NEW HOPE
Center for Grief Support

2025 FIRST STEPS IMPACT REPORT

HEALING BEGINS WHEN HOPE IS FOUND



182 Served

"It was nice talking with someone who could really understand my feelings and emotions. I have an amazing support network, but they don't understand me and what's happening in my head and heart."

- Hopeful Participant

"I volunteer for First Steps because it's deeply meaningful to walk alongside people during one of their hardest moments of their lives, offering a safe compassionate space for new grievers to help them feel less alone. It is an honor to be a part of their first steps toward healing."

- New Hope Facilitator

HOPE ♥ HEALING ♥ NEW BEGINNINGS



First Steps provide those who have experienced the death of a loved one a safe place to share their story, understand more about grief, and learn about the grief support programs and resources that New Hope offers. This one-time scheduled meeting provides an opportunity to connect with one of our facilitators who is close in age and has experienced a similar type of loss. This program helps grievers prepare for New Hope programs and ongoing support groups.

THE IMPACT

250 of grief calls continued their grief journey by attending additional programming with New Hope.



- 363 grief calls
- 40% of grief calls benefitted from a First Steps
- 69% of grief calls resulted in participants joining additional programming with New Hope
- Grievers from 41 cities have benefit from First Steps

Cities we served



Ann Arbor
Berkley
Birmingham
Bloomfield Hills
Brighton
Canton
Chelsea
Commerce Township
Dearborn
Dearborn Heights
Detroit
Dexter
East Jordan
Farmington Hills
Garden City
Howell
Livonia
Milford
Montrose
Northville
Novi
Oxford
Plymouth
Redford
Redford Township
Rochester Hills
Romulus
Royal Oak
Shepherd
South Lyon
Southfield
Superior Township
Walled Lake
Warren
Waterford
Wayne
West Bloomfield
Westland
Whitmore Lake
Wixom
Ypsilanti

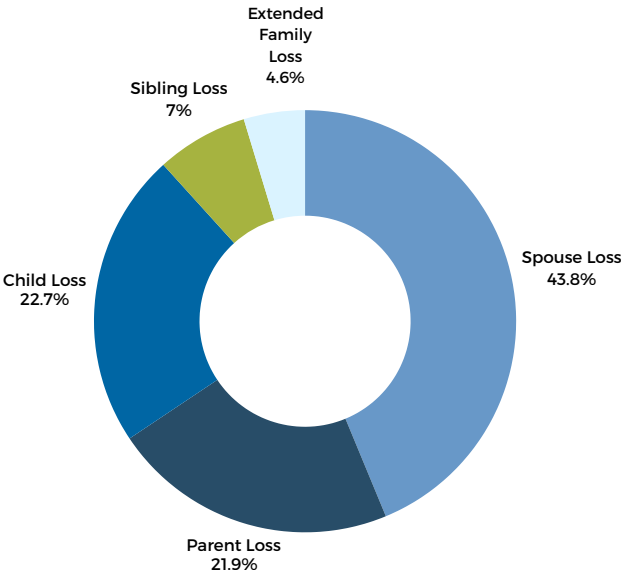
Hope ♥ Comfort ♥ Light ♥ Compassion ♥ Healing ♥ Together

- approximately **40%** of First Steps participants were within the first month following their loss

- **23%** of First Steps participants loved one died by suicide or substance use

- **31%** of First Steps participants continued their healing journey by engaging in 2+ programs with New Hope

Type of Loss



Testimonials

"It has been a while since speaking with someone who has lost a loved one to suicide. The facilitator was gentle, kind and patient."

"Wounds are personal and listening to others helps with slowly closing those wounds."

"It was so nice to talk to the facilitator as he too lost a daughter. I've never talked to anybody in the same situation. It was quite wonderful."



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