of personal significance. Now this is where you come



PARTNERSHIP INVITATION

HOW YOU CAN HELP...

Our goal is to remodel three of our central campus homes and create conscious, clean, life enhancing living environments. We seek to intentionally apply a thoughtful design where our youth can heal from trauma and connect with the adults who can help them.

Will you support our efforts in providing our boys a warm, calm, restorative environment, where they can visit, relax, cook, recreate, and rest? Will you help us restore three homes as we work to restore the lives of our youth?

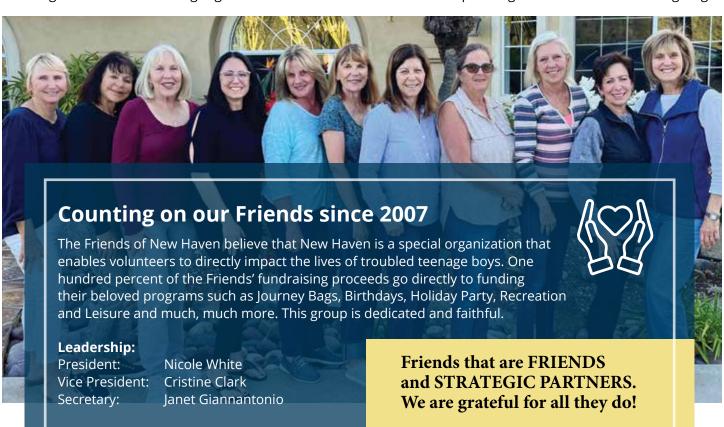
At its heart, the Envisioning Home Project is about saving lives and WE NEED YOUR HELP!



Signature Partnerships

Rocket Fueling Our Reach

We are grateful to the following organizations and individuals who lift us up through their volunteerism and giving.



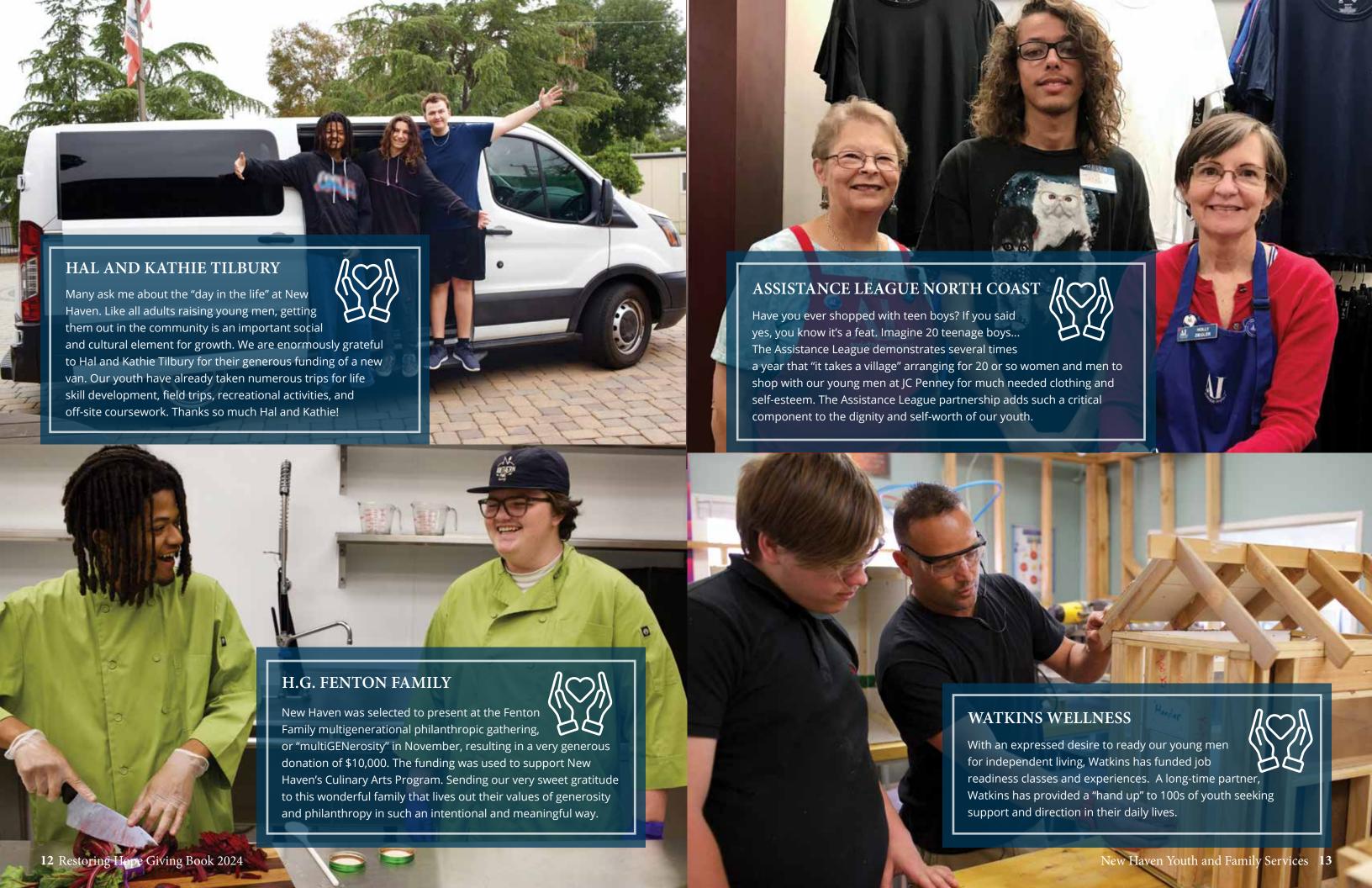
Members:

Jennifer Benitez, Cristine Clark, Danielle Delaney, Debbie Dugan, Bonnie Frazier, Janet Giannantonio, Jamie Gilman, Jane Gorda, Nancy Irwin, Terri Jacobs, Charlene Mirich, Kay Nord, Sherri Pflibsen, Doreen Quinn, Debbie Rayner, Leigh Rayner, Jeannine Resha, Jana Reznicek, Jan Scism, Tiffany Thielemann-Mera, Chris Villasenor, Nicole White and Noelle Wylie.

Over the past 17 years, the Friends have raised over **\$2,000,000** to fund the following:

- Welcomed over 750 youth with Journey Bags
- Celebrated over 750 individual birthday parties for our youth
- Over 750 Christmas Gifts given to New Haven youth
- Funded over \$535,000 toward our Welcome & Coming Home Project Remodels
- Funded \$270,000 toward Instructor Salaries
- Provided over \$150,000 in Recreation and Leisure Activities
- Funded over \$59,000 toward the Culinary Arts Program & Lab Remodel
- Purchased over \$46,000 in Woodshop Supplies and Equipment
- Funded over \$45,000 in Educational Curriculum and Textbooks
-and much, much more!









Michael's Story

Michael graduated from New Haven thirteen years ago. This is an excerpt from a speech he gave to our 2021 graduating class.

Michael grew up in southern California with a single mom, totally unaware that the chaos, dysfunction and homelessness due to her battle with addiction was not normal. In fact, as a child, he didn't know she had a problem. He had seen some horrible things, bounced around from place to place, school to school, often with little to eat. Sometimes homeless, they would sleep in the shelter at night and spend time in Carl's Jr during the day. It was exhausting... but it was all he knew.

Michael began experimenting with drugs at a young age while his mother continued to struggle with addiction. Her addiction led to more problems, more homelessness, in a continuous cycle, day after day.

At one point his mother was able to secure a home but soon ran into money problems. To avoid facing homelessness again, Michael found a way to help financially by doing the only thing he knew, selling drugs. He had no idea what he was doing was wrong. And then the worst ... or possibly the best... thing happened: Michael and his mom got caught attempting to smuggle drugs across the border.

That day changed his life forever. He didn't have family to turn to and his mom was going to prison. Michael was placed in foster care and was referred to New Haven. While at New Haven, Michael was

able to get clean and started going to school. According to Michael, New Haven changed his life, but it was a bumpy road.

He spoke of Chris coming to give him information on the program and what it had to offer, and he basically told him to take a hike. He came back again and gently told Michael that this was probably his best option. His social worker chimed in with the same message. A week later, Michael was picked up to head to New Haven.

Michael immediately started working his program and dedicated himself to school. As he got to know the staff, teachers, and counselors he quickly realized that they genuinely wanted to help him grow and better himself. In fact, Michael liked the program so much that even after he turned 18 and could move on, he stayed and graduated from high school.

In closing Michael shared the following, "The next chapters of my life were humbling to say the least, starting from scratch and learning to be a student of life. I learned the value of mistakes and made LOTS of them! But I worked hard to learn from them and find ways to not repeat them. I realized that these mistakes could serve as an important key to my success... as long as I learned to avoid repeating them.

Have I figured it all out? Nope. But if it wasn't for New Haven and their supportive staff, I would be dead or in jail. Clearly, I'm neither of those. I am proud to say I have an amazing job that I love and two beautiful kids. And New Haven played an essential role in setting the stage for the man I am today."

Humor Me

"Just humor me," I begged of the young man sitting in my office. He clearly didn't want to be at New Haven or with me. "Nothing personal, but I'm not coming here." Referring to his mom, who was present during his admission process, "She's the one who should be here." John was emphatic. Having spent much of his life in foster care moving from one home to the next, he was 17 years old now and putting his foot down. He was tired of empty promises and just plain angry at the world.

I proceeded with my spiel, "New Haven is different. Folks will do cartwheels in the parking lot if that's what it will take to get you to graduation. Tell me, what are your goals?" Straight to the point, John declared that his only goal was to turn 18 so he could "check himself out and live his life."

Desperate now, "Come on, just humor me. What would you like to do as an adult? If I told you we'd do everything in our power to realize your dream, what would it be?" John paused, "I want to be an exotic animal trainer." My heart skipped. "Ok, we will make that a goal and work towards that!"

John agreed to stay and work towards his dream. He seemed to trust my words and there was no way we were going to let him down. With a few calls to the Wild Animal Park, we landed John a job working with the maintenance crew. Staff committed to transporting him to and from the Wild Animal Park four days a week for his scheduled shifts.

John was soon promoted to a snack bar job, and later became a shift supervisor. He was dually enrolled at a local college taking a course in Zoology. His capstone project for the class was training his therapist's new puppy. He spent hours with this sweet dog, culminating in an incredible show of hoop jumping, sitting, heeling, etc.

John learned lots, too. He decided to stay beyond his 18th birthday and graduated from high school at 19. He had a year of college credits when he graduated from New Haven and went on to pursue his education in Los Angeles in Zoology.

Today, John works at a zoo and cares for his mom. He touches base every year or so, suggesting we start a Zoology program. He has noted over the years that he'd like to come back and serve as a teacher, recently sharing that he knew how to do back flips, too.



I want to be an exotic animal trainer.

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Project Update: Culinary is Cooking

Cooked Just Right

Much like the fine art of cooking, designing, and building a culinary arts classroom can be a long and complicated process for the inexperienced. Thanks to the generosity of our Friends and dedicated donors, we were able to create a dedicated space for learning and creating. In our case, there are never too many cooks in the kitchen!

With many moving parts in a kitchen classroom and an abundance of other things to consider, we went to our Friend, Chrissy Soler for her masterful design eye.



As a result of this new and inspiring kitchen space, our culinary arts students have been busy spicing things up. As of recent, students have perfected the art of making sourdough bread, soups, fermented vegetables and Indian cookies and pudding.

Their inner chef is now ready to share what they have learned. Better yet, for our youth who have often struggled socially, the ability to serve others is the final piece to this finely "baked pie". Please consider scheduling a visit! Our students are looking forward to sharing their kitchen and their creations with each of you.

We hope to see you all at our upcoming Annual Holiday Bazaar on Friday, November 22, 2024 from 11AM to 2PM. Our students will be selling their chocolate creations, as well as offering some small bites to enjoy while you shop. Likewise, students are offering Tours & Delights during the summer months in the late afternoons in 2024. Students will share what a day at New Haven is like, share in some good bites, and provide you a quick tour of their program. Please call Danielle Delaney at (760) 630-4035 x.433 for a private tour. We'd love to see you, share with you, and let our students shine.

What Satisfied Parents Are Saying

"Our experience with New Haven has been great. The staff are amazing and it is clear they really enjoy their jobs and love helping the kids. Our son really loves his therapist and has developed a great bond very quickly. Thank you to the entire New Haven team for what they do every day."

- Anonymous



Meet a Few of Our Rock Stars

Rowena Verosa, Psy.D.

Dr. Rowena Verosa is our fearless Clinical Director at New Haven. A clinical psychologist by training, Rowena specializes in treatment of Children & Adolescents, General Psychology, and Adult Chemical Dependency. Rowena has demonstrated her commitment to our youth and families, serving at New Haven for over 20 years.



Rowena Verosa Clinical Director

Originally from Honolulu, Hawaii, Rowena received her Doctorate in Clinical Psychology from Argosy University. It is during her Post-Doctoral training that Rowena joined New Haven Youth and Family Services as a Therapeutic Behavior Services (TBS) Coach working with youth who had severe acting out behaviors. Rowena assisted in the department's expansion to provide TBS services throughout Riverside, the Desert Regions, and areas of San Bernardino County. Another of her great contributions includes the development of the Community Based Services (CBS). CBS is a school-based intervention program that provides Individual Counseling, Parent Counseling, and WRAP Around services to students who have severe behaviors that negatively impact their education.

In addition to her clinical work, Rowena is passionate about teaching. She developed a clinical training program at New Haven and has created partnerships with Universities and Graduate programs throughout California and other parts of the nation. New Haven is now a leading Practicum and Internship training site for future Psychologists, Clinical Social Workers, Marriage and Family Therapists, and Professional Clinical Counselors who want to gain clinical experience working with youth and families who have severe mental health challenges.

As you can imagine, New Haven is immensely proud of and grateful for Rowena's dedicated and competent clinical leadership.

Debbie Dugan



Debbie Dugan Volunteer

With 12 years of humble volunteering at New Haven and always willing and able, Debbie has fully embodied the heart and soul of a selfless volunteer. She has raised funds, actively served on volunteer committees, and showed up on countless efforts to make the show go on. As a huge supporter of New Haven's efforts to improve the lives of our youth, Debbie has consistently been willing to roll up her sleeves to get the work done. And in the midst of all of this, Debbie can always be counted on to bring fun and laughter to the party.

Julia Savoy

Julia Savoy came to New Haven Youth and Family Services with 30 plus years of experience serving North County communities. During this time, she developed invaluable relationships with a number of public and private institutions that have made her a tremendous asset to our organization:



Julia Savoy Director of Operations

"This is my second stint at New Haven -- over 30 years ago, I worked as a Child Care Counselor and soon after took on the role of Student Services Coordinator for nearly 10 years. New Haven has always held a special place in my heart.

"After a brief retirement, I was looking for a way to put my years of experience and knowledge to good use. The first place I thought of was New Haven!

"This time, I'm able to leverage the public and private relationships gained during my absence to better serve the staff, residents, and students of New Haven. I am also able to use my leadership skills to train, organize and develop future leaders. It is a joy to work at New Haven - the challenges have given me purpose in a way that has been rewarding from a personal as well as a professional standpoint."

The impact of her Operations leadership has been incalculable, and the scope of her positive influence overall has been amazing to witness. Thank you, Julia, for being so instrumental to the success of New Haven Youth and Family Services.

Becky Bedford

The Right Environment + Expert Make the Difference



Becky Bedford Volunteer Designer

It is well known that our mood and wellbeing are affected by various elements of the built environment including spatial allocations, lighting, access to nature, color, indoor air quality, noise, temperature, user control of space, and social connectedness. We also know that a wellconceived environment can promote calm and restoration. When considering all this, an interior remodel project becomes daunting!

In steps, Becky Bedford, our fabulous designer, who transformed our Meadowlake House for foster youth in 2019 and is now designing the interior remodels of our three homes on campus for our Envisioning Home Project. A no-nonsense kind of gal, Becky holds no punches. "We need more light, more windows, a better configuration...." She's brilliant at her craft!

An Update from Trade Tech



Trade Tech High School, a tuition-free charter school, opened its doors in 2008 and continues to grow today. We serve students in grades 9-12, and welcome transfers from other high schools. When it's not working in a traditional comprehensive school, students find a home at Trade Tech. Our mission is to ensure students gain the skills and knowledge to prepare them for sustainable-wage employment in the ever-changing economic context of North County San Diego. It's all about opportunity; students have many options to choose from! There will be 10 Career Technical Education pathways up and running at Trade Tech during the 24-25 school year:

- Residential Construction
 Digital Media
 - Manufacturing and Machining Game Design
 - Transportation
 - Future Educators
- Health and FitnessVisual and Commercial Art

Biotechnology

Entrepreneurship

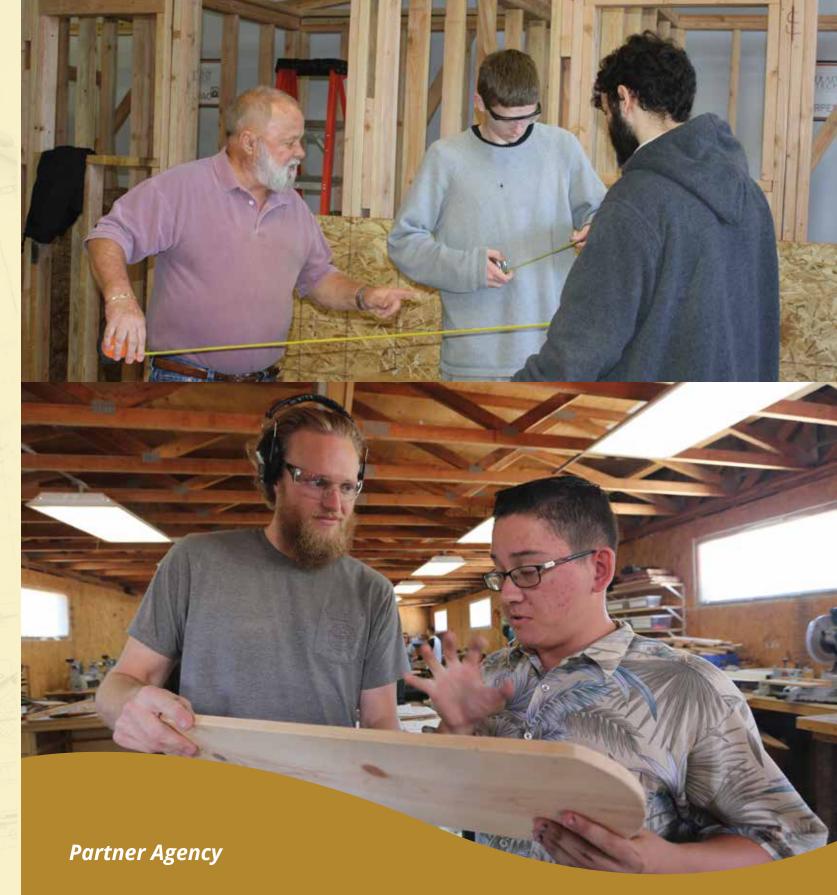
Students have the opportunity to learn from industry professionals while also taking the requisite classes to earn their high school diploma, and even meet A-G eligibility requirements if attending a 4 year university is their postsecondary goal. In fact, through our Advisory program, every student establishes a Personal Learning Plan; their individual goals drive the design of their high school program.

Relationships are at the heart of our program. No one is left unknown at Trade Tech. Student to staff ratio averages 16:1 in all classes, with the largest classes capping at 24. Small class sizes ensure that every student will have an authentic, hands-on experience. Collaboration with representatives of local industry ensures our students are learning up-to-date and relevant skills. Students dive into learning at Trade Tech, and emerge workforce ready! It's a safe and nurturing learning environment where purposes are discovered and developed.

For More Information







"I totally appreciate how the team at New Haven supports our students. They do this by understanding a student's unique needs and then figuring out the best way they can support them to be successful!"

- Tami Peddie-Musser, San Diego County Office of Education

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We believe every child deserves a bright future and happy childhood. Caring, Equipping and Restoring Hope is what we do and when you give, it's what you do as well.





Sign up to make automatic regular gifts. Small monthly gifts add up over time and allows New Haven to intentionally prepare for the future by knowing the resources will continue to be available.





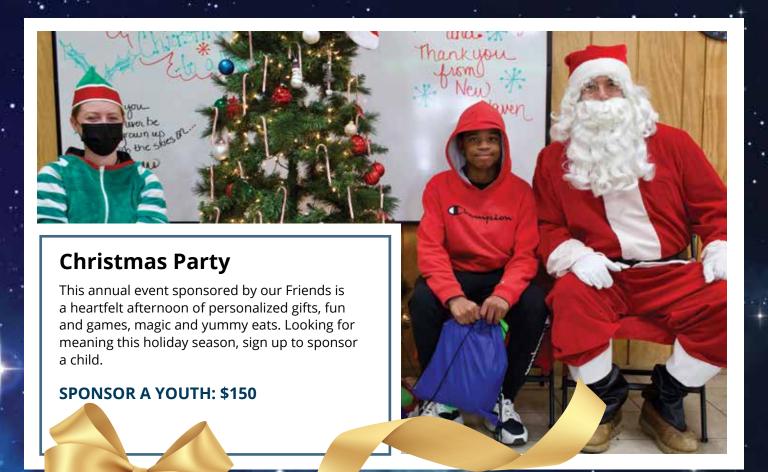


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Journey Bags serve as a warm reminder that life needn't be cold and alone. As youth enter New Haven, they are presented with a large duffle bag filled to the brim with welcoming items to begin their personal journey of growth and healing. Loaded with personal care items, comfy sleep items, a music playing device, and homemade cookies, youth are greeted with the message that there is light and life to be had on their New Haven journey.

DONATE TO A JOURNEY BAG FOR ONE BOY: \$150



Woodshop

David Bowie sung of the magic of stardust. At New Haven, we look to sawdust as the enchanted ingredient for transformation. Students meticulously manufacture pens, cutting boards, Adirondack furniture, and other wood products to showcase their skills at our annual Bazaar, donate to other nonprofits, and to gift to family and friends.

WOODSHOP SUPPLIES: \$500 FUND 10 PEN KITS: \$120







Recreation and Leisure

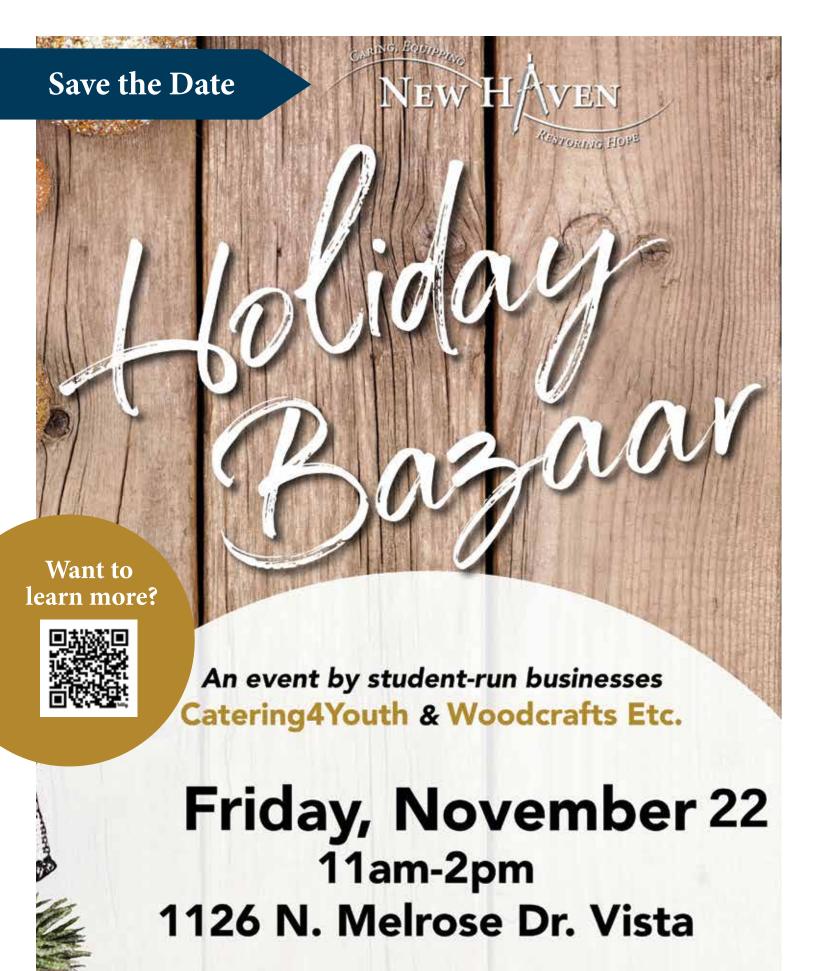
The opportunity to go outside the New Haven environment and experience a special day of recreation or a fun activity expands a youth's ability to see the world and interact. Oftentimes, these experiences are "first-time" outings that provide a new context for learning as well as solidifying peer interaction and good memories.

Examples of these outings include:

- Fishing
- Swimming
- Golfing
- Skiing
- Surfing
- Kayaking
- Sports Events
- Amusement Parks

PARTICIPATION IN ACTIVITIES FOR ONE BOY: \$125







New Haven Youth & Family Services • P.O. Box 1199, Vista, CA 92085 • (760) 630-4035, x433

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See Who's Supporting New Haven

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Mindy & John Gurrera













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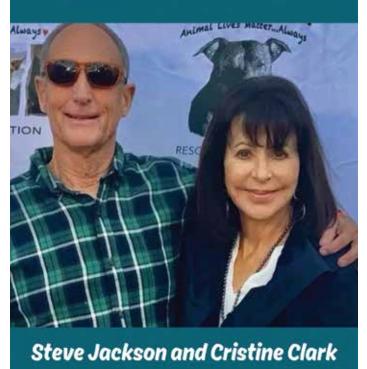






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We are honored to support the lifechanging work done at New Haven!















(W)right On Is Proud to Support the **2024 Restoring Hope Giving Book Design**



Imaginative, Strategic, Trusted

Call on Us for Strategic Communications:

- Creative Communications and Design
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Awards & Certifications

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right On Communications

eliminating racism empowering women San Diego County

Congratulations on being the winner of the YWCA of San Diego

County's TWIN Visionary Award.

Doreen Quinn

New Haven Youth & Family Services Chief Executive Officer TWIN Visionary Award Winner

The Tribute to Women & Industry Awards (TWIN) recognize women in a managerial, executive, or leadership role for their extraordinary achievements. TWIN honorees are inducted into a longstanding, prestigious group that has honored women since 1980.





"Every child needs someone who's nuts about them, and we're very intentional about fulfilling that need."

- Doreen Quinn, CEO, New Haven Youth & Family Services

"Throughout my time in the woodshop, I discovered a passion for creating something from nothing. The experience taught me the value of hands-on learning and the joy of bringing my ideas to life. As I honed in my skills and crafted pens, I realized that the possibilities were endless when I was given the freedom to explore and express myself. I am proud of what I've accomplished and I look forward to continuing to create and innovate in the years to come."

- Lucas, 2024 New Haven Graduate

