

A Letter From the Chief Operating Officer

To whom it may concern,

As of the time of writing this report, New Ways has been serving clients for a year and 11 months. Over that time, we estimate that we have served well over 500 individuals from all over Florida; in 9 states total and internationally. I am a numbers person, so these data points are influential to me. But our clients are not just numbers to us, they are each a precious Child of God. Measuring our success with numbers is great. BUT it can be polarizing and clinical. Measuring our success through God's eyes as He watches us serve His children, is much more powerful. While I am excited to share the data in the pages to follow, I am even more excited to share just a few of the real stories that we have experienced in the last 23 months.

- After listening to the Lord's command to cease charging for appointments and to run 100% off of donations, we have *never* missed a bill, a payroll, or an opportunity to be generous towards the needs of a client.
- A couple who had been married for over 25 years and were ready to sign divorce papers, fell in love again and are currently living the life of their *dreams*.
- A police officer on the brink of burnout after years of trauma in the field is back in the field serving as a *healed* hero in our community everyday.
- A young woman who identified as agnostic and who was struggling with suicidal ideation, found the Lord and has been *called* into ministry.
- Our counselors are currently *disciplining* and *ministering* to clients as they walk through the loss of a child, opioid and meth addiction recovery, murder of a parent, recovery from extreme domestic violence, among others.
- A victim of human trafficking now walks with their head held high as a *victor* in Christ.
- A widow fighting the grief of her husband who passed almost 20 years prior, was able to grieve and move forward in her life. She is in a new relationship and *thriving*.
- A client who presented with multiple anxiety/panic attacks a day, learned to control their emotions and has been *free* from attacks for months.
- One of our counselors has witnessed multiple salvations of teenage clients *inside* of local schools.
- Partnering with Pine Grove Baptist Church we were able to *bless* 8 different families with Christmas gifts and needs for their children.

I hope these stories bless your heart as much as they do mine. It is an honor to serve the Lord in this capacity. Serving Him through serving His people is the biggest blessing and honor that I have experienced.

Annah Noyes, Chief Operating Officer



2025 YTD Reporting Meeting

Center Health as of December 15, 2025

Personnel	
Counselors*	9
Staff	4
Interns**	1
*2 Veterans **Accepted Intern Institution by Florida State University, Troy University, and Lee University.	

Appointment Averages	
Daily Average	16
Weekly Average	68
Monthly Average	274

Active Locations	
Main Office	Counseling Center
Satellite Office	High Springs Church of God
Satellite Office	Cross City Church of God
Satellite Office	First Baptist Church of Bronson
School Campus Site	Riverside Christian School
School Campus Site	Old Town Elementary School
School Campus Site	Dixie County Middle High School
School Campus Site	Whispering Winds Charter School
School Campus Site	Nature Coast Middle School
School Campus Site	Chiefland Elementary/Middle High School

Year-To-Date Reports

January 2025-December 2025

Client Demographics

We group our case files by family instead of by individual. For example, if we were servicing a mother, father, and two children in one family, instead of 4 separate profiles for each person, we simply put it under one case titled “The Smith Family.” This is why our client number is larger than our case number. Some cases have as many as 6 individuals. A case or client that is labeled as “active” are currently receiving services. A case or client that is labeled as “discharged” is no longer receiving services.

Active Stats	
Total Active Cases	151
Estimated Total Active Clients	240
Male Client Ratio	41%
Female Client Ratio	59%
Minor Client Ratio	31.5%

2025 Active and Discharged Client Stats	
Total Cases Served	348
Estimated Total Clients Served	>500
Total 2024-Rollover Cases (Clients who started services before December 31st, 2024)	54
Total New Case Interactions (Clients who started services after January 1st, 2024)	294
New Cases still Active	111
2024-Rollover Cases still Active	40

Clientele Appointment Status Breakdown

Scheduled	3963
Kept	2930
Rescheduled	194
No Show	136
Late Cancel	85
Canceled	618

Kept Appointment Type Breakdown by Appointment Number

Individual Counseling Intakes	237
Marriage Individual Intakes	22
Family Counseling Intakes	3
Individual Counseling	1886
Marriage Individual Counseling	34
Marriage Counseling	71
Family Counseling	18
Premarital Counseling	8
Educational Counseling	78
Medical Management	2
Virtual "Client-in-center" Counseling	9
Virtual "Counselor-in-center" Counseling	305
Virtual "Remote" Counseling	333

Kept Appointment Breakdown per Location

Trenton Center	2280
Cross City Church of God	32
Dixie County High School	73
Old Town Elementary	125
Riverside Christian School	80
High Springs Church of God	151
First Baptist Church of Bronson	6
Public Space	136
Private Space	186
Home Visit	17

All-Time Reports

January 2024-December 2025

Locations Reached in Operation

Florida Counties: Alachua, Bay, Bradford, Broward, Clay, Columbia, Dade, Dixie, Duval, Gilchrist, Glades, Hillsborough, Lafayette, Leon, Levy, Manatee, Marion, Polk, Saint Johns, Suwannee, Taylor

States: Alabama, Florida, Georgia, Hawaii, Maine, New Jersey, Oregon, Tennessee

Countries: United States, Costa Rica, Colombia

Religious Affiliation or Organization Referral (Self-Report)

Alive Church	2
Another Way	1
Bell Baptist Church	1
Bronson First Baptist	7
Bronson Living Hope	2
Canvas	6
Cedar Key Church of Christ	1
Christ Central	2
Concord	1
Countryside	3
Cross City Church of God	4
DCC	8
Ebenezer Baptist	1
Faith Community Church	5
First Baptist Chiefland	12
First Baptist Cross City	1

First Baptist High Springs	2
First Place Academy	1
Glen Springs Church of Christ	1
Greenhouse	1
High Springs Church of God	3
HPRC	3
Jonesville Baptist Church	1
Journey Point Church	1
Lake Butler Church of God	1
Lutz Community Church	1
Mt. Horeb Baptist Church	1
New Prospect Baptist Church	2
Old Town United Methodist	1
OneWay Church	3
Otter Creek Baptist Church	2
Pine Grove Baptist Church	25
Priscilla Baptist Church	1
Redemption Church	2
Release City	6
Riverside Christian School	3
Rock Sink Baptist	2
Rosewood Baptist Church	1
Spring Ridge Church of God	2
The Summit in Cross City	2

Clientele Appointment Status Breakdown

Scheduled	5664
Kept	4272
Rescheduled	263
No Show	187
Late Cancel	93
Canceled	911

Kept Appointment Type Breakdown by Appointment Number

Individual Counseling Intakes	375.5
Marriage Individual Intakes	35
Family Counseling Intakes	8
Individual Counseling	2752
Marriage Individual Counseling	41
Marriage Counseling	122.5
Family Counseling	29.5
Premarital Counseling	12
Educational Counseling	94
Medical Management	8
Virtual "Client-in-center" Counseling	12.5
Virtual "Counselor-in-center" Counseling	384.5
Virtual "Remote" Counseling	396.75

Kept Appointment Breakdown per Location

Trenton Center	3395
Cross City Church of God	32
Dixie County High School	73
Old Town Elementary	124
Riverside Christian School	52
High Springs Church of God	151
First Baptist Church of Bronson	6
Public Space	171.5
Private Space	342
Home Visit	43.5

2025 Financial Report

Budget vs Actuals 2025		
	2025	Total
Account	Actual	Budget
Income		
Billable Expenditure Revenue	345	–
Donations	182,954.80	
NCCA CAI Revenue	8,909.62	17,240.00
Other Grants or Contracts	71,370.00	50,000.00
Total for Other Grants or Contracts	71,370.00	150,000.00
Sales of Product Revenue	231.4	–
Uncategorized Income	0.88	–
Yearly Event Revenue- Let The Light In	6,153.06	7,000.00
Yearly Event Revenue- Spring Gala	49,069.02	35,000.00
Total for Income	319,033.78	393,440.00
Gross Profit	319,033.78	393,440.00
Expenses		
Advertising & Marketing		
Physical Advertising & Marketing	1,207.91	1,000.00
Social Media & Website	–	750
Total for Advertising & Marketing	1,207.91	1,750.00
Charity	864.78	2,000.00
Christmas	252.39	1,500.00
Equipment		
Building Equipment	2,722.20	4,100.00
Business Equipment	2,550.26	2,000.00
Office Equipment	3,456.62	2,400.00

Total for Equipment	8,729.08	8,500.00
Event Expenses		
Let The Light In 5K Expenses	5,962.60	2,000.00
Spring Gala Expenses	3,221.68	10,000.00
Total for Event Expenses	9,184.28	52,000.00
Food & Meals		
Meals & Snacks (Client)	601.8	1,800.00
Meals & Snacks (Staff)	1,411.07	2,180.00
Total for Food & Meals	2,012.87	3,980.00
Insurance	608.62	200
Legal & Professional Services	2,100.00	1,200.00
NCCA CAI Expenses	8,558.80	9,600.00
Personnel		
Employee Stipends	24,423.06	16,000.00
Payroll Taxes	24,894.15	45,000.00
Salaries & Wages	210,854.39	225,000.00
Total for Personnel	260,171.60	286,000.00
Processing Fees	511.58	5,000.00
Purchases	11.25	–
QuickBooks Payments Fees	153.61	200
Resources		
Counseling Resources	11,566.04	5,000.00
Professional Development	201	1,000.00
Total for Resources	11,767.04	7,000.00
Travel	2,851.18	2,675.00
Uncategorized Expense	2,385.59	8,529.60
Total for Expenses	311,370.58	390,134.60
Net Operating Income	7,663.20	3,305.40

2025 Event Review

Spring Gala 2025	
Tickets	\$2,009.25
Sponsorships	\$29,990.20
Revenue	\$15,392.03
Total	\$47,391.48

LTLI 2025	
Tickets	\$5,045.00
Sponsorships	\$1,950.00
Revenue	\$4,697.61
Total	\$11,692.61