



"A neighbor you can count on... since 1914"

ANNUAL REPORT
Fiscal Year 2009-2010

ANNUAL REPORT

FISCAL YEAR 2009-2010

CONTENTS

04. Mission, Vision and Values

05. Letter from NHA

06. Board of Directors

07. Senior Staff Organizational Chart

08. Sources of Revenue

09. Financial Overview

10. Children, Youth and Family Services

16. Nutrition Services

18. InnoVisions

20. Social Service Programs

22. Adult Day Health Care

26. The Connection

30. Emergency Services

32. HIV/AIDS Case Management
and Peer Support Services

36. HIV/AIDS Transportation

38. Housing Counseling

40. Project Enable

42. Friendship Clubhouse

44. Senior Service Center

46. NHA Internal Overview

47. Administrative Services

48. Finance

49. Human Resources

50. Information Technology

51. Legal

52. Training and Organization
Development

53. Major Donors and Community Partners

56. NHA in the Community

58. Become Part of the Legacy



Neighborhood House Association

"A neighbor you can count on...since 1914"

Mission

Developing children,
families and future leaders
of our communities through
empowerment, education and wellness
from our house to yours.

Vision

Leading the way
in developing confident,
self-sufficient, healthy families
and communities.

Values

Integrity, Service,
Excellence and Employees.

A Letter from Neighborhood House Association

As we enter our 96th year serving the San Diego community, the Neighborhood House Association (NHA) remains a neighbor you can count on in helping to build strong individuals, strong families and strong communities. NHA was ranked this year by the San Diego Business Journal as the third largest nonprofit organization in San Diego. With more than 800 employees, nearly 1,000 volunteers and service to more than 22,000 families a year through 11 social service programs operating at more than 120 facilities throughout the county, NHA is a vital force in the community, both socially and economically.

In the last year, NHA improved the quality of life in San Diego by not only helping our underserved neighbors, but by also remaining a catalyst for local economic progress and job development. Through active procurement, diverse employment opportunities, community investment and corporate partnerships, NHA has created an economic impact of more than \$193 million on the region's local economy.

During this fiscal year, NHA enhanced its presence in the national arena and served as a model agency. We had the ear of lawmakers at the national level through partnerships with the Congressional Black Caucus Institute and outreach with the Hispanic Caucus. Also, NHA became a leader to organizations around the country that are part of the United Neighborhood Centers of America, worked with the U.S. Census Bureau and hosted several international delegations. Today, NHA continues to be a leader on a variety of issues pertaining to the development of our communities.

NHA is committed to excellence and to looking for cutting-edge ways to improve our programs and practices. Each NHA program celebrated remarkable accomplishments this year, such as NHA's Nutrition Services expanding its healthy, critically-acclaimed Head Start menu to our senior and health programs. We've improved internal practices through an automated payroll system and, through efficient fiscal policies, achieved a milestone financial audit with zero findings and no management letter issued. The audit represents our commitment to fiscal responsibility and viability.

Overall, NHA enjoyed a successful year of helping others achieve a better quality of life and enhancing its commitment to excellence. However, our goals cannot be achieved without the help and support of various sponsors and donors who believe in the mission of this organization. NHA would like to recognize our "platinum" sponsors, Barney & Barney LLC, Union Bank of California, Sysco Food Services, Inc. and Zenith Insurance for their unwavering support.

Moving forward, it is the priority of NHA to continue its legacy and adapt to the needs of our ever-changing communities. From its beginnings in 1914, to the agency that stands today, NHA will remain a "neighbor you can count on."



A handwritten signature in black ink that reads "W. Harold Tuck".

W. Harold Tuck
Chair, Board of Directors



A handwritten signature in black ink that reads "Rudolph A. Johnson, III".

Rudolph A. Johnson, III
President and CEO

NEIGHBORHOOD HOUSE ASSOCIATION BOARD OF DIRECTORS

W. HAROLD TUCK, JR.

Chair
County of San Diego

GIL JOHNSON

Vice Chair
Procurement Concepts, Inc.

DEREK BROWN

Treasurer

NANCY MURGILLO

Secretary
Centerplate
San Diego Convention Center Corporation

VICTOR BAKER

Policy Council Representative
San Diego Gas & Electric

ROBERT CASTAÑEDA

Castañeda Communications

RITA CEPEDA Ed.D.

San Diego Mesa College

VERNON EVANS, CPA, CIA, CMA

San Diego Airport Authority

DANIEL CRUZ GONZALEZ

Retired, City of San Diego

GERRICA GRAY-JOHNSON

San Diego Convention Center Corporation

SHIRLEY JUNIOR

San Diego Mesa College

WALTER LAM

Alliance for African Assistance

DANIEL MUÑOZ

La Prensa San Diego

GIL ONTAI, M.ARCH, APA

Gil Ontai, Architect & Associates, Inc.

HARTWELL "SKIPPER" RAGSDALE III, CFSP

Anderson-Ragsdale Mortuary, Inc.

LESA SMITH

Policy Council Representative

CAROL WILLIAMS, Ph.D

JENNIFER E. WOODS

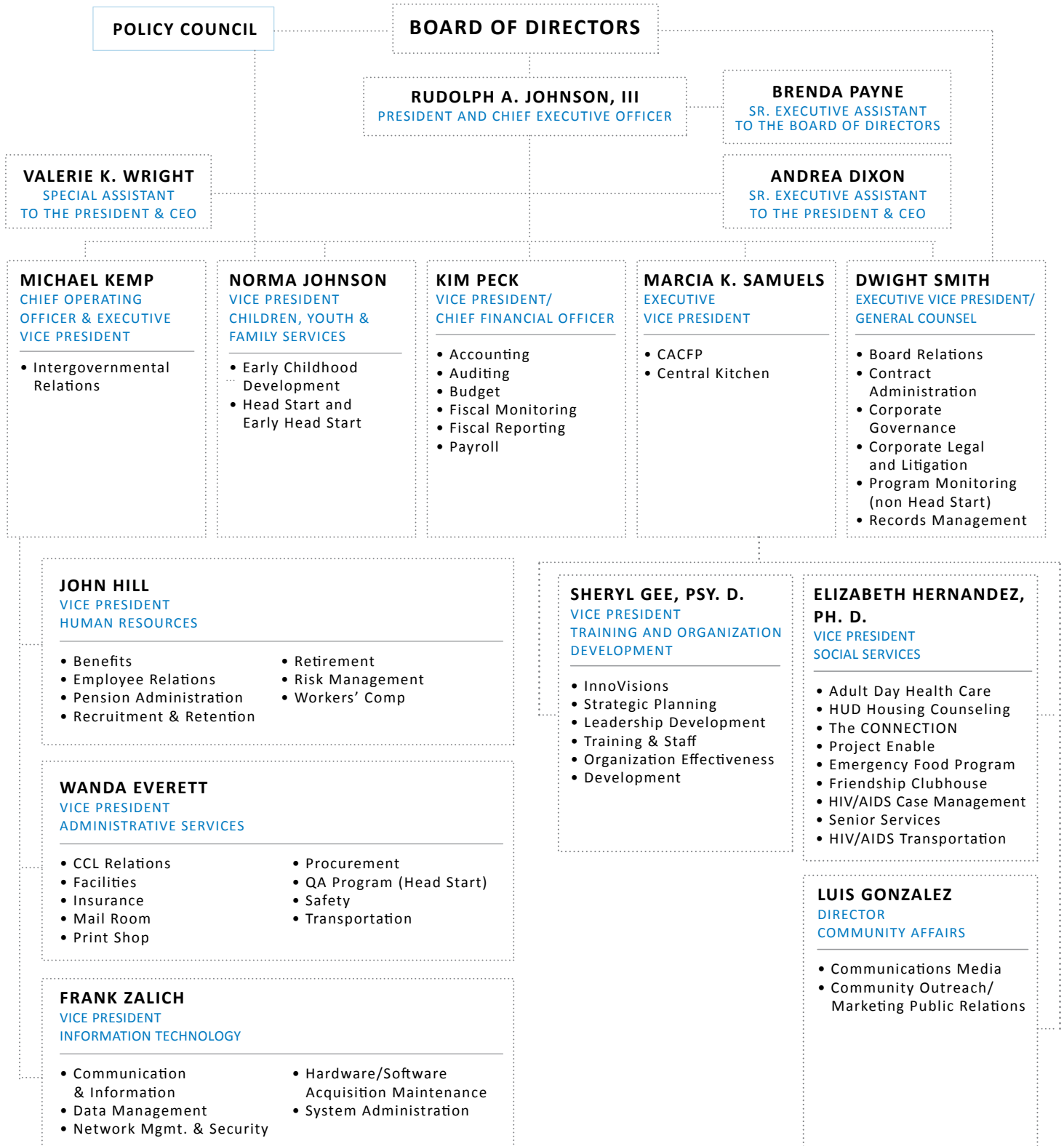
Cardinal Health

PAT ZAHAROPOULOS, ESQ

Retired, U.S. Department of Justice

Senior Staff Organizational Chart

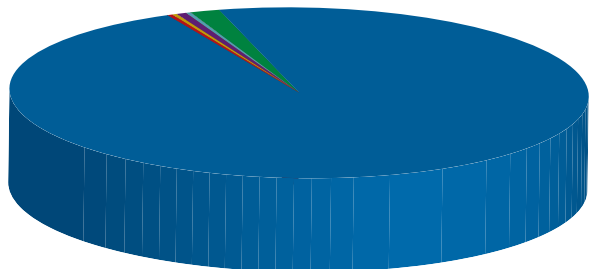
June 30, 2010





Sources of Revenue

SOURCES OF FEDERAL REVENUE

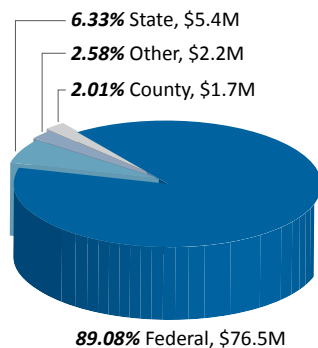


- 96.94% HEAD START
- 1.51% CHILD CARE FOOD PROGRAM
- 0.06% ADULT DAY HEALTH CARE
- 0.27% THE CONNECTION
- 0.01% CHILD DEVELOPMENT PROGRAM
- 0.48% HIV/AIDS CASE MANAGEMENT
- 0.41% HIV/AIDS TRANSPORTATION
- 0.27% SENIOR SERVICE CENTER
- 0.05% HUD HOUSING COUNSELING

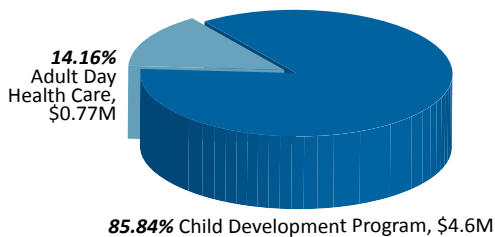
Financial Audit Statement

NHA's financial audit was performed by certified public accounting firm J.H. Cohn, LLP. In the audit, the firm included the following statement: "In our opinion, the 2010 financial statements referred to present fairly, in all material respects, the financial position of Neighborhood House Association as of June 30, 2010 and the changes in its net assets and cash flows for the year ended then, in conformity with accounting principles generally accepted in the United States of America."

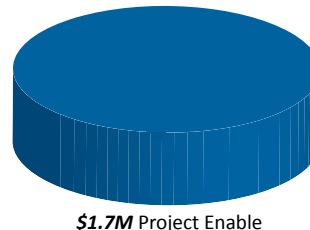
REVENUE BY FUNDING SOURCE



STATE OF CALIFORNIA

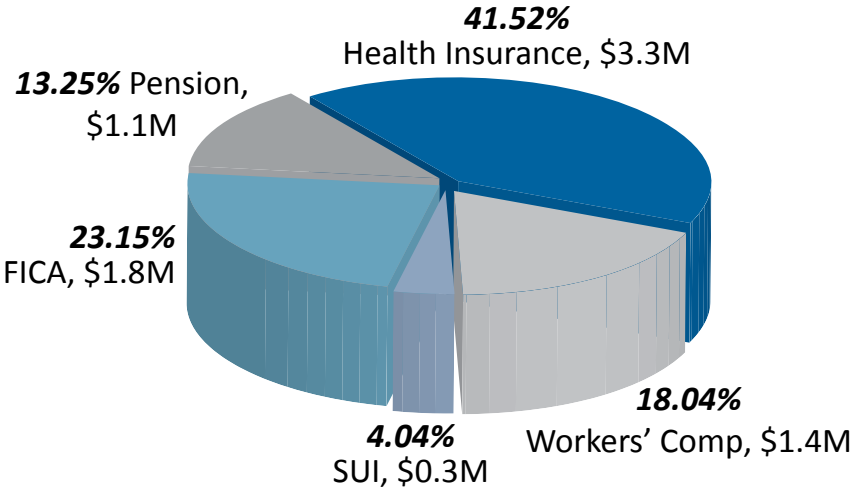


COUNTY OF SAN DIEGO

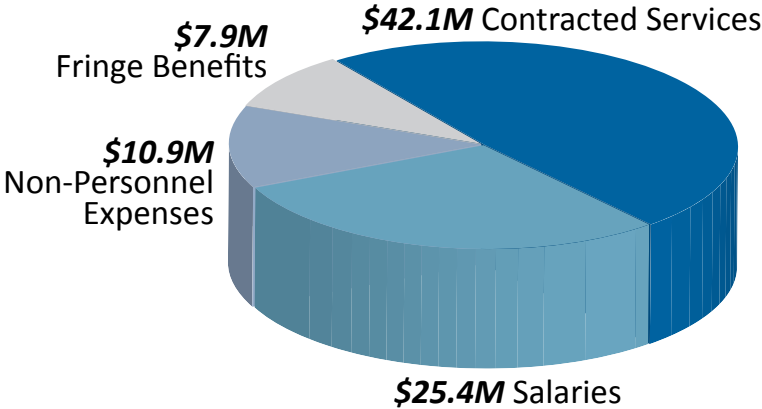


Financial Overview

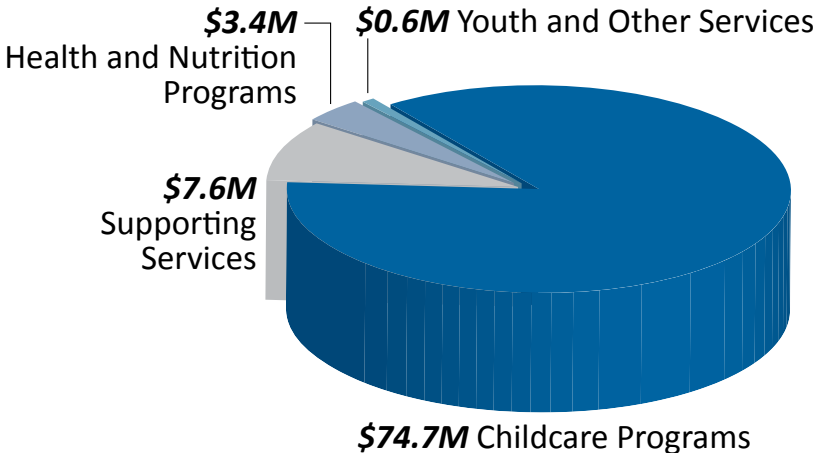
FRINGE / TAX BREAKDOWN



EXPENSES BY CATEGORY



EXPENSES BY PROGRAM



Children, Youth and Family Services

2009 - 2010



HEAD START SUMMARY

Neighborhood House Association's Children, Youth and Family Services department manages the Head Start/Early Head Start and California State Childcare programs. Head Start shares governance and decision-making with NHA's board of directors and the Head Start Parent Policy Council. NHA is the Head Start grantee for San Diego County and administers the Head Start and Early Head Start program with two delegate agencies, Alpha Kappa Alpha (AKA) and the Episcopal Community Services (ECS) agency. Head Start operates on the premise that all children share certain needs and that children from low-income families, in particular, can benefit from a comprehensive developmental program designed to meet those needs. Head Start is family-oriented, comprehensive and community-based, offering support for parents in their work and child-rearing roles, as well as linkages to other service delivery systems.

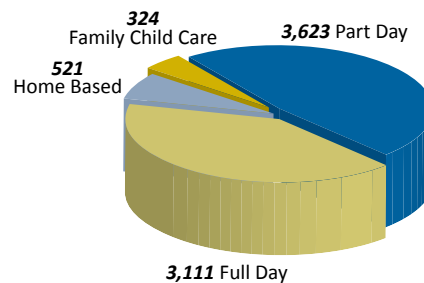
Staffed with more than 600 full-time employees and with locations at more than 100 centers throughout San Diego County, NHA received combined funding of more than \$80 million from both the Department of Health and Human Services Administration for Children and Families and from the California State Department of Education. California State Childcare funds afford the opportunity to extend services and provide full-day programs for parents who are working, in job training or attending school. Funded to provide services to 8,085 children, actual enrollment data reflects more than 9,400 children and their families received services throughout the 2009-2010 program year.

PROGRAM DESCRIPTION

Head Start/Early Head Start is a social service program for families with children 0-5 years of age. NHA provides these families comprehensive services in education, health, nutrition, disabilities, social services and parent involvement. Funding in 2009-2010 was awarded to serve 7,579 3-5 year olds in the Head Start program and 506 infants, toddlers and pregnant women in the Early Head Start program. The graphs below depict actual ages of children enrolled in each program. The average monthly enrollment for the program year was 7,854 in Head Start and 646 in Early Head Start, representing 100 percent of the funded enrollment in both programs.

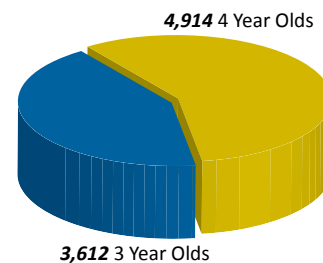
HEAD START PROGRAM MODELS

(Funded Enrollment: 7,579)

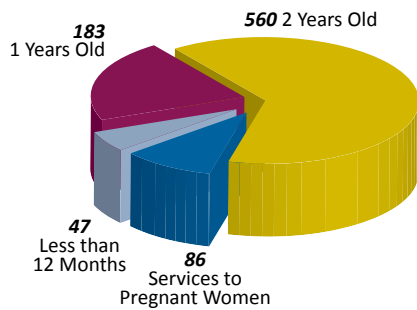


HEAD START CHILD AGE

*Actual Enrollment: 8,526
representing 39% of the eligible population.*

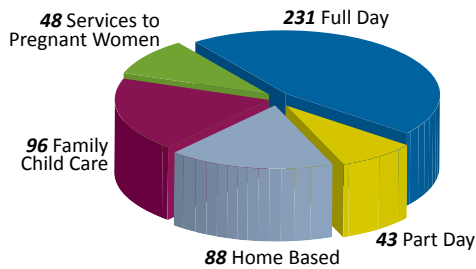


EARLY HEAD START PROGRAM MODELS (Funded Enrollment: 506)



EARLY HEAD START CHILD AGE

Actual Enrollment: 876
representing 4% of the eligible population.



Program models include full-day programs operating more than six hours per day, part-day programs operating less than six hours per day, home-based option that provides services in the child’s family home and Child Care, which provides services through contracted child care providers in a child care setting.

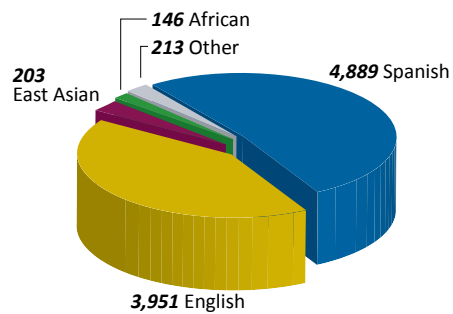


Key Client Demographics: Language and Ethnicity of Actual Enrollment

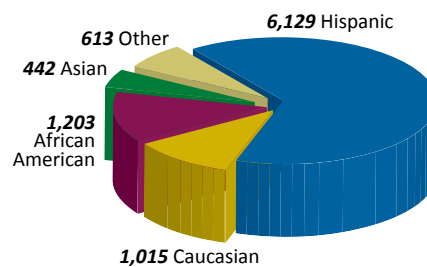
Of the 9,402 children in Head Start and Early Head Start, 52% identified Spanish as their primary language spoken at home. The “Other” category includes Middle Eastern, European, Slavic, Pacific Islander and any other languages not listed here.

PRIMARY LANGUAGE AT HOME

More than half of the families served through Head Start and Early Head Start are of Hispanic origin. The “Other” category includes Native Hawaiian or other Pacific Islander and bi-racial or multi-racial.



CHILDREN’S ETHNICITY HEAD START / EARLY HEAD START



NHA Head Start / Early Head Start 2009-2010 Program Information Report

HEAD START PERFORMANCE INDICATOR	
Children up-to-date on physical exam & CA schedule of age-appropriate preventive and primary health care	100%
Children with up-to-date, or all possible, immunizations	100%
Children completing dental exams	88%
Average class size	16
Average number children per classroom teaching staff	6
Teachers which meet the Head Start degree/credential regulations of October, 2011	98%
Home-based visitors with a certificate or better in Early Childhood Education, Human Development, Child Development or related degree	100%
Over-income enrollment	7%
Head Start children professionally diagnosed as having a disability	11%
Families who received family services	95%
Children who dropped out and did not re-enroll	15%

EARLY HEAD START PERFORMANCE INDICATOR	
Children up-to-date on physical exam & CA schedule of age-appropriate preventive and primary health care	90%
Children with up-to-date, or all possible, immunizations	100%
Average class size	8
Teachers that meet current degree/credential regulations	100%
Over-income enrollment	7%
Early Head Start children professionally diagnosed as having a disability	16%
Families who received family services	98
Children (and pregnant women in EHS) who dropped out and did not re-enroll	18%

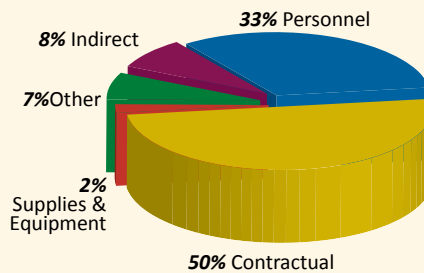




Head Start

The graph below depicts budgetary expenditures of funds including \$69,896,759 of federal funding and \$4,400,000 of state funding. “Contractual” includes professional consultants, two partnering agencies and two delegate agencies.

HEAD START 2009-2010 BUDGET EXPENDITURES



Program Operating Budget

Head Start Federal Funding	\$69,896,759
Early Head Start Federal Funding	\$6,161,793
State Funding	\$4,400,000
Total	\$80,458,552

Proposed Budget

Personnel	\$19,794,059
Fringe	\$6,882,597
Travel	\$24,000
Equipment	\$0
Supplies	\$589,335
Contractual	\$33,793,287
Construction	\$0
Other	\$13,547,448
Indirect	\$5,827,826
Total	\$80,458,552

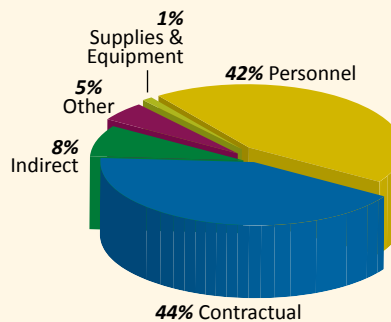
Budget Description

“Supplies” include office, child, family and food supplies. “Other” includes construction/renovation, occupancy, nutrition services, parent services, training and staff development, travel, child service consultants, child liability, insurance, software licenses and publications/advertising and printing.

Early Head Start

The graph below depicts budgetary expenditures of funds of \$6,161,793 for Early Head Start. “Contractual” includes professional consultants, two partnering agencies and one delegate agency.

EARLY HEAD START 2009-2010 BUDGET EXPENDITURES



Kindergarten Readiness and Child Outcomes

Head Start tracks each child's development and, in partnership with the child's parents, sets goals that are appropriate to the child's developmental level. Measures of outcomes are tabulated by Head Start teachers using the State of California Desired Results Developmental Profile (DRDP-R) on all 3 to 5 year old children. Based on child outcomes information, kindergarten bound children who attend NHA Head Start are ready to enter kindergarten.

Summary of 2009-2010 Child Outcomes

CHILDREN AGE 3 TO 5	Fall '09	Spring '10
Children are Personally and Socially Competent	28%	75%
Children are Effective Learners	20%	69%
Children Show Physical and Motor Competence	42%	85%
Children are Safe and Healthy	31%	81%

Parent Involvement Activities

At their child's center, parents plan committee meetings, participate in educational activities such as field trips, create parent bulletin boards, set up parent libraries, create parent newsletters and volunteer for recruitment efforts. As part of promoting father participation in Head Start, Male Involvement representatives are selected from families to spend time in the classroom and engage children in reading and other literacy activities. They also encourage volunteers into the program. In the 2009-2010 year, 10% of NHA Head Start fathers participated in regularly-scheduled activities.

Year Highlights

- Enhanced safety protocols for children.
- The American Recovery and Reinvestment Act of 2009 (ARRA) provided \$4.3 million in economic stimulus money to Head Start, which allowed the program exciting and progressive opportunities, including contracting with trainers and universities to tailor professional development programs for staff and parents, the installation of outdoor enhancements such as shade structures and new playground equipment, and the temporary hire of resource staff such as graduate mental health interns, literacy specialists and a bilingual specialist.
- Professional development trainings and programs:
 - Teachers received customized training on teaching strategies for literacy and math skills, as well as enhanced training on creative curriculum.
 - Family service workers completed credentialed professional development training administered through Cornell University on coaching families to set and reach goals.
 - Mental health staff received content-specific training on how to intervene on the challenging behaviors of children who are at risk of stress and crisis.
 - A training program was developed to support all front-line staff who work with children and families experiencing multiple crisis and risk factors.
 - Parents completed six units of on-site Early Childhood Education training in core curriculum classes to enable them to become long-term substitutes and to set them on an educational track to become teachers.
- The renovation of a Mobile Health Van currently being utilized in the 2010 program year and is staffed by health providers, as part of a partnership with the San Ysidro Health Group. The Mobile Health Van provides physicals and dental screenings to Head Start children at no cost.
- The results of the most recent federal review by the Department of Health and Human Services concluded no adverse findings or concerns. The stellar report was extremely complimentary of services provided to children and families.

Nutrition Services

2009 - 2010



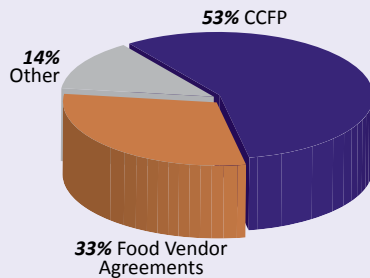
Program Description

Neighborhood House Association's Nutrition Services department produced and delivered over one million meals including breakfast, lunch, snack and supper to 37 locations daily for thousands of Head Start children. Primarily funded by the United States Department of Agriculture's (USDA) Child and Adult Care Food Program (CACFP) and through several food vendor agreements with outside agencies, the department's central kitchen operated on a budget of approximately \$2 million. The team of 13 is led by a registered dietitian, who works closely with the chef to ensure menus and recipes are balanced, nutrient-dense, delicious and meet meal pattern guidelines provided by the Child Care Food Program.

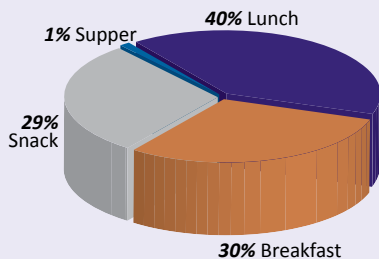
Program Operating Budget

SOURCE	TOTAL REVENUE
CCFP	\$1,155,135
Food Vendor Agreements	\$722,692
Other	\$313,182
Total Operating Budget	\$2,191,009

BREAKDOWN OF REVENUE



TOTAL MEALS PRODUCED



Central Kitchen Expenses '09-'10

CATEGORY	TOTAL EXPENSES	PERCENTAGE
Food & Supplies	\$873,445	40%
Labor	\$572,606	26%
Building Expenses	\$291,137	13%
Indirect Expenses	\$207,787	10%
Operating Expenses	\$178,390	8%
Vehicle Expenses	\$59,452	3%
Total	\$2,182,817	100%

Breakdown of Meals Produced

CATEGORY	TOTAL MEALS PRODUCED
Breakfast	306,325
Lunch	456,322
Snack	291,962
Supper	2,036
Total	1,056,465

Year Highlights

NHA launched a new and innovative menu featuring made-from-scratch meals, using unique recipes that include whole, natural and organic foods. Head Start teachers serve family-style meals and lead engaging conversations with children to help pique their interest in new foods. The menu has also served its purpose for teaching parents about nutrition; children tell their parents about a new favorite food and parents, often surprised by their children's claims, then include the food in meals served in their homes.

On the new menu, refined breakfast cereals gave way to homemade banana muffins and yogurt parfaits made with organic granola, organic yogurt and berries. Fish sticks and processed meats were replaced with salmon salad, pasta primavera, Hawaiian teriyaki chicken, turkey burgers and coconut curried chicken. Snacks such as sweet potato yogurt, roasted corn chowder, fresh fruit salsa and hummus took the place of canned fruit and crackers made with refined flour. Additionally, at least one vegetarian lunch is offered each week.

This is an industry-leading trend towards helping slow the onset of childhood obesity and dispel the myth that children will not eat "healthy" food. Our goal is to provide every child with the largest dose of nutrients in every bite of food. NHA's innovative approach to preschool food service has received acclaim from the local and national media, public policy makers, nutrition experts and the California Head Start Association.

InnoVisions

2009 - 2010



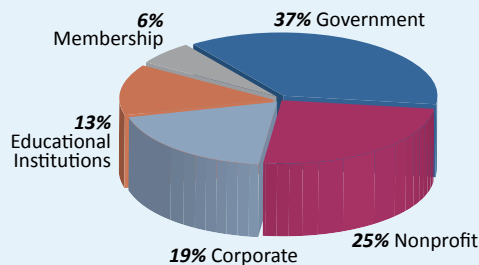
Program Description

InnoVisions was launched in December 2008 as a low-risk social enterprise, designed to leverage the knowledge, skills and abilities of staff. Its fee-for-service structure is designed to support NHA in reaching its goal of diversifying its revenue streams and increasing its ability to fund social service and community programs.

InnoVisions offers an array of leadership, staff and organization development consulting, coaching, training and facilitation services specializing in:

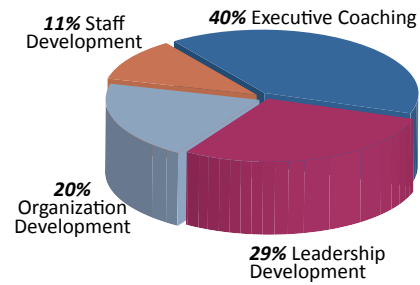
- Leadership Development
- Strategic Planning
- Performance Management
- Team-Building
- Culture Merger Alignment
- Culture Change Initiatives
- Customer Service/Relations
- Conflict Resolution/Mediation
- Inclusion/Cultural Competence
- Personality/Work Style Dynamics
- Retreat and Meeting Facilitation
- Consensus Building Facilitation

TYPES OF ORGANIZATIONS SERVED



SERVICES DELIVERED JULY 2009 - JUN 2010	TYPE OF ORGANIZATION
Strategic Alignment and Sustainability Blueprint Development	Nonprofit Educational Institution • Faith-based
Board Development	Nonprofit
Community Engagement Action Planning Facilitation	Nonprofit
Cultural Competence Workshop Design and Facilitation	Nonprofit
Diversity/Inclusion Leadership Workshop Design and Facilitation	Faith-based • Government • Nationwide Membership Organization for Nonprofit
Executive Coaching	Corporate • Educational Institution Faith-based • Government • Nonprofit
Executive Team Development Workshop Design and Facilitation	Corporate • Nonprofit
Focus Group Guide Design, Facilitation, Data Analysis and Reporting	Government
Leadership Development Academy Design and Facilitation	Faith-based • Government Nonprofit • Statewide Membership Organization for Federally Funded Child Development/Head Start Programs
Leadership Development Workshop Design and/or Facilitation	Corporate • Faith-based • Nationwide Membership Organization for Federally Funded Child Development/Head Start Programs • Nonprofit
Team Building Session Design and Facilitation	Nonprofit • Educational Institution

TYPES OF SERVICES PROVIDED



During its first 18 months of operations, InnoVisions consistently operated in the black, returning positive revenue to NHA. It is anticipated that InnoVisions will expand its offerings to include other lines of service such as nutrition services, information technology, online legal document download products and other back-of-office support services.

After attending the two-day Directors and Managers Leadership Institute facilitated by Dr. Sheryl Gee at the California Head Start Association Conference, I wanted to bring the training back to my agency. Her leadership training exceeded the expectations of attendees. Sheryl's unique ability to keep us laughing, interested in the topic and provide relevant responses to situations and concerns that are common to supervisors made the two days very valuable. In our conversations with each other since the training, we have been able to reference shared information from the training. Participants appreciated the materials that were provided in the workshop and we continue to use them. I would recommend Sheryl to other programs or businesses that are interested in developing their supervisors and managers. We will definitely be bringing her back by popular demand to help us continue to develop our positive leadership and supportive supervision skills.

Mattie Gadsby
 Children's Services Director
 Community Action Commission of
 Santa Barbara County

Social Service Programs

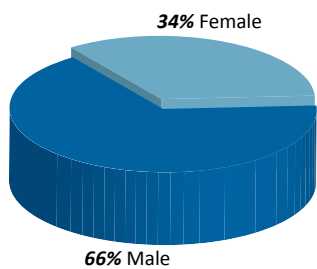
Executive Summary

Neighborhood House Association's (NHA) Social Service programs specialize in HIV/AIDS, Seniors, Mental Health, Adult Day Treatment, Teen Pregnancy Prevention, Housing Counseling and Emergency Services.

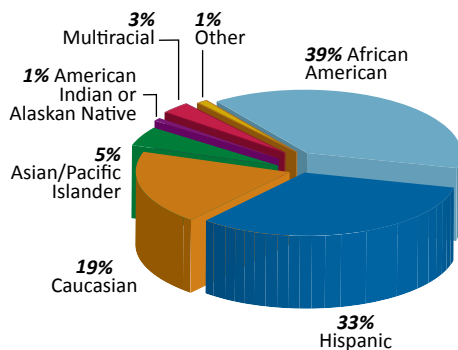
The Social Service Program Team consists of approximately 50 full-time employees who operate eight different programs with a combined budget of more than \$4.5 million. The average

NHA social service program has existed for 23 years, with the newest being the HIV/AIDS Transportation program (seven years) and the oldest being the Housing Counseling program (37 years). Together, the Social Service programs serve more than 13,000 clients a year throughout San Diego County. As demonstrated in the graphs below, the majority of our client population is African American and over a third of our clientele is between the ages of 25 - 60 years old.*

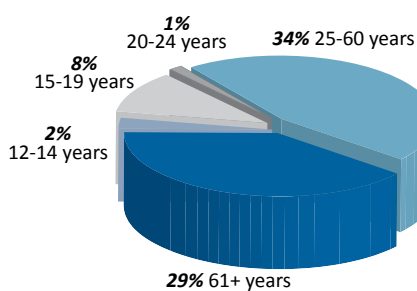
CLIENT GENDER



CLIENT ETHNICITY



CLIENT AGE



*Demographic data does not include client numbers from certain programs.

The Social Service programs partner with various organizations that support key aspects of program operations and are involved in the day-to-day care of our clients. Below is a list of these partnerships:

- Alpha Phi Alpha Fraternity
- Bank of America, Jeri Winberg
- Century-21, Hector Martinez
- Christie's Place
- City of San Diego Park and Recreation Department Therapeutic Recreation Services (TRS)
- Clifford Dover, Attorney
- Consumer Center for Health Education and Advocacy (CCHEA)
- Disability Rights of California
- Educational Cultural Complex – Older Adult Education Program
- Gilead Sciences
- Grossmont College, Certified Occupational Therapist Assistant (COTA) Program
- Hillcrest Pharmacy
- HIV, STD & Hepatitis Branch of Public Health Services North County Health Services
- Job Options
- Legal Aid Society of San Diego
- LensCrafters
- Mom's Pharmacy
- National Alliance for Mentally Ill (NAMI San Diego)
- San Diego Chargers
- North Park Family Health Center
- Ramsell Corporation
- Recovery Innovations of California (RICA)
- San Diego County Fair
- San Diego Food Bank

- San Diego Padres Charity Tickets Program
- San Diego State University, School of Social Work
- San Diego Youth Services
- San Ysidro Health Center
- Stepping Stones
- Steven Kellman, Attorney
- University of California San Diego (UCSD)
- UCSD Mother, Child and Adolescent HIV Program
- UCSD Academic Internship Program
- VA Hospital
- Walgreens
- We Care Debt Relief Center
- YMCA

*any omissions are unintentional



Organizational Chart

MARCIA K. SAMUELS

Executive Vice President

DR. ELIZABETH HERNANDEZ

Vice President, Social Services

ADULT DAY HEALTH CARE CENTER

Jennifer Hurlow-Paonessa

851 S. 35th St. • 619-233-6691

Nursing Care, Physical Therapy, Nutrition, Recreation, Social Services, Transportation

THE CONNECTION

Dr. Willie Lassiter

841 S. 41st St. • 619-263-7761

Teen Pregnancy Prevention & Counseling, Life Skills Training, Male Involvement

EMERGENCY SERVICES

Ralph Jorgenson

841 S. 41st St. • 619-263-7761

Food Distribution and Utility Bill Assistance

HIV/AIDS CASE MANAGEMENT

Elton Stovell

286 Euclid Ave. • 619-266-9400

Treatment, Counseling, Peer Support, Mental Health, Case Management

HIV/AIDS TRANSPORTATION

Mondito Uson

4425 Federal Blvd. • 619-527-1287

Transportation Services

HOUSING COUNSELING

Ellen Brown

841 S. 41st Street • 619-263-7761

Rental Assistance, Landlord/Tenant, Mortgage Delinquency, Foreclosure

PROJECT ENABLE

Evelina Jaime

286 Euclid Ave. • 619-266-2111

Care Coordination, Mental Health Care, Medication Management, Socialization, Friendship Clubhouse

FRIENDSHIP CLUBHOUSE

Ayele Melkie

286 Euclid Ave. • 619-263-6269

Self Help Groups, Independent Living and Social Skills, Peer Support and Advocacy, Vocational Support and Employment Assistance, Recreation.

SENIOR SERVICE CENTER

Jeanette Van

795 S. Boundary St. • 619-263-2108

Nutrition, Fitness, Transportation, Social Activities

41ST ST. SOCIAL SERVICE CENTER

Jean Smith

841 S. 41st Street • 619-263-7761

Head Start, Emergency Services, Special Events Rental

Adult Day Health Care

2009 - 2010



Program Description

The Adult Day Health Care (ADHC) Center was established in 1982, serves the Central San Diego, National City and Spring Valley areas and is funded by fees from private parties, Medi-Cal insurance and a Veterans Administration Contract. With a team of 13.1 full-time employees and eight health-related subcontractors, ADHC provides nursing, psychosocial, nutrition services and occupational and physical therapy activities to adults 18 or older who have physical and/or mental health problems that affect their ability to perform activities of daily living.

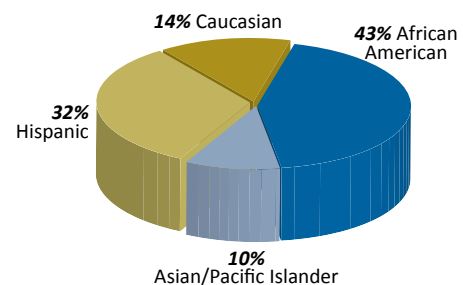


Key Program Targets

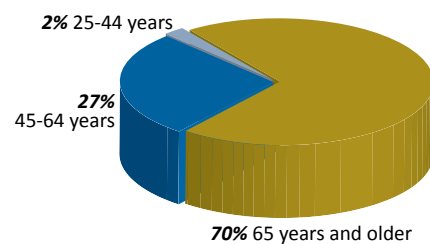
SERVICE FUNCTION	PROGRAM ACTUAL
Service Days	253
Total Meals Offered	11,612
Average Daily Attendance	46
Total Clients Served	96

Key Client Demographics

CLIENT ETHNICITY



CLIENT AGE



Program Operating Budget

REVENUE SOURCES	
Medi-Cal Insurance	\$768,792
Veteran Insurance	\$96,100
Private Insurance	\$30,864
State Food Reimbursement	\$45,689
Other Revenue	\$629
Total Operating Budget	\$942,074



Significant Partnerships/ Collaborations

- **Educational Cultural Complex – Older Adult Education Program:** Provided older adult classes, such as Body Dynamics, Arts and Crafts and Music. These classes were the core activities that made up the center’s recreation program.
- **San Diego State University, School of Social Work:** Social Work interns received experiential learning in the area of social work services and the center benefits by meeting the social work-related needs of its participants.
- **University of California, San Diego, Academic Internship Program:** ADHC was a host site for psychology students who were looking to get some “in the field” experience working with people. The students assisted the Center’s social worker in providing psycho-social services to its participants.
- **Grossmont College, Certified Occupational Therapist Assistant (COTA) Program:** COTA students learned about Occupational Therapy services provided in the ADHC setting. The center’s occupational therapist and therapist assistant received additional help in meeting the occupational therapy goals of its participants.

The Center has also received volunteer support from various organizations, for example:

- August 2009: Lawyers from the National Bar Association spruced up the ADHC grounds by creating garden boxes, painting a mural on the back wall and painting the conference room.
- December 2009: Interns from the Delta Leadership Institute decorated the center for the Holiday season.
- March 2010: Through the Disney “Give a Day, Get a Day” promotion, 16 volunteers cleaned up the center’s outside areas.

Number of Volunteers and Hours for the Year

8 Student Interns	740 hours
2 Center Volunteers	24 hours
20 Lawyers	80 hours
10 Delta Interns	30 hours
16 Disney “Give a Day, Get a Day” Volunteers	64 hours
2 Educational Cultural Complex Teachers	1,134 hours
1 Senior Aide	520 hours
Total # of Volunteer Hours	2,592 hrs
Total # of Volunteers	59 volunteers

Program Outcomes

A satisfaction survey is administered once every six months to caregivers and participants of the ADHC program. Qualitative data from the survey included the following:

- Easy accessibility of staff to help with concerns.
- Caregivers appreciated the progress reports on how their loved one was progressing.
- Caregivers appreciated the ADHC services and felt at ease knowing that their loved one was safely in the program while they were at work.

Year Highlights

- Received medical recertification for the next two years by the State of California, Department of Aging, Adult Day Health Care Branch.
- \$500 donation from Alpha Kappa Psi Fraternity.



**Albertha M.,
ADHC participant, 88 years old**

The NHA ADHC Center has definitely helped me become a more social individual. I have been coming to the program for seven years and I like it a lot. When I was home alone, I would feel more isolated and depressed because there wouldn't be anyone to talk to me and my mind would wander. I love the fact that I can do something that I enjoy here with the new friends that I have made. Working on different crochet craft projects help to stimulate my brain and helps me think more clearly. I love chatting with my new friends over lunch or even a simple game of bingo. I learned that there are many people here at the program that enjoy the same things that I do and I'm glad that I can share my hobby with them.

**Sheila S.
(Daughter of ADHC participant,
Albertha M., participant since 2003)**

My family appreciates the kindness and respect ADHC staff shows our mother. Our mother always has something nice to say about her time at the center. It gives her something to do that is more than what she would be doing at home, PLUS our family gets some respite care. I feel like the center staff is part of our team in taking care of my mother. The center will let us know when there is a health concern and, in turn, we let the center know when there is a change in my mom's health condition. The center is a great support to our family in helping to keep our mom healthy and happy.

The Connection

2009 - 2010



Program Description

The Connection program was established in 1997 and serves the San Diego zip code areas of 92101, 92102, 92113, 92114 and other areas as requested. Funded by the State of California's Office of Family Planning, this teen pregnancy prevention program provides pro-active education to high-risk teens. With a team of two full-time employees and two subcontractors, the program serves teens through in-school curriculum aimed at assisting youth to make responsible decisions relevant to sexual and reproductive behavior. Partnering schools include the Charter Schools of San Diego at Woodman, Park Terrace, Northgate and Nubia Leadership Academy, as well as Health Sciences High and Middle College. Other partnering sites include the YMCA and San Diego Youth Services.

Key Program Target

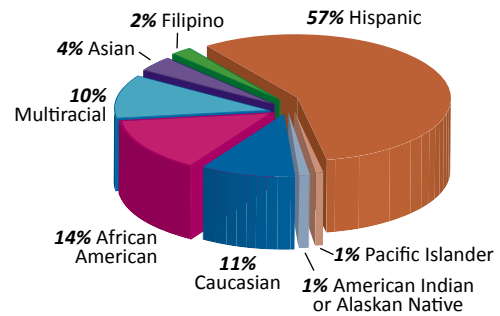
OBJECTIVES	STAGE TARGETS	PROGRAM ACTUAL	OBJECTIVE COMPLETE
Prevention Classes	400	405	101%
Male Involvement Classes	30	38	127%
Life Skills Classes	23	23	100%
Adult Parenting Classes	50	86	172%
Teen Parenting Classes	30	30	100%
Total Clients Served	533	582	120%

Program Operating Budget

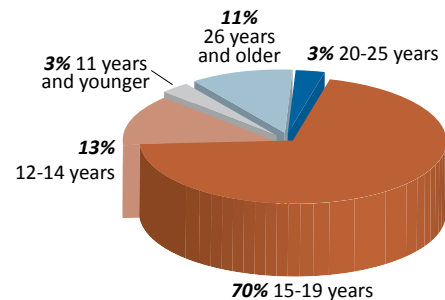
Personnel	\$139,122
Non-Personnel	\$70,878
Total Operating Budget	\$210,000

Key Client Demographics

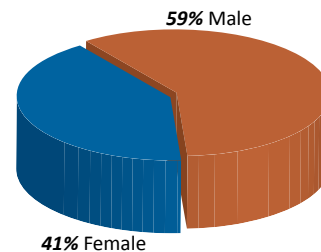
CLIENT ETHNICITY



CLIENT AGE



CLIENT GENDER





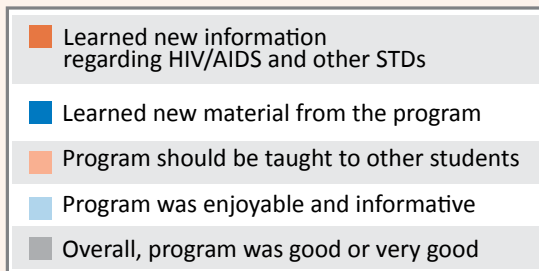
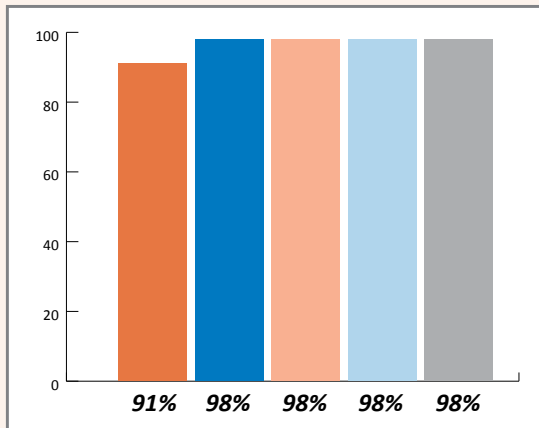
Significant Partnerships/ Collaborations

- San Diego Chargers: Team members spoke to youth at various school sites over the course of the year.
- Alpha Phi Alpha Fraternity: Members of the fraternity worked with the Male Involvement component of the program.
- San Diego Youth Services: Lead the Teen Parenting and Reducing the Risk program components.
- YMCA: Lead the Adult Parenting and Reducing the Risk program components.

Volunteer Hours and/ Donation Information

- Kappa Alpha Psi Fraternity donated 10 bicycles and helmets to Connection youth.
- UCSD Athletics donated three holiday meals to Connection families.
- Alpha Phi Alpha Fraternity provided volunteer support.
- San Diego Chargers team members donated 47 volunteer hours.
- Union Bank donated San Diego Padres tickets.
- Latino Film Festival contributed in-kind service hours to The Connection program.
- Toys from La Maestra Community Health Centers were donated to youth.

Connection Program Participant Satisfaction Survey



Program Outcomes

During Spring 2010, 52 participants from the 16-hour Reducing the Risk class completed the Program Participant Satisfaction Survey. Participants derived from three different school sites in the Central and Southeastern San Diego area: Northgate II Charter School, Park Terrace Charter School and Health Sciences High and Middle College. The majority of the participants were 15-18 years old (88%), female (69%), of Latino/Hispanic descent (69%) and in the 11th grade (56%).

Program Satisfaction: When asked what they like best about the program, students pointed to the quality of information presented in the classes, the candid conversations regarding the topic of sex, the straight-forwardness of the teacher and the usefulness of the brochures and classroom materials that were distributed.

Knowledge Acquisition: When asked what was the most important thing they learned from the program, students noted the information regarding HIV/AIDS and STDs, the importance of using protection, the significance of abstinence and waiting to have sex, as well the value of respecting one's self and others.

Attitude and Behavior Change: When asked what they would do differently after participating in this program, students mentioned the necessity of having better self-awareness and self-control, as well as being more cautious when it comes to sex. They also plan to speak up more regarding these topics, use protection and take better care of themselves and others.

Year Highlights

- Three team members from the San Diego Chargers partnered with The Connection and talked about what it was like to pursue a career in sports. The Chargers stressed the importance of staying in school, making the best of your teenage years, as well as the importance of enjoying youth while you can.
- Courtesy of a donation made by Union Bank, many participants had the opportunity to attend a professional baseball game for the very first time.
- The Male Involvement lessons were well received as the San Diego Chargers, Alpha Phi Alpha Fraternity and The Connection program director shared eight hours of training on how to grow into manhood with dignity and respect.
- The Connection was featured on KPBS Radio's These Days show to speak about teen pregnancy prevention.

Emergency Services

2009 - 2010



Program Description

Emergency Services administers two emergency-based programs to the community: The Emergency Food Program and San Diego Gas & Electric's Neighbor to Neighbor Program. Clients are able to access these services at the Neighborhood House Association's Social Service Center.

Emergency Food Program

The Emergency Food program was established nearly 20 years ago and offers short-term emergency food for those in crisis. The program receives the majority of their food commodities from the San Diego Food Bank (90%). Other commodities come from government programs such as the Emergency Food Assistance program and Federal Emergency Management Agency, as well as private donations. Qualifying clients throughout San Diego County are welcome to receive food, such as bread, canned goods and protein items (such as canned tuna). These free services are available Monday, Wednesday and Friday from 1:30 p.m. - 4:30 p.m.

Neighbor to Neighbor Program

The Neighbor to Neighbor program is operated by San Diego Gas & Electric and administered by NHA. The Neighbor to Neighbor Fund provides assistance of up to \$200 toward a customer's utility bill. The program is open to qualified customers who are experiencing temporary financial hardship and are not eligible for state or federal assistance.

NHA supported 173 families in receiving \$32,670 in utility bill assistance this year.



Key Program Targets

EMERGENCY SERVICES		PROGRAM ACTUAL
Food Distribution	Families Served	2,371
	Individuals Served	8,102
Utility Assistance	Individuals Served	173
Total Clients Served		8,275

HIV/AIDS Case Management and Peer Support Services

2009 - 2010



Program Description

The HIV/AIDS Case Management and Peer Support Services program was established in 1993, serves all of San Diego County and is funded by the San Diego County Ryan White Care Act. With a team of 4.8 fulltime employees, the program provides comprehensive, on-going assistance to individuals living with HIV/AIDS. It aims to help clients maintain and improve health wherever possible, as well as gain access to resources and services that meet their needs. The program consists of case management and peer advocacy.

Key Program Targets

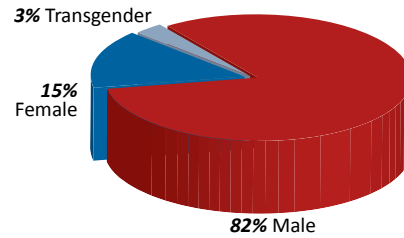
OBJECTIVES	COUNTY TARGETS	PROGRAM ACTUAL	OBJECTIVE COMPLETE
Case Management	100	158	158%
Peer Advocacy	53	101	191%
Total Clients Served	100	158	175%

Program Operating Budget

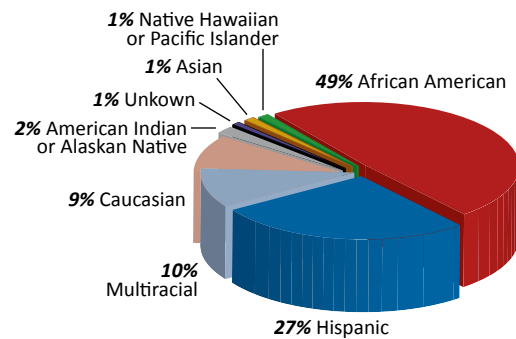
	PROJECTED
Personnel	\$249,437
Non-Personnel	\$93,190
Total Operating Budget	\$342,627

Key Client Demographics

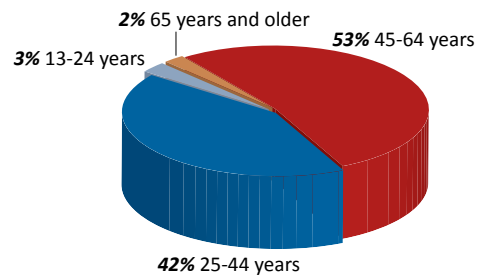
CLIENT GENDER



CLIENT ETHNICITY



CLIENT AGE



Significant Partnerships/ Collaborations

- **Walgreens:** Partnered with NHA in hosting the HIV/AIDS Community Forum in response to President Obama's "Call to Action: Americans Speak About HIV/AIDS".
- **Mom's Pharmacy:** Provided fast medication services for HIV/AIDS program clients.
- **Gilead Sciences:** Provided HIV/AIDS educational trainings, as well as hygiene kits for homeless clients.
- **Hillcrest Pharmacy:** Provided fast medication services for clients, as well as food for clients attending HIV/AIDS trainings.
- **Ramsell Corporation:** Administered the California AIDS Drug Assistance Program (ADAP) which ensured HIV-positive individuals have access to medication.

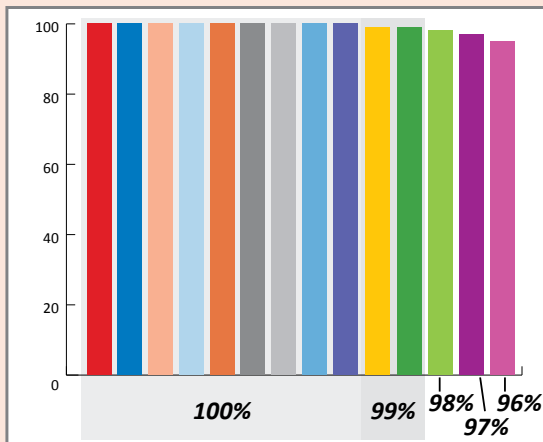


Volunteer Testimonial:

Ted Shu volunteered at NHA's HIV/AIDS Case Management program for three months, in order to prepare for his upcoming volunteer service, where he planned to work with the HIV/AIDS population in South Africa. While with NHA, Mr. Shu was trained in HIV/AIDS outreach, including how to identify and connect with high-risk communities and how to help them find resources for prevention, testing and treatment. Mr. Shu came away from his experience with NHA with a vast knowledge of HIV/AIDS, including the stages of the disease and the opportunistic and endemic illnesses surrounding AIDS. Mr. Shu provided great support to the program and helped provide excellent service to its clients. In all, Mr. Shu volunteered more than 80 hours at NHA's HIV/AIDS program. He left for South Africa in February 2010, where he is now putting into practice what he learned at NHA.



Program Outcomes



- The location of this service is convenient for me
- The hours of service are convenient for me
- Overall the quality of services I receive at this agency is excellent
- My unique needs are met
- My information is kept confidential
- It is easy to schedule an appointment
- I would recommend this agency to others
- I receive accurate, useful and up-to-date information
- I know who to contact with questions, concerns, feedback, etc.
- I feel welcome when I arrive
- I feel at ease with my case manager, case worker or peer advocate
- I can talk freely about difficulties I am having
- I get the client service evaluation easily
- I am treated with respect

Year Highlights

- Continued to receive stellar audit outcomes from the County of San Diego.
- Program staff participated in the San Diego AIDS Walk and raised \$1,100 for this important cause.
- 100% client participation in the Program Participant Satisfaction Survey.
- The Consumer Committee awarded the program director with a certificate for Significant Contribution to the San Diego HIV/AIDS Community.
- A program case manager was nominated for the 2010 County of San Diego Public Health Champion Award.
- Hosted an HIV/AIDS Community Forum in response to President Obama's "Call to Action: Americans Speak About HIV/AIDS."

HIV/AIDS Transportation

2009 - 2010



Program Description

HIV/AIDS Transportation Services was established in 2003, serves all of San Diego County and is funded by the San Diego County Ryan White Care Act. With a team of 4.1 full-time employees, the program provides assisted and unassisted transportation to low-income residents of San Diego County who are affected by HIV/AIDS. Transportation is provided for those without access to a vehicle so that they can take care of life needs, such as doctor appointments. Unassisted services refer to travel vouchers, bus passes and coaster passes that are provided to clients via case management programs.

Key Program Targets

	COUNTY TARGETS	PROGRAM ACTUAL	OBJECTIVE COMPLETE
Bus Coaster Pass	6,697	5,365	80%
Curb to Curb Van Services	975	1,992	204%
Total Clients Served			1,133

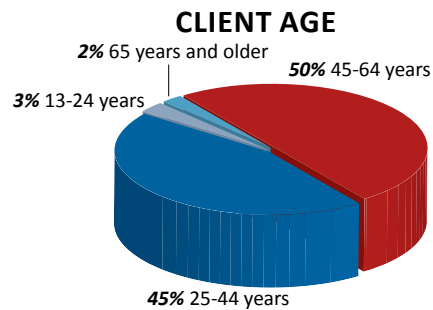
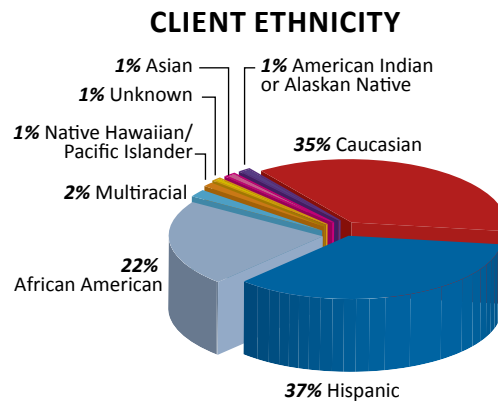
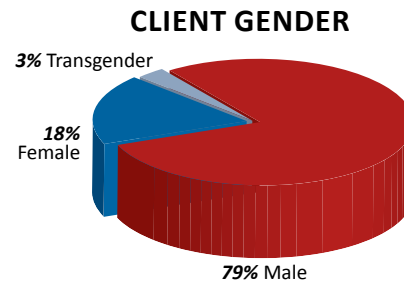
Program Operating Budget

	PROJECTED
Personnel	\$160,636
Non-Personnel	\$240,468
Total Operating Budget	\$401,104

Year Highlights

- The program purchased a new 15-passenger van.

Key Client Demographics



Significant Partnerships/ Collaborations

- VA San Diego Healthcare System
- San Ysidro Health Center
- UCSD Mother, Child and Adolescent HIV Program
- North Park Family Health Center
- North County Health Services
- Stepping Stones Center
- Christie's Place

Housing Counseling

2009 - 2010



**Neighborhood House
Association**

"A neighbor you can count on...since 1914"



Program Description

The Housing and Urban Development (HUD) Approved Housing Counseling program was established in 1973, serves all of San Diego County and is funded by the U.S. Department of Housing and Urban Development. The program offers comprehensive education and counseling to homeowners, renters and landlords. With a team of two full-time employees and volunteers, the Housing Counseling staff provides a variety of one-on-one and group counseling services, including Rental Counseling & Education, First-Time Homebuyer Education Classes, Rental Placement Assistance, Tenant/Landlord Dispute Resolution, Mortgage Delinquency/Default Counseling, Foreclosure Prevention, Reverse Mortgage Counseling and Predatory Lending Counseling.

Key Program Targets

SERVICE OBJECTIVES	HUD TARGETS	PROGRAM ACTUAL	OBJECTIVE COMPLETE
Pre-Purchase	1	33	330%
Community Presentations	3	3	100%
Mortgage Delinquency	61	30	600%
Non-Delinquency Post Purchase	3	9	300%
HECM	5	80	131%
Rental Assistance/ Tenant Landlord	165	411	249%
Total HUD Clients Served	238	581	244%



Other Client Services

Program Operating Budget

Personnel	\$96,454
Non-Personnel	\$15,702
Total Operating Budget	\$112,156

Significant Partnerships & Collaborations

- We Care Debt Relief Center
- Legal Aid Society of San Diego
- Steven Kellman, Attorney
- Bank of America
- Century 21
- Clifford Dover, Attorney

Year Highlights

- Received a grant from Union Bank in the amount of \$10,000 to provide comprehensive housing counseling services.

Project Enable

2009-2010



Client Testimonial:

Connie D.

I have benefited tremendously from participating in NHA's Project Enable program. I have received much help from the Women's Wellness Support group, the nurses and my doctor. This has helped prepare me for a successful transition out of the clinic. I have enrolled in a computer class to develop skills to help me obtain employment in the future. I can truly say, that I am awakening from a long sleep into a new beginning. I have made wonderful connections with the members of my group and am an officer on the program advisory board. Recently, I, and other clients, participated in Project Enable's first wellness graduation. I am proud and grateful for my successes as a client of this great program.

Program Description

Project Enable is a full scope mental health program established in 1982. It serves the central and southeastern regions of San Diego and is funded by the County of San Diego Health and Human Services Agency. The program delivers a wide-array of services to adults 18 years and older with serious and persistent mental illness, including those with co-occurring substance use disorder.

Project Enable provides services via two service components – the Project Enable Bio-Psychosocial Rehabilitation Wellness & Recovery Center and the Friendship Clubhouse.

With a team of 12.6 full-time employees and four consultants, the Project Enable Wellness & Recovery Center, an outpatient mental health program focusing on symptom reduction and stabilization, provides pre-screening, assessment, psychiatric evaluation, medication management, case management, individual and group therapy. Project Enable’s Wellness & Recovery Center accepts Medi-Cal insurance. Those who are not insured are charged an annual fee based on their ability to pay.

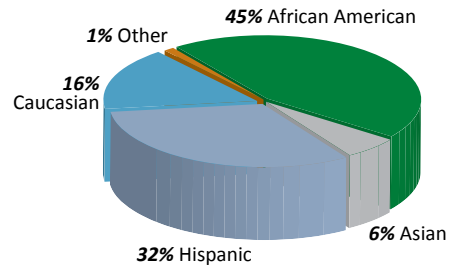
Key Program Targets

SERVICE OBJECTIVES	COUNTY OBJECTIVE	PROGRAM ACTUAL	100% COMPLETE
Adult	499	582	116%
Transition Age Youth	51	40	78%
Total Households Served	550	622	113%

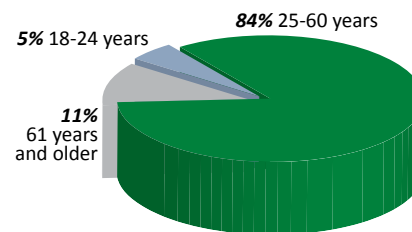
Program Operating Budget

Personnel	\$776,309
Non-Personnel	\$559,957
Total Operating Budget	\$1,336,266

CLIENT ETHNICITY



CLIENT AGE



Year Highlights

- Successful redesign of the entire program into an integrated and multi-disciplinary care coordination system, where the needs of the whole person are addressed, with linkages to community resources and a recovery focus.
- Redesigned the intake process, adding ‘triage’ to provide greater access to clients presenting the highest level of need.
- Recognized by the County of San Diego for initiation of the Integrated Health Project to transition stable clients into community primary care.
- Formed and developed a program advisory board with 51% client membership.
- Held the first wellness client graduation.

Friendship Clubhouse

2009-2010



Jesus F.

I have been a member of Friendship Clubhouse for the past five years. In that time, I have been actively participating in the program activities, in particular the clubhouse's softball league, the 'Go-Getters', for which I am the coach. I am also the elected secretary of the Members' Advisory Group, which collects suggestions from members and works closely with staff to improve the program services. I also like the new computer lab. It will help members who would like to write resumes and look for jobs and apartments. Everyone in the clubhouse is very friendly and helpful. The staff is very kind and hard-working in helping clubhouse members.

Program Description

Friendship Clubhouse is a member-driven rehabilitation and recovery program for adults 18 years and older with severe and persistent mental illnesses, including those with co-occurring substance use disorder. As with Project Enable, the program is funded by the County of San Diego. With a team of 4.5 full-time employees, the program provides a variety of recovery-oriented social, recreational and rehabilitative services based on biopsychosocial rehabilitation principles. Members of the clubhouse choose the way they utilize the clubhouse and participate as full partners in all the clubhouse activities, including the planning of day-to-day activities and development of its policies and procedures.

Key Program Targets

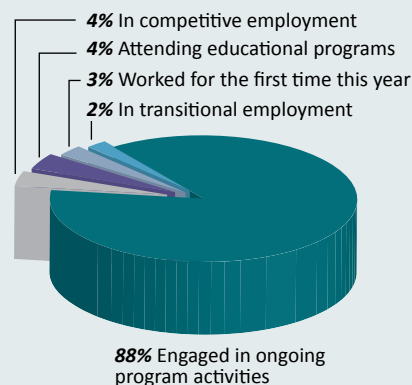
FRIENDSHIP CLUBHOUSE	COUNTY TARGETS	PROGRAM ACTUAL	OBJECTIVE COMPLETE
Total Client Served	166	193	116%

Total Registered Members	521
Average Daily Attendance	22 members

Program Operating Budget

Personnel	\$124,097
Non-Personnel	\$246,783
Total Operating Budget	\$370,880

Program Outcomes



Significant Partnerships/ Collaborations

- Recovery Innovations of California (RICA): This county-contracted program conducts rotating weekly groups at the clubhouse, including Wellness and Empowerment in Life and Living, Wellness and Recovery Action Plan and Medication for Success & Connectedness, as well as a bi-weekly Members' Interest Group.
- University of California San Diego (UCSD): UCSD's Division of Geriatric Psychiatry conducts Functional Adaptation and Skills Training (FAST) and Neurocognitive and Neurologic Mechanism study involving older members with a diagnosis of schizophrenia.
- National Alliance for Mentally Ill (NAMI San Diego): The clubhouse collaborates with NAMI by participating at the annual NAMI Walk and hosting NAMI's Family-to-Family Education and Training program.
- City of San Diego Park and Recreation Department Therapeutic Recreation Services (TRS): As part of the clubhouse's recreational and sports activities, members participate in softball and bowling tournaments sponsored by TRS.

Year Highlights

- The program site has been remodeled to give more space for member activities and room for new staff. Remodeling highlights include:
 - Quiet/comfort room: A quiet/comfort room was created for members who are experiencing distress and may need to rest in a calming environment.
 - Upgraded Computer Lab: The computer lab has been upgraded with 10 new computers, wireless access point for laptops and interactive software for computer literacy, reading and basic math.
- Family-to-Family Education Program: The Clubhouse hosted the National Alliance on Mental Illness' 12 week Family-to-Family education program for families and support persons of individuals with mental illness. 17 families graduated from the 36-hour program.
- Three members participated in a media project, sponsored by the San Diego Media Arts Center, that highlighted their recovery journey and the services they received from the program.
- Staff and members represented the program at 11 resource fairs, multicultural festivals and workshops, where they displayed services and distributed brochures and fact sheets about the clubhouse and other NHA programs.

Senior Service Center

2009-2010



Program Description

The Senior Service Center was established in 1978, serves San Diego zip code areas 92102, 92113, 92114 and 92139 and is funded by the County of San Diego Aging and Independence Services. The program provides daily breakfast and lunch meals to adults 60 years of age and older. With a team of 4 full-time employees and 12 volunteers, the meals are prepared and served on-site. The Senior Service Center also provides a place for seniors to gather, five days a week, to enjoy recreational activities, enrichment classes and field trips. NHA provides transportation for seniors to and from the center and to all field trips. Additionally, the program includes home delivery of meals to homebound seniors in the target service area. The program also provides meals to Paradise Center and Golden Age Senior Apartments.

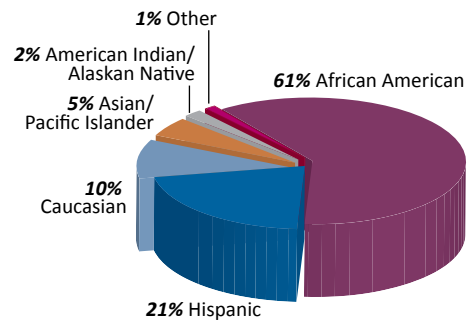
Key Program Targets

	COUNTY TARGETS	PROGRAM ACTUAL	OBJECTIVE COMPLETE
Congregate Meals	14,236	14,951	105%
Homebound Meals	17,464	16,593	95%
Transportation Services	5,867	3,972	68%
Nutrition Education Classes	18	18	100%
Total Congregate Registered Clients		1,063	
Total Homebound Registered Clients		262	

Program Operating Budget

County Reimbursement	\$206,024
Client Contributions/Donations	\$28,590
Foundation Grants/Contributions	\$2,225
Fundraising Gross Revenue	\$1,053
NHA Subsidy	\$160,740
Total Operating Budget	\$398,632

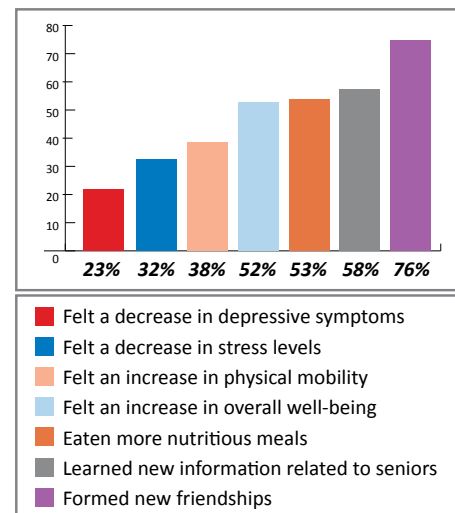
CLIENT ETHNICITY



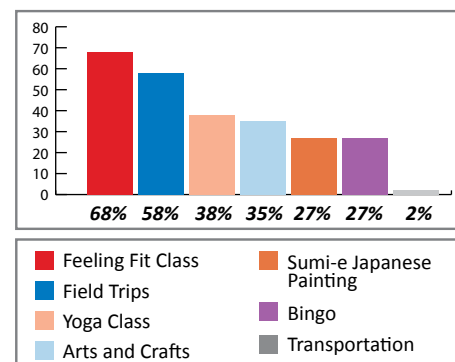
Year Highlights

- Provided training for Community Options and National Indian Council on Aging Seniors that enabled trainees to apply for a food-service license upon completion.

Program Outcomes



Most Popular Classes and Services



NHA Internal Overview



NHA INTERNAL OVERVIEW

The Neighborhood House Association's administrative departments are the backbone of NHA's operations. They provide the support that allows NHA's 11 programs and services to operate effectively and efficiently, to achieve NHA's mission of developing healthy, strong communities in San Diego.

NHA's administration departments operate at our corporate headquarters, centrally located in Kearny Mesa.

We invite you to take a peek at the behind-the-scenes operations of NHA.

Administrative Services



Program Description

Administrative Services manages all NHA facilities, including maintenance and construction of these facilities and all related contracts, as well as management of real property leases, lease payments and landlord relations for the nearly 100 sites that NHA operates. Administrative Services also handles procurement and vendor management, transportation, Head Start quality assurance monitoring, workplace safety training and programs and agency-wide mail handling, processing and delivery.

Year Highlights

- Planned and implemented an agency-wide H1N1 awareness campaign, including dissemination of prevention information to NHA Head Start families, clients, staff and vendors and creation of hand-washing and sanitation stations.
- Completion of various improvements at NHA Head Start sites, utilizing nearly \$4.4 million from the American Reinvestment and Recovery Act (ARRA). This included adding shade structures, turf and play equipment enhancements at 14 sites.

Finance



Program Description

NHA's Finance department is the core of the organization's fiscal infrastructure. The finance department follows procedures designed to provide financial accountability in accordance with generally accepted accounting principals. The department also provides leadership, support and monitoring of all financial transactions within the organization to ensure compliance with federal, state and local regulations. The department creates and implements the guidelines, internal controls and methods to safeguard the financial integrity of the organization.

Year Highlights

- NHA received an Unqualified Financial Audit, with no findings, for the second year in a row, maintaining the agency's "low-risk auditee" status.
- Converted the automated payroll system to an electronic time-keeping one, in conjunction with the Human Resources department.
- Developed a "fixed assets" tracking system.



Human Resources



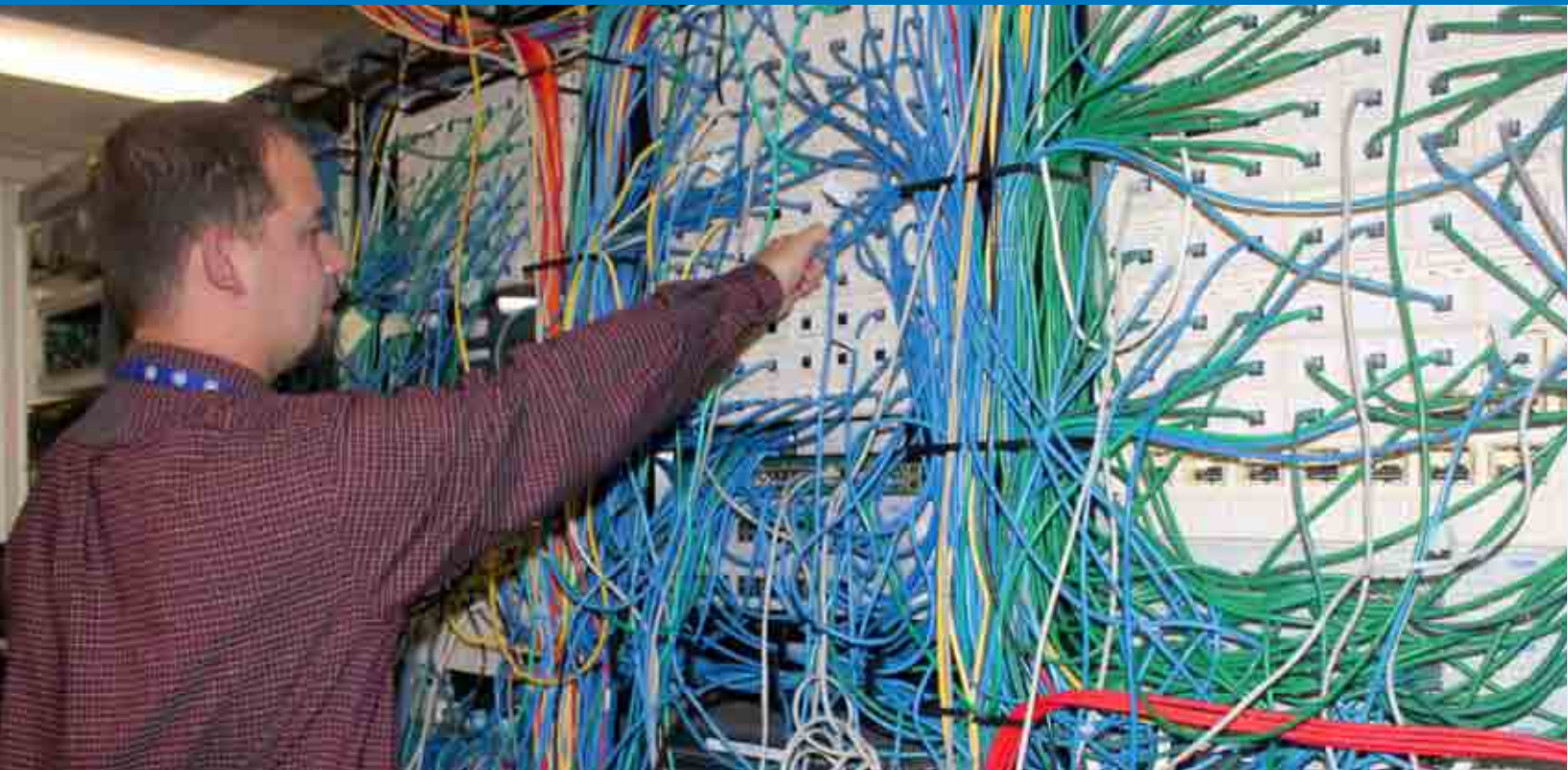
Program Description

Human Resources is responsible for hiring and maintaining a qualified and diverse workforce that is dedicated to delivering service excellence to the community NHA serves. The department provides collaborative services to NHA's more-than-800 employees, including benefits administration, compensation and classification, employee and labor relations, retirement and pension administration, recruitment and retention, workers' compensation and risk management.

Year Highlights

- Negotiated a new Collective Bargaining Agreement with SEIU Local 221, which will remain in effect through June 30, 2013.
- Converted the automated payroll system to an electronic time-keeping one, in conjunction with the Finance department.
- Started a new paperless time-keeping system, in conjunction with the Information Technology and Finance departments.

Information Technology



Program Description

The Information Technology department is responsible for management of NHA's technology architecture, hardware, software, computer processing and application development efforts throughout the agency.

Year Highlights

- Implemented a new online, paperless time-keeping system, in conjunction with the Human Resources and Finance departments, to replace the manual paper time cards.
- Designed, developed, programmed and implemented a new online web-based Health & Safety Tracking system to replace the manual paper process for all NHA Head Start centers.
- Installed DVR security camera technology infrastructure at eight Head Start centers.
- Migrated the host Internet backbone to a new provider and higher bandwidth capacity for all agency Intranet and Internet access and usage.



Legal



Program Description

The Legal Department's primary function is to efficiently and effectively administer the legal affairs of NHA by internally providing professional, timely and useful legal advice and services, including board relations, contract administration, corporate governance, litigation management, program monitoring and records retention.



Year Highlights

- Supported NHA's Going Green Initiative by implementing paperless board of directors and committee meetings by uploading meeting materials to a secured web-based portal prior to the meeting and displaying information on personal monitors during meetings.
- Automated the reporting process for suspected improper activities and policy violations.
- Updated the Employee Handbook, in conjunction with the Human Resources department, to reflect changes in California labor laws, requirements of various program funding sources and to provide additional benefits for employees facing an emergency crises related to an unexpected housing or health-related matter.
- Implemented, created and distributed a periodic employee newsletter to focus on current legal topics, help employees find legal resources and aid employees in better understanding NHA's Corporate Policies and Procedures.

Training and Organization Development



Program Description

Training and Organization Development plays a key role in facilitating organizational change efforts and implementing learning and growth initiatives that align with NHA's vision of empowerment, service and excellence. The department facilitates and administers such agency-wide efforts as NHA's employee engagement Lift, Learn, Serve commitment and Service Excellence reward and recognition programs. Additionally, they are also responsible for developing curriculum and facilitating NHA's Leadership Academy, I.C.A.R.E. Academy for customer service and other agency-wide leadership and employee development trainings, such as cultural competence, team-building, conflict resolution, performance coaching and communication.



Year Highlights

- Delivered nearly 200 training sessions to NHA, its delegate agencies and subcontractors, leveraging the talent pool of in-house and external trainers and subject matter professionals.
- Performed 674 mentor site visits for 175 classroom staff and 186 mentoring contacts for family services staff pursuing their Family Development Credential.
- Coordinated and co-facilitated training and credentialing of 110 family services staff in the Family Development Credential from Cornell University.
- Facilitated 49 supervisors and high-potential employees in completion of NHA's Leadership Academy.
- One hundred percent of responses received from participants of NHA's Leadership Academy, rated the Academy experience as highly valued and likely to make a positive difference in their work performance.

Major Donors and Community Partners

NHA depends on the commitment of dedicated San Diego organizations and individuals to help us fulfill our mission of creating stronger families and stronger communities. We would like to thank the following community partners for their support:

Platinum Donors

\$25,000+



PRICE CHARITIES



**WELLS
FARGO**

Gold Donors

\$10,000+



Silver Donors

\$5,000+

- DMC Sports Marketing
- MADCAPS
- National Philanthropic Trust
- Purple Mountain Management
- San Diego Convention Center/Centerplate
- San Diego Gas & Electric
- San Diego Office Interiors
- Signa Digital Solutions, Inc.
- St. Paul's Retirement Homes Foundation

\$3,000 - Under

- Stater Brothers Charities
- The Charles & Randi Wax Fund of the Jewish Community Foundation/Waxie Sanitary Supply
- United HealthCare Services
- Vibra Bank
- Marcia K. Samuels

\$1,500 - Under

- Delta Dental
- Mathematical Policy Research
- Sporthings and More
- Victor Baker
- Paul Hering

*any omissions are unintentional

Major Donors and Community Partners

\$500 - Under

Bayview Baptist Church of San Diego
 Delta Sigma Theta Sorority
 Learning is an Adventure
 Senior Service Center Participants
 Sigma Pi Phi Fraternity
 Conley Broome
 Judy Brennen
 Marcia Brinkman Abbot
 Julie Chapman
 Daniel Cruz Gonzales
 James Cunningham
 Vernon Evans
 Wanda Everett
 Dale Garzow
 Gerrica Gray-Johnson
 Paul Hering
 Lorraine Johnson
 Norma Johnson
 Rudolph A. Johnson, III
 Shirley Junior
 Michael Kemp
 Bruce A. McPherson
 Susan Muller
 Nancy Murgillo
 David Pelton
 Marc & Judith Schuckit
 Michael & Maria Smith
 W. Harold Tuck
 James Van Buren
 Carol Williams
 Michelle Youngers
 Frank Zalich

Community Partners

211 San Diego
 Access to Independence
 Alcott Infant Program
 Alpha Kappa Alpha
 Alpha Phi Alpha Fraternity
 American Red Cross
 Arc of San Diego
 Astra Zeneca
 Bank of America, Jeri Winberg
 Bayside Community Center
 Black Nurse Association
 Breaking Down Barriers/ Mental Health
 America San Diego
 Bristol Myers
 Center for Community Solutions
 Center for Social Advocacy
 Century-21, Hector Martinez
 Childhood Lead Poisoning & Prevention Program
 Children of the Rainbow, Inc.
 Children's Primary Care – Euclid
 Christie's Place
 City of San Diego Park and Recreation Department
 Therapeutic Recreation Services (TRS)
 Clifford Dover, Attorney
 Clinica Medica
 Community Housing Works
 Consumer Center for Health Education and
 Advocacy (CCHCA)
 County Office of San Diego Health & Human
 Services
 Crawford Community Connection
 Del Mar Fairgrounds
 Disability Rights of California
 DSEP/PCC Community Collaborative
 Educational Cultural Complex
 Eli Lilly
 Episcopal Community Services
 Exceptional Family Resource Center
 Family Foundation San Diego Program
 Family Health Centers
 Feeding America – San Diego
 Feeling Fit Club

Major Donors and Community Partners

Community Partners

First 5 – Health & Developmental Services

Forest & Merck

Gilead Sciences

Grossmont College, Certified Occupational
Therapist Assistant (COTA) Program

Hillcrest Pharmacy

HIV, STD & Hepatitis Branch of Public Health
Services North County Health Services

IDA – Infant Development Association of CA

International Rescue Committee

Janssen

Jewish Family Services

Job Options

La Leche League

Lakeshore

Legal Aid Society of San Diego

LensCrafters

Lindsay Community School

Mid City Community Action Network (CAN)

Mom to Madre

Mom's Pharmacy

National Alliance for Mentally Ill
(NAMI San Diego)

National Indian Council on Aging

National School District

NFL San Diego Charger Football Players

North Park Family Health Center

Operation Samahan Clinic

Pfizer

Planned Parenthood of San Diego
and Riverside Counties

Price Charities

Ramsell Corporation

Recovery Innovations of California (RICA)

San Diego Chapter Buffalo Soldiers

San Diego City Schools Alcott Infant Program

San Diego County Breastfeeding Coalition

San Diego County Fair

San Diego County Family Support Network

San Diego County Immunization Branch

San Diego County, Childhood Obesity Initiative

San Diego Food Bank

San Diego Hunger Coalition

San Diego Padres Charity Tickets Program

San Diego Regional Center

San Diego Southeastern Police Department

San Diego State Foundation

San Diego State University

San Diego Unified School District

San Diego Youth Services

San Ysidro Health Center

SAY San Diego – Insuring Healthy Families

SD KHAN – San Diego Kids Health
Assurance Network

SDSU Academy for Professional Excellence
Behavioral Health Education & Training Academy

Senior Community Service Employment Program -
Employment & Community Options

Share the Care Dental

Southeast Coalition

Stepping Stones

Steven Kellman, Attorney

Supervalu

The Chicano Federation of San Diego County, Inc.

UCSD Cooperative Extension

UCSD Division of Geriatric Psychiatry Advanced
Center for Interventions and Services Research

UCSD Shiley Eye Mobile

UCSD-Mother Child Adolescents

United Education Institute

University of California San Diego (UCSD)

University of California, San Diego, Academic
Internship Program

VA Hospital

Walgreens

We Care Debt Relief Center

West Ed – PITC partners (Grossmont
Community College)

Words Alive

YMCA

YMCA Childcare Resource Service– Health Line

YMCA Kinship Navigator Program

Youthworks

*any omissions are unintentional

NHA in the Community







Become Part of the Legacy

Are you an exceptional individual with a passion for serving others? For information on how you can help NHA help our San Diego neighbors in need, in the following ways, please contact communityaffairs@neighborhoodhouse.org

Volunteer Opportunities

.....
Donate your time and talents to NHA

Partnership Opportunities

.....
We are always looking for ways to work with a company or organization that is interested in creating a community partnership with NHA





**Neighborhood House
Association**

"A neighbor you can count on...since 1914"

5660 Copley Drive
San Diego, CA 92111
858-715-2642

www.neighborhoodhouse.org
