




MESSAGE FROM THE BOARD PRESIDENT

Dear Friends of New Beginnings,

On behalf of our Board of Directors, staff, volunteers, and the clients we serve, I want to extend our heartfelt gratitude for the continued support we receive from our community partners, donors, and advocates. Your dedication and generosity are essential to the success of our mission. 2024 has been a year of tremendous growth and impact for New Beginnings. Our collaborative office on Montecito Street, now fully operational, has doubled in office space, allowing our South County staff and program services to be more closely connected. We've also hired 30 new team members and added a multidisciplinary team to better meet the needs of our community. Additionally, we expanded our North County offices to both Lompoc and Santa Maria, which will allow us to better serve clients across the entire county. This growth is a testament to our unwavering commitment to making a difference for those in need.

At New Beginnings, we remain steadfast in our mission to support the most vulnerable in our community. We continue to provide critical services to the vehicular homeless population through our Safe Parking Program®, work tirelessly to end veteran homelessness in Santa Barbara County with our Supportive Services for Veterans Families program, and offer increased access to low-cost or no-cost mental health support through our Community Counseling Center and Life Skills Parenting and Education Program. As we look ahead, we ask each of you to be an ambassador for our agency. Your voice and advocacy for solutions that align with our mission can help us create lasting change. We hope this annual report provides you with a deeper understanding of the impact of our work and the many lives we've touched together. Thank you for your continued partnership and for being an integral part of our work this year.

With gratitude,



Jacqueline Kurta, PsyD, MFT



OUR MISSION

To provide quality, affordable counseling, shelter, case management, and education that strengthens our community and provides our clients with the ability to lead healthy and productive lives.

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FOUR CORE PROGRAMS

The Donald J. Willfong Community Counseling Center

For more than 50 years, our Community Counseling Center has served tens of thousands of our community's low-income individuals and families and has provided valuable training to over a thousand of our area's clinicians. Our counseling center, with 30 volunteer master's- and doctoral-level counselors and 10 volunteer clinical supervisors, provided high-quality, sliding scale counseling, psychological assessment, and other mental health services to 768 unduplicated people this past year. Since the pandemic, we have offered both virtual and in-person therapy - though we are excited to report that the majority of our clients are now primarily seen in person. With the support of Cottage Health and their initial funding of our telehealth platform, we have extended the reach of our counseling center throughout the county, especially in regions that lack easy access to mental health service providers. Our average fee is \$13 per session, and we turn no one away due to an inability to pay.



Supportive Services for Veteran Families Program

Directly funded through the U.S. Department of Veteran Affairs, this program operates from a Housing First model to end veteran homelessness in Santa Barbara County. Services include outreach, eviction prevention, and rapid re-housing for homeless and extremely low-income veterans and their families, as well as temporary financial assistance, connection to employment, benefit acquisition, crisis intervention, and intensive case management. Once veterans are moved into stable housing, the program provides ongoing wraparound services and support. Since 2013, our program has served over 2,000 veterans and their families and has provided more than \$2,000,000 in financial assistance. This program makes our agency the leading low-income service provider for veterans throughout the county.



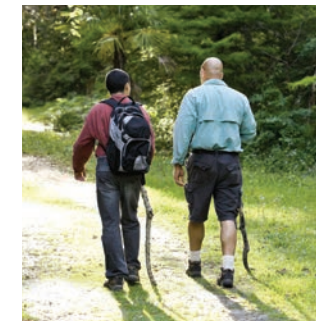
Safe Parking® Shelter and Rapid Rehousing Programs

Our Safe Parking Program® provides shelter to more than 200 individuals and families each night in 31 monitored lots provided by local churches, businesses, and city and county offices. Our Safe Parking Program, which began in Santa Barbara in 2004, serves as the leading vehicular homelessness program in the nation and has been replicated by dozens of communities. In addition to operating the program's shelter component, we have provided rapid rehousing and housing retention services to unsheltered individuals since 2012. We have transitioned over 1,000 program participants into housing since the program's inception. With financial support from the county, foundations, and individual donors, we are working to expand the program in South County and in North County.



Life Skills Parenting and Education Program

Serving as an extension of our Community Counseling Center, our Life Skills Parenting and Education Program provides a series of tailored, psychoeducational group classes for low-income and at-risk families and individuals and helps them break destructive behavioral cycles. We continue to offer our weekly, psychoeducational parenting skills group at Transition House family shelter, one of our long-term partnering agencies. We additionally continue to offer our weekly, psycho-educational parenting skills groups at Villa Majella, a residential home for at-risk mothers. Additionally, we offer different groups at Johnson Court, Vera Cruz Village, Youthwell, and more. Life Skills continues to serve veterans in providing a weekly support group focused on recovery and harm reduction in partnership with our Supportive Services for Veteran Families program. Additional curriculum-based therapy groups being offered within the Counseling Center include Anger Management, Anxiety Skills, and Interpersonal Skills, each on a 12-week rotation.



BY THE NUMBERS

July 1, 2023–June 30, 2024

2,125



unduplicated clients served agency-wide, a 15% increase from the previous fiscal year and an **all time high for the agency**.

240

people were **housed** or were **prevented from eviction**.



54,600

case management and counseling **hours** provided.



\$1,635,697

in **direct financial assistance** was **provided** to clients to help them secure housing and obtain household items, assistive devices, and medical and dental services.



We projected to serve **575** people through our **Counseling Center**.

We served **768** people through our **Counseling Center**.



We projected to serve **500** people through our **Safe Parking Shelter and Rapid Rehousing Program**.

We served **738** people through our **Safe Parking Shelter and Rapid Rehousing Program** — a 14% increase from the previous fiscal year.



We projected to enroll **150** Veterans and serve an additional 125 Veterans through light touch case management in our **Supportive Services for Veteran Families (SSVF) Program**.

We served **432** veterans last year through SSVF with an additional 19 veterans served at **Johnson Court**, the all-veteran housing development managed by the Housing Authority of the City of Santa Barbara.



We projected to connect **45** of our **Safe Parking** clients to employment or other income.

We connected **207** of our **Safe Parking** clients to employment or other income.



We projected to serve **100** people through our **Life Skills Parenting and Education Program**.

We served **135** people through our **Life Skills Parenting and Education Program**, a 121% increase from the previous fiscal year. This was the first time meeting our goal since COVID.

KEY ACCOMPLISHMENTS AND GOALS

Key Accomplishments from 2023 – 2024

- Outfitted and equipped expanded office space at our new downtown collaborative center.
- Secured additional office space to support our existing north county staff and services, added an additional office to Lompoc, and opened a new office in Santa Maria.
- Purchased a new wheelchair-accessible van for transporting clients and helping clients move into housing with the support of the Balay Ko and Alice Tweed Tuohy Foundations.
- Celebrated the 20th anniversary of the Safe Parking Program.
- Commenced new supportive services contract with the Housing Authority of the City of Santa Barbara at Vera Cruz Village.
- Commenced implementation for our new CalAIM Enhanced Care Management and Community Supports Services.
- Expanded Safe Parking Street Outreach services in the Cities of Goleta and Carpinteria, as well as county-wide through our new CERF Funding.
- Decreased counseling center waiting list by increasing administration staff trained on the intake process.
- Strengthened our prevention and early intervention efforts through our deepening relationship with Youthwell and other community partners.
- Expanded DEIBJ efforts to continue to foster a workplace and community that is supportive and welcoming for all individuals.
- Augmented existing agency administrative staffing to support ongoing programmatic expansion and demand.
- Maintained accreditation with the Commission on Accreditation of Rehabilitation Facilities (CARF).

Goals for 2024 – 2025

- Expand South County Collaborative Center offices to accommodate ongoing agency expansion.
- Launch the Vehicle Encampment Resolution Project.
- Complete implementation of our new CalAIM Enhanced Care Management and Community Supports Services.
- Increase administrative staffing.
- Implement new Supportive Services for Veteran Families Program's Legal Services Pilot Project.
- Commence shelter accreditation process for Safe Parking.
- Publish 2nd Edition of Safe Parking Program Manual.
- Expand community partners in the Life Skills Parenting and Education Program.
- Increase intake staff for the Community Counseling Center.
- Increase volunteer clinical supervisors for the Community Counseling Center.
- Expand City and County service contracts in support of Safe Parking Shelter Services.
- Increase Supportive Services provided at permanent supportive housing properties through additional contracts with City and County Housing Authorities.
- Establish an investment strategy for agency financial reserves.
- Create a template for the annual review of employee benefits to optimize employee satisfaction and retention.
- Increase development efforts in Mid and North-County.
- Increase agency engagement efforts with individuals with lived experience.

ENSURING SAFETY FOR VETERANS



SSVF Case Manager and Terry

Terry, a 76-year-old homeless Army veteran, faced significant challenges due to PTSD, hypertension, and significant mental health issues. With the dedicated care of his Case Manager at New Beginnings, Terry made remarkable progress toward stability and better mental health.

New Beginnings provided Terry with a personalized care plan, including case management, housing support, and medical care. This wrap-around approach addressed his mental health and housing needs, and Terry's mental health symptoms have greatly reduced with the support of his multi-disciplinary team.

Terry's move to a new apartment marked a key recovery moment. Though he initially struggled with the transition, his ongoing support helped him manage these issues. He involved neighbors in providing support and reassurance, and this led to increased feelings of safety. Terry also reduced alcohol and tobacco use with New Beginnings' help. The approval of his housing application at CalVet West Los Angeles, offering assisted living and proximity to family, is a major step forward. Terry's excitement highlights the transformative power of stable housing and support.



SSVF Client Thanksgiving at Johnson Court

John*, a veteran struggling to adjust to civilian life, faced mental health challenges and homelessness before finding New Beginnings' Supportive Services for Veteran Families Program. Referred to the Veterans Affairs Supportive Housing (VASH) program, he was thrilled to secure stable housing with the help of his New Beginnings case manager.

However, John faced difficulties maintaining housing due to mental health issues. A lease violation and potential eviction threatened his stability, but with support from his case manager, they resolved the issues by communicating with the landlord.

Through New Beginnings, John learned coping strategies, tenant rights, and built a routine that helped reduce anxiety. Over time, he paid rent on time and communicated effectively with staff, securing his apartment and continuing his path to stability.

With ongoing support, John gained confidence, mentored other veterans, and built a strong network, joining a local martial arts school and forming new friendships. Thanks to New Beginnings, John not only kept his home but thrived.

CHANGING LIFE TRAJECTORIES



Ava and Matthew* sought couples therapy at New Beginnings' Community Counseling Center during a period of stress and life transitions. Though they cared deeply for each other, they feared their differences might create distance and jeopardize their connection. As college students and start-up entrepreneurs with limited income, they were grateful for the sliding scale fee offered by the Counseling Center. This flexible payment structure allowed them to work with their counselor to find an affordable session rate, enabling them to fully commit to both therapy and their relationship. However, unexpected life events soon intensified their concerns, making their relationship feel increasingly fragile.

With their New Beginnings' counselor, Ava and Matthew expressed their vulnerabilities and fears openly. Through guided conversations, they learned to see their differences as opportunities for growth, improving communication and practicing active listening. They also developed tools to manage stress, set healthy boundaries, and balance their academic, entrepreneurial, and relationship needs.

By their final sessions, Ava and Matthew had made significant progress. They gained a deeper understanding of themselves and each other and learned to face their challenges with greater confidence and unity. Their experience highlights the power of therapy in strengthening relationships and helping couples navigate tough times.



After 18 months of hardship, 70-year-old Dawn finally found her way home. Having lived in Santa Barbara for nearly 40 years, she was devastated when she lost her residence and became homeless. She navigated the challenging and overwhelming homeless services system, moving from shelter to shelter, walking the streets, and waiting in long lines for meals. During this time, her health rapidly declined, leading to multiple hospitalizations for high blood pressure, viral infections, falls, and breathing issues.

For those experiencing homelessness, accessing healthcare, managing medications, and attending appointments can be incredibly difficult. Despite these challenges, Dawn remained determined. When she joined New Beginnings' Safe Parking Program, the support of her team gave her hope that she could one day have a home to heal and rebuild her life.

In October 2024, Dawn's perseverance paid off as she moved into her own apartment, marking a new chapter of health, independence, and dignity. Since then, her transformation has been remarkable. Her blood pressure stabilized, her energy increased, and she reduced her medications—signs of both physical and emotional recovery. Now, she enjoys leisurely walks, shopping, dining out, and the comfort of her own home.

Dawn's story is a powerful reminder that with support and a safe home, individuals can rebuild their lives and health. We are continually amazed by the positive changes that come when clients find safety and stability in their new homes.

FINANCIALS

BALANCE SHEET (As of June 30, 2024)

Assets

| | |
|----------------------|--------------------|
| Current Assets: | |
| Checking/Savings | \$944,839 |
| Investments | \$67,846 |
| Other Current Assets | \$3,897 |
| Total Current Assets | \$1,016,582 |
| Total Fixed Assets | \$127,326 |
| Total Other Assets | \$23,412 |
| Total Assets | \$1,167,320 |

Liabilities & Equity

| | |
|---------------------------------------|--------------------|
| Total Current Liabilities | \$12,810 |
| Retained Earnings - Unrestricted | \$300,387 |
| Net Income | \$854,123 |
| Total Equity | \$1,154,510 |
| Total Liabilities & Equity | \$1,167,320 |

PROFIT & LOSS (July 2023 through June 2024)

Income

| | |
|--------------------------------|-------------|
| Fees for Program Services | \$103,013 |
| Contracts for Program Services | \$295,128 |
| Services Grants for Program | \$5,976,508 |
| Donations Unrestricted | \$277,035 |
| Donations Restricted | \$250 |
| Donations, Donations In-Kind | \$5,900 |
| Investment Income | \$3,703 |
| Miscellaneous Income | \$811 |
| Event Income | \$85,525 |

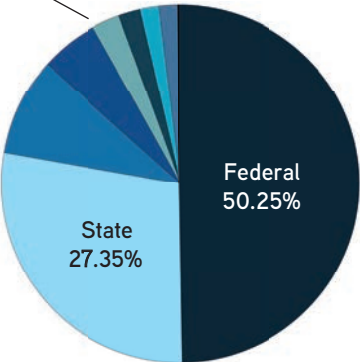
| | |
|---------------------|--------------------|
| Total Income | \$6,747,873 |
| Gross Profit | \$6,747,873 |

Expenses

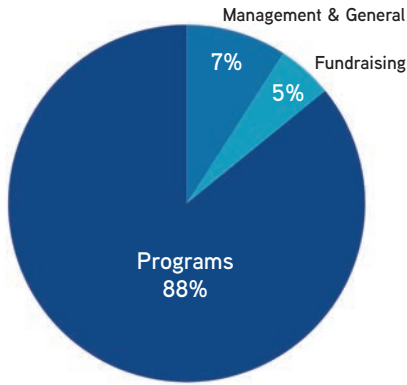
| | |
|---------------------------------|-------------|
| Program Assist Paid to Others | \$1,631,041 |
| Agency Occupancy | \$415,730 |
| Outside Services/Professional | \$250,103 |
| Insurance | \$94,830 |
| Administration/Organizational | \$70,935 |
| Administration Equipment | \$141,868 |
| Wages, Salary, Benefits & Taxes | \$2,931,348 |
| Travel/Mileage | \$170,804 |
| Marketing and Fundraising | \$178,479 |
| Uncategorized Expense | \$2,933 |
| Line of Credit Interest Expense | \$5,678 |

| | |
|-----------------------|--------------------|
| Total Expenses | \$5,893,749 |
| Net Income | \$854,124 |

BREAKDOWN OF INCOME



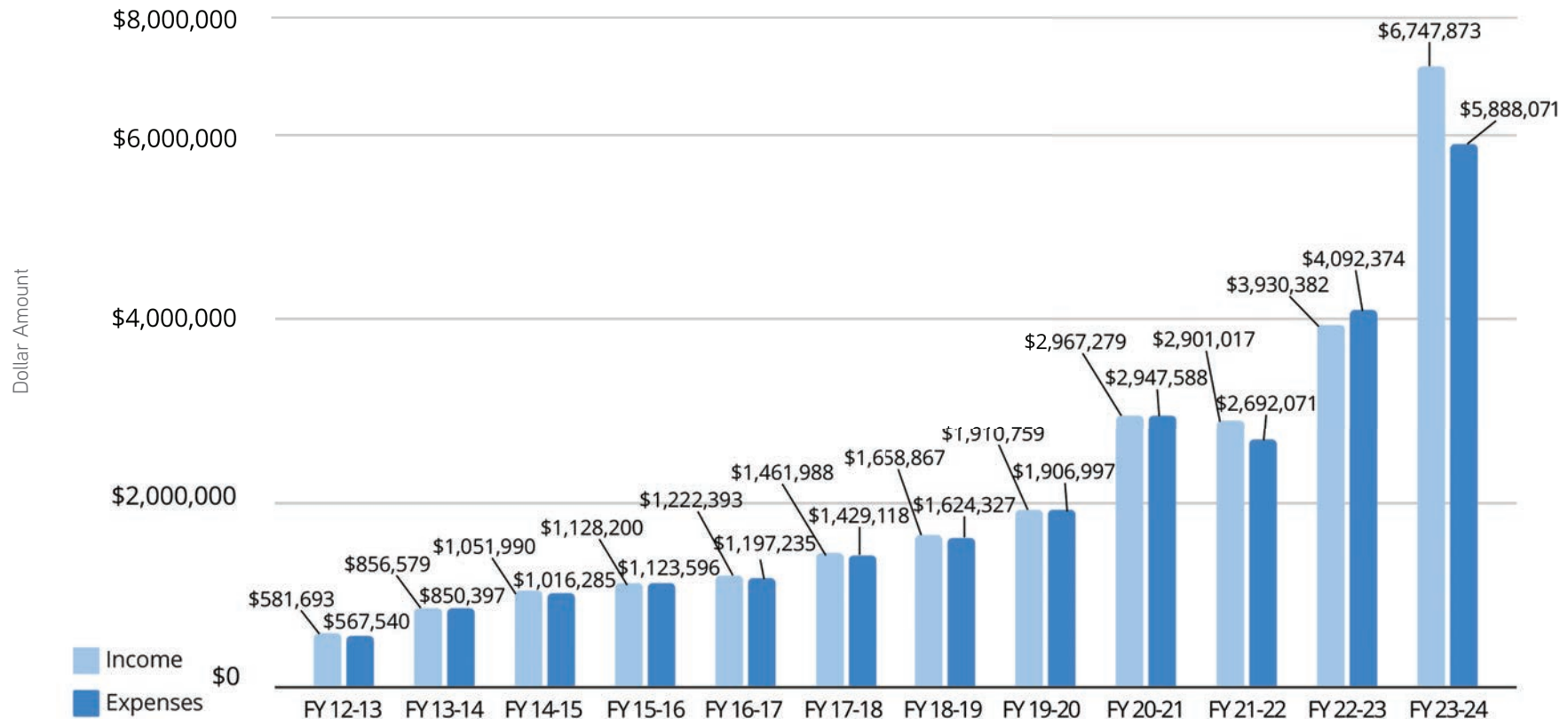
BREAKDOWN OF EXPENSES



*Financials are presented on a cash basis, with the exception of our Breakdown of Expenses, which is based on our most recent accrual-based audited financials.

ORGANIZATIONAL GROWTH

Since 2013, New Beginnings has increased its annual income by 1,060.04% and maintained healthy and steady growth each year. The continued increase in revenue this past year is due to the ongoing expansion in our Safe Parking and Supportive Services for Veteran Families programs.



FY stands for Fiscal Year, which is July 1 through June 30 of each year.

**Financials are presented on a cash basis.*

THANK YOU TO OUR GENEROUS DONORS

JULY 1, 2023 – JUNE 30, 2024

\$25,000+

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Balay Ko Foundation
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Joan and Robert Muhr
Betsy & Charles Newman
Robert Nisbet
Stefan Ornelaz
Azar Ostovan
Pauline Paulin
Lois Phillips
John Evarts & Marjorie Popper
Amy Ramos
Arlene and David Raphael
Luz Reyes-Martin
Jacqueline Robinson
Audrey Rose
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Guy Smith
Sarah Smith
Pat Snyder
Christian Sorenson
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David Stengel
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Stefanie Stratton
Robert Strojek
Jenny Sullivan
Sarah Tacher
Addison Thompson
Jeremy Tittle
Joe Valle
Jens Villadsen
Michele Wakin
Janet Wolf
Margie Yahyavi

New Beginnings strives to meet the shifting needs of our community's most vulnerable members. Our goal is to continuously evolve our agency to provide the most critical social services how and when they are needed, empowering our clients to raise themselves and embark upon their new beginning.

Whether it's by providing low-cost counseling, shelter for people in their cars, or rehousing services, we're here to catch people during the most challenging times and connect them to life-changing resources. Our track record speaks for itself:

- Our Counseling Center has provided quality, low-cost mental health counseling services for nearly 55 years and has turned no one away due to inability to pay.
- We have developed the nation's leading Safe Parking Program for people living in their vehicles, which has been replicated in dozens of cities throughout the country.
- Our Supportive Services for Veteran Families Program has served 2,000 veterans since 2013 and is the leading rehousing program for veterans countywide.
- For the past 20 years, we've partnered with other nonprofit groups to provide free psycho-educational group classes to expecting and new parents, as well as other vulnerable populations, such as at-risk youth and veterans struggling with mental illness.

LEAVE A LEGACY OF NEW BEGINNINGS BY REMEMBERING US IN YOUR ESTATE PLANS

If you are interested in learning more,
please contact

development@sbnbcc.org or visit
www.sbnbcc.org/planned-giving.

New Beginnings deeply regrets any errors or omissions to this list. If there is anything that should be corrected, please contact development@sbnbcc.org. This list only includes financial donations made between July 1, 2023 and June 30, 2024.

We are so grateful to all of you for supporting our work! If you have any questions about this report or how to get involved, please contact our Development Department at development@sbnbcc.org or at (805) 963-7777 x 122.



NEW BEGINNINGS

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