



ANNUALREPORT

FISCAL YEAR 2012|2013

NEIGHBORHOODHOUSEASSOCIATION

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

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MISSIONVISIONVALUES

OUR MISSION

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

OUR VISION

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

OUR VALUES

Integrity | Service | Excellence | Employees

LETTER FROM NHA

Neighborhood House Association (NHA) enters its 99th year of serving the community with a committed approach to improving the quality of life for those underserved. This past year, NHA provide services to over 24,000 families through a network of 12 vital community programs at over 120 locations. In 2012, NHA was proud to continue its innovative approach to enhance program services and ensure its commitment to empowerment, education and wellness of our communities. With over 700 team members and the support of volunteers, donors and sponsors, NHA remains a vital force in helping our communities.

This past year NHA begins to gear up for its 100 year anniversary celebration. Since 1914 NHA has been at the forefront of helping those that are most in need and improving the quality of life for our communities. Despite the challenges faced throughout its 99 year service legacy, NHA continues to offer a wide array of services and programs that remained focused on the principles of education, empowerment and wellness.

Through its efforts, NHA continues being a catalyst for the regional economy generating an economic impact of approximately \$196

million a year and providing procurement opportunities for several local businesses. NHA again demonstrated its financial responsibility by completing another successful and clean annual single audit without any major findings. The financial viability, transparency and responsibility of NHA's financial management are testaments to NHA's commitment to excellence.

For nearly a hundred years, NHA has been a cornerstone in the San Diego community and has changed the lives of countless families. NHA is constantly looking towards a brighter future and is committed to serving and enhancing the lives of others. However, our goals cannot be achieved without the help and support of various sponsors, partners and donors who believe in the mission of this organization. NHA would like to recognize the 2012-2013 Platinum Sponsors, Barney & Barney LLC, Union Bank of California, Sysco Food Services, Inc. and Zenith Insurance for their unwavering support.

NHA continues its legacy by adapting 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."



VICTOR BAKER

2012-2013 1st Vice Chair, Board of Directors
2013-2014 Chair, Board of Directors



RUDOLPH A. JOHNSON, III

President and CEO

BOARD OF DIRECTORS

VICTOR BAKER Chair | San Diego Gas & Electric

BILL HARDT Vice Chair | Bridges Destination Management, Inc.

VERNON EVANS, CPA, CIA, CMA Treasurer | San Diego Airport Authority

PAT ZAHAROPOULOS, ESQ Secretary | Retired, U.S. Department of Justice

LAUREN ABRAMS Abrams Consulting

FELICIA BAKER Wells Fargo

RUBEN BARRALES GROW Elect

JEFFREY D. CARR, SR., ED.D Point Loma Nazarene University

RANDY FRISCH, ESQ National University

THERESA HUDGINS Policy Council Parent Rep

SHIRLEY JUNIOR Retired, San Diego Community College District

WALTER LAM Alliance for African Assistance

DORIANNE MORMANN Centerplate, San Diego Convention Center

DANIEL MUÑOZ La Prensa San Diego

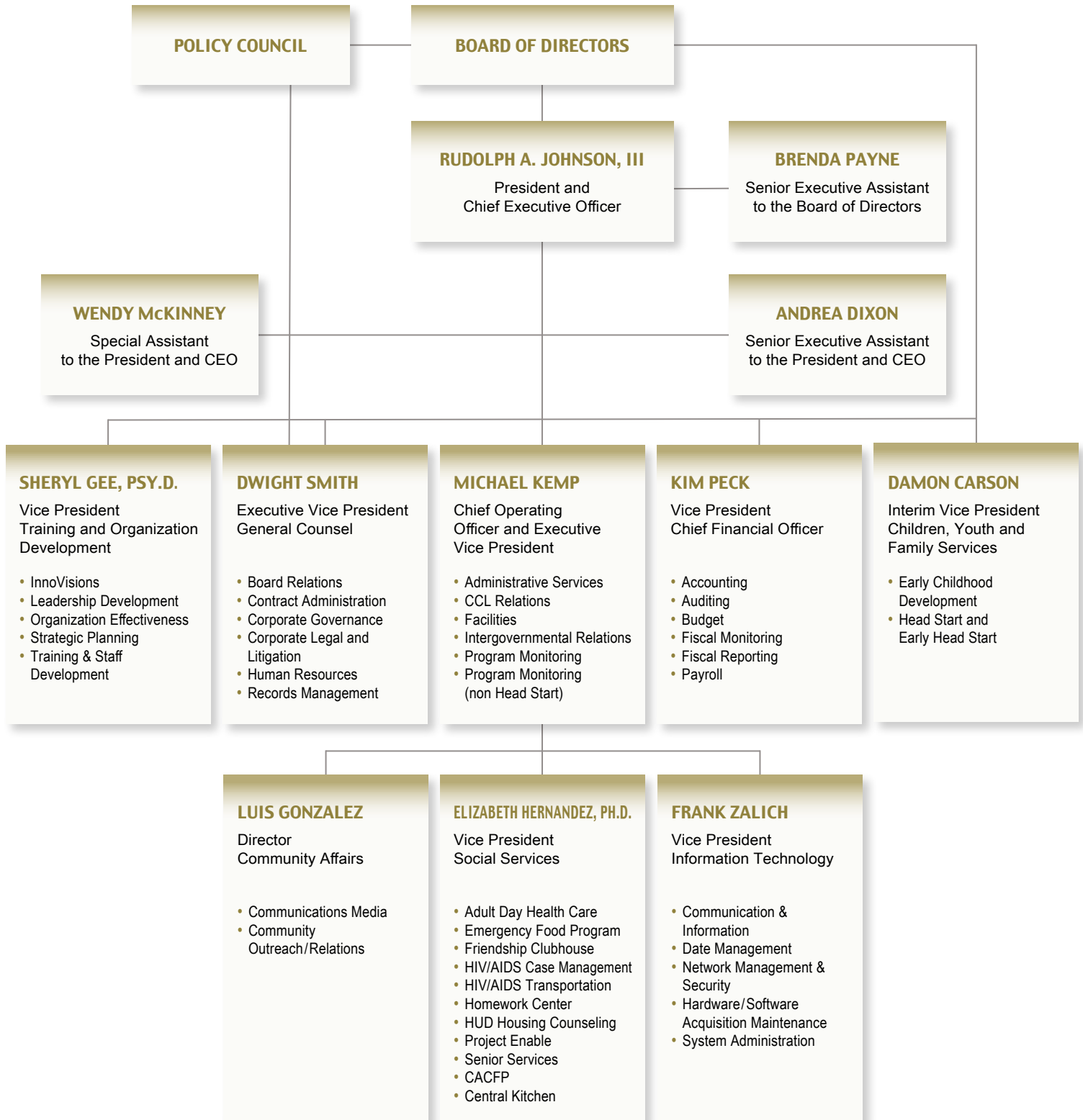
VANESSA NELSON Plant Lovers Delight

SHARON LEE RHODES, PH.D San Diego Community College District

ANDREA WALDRON American Red Cross

JUDITH WENKER, ESQ Retired, Environmental Law

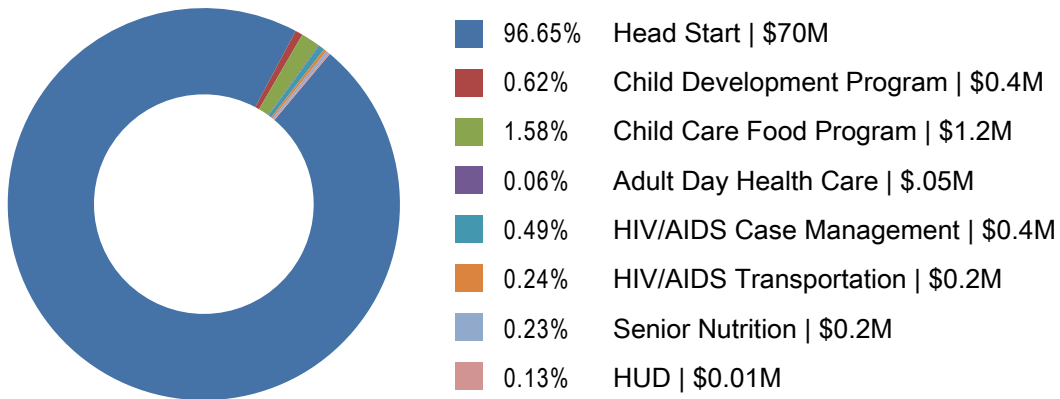
ORGANIZATIONAL CHART



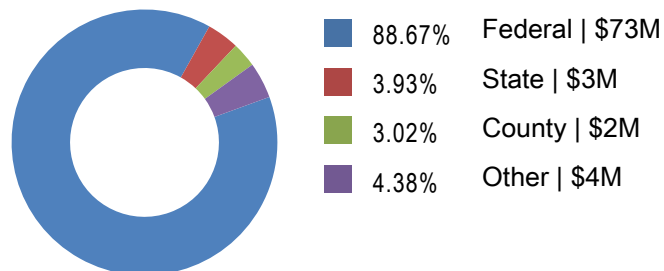
* July 1, 2013

SOURCES OF INCOME

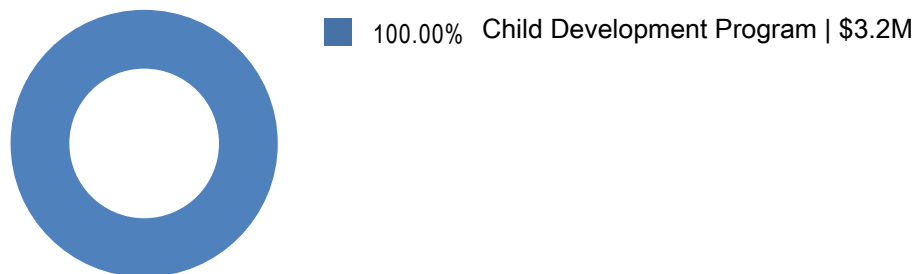
SOURCE OF FEDERAL REVENUE



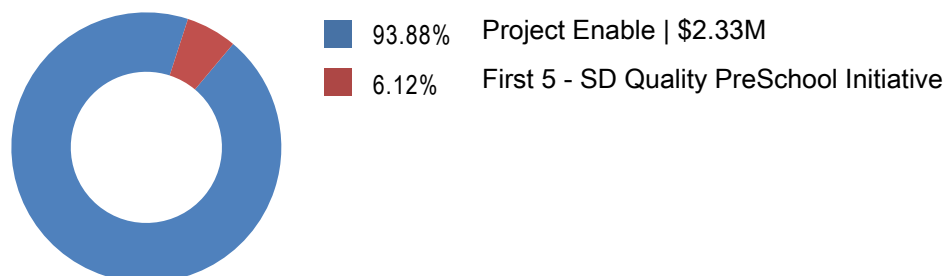
REVENUE BY FUNDING SOURCE



STATE OF CALIFORNIA

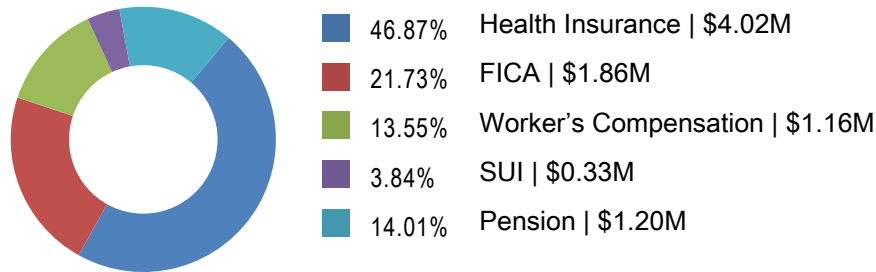


COUNTY OF SAN DIEGO

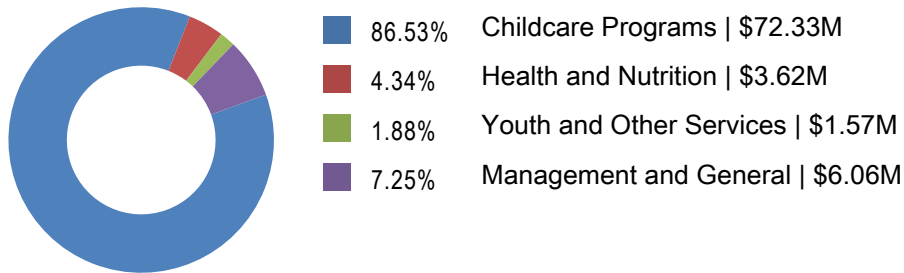


FINANCIAL OVERVIEW

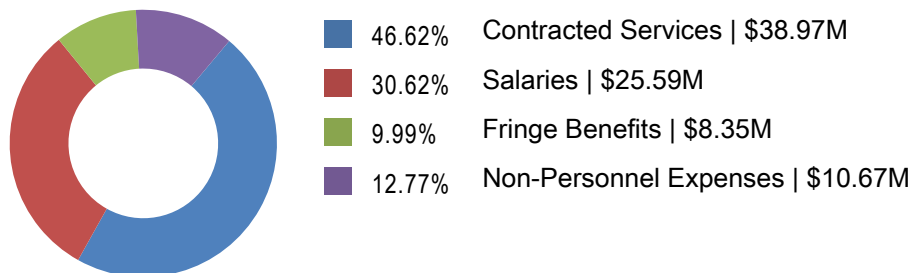
FRINGE/TAX BREAKDOWN



EXPENSES BY PROGRAM



EXPENSES BY CATEGORY



FINANCIAL AUDIT STATEMENT

NHA's financial audit was performed by certified public accounting firm CohnReznick. In the audit, the firm included the following statement: "In our opinion, the 2013 statements referred to present fairly, in all material respects, the financial position of Neighborhood House Association as of June 30, 2013 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."

CHILDREN, YOUTH AND FAMILY SERVICES



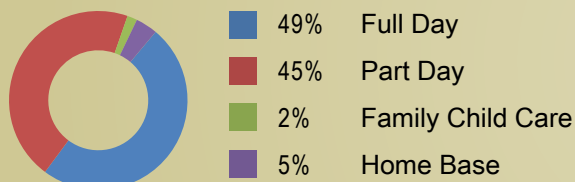
HEAD START SUMMARY

NHA's Children, Youth and Family Services (CYFS) department manages the Head Start/Early Head Start and California State Childcare programs. Head Start shares governance and decision-making with the NHA 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 is based on the premise that all children share certain needs and 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.

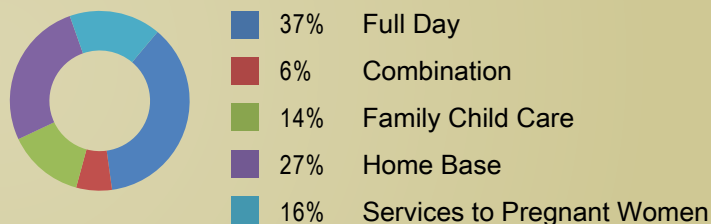
Staffed with more than 1,000 full-time employees and with locations at more than 100 centers throughout San Diego County, NHA received combined funding of more than \$80 million from the Department of Health and Human Services Administration for Children and Families, the California Department of Education, and the San Diego County Office of Education. Additional 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 2012-2013 program year.

PROGRAM MODELS

Head Start



Early Head Start



PROGRAM DESCRIPTION

Head Start/Early Head Start is a social service program for families with newborns to children five years of age. NHA provides families with comprehensive early education services in education, health, nutrition, disabilities, mental health and parent involvement opportunities. Funding in 2012-2013 was awarded to serve 7,579 three to five-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/pregnant women enrolled in each program. The average monthly enrollment for the program year was 7,692 in Head Start and 524 in Early Head Start, representing 100 percent of the funded enrollment in both programs.

PROGRAM HIGHLIGHTS FOR THE YEAR

Received “first ever” 5 year non-competitive grant award from ACF with the determination that NHA Head Start is a high quality program.

Increased the revenue of the State Preschool Contract by \$112,000.

Lead the successful expansion of the Quality Preschool Initiative by \$150,000 within the first 6 months of operation.

For the third consecutive year, demonstrated increases in School Readiness scores for 4 year olds within the Head Start program.

Conducted a Male Involvement Webinar for Teaching Strategies

Provided Male Involvement training to CDI, Orange County, and Riverside Head Start parents and staff.

Partnered with the San Diego Zoo to create and continue “Little Green Thumbs,” a pilot program to educate Head Start children and families about nutrition and healthy eating using live animal ambassadors.

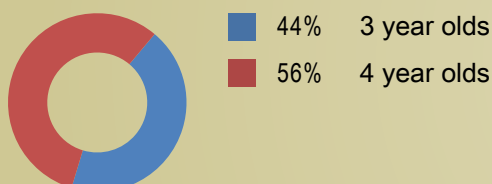
Partnered with Riverside County Office of Education and Orange County Head Start to launch a Family Engagement Conference for 500 participants.

Launched the First Annual Let’s Move Head Start Olympics with 500 children and family members participating.

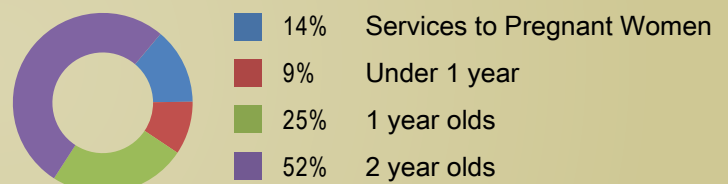
Vice President of Children, Youth and Family Services elected as the Vice President of the Region 9 Head Start Association which is inclusive of California, Arizona, Nevada Hawaii and the Outer Pacific.

ACTUAL AGES OF CHILDREN ENROLLED

Head Start



Early Head Start



PROGRAM BUDGET

OPERATING BUDGET	
Head Start Federal Funding	\$65,402,312
Early Head Start Federal Funding	\$5,848,900
State Funding	\$3,963,155
Quality Preschool Initiative	178,804
TOTAL	\$75,393,171
PROPOSED BUDGET	
Personnel	\$20,295,253
Fringe	\$7,391,534
Travel	\$52,523
Equipment	\$18,000
Supplies	\$863,005
Contractual	\$37,299,211
Other	\$4,502,433
Indirect	\$4,971,212
TOTAL	\$75,393,171

"Supplies" include office, child, and miscellaneous 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.

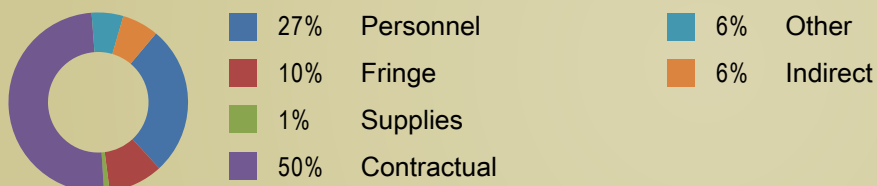
BUDGET EXPENDITURES

HEAD START – The graph below depicts budgetary expenditures of funds including \$65,402,312 of federal funding and \$3,447,945 of state funding. "Contractual" includes professional consultants, four sub recipient agencies and two delegate agencies.

EARLY HEAD START – The graph below depicts budgetary expenditures of funds including \$5,848,900 of federal funding and \$515,210 of state funding for children ages zero to 3. "Contractual" includes professional consultants, two sub recipient agencies and one delegate agency.

2012–2013 BUDGET EXPENDITURES

Head Start and Early Head Start



NHA HEAD START 2012–2013

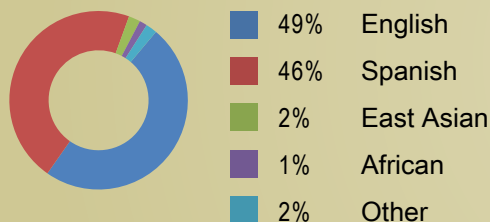
HEAD START PIR PERFORMANCE INDICATORS	
Children up-to-date on Physical Exams and CA Schedule of age-appropriate preventive and primary health care	100%
Children with up-to-date, or all possible immunizations	100%
Children completing dental exams	90%
Teachers who meet current Head Start degree/credential regulations as of September 2013	98%
Over-income enrollment	8%
Head Start children professionally diagnosed as having a disability	8%
Families who received family services	100%
Children who dropped out and did not re-enroll	16%

NHA EARLY HEAD START 2012–2013

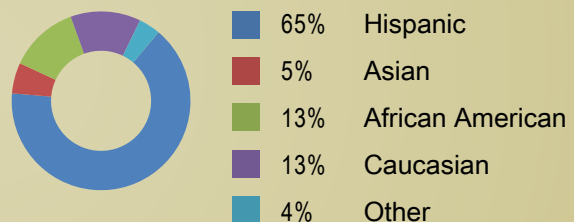
EARLY HEAD START PIR PERFORMANCE INDICATORS	
Children up-to-date on Physical Exams and CA Schedule of age-appropriate preventive and primary health care	94%
Children with up-to-date, or all possible immunizations	97%
Teachers who meet current Head Start degree/credential regulations as of September 2013	100%
Over-income enrollment	5%
Head Start children professionally diagnosed as having a disability	16%
Families who received family services	100%
Children who dropped out and did not re-enroll	25%

LANGUAGE AND ETHNICITY OF ACTUAL ENROLLMENT

Language



Ethnicity



SCHOOL 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 2010) on all children from birth to five years of age. Based on child outcome information, children who attend NHA Head Start are ready to enter kindergarten.

SUMMARY OF 2012-2013 HEAD START OUTCOMES STATE DESIRED RESULTS

The State of California Desired Results on child outcomes displays significant gains for NHA preschool children.

CHILDREN 3 TO 5 YEARS OF AGE	Fall '12	Spring '13
Children are personally and socially competent	34%	84%
Children are effective learners	27%	76%
Children show physical and motor competence	50%	91%
Children are safe and healthy	40%	87%

SUMMARY OF 2012-2013 EARLY HEAD START OUTCOMES USING STATE MEASURES

Child outcomes information for infants and toddlers based on teacher ratings show an increase in developmental levels.

INFANT/TODDLER BIRTH TO 3 YEARS OF AGE	Fall '12	Spring '13
Infants & toddlers are personally and socially competent	36%	82%
Infants & toddlers are effective learners	27%	72%
Infants & toddlers show physical and motor competence	48%	79%
Infants & toddlers are safe and healthy	44%	83%

PARENT INVOLVEMENT ACTIVITIES

At their child's center, parents plan committee meetings, participate in educational activities such as field trips and parent trainings on a variety of topics related to the overall growth and development of their child, participate in governance, create parent bulletin boards, set up parent libraries, create parent newsletters, and volunteer for recruitment efforts. In the 2012-2013 year, 50 percent of the parents in the program participated in agency sponsor parent engagement

activities. 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 encourage other males to participate in classrooms and center activities geared for fathers and other male role models. In the 2012-2013 year, 20 percent of NHA Head Start fathers participated in regularly scheduled activities.

NHA SCHOOL READINESS GOALS FOR PRESCHOOL

Using the child outcomes data and parent input, School Readiness Goals for 2012-2013 were developed to align with the Head Start Early Learning Framework, California Preschool Learning Foundations, Desired Results Development Profile (DRDP), and local school district expectations. The preschool school readiness improvement goals are the following:

1. Social Studies Knowledge and Skills: Children will describe family living in and outside the same household, and talk about similarities and differences among family members.
2. Creative Arts Expression: Children will demonstrate pretend skills with imagination and creativity for self-expression or role-play.
3. Social and Emotional Development: Children will express their needs and say how their needs can be met to other children in a constructive way.
4. Language Development: Children will speak with more complex words and phrases.
5. Literacy Knowledge and Skills: Children will show awareness of word sounds by clapping out rhymes, words or syllables.
6. English Language Development: Children who are dual language learners will say the English letter name to a few letters or will be able to point to English letters by name.
7. Logic and Reasoning: Children will attempt to solve simple problems by trial and error or by watching others solve similar problems.
8. Approaches to Learning: Children will continue their activity when distracted or challenged.
9. Mathematics Knowledge and Skills: Children will count numbers for small addition and subtraction.
10. Science Knowledge and Skills: Children will increase their understanding of cause and effect relationships.
11. Physical Development and Health: Children will grasp and move crayons or pencils with their fingers. Children will practice classroom and safety rules for classroom and outdoors.



NHA SCHOOL READINESS GOALS FOR INFANTS/TODDLERS

Using child outcome data, parent input, and alignment with the Head Start Framework, State Foundations/Measures, and local school district expectations, the following 2012-2013 school readiness improvement goals for infants and toddlers were developed.

1. Social and Emotional Development: Infants and toddlers will regulate their responses to internal and external stimuli for impulse control.

2. Language Development: Infants and toddlers will show understanding of gestures or language that represents ideas.

3. English Language Learning: Infants and toddlers who are dual language learners will develop their home language as well as English language learning.

4. Literacy Knowledge and Skills: Infants and toddlers will show awareness that symbols and pictures represent people, objects and actions.

5. Logic and Reasoning: Infants and toddlers will use different ways to contact people or things, and make a purposeful effort to solve simple problems or make discoveries.

6. Social Studies Knowledge and Skills: Infants and toddlers will show awareness of self, familiar people, and familiar things in the present and in the past.

7. Creative Arts Expression: Infants and toddlers will use objects in different ways or in a meaningful or pretend way.

8. Approaches to Learning: Infants and toddlers will pay attention to things of interest.

9. Mathematics Knowledge and Skills: Infants and toddlers will attend to one thing or object at a time or recognize different amounts of things.

10. Science Knowledge and Skills: Infants and toddlers will compare, match or sort different people or different things.

11. Physical Development and Health: Infants and toddlers will use eyes and hands together to perform an action or accomplish a task. They will show awareness of their safety.



NUTRITION SERVICES



PROGRAM DESCRIPTION

Neighborhood House Association's Nutrition Services Department produced and delivered over one million meals including breakfast, lunch, and snack to 32 locations daily for thousands of Head Start children, Adult Day Health Care (ADHC) participants, preschoolers, and seniors. Primarily funded by the United States Department of Agriculture's (USDA) Child and Adult Care Food Program (CACFP) and several food vendor agreements with outside agencies, the department's Central Kitchen operated on a budget of approximately \$2.2 million dollars. The team of 15 was led by a Registered Dietitian who worked closely with a professional Chef and Food Production Manager to ensure menus and recipes are balanced, nutrient-dense, tasty, and meet federal and state meal pattern guidelines.

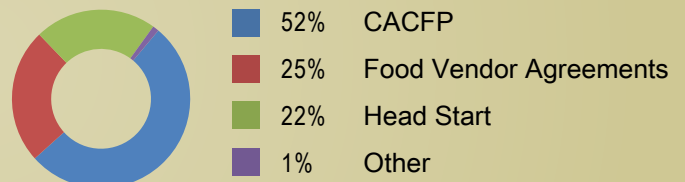
NHA continues serving preschoolers flavorful and nutrient-packed meals. Transforming the menu over four years ago, cooking from scratch every day using fresh, whole, natural, and some organic foods has become the norm. Refined breakfast cereals were replaced with locally made bran muffins and yogurt parfaits made with berries, organic granola, and organic yogurt. Lunches such as rotini alla Bolognese, vegetarian black bean chile verde, turkey gumbo, salmon tacos with cabbage salad and homemade Jalisco dressing, and Thai coconut chicken replaced fried and frozen fish sticks and processed meats. Snacks such as sweet potato yogurt, roasted garlic and rosemary bean soup, fresh fruit salsa, and cilantro hummus took the place of canned fruit and crackers made with refined flour.

Working to do our part in the fight against childhood obesity, NHA has dispelled the myth that children will not eat so-called "healthy" food. With a goal to provide the largest dose of nutrients in every bite of food, NHA's innovative approach to pre-school food service continues to receive acclaim from the local and national media, public policy makers, nutrition experts, the CACFP Roundtable, and the California Head Start Association.

CENTRAL KITCHEN FY 2012–2013 REVENUE

Source	Total Revenue
CACFP	\$1,152,971
Food Vendor Agreements	\$540,079
Head Start	\$489,127
Other	\$25,401
TOTAL	\$2,207,579

Breakdown of Revenue



PROGRAM HIGHLIGHTS

Recognized for its cutting-edge Head Start menu, NHA received First Lady Michelle Obama's inaugural Let's Move! Child Care Award in May of 2012. One of just 20 organizations in the nation and one of only three Head Start agencies, NHA accepted the award at the Weight of the Nation Conference in Washington, DC. Subsequently, the Centers for Disease Control and Child Care Aware invited NHA to participate in a Let's Move! Child Care national webinar for 1,000 participants.

The State of California recognized NHA with a Senate Resolution for serving healthy meals to thousands of San Diegans daily and for efforts made to halt childhood obesity.

NHA very successfully passed a triennial Child and Adult Care Food Program (CACFP) audit. Areas highlighted during the audit include:

- Preparing nutritious and healthy meals from scratch using fresh ingredients
- Staff's passion and mission for feeding young children
- The highly specialized special diet system to accommodate children who have food allergies, intolerances, or specific religious practices
- Excellent protocols and procedures regarding meal count and tracking systems to ensure compliance and fiscal accountability



SIGNIFICANT PARTNERSHIPS

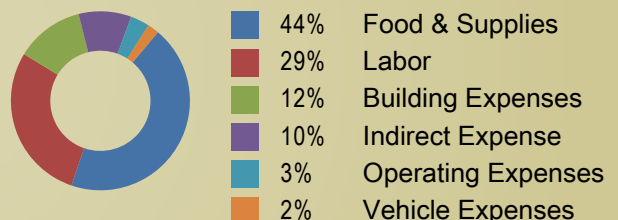
SAN DIEGO COUNTY CHILDHOOD OBESITY INITIATIVE - Formed to implement policies and environmental changes to end childhood obesity in San Diego County, NHA's Director of Nutrition Services was selected to serve as Co-chair of the Early Childhood Domain to help lead and join forces with other community preschool providers and stakeholders.

WORLD FAMOUS SAN DIEGO ZOO - The Zoo partnered with Nutrition Services and Head Start to pilot a program where live animal Zoo Ambassadors and Zoo Educators teach Head Start children and parents to build lifelong habits through healthy eating, gardening, and environmental friendliness.

CENTRAL KITCHEN FY 2012–2013 EXPENSES

Category	Total Expenses
Food & Supplies	\$1,003,059
Labor	\$646,757
Building Expenses	\$280,475
Indirect Expense	\$215,796
Operating Expenses	\$78,460
Vehicle Expenses	\$47,311
TOTAL	\$2,271,859

Breakdown of Expenses



CLIENT TESTIMONIALS

SENIOR NUTRITION

- *Foods are very healthy - covers each category.*
- *I enjoy all of the food.*

PARENTS OF HEAD START CHILDREN

- *My child has always loved vegetables, but now she loves them even more.*
- *Thanks for worrying about the nutrition of our children, and for serving healthy foods.*
- *My child eats better at school than at home because when she sees other children eating she eats too.*
- *When I go grocery shopping my child tells me to buy the foods he gets at school.*
- *I appreciate the food variety; it helps support the food variety that I serve at home.*

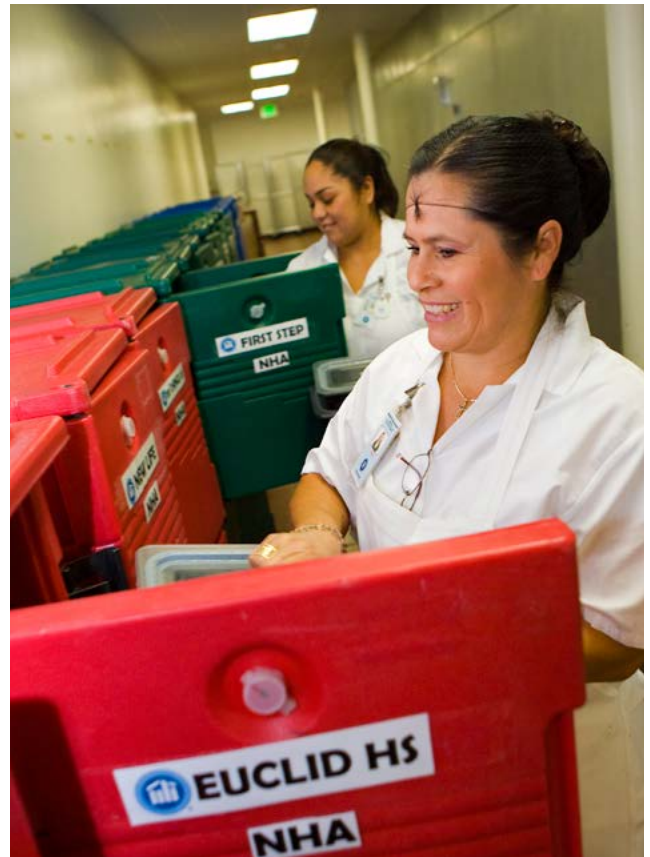
HEAD START CHILDREN

- *The food they gave me today was delicious!*
- *I like the food at school because it's healthy for my heart.*
- *I love Spaghetti with Sicilian Meat Sauce!*

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If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, or by fax (202) 690-7442 or by email at intake@usda.gov. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).

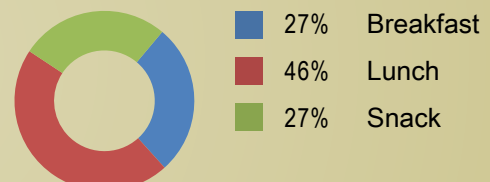
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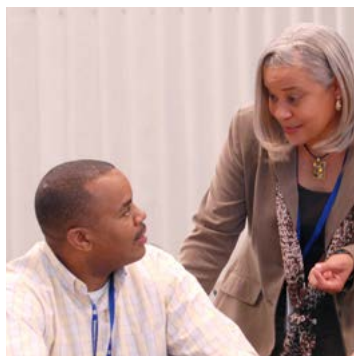
CENTRAL KITCHEN BREAKDOWN OF TOTAL MEALS PRODUCED

Category	Total Meals
Breakfast	276,180
Lunch	466,387
Snack	272,069
TOTAL	1,014,636

Total Meals Produced



INNOVISIONS



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

Within its first 12 months of operation, InnoVisions' paid back the Agency for its initial investment. Since that time InnoVisions has consistently operated in the black: saving the agency on staff's salaries; reducing the subsidy charged to unrestricted; and contributing to the agency's unrestricted funds. The aggregate rating on evaluations completed by service and training participants was 4.85 on a 5.0 scale indicating customers were highly satisfied with and valued services provided.

ORGANIZATIONS SERVED

Type of Organization



32%	Nonprofit
20%	Corporate
26%	Government
14%	Educational
8%	Membership

SERVICES PROVIDED

Type of Service



36%	Executive Coaching
35%	Board & Leadership Development
15%	Organization Development
14%	Staff Development

INNOVISIONS SERVICES PROVIDED

SERVICES DELIVERED	TYPE OF ORGANIZATION
Board Development	<ul style="list-style-type: none"> • Nonprofit • Public
Community Engagement Action Planning Facilitation	<ul style="list-style-type: none"> • Nonprofit
Cultural Competence Workshop Design & Facilitation	<ul style="list-style-type: none"> • Nonprofit
Diversity/Inclusion Leadership Workshop Design & Facilitation	<ul style="list-style-type: none"> • Corporate • Faith-based • Government • Nationwide Membership Organization • Nonprofit
Executive Coaching	<ul style="list-style-type: none"> • Corporate • Educational Institution • Faith-based • Government • Nonprofit
Executive Team Development Workshop Design & Facilitation	<ul style="list-style-type: none"> • Corporate • Nonprofit
Focus Group Guide Design, Facilitation, Data Analysis & Reporting	<ul style="list-style-type: none"> • Government
Leadership Development Program Design and/or Facilitation	<ul style="list-style-type: none"> • Corporate • Faith-based • Government • Nationwide Membership Organization • Nonprofit
Strategic Alignment Planning	<ul style="list-style-type: none"> • Educational Institution • Government • Nonprofit
Team Building Design & Facilitation	<ul style="list-style-type: none"> • Corporate • Educational Institution • Faith-based • Government • Nonprofit

SOCIAL SERVICE DEPARTMENT



PROGRAM DESCRIPTION

Neighborhood House Association (NHA) Social Service Programs specialize in HIV/AIDS, Senior, Mental Health, Adult Day Treatment, Tutoring, Housing Counseling, Nutrition, and Emergency services.

The Social Service Program Team consists of approximately 50 full-time employees who operate nine different programs with a combined budget of more than \$4.6M. The average NHA social service program has existed for 23 years, with the newest being the Homework Center (1 year) and the oldest being the Housing Counseling Program (38 years). Together, the Social Service Programs serve over 15,000 clients a year throughout San Diego County.

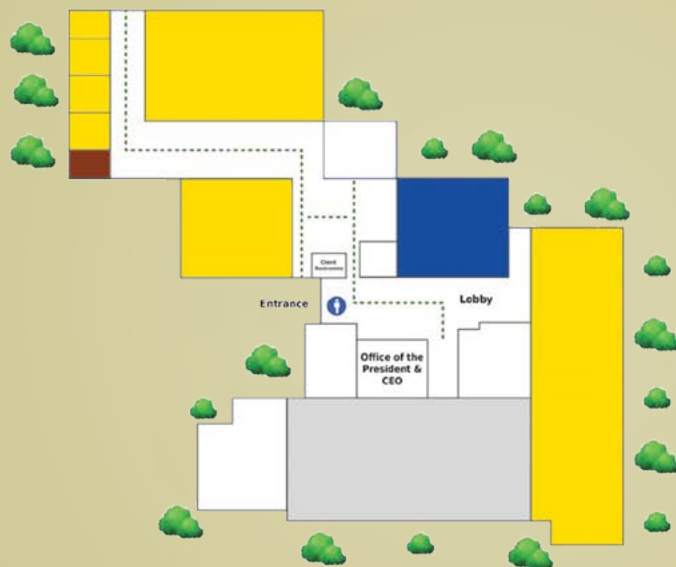
This fiscal year, the Social Service Programs embarked on new services and expanded new program components, such as the addition of a lower level of adult day care services to the Adult Day Health Care Center.

The Annual Report highlights aspects of program operations per their respective 11-12 fiscal years:

- Program Description
- Key Program Targets
- Program Operating Budget
- Program Outcomes
- Key Client Demographics
- Year Highlights
- Significant Partnerships/Collaborations
- Volunteer and/or Donation Information

CENTER DIRECTORY

- Head Start/Early Head Start
- Homework Center/Computer Lab
- HUD Housing Counseling Program
- Senior Service Center
- Special Events Room



ADULT DAY HEALTH CARE CENTER

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 12.8 full-time employees and 7 health related subcontractors, ADHC is an adult day treatment program that 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.

Participants enjoy ADHC because they can pursue fun activities and receive the support and therapies to improve their health. Additionally, Caregivers appreciate that their loved one has renewed interests in daily activities that they can share with family members. They also appreciate the emotional support from ADHC staff and the improved/stabilized functioning of their participants that make it more manageable for them to take care of their loved one.

PROGRAM HIGHLIGHTS FOR THE YEAR

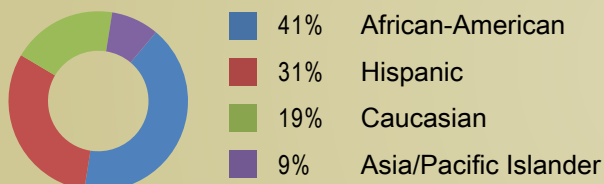
- The Center held several activities: Summer BBQ, Holiday Family Night, Senior Prom, Halloween Carnival.
- Disability Rights Group reached court settlement with State to allow for MediCal participants to be served under a waiver program called CBAS (Community Based Adult Services). Effective 10/1/2012, MediCal participants must be enrolled in a MediCal managed care plan to continue to receive CBAS services.
- The Center now offers Adult Day Program services in addition to ADHC services.

NUMBER OF UNDUPLICATED PEOPLE SERVED FOR THE ENTIRE YEAR: 116
AVERAGE DAILY ATTENDANCE: 46.4

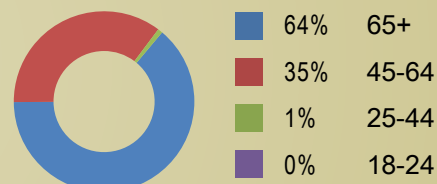


DEMOGRAPHICS

Ethnicity



Age



SIGNIFICANT PARTNERSHIPS

EDUCATIONAL CULTURAL COMPLEX - OLDER ADULT EDUCATIONAL PROGRAM

The center is host site for older adult classes such as Body Dynamics, Art&Crafts and Music. These classes are the core activities that make up the Center's recreational program.

SDSU - SCHOOL OF SOCIAL WORK AND GERONTOLOGY

Center is host site for social work and gerontology internships. The students receive experiential learning in the area of social work services and the Center gets additional help in meeting the social work needs of its participants.

UCSD - ACADEMIC INTERNSHIP PROGRAM

Center is host site for psychology students who are looking to get some "in the field" experience working with people. The students assist the Center's social worker in providing psycho-social services to ADHC participants. Additionally, this year student interns have been interested in internship programs in the area of occupational therapy.

GROSSMONT COLLEGE - COTA (CERTIFIED OCCUPATIONAL THERAPY ASSISTANT) PROGRAM

The Center is host site for COTA interns. The students learn about Occupational Therapist (OT) services provided in the ADHC setting.

SAN DIEGO COMMUNITY COLLEGE DISTRICT - HOME HEALTH AIDE

Students accompanied by their nursing teacher experience a one day internship at the Center to experience providing direct service and care in the following areas: housekeeping, Activities of Daily Living (ADL) care, activities, nutrition and medical paperwork.

YOUTH WORKS

A summer program where teenagers and adult leaders volunteer at the ADHC Center for a period of four days to experience working with older adults in a meaningful, service-oriented environment. The groups help with planned recreational activities.

TOTAL VOLUNTEER/INTERNSHIP HOURS

PROVIDED TO THE PROGRAM: 2,921 HOURS



Gender



36% Male
64% Female

CAREGIVER TESTIMONIAL

Thank you for all you have done throughout the years that Joanne Dorsey spent at NHA Adult Day Health Care Center. We know we speak for the entire Dorsey Family when we say it has been such a help to know that our mother was among such a caring group of individuals. The variety of activities allowed Mom to enjoy life more. She really felt a connection and sense of belonging to the group.

*Gratefully yours, Tim Evans and Mary Dorsey-Evans
(Caregivers to ADHC Participant, Joanne Dorsey)*



EMERGENCY SERVICES

PROGRAM DESCRIPTION

The Emergency Services Program administers two emergency based services to the community: The Emergency Food Program and SDG&E's Neighbor to Neighbor Program. Clients are able to access these services at the Neighborhood House Association 41st Street Social Service Center.

EMERGENCY FOOD PROGRAM

The Emergency Food Program was established in 1988 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%) through government programs, such as the Emergency Food Assistance Program and Federal Emergency Management Agency, as well as other private donations. Clients throughout San Diego County are welcome to receive food items, such as bread, canned goods, and protein items (such as tuna). These free services are available Monday, Wednesday, and Friday from 1:30pm-4:30pm.

NEIGHBOR TO NEIGHBOR PROGRAM

The Neighbor to Neighbor program is operated by San Diego Gas & Electric (SDG&E) and administered by NHA. The Neighbor-to-Neighbor Fund provides assistance of up to \$200 on 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.

PROGRAM OPERATING BUDGET: \$25,000



KEY PROGRAM TARGETS

Food Distribution

Families Served	3,975
Individuals Served	13,618

Utility Assistance

Families Served	326
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HIV/AIDS MEDICAL CASE MANAGEMENT



PROGRAM DESCRIPTION

The HIV/AIDS Medical Case Management Program was established in 1993, serves all of San Diego County, and is funded by the Health Resources and Services Administration (HRSA) through the County of San Diego HIV, STD and Hepatitis Branch of Public Health Services. With a team of 5.4 full time employees, the program provides client-centered services that link clients with health care, psychosocial support, and other services that meet each client's individual level of need. The goal of this program is the provision of care coordination to ensure optimal medical outcomes are achieved by clients.

For those living with HIV/AIDS, this process is extremely critical and linked to enhanced medical outcomes. The program provides comprehensive, ongoing assistance to individuals with HIV/AIDS. Medical Case Management staff advocates on behalf of clients to ensure proper treatment and care.

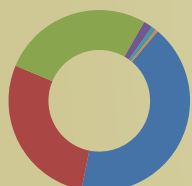
PROGRAM HIGHLIGHTS FOR THE YEAR

- Per the annual Client Satisfaction Survey, clients expressed their continued satisfaction with the program.
- Program staff and clients participated in and raised funds for the annual San Diego AIDS Walk, the single largest HIV/AIDS fundraiser in San Diego.
- Former NHA MCM client Terry Angel Mason spoke about HIV/AIDS prevention in honor of HIV Vaccine Awareness Day at NHA's 41st Street Social Service Center. Mr. Mason is an international LGBT author, columnist, speaker and community activist. He was chosen as the Black HIV/AIDS Awareness Day National Spokesperson for 2012.

PROGRAM OPERATING BUDGET: \$374,627

DEMOGRAPHICS

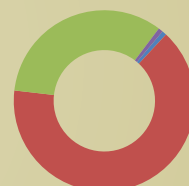
Ethnicity



42%	African-American
28%	Hispanic
27%	Caucasian
2%	Multi-Racial

1%	Pacific Islander
0%	Asian

Age



1%	65+
65%	45-64
33%	25-44
1%	18-24

SIGNIFICANT PARTNERSHIPS/COLLABORATIONS

- Ramsell Corporation, which administers the California AIDS Drug Assistance Program (ADAP), ensures that HIV-positive individuals have access to medication
- Gilead Sciences provides HIV/AIDS educational trainings for program staff
- AIDS Healthcare Foundation (AHF) Pharmacy provides specialized HIV/AIDS pharmacy services for program clients
- Merck provides HIV/AIDS educational trainings for program staff
- Modern Health Specialty Pharmacy provides specialized HIV/AIDS pharmacy services for program clients
- The Disability Help Center provides free services for those with disabilities such as help with Social Security applications and specialized medical forms

CLIENT TESTIMONIALS

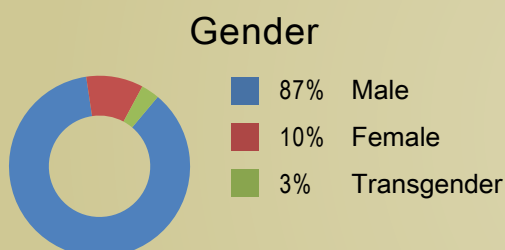
- *The staff here is great, courteous and professional. I highly recommend them to anyone who would need their services.*
- *My case manager has been very helpful, informative and respectful.*
- *I am very thankful for the great support and feel as if my life is improving from this support. The quality of services is outstanding.*
- *I think that Neighborhood House case management is the best place I have ever been.*
- *Outstanding client service.*
- *I have complete confidence in all services I receive here.*
- *The aid I get from my case manager is great. I would not change it for nothing.*

"Being African American and HIV positive in America I'm grateful to have NHA Medical Case Management as my Healthcare agency, we as Africans has particular issues to address, NHA has shown me the sensitivity to handle these issues. It is refreshing to walk into an agency to see people of color that understand of my particular needs. Thank you."

~ Henry Clark



KEY PROGRAM TARGET



Key Objectives	County Targets	Program Actual	Objective Complete
Case Management	142	190	134%
Case Worker	60	55	92%
TOTAL	202	245	121%



HIV/AIDS TRANSPORTATION



PROGRAM DESCRIPTION

The HIV/AIDS Transportation Program was established in 2003, serves all of San Diego County, and is funded by the Health Resources and Services Administration (HRSA) through the County of San Diego HIV, STD and Hepatitis Branch of Public Health Services. With a team of 1.1 full time employees, the program provides assisted and unassisted transportation to no or low-income residents of San Diego County who are affected by HIV/AIDS so that they can take care of life vital needs, such as attending doctor's appointments. MTS ADA Para-Transit Transportation is provided for those without access to a vehicle. Unassisted services refer to bus passes that are provided to clients via case management programs.

PROGRAM HIGHLIGHTS FOR THE YEAR

- Per the Client Satisfaction Survey, clients continue to express satisfaction with the program
- Program staff participated in and raised funds for the annual San Diego AIDS Walk, the single largest HIV/AIDS fundraiser in San Diego

SIGNIFICANT PARTNERSHIPS/COLLABORATIONS

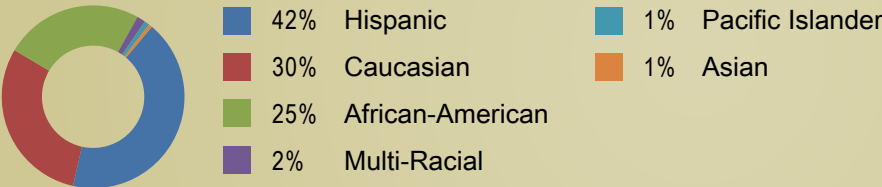
The program partners with several case management agencies throughout the County including:

VA San Diego HealthCare System	North Park Family Health Center
San Ysidro Health Center	North County Health Services
UCSD Mother Child and Adolescent HIV Program	Christie's Place

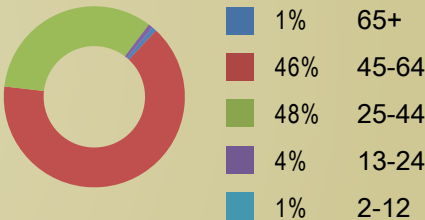
PROGRAM OPERATING BUDGET: \$138,859

DEMOGRAPHICS

Ethnicity

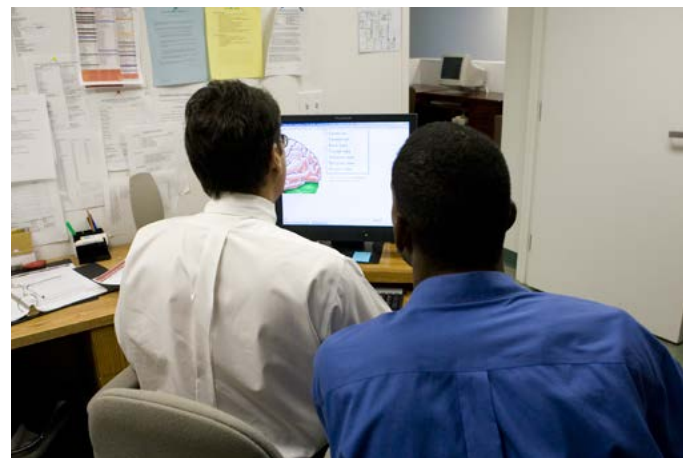


Age



CLIENT TESTIMONIALS

- *Since receiving my bus pass I have been able to get to the doctor more often to address my medical issues and prevent them from worsening. Thank you.*
- *The bus pass has been a big help with getting to my doctor's appointments and getting my medication easily. Thank you.*
- *The bus pass service is the best service and it's indispensable for me.*
- *This bus pass program has helped me out more than you know.*
- *Getting my bus pass is such a great help. Thank you guys so much.*
- *I am content with the bus pass service. It's a great help for me.*
- *I am very happy with all of the services I receive at Neighborhood House.*
- *Thank you all for everything. I really don't know what I would do without you. Thank you all and God Bless you!!*



TOTAL CLIENTS SERVED: 331

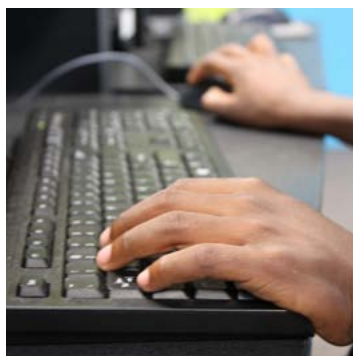
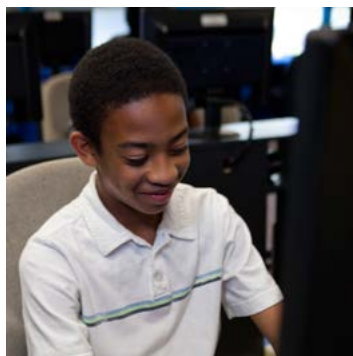
Gender



- 78% Male
- 16% Female
- 5% Transgender

	County Targets	Program Actual	Objective Complete
Bus Passes	1375	2013	146%
MTS ADA Services	40	125	313%

HOMESCHOOL CENTER



PROGRAM DESCRIPTION

The Homework Center is located on NHA's Social Service Campus at 841 South 41st Street, San Diego, CA 92113, and offers after-school tutoring services as well as computer, internet, and printer access to 3rd to 12th grade students. Tutoring services are offered three-times per week, Tuesday, Wednesday, and Thursday, from 2:30pm – 6:30pm during the school year, September through June. In addition to tutoring services from local college and university students and the Center's Homework Coordinator, who oversees the program, students are provided an afternoon snack, generously donated by corporate partner Sysco Foods.

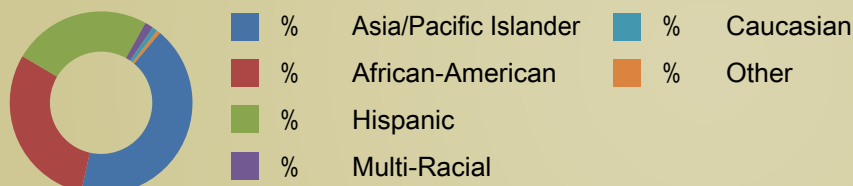
Over the course of the 2012-2013 year, 69 students participated in the after-school tutoring services at NHA's Homework Center. Students came from over 20 schools throughout San Diego. Typically, students requested tutoring in Mathematics and English, and participation was voluntary.

PROGRAM HIGHLIGHTS FOR THE YEAR

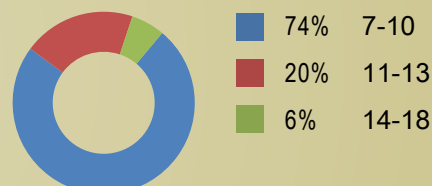
- The NHA Homework Center continued its one of a kind Oscar Night event. Designed to showcase professionals from various careers, professionals and leaders from the community are invited to speak to the students about their past experiences and possible opportunities in their current career paths. Five different Oscar Nights were held.
- On June 6, 2013, an end-of-year celebration ceremony was held. Students received Certificates of Participation, enjoyed food and drinks, and engaged in fun academic games.
- The NHA Homework Center was fortunate to receive five key donations: \$15,000 from The Wells Fargo Foundation – Philanthropic West; \$15,000 from The Charles and Ruth Billingsley Foundation; \$5,000 from San Diego Gas & Electric; \$1,000 from Point Loma Nazarene University; and \$1,000 from the Zaharopoulos Hughes Family Foundation.

DEMOGRAPHICS

Ethnicity



Age





CLIENT TESTIMONIALS

- *The Homework Center is structured perfectly and organized. My daughter has had high self-esteem since she has been going to the Homework Center. [Parent of a 4th grader at Horton Elementary School]*
- *My son used to go to 6-6 prime time and this is totally different. There is more respect shown at the Homework Center. At the Homework Center, kids finish their homework. At 6-6, they only have one hour to finish their homework. [Parent of a 4th grader at Horton Elementary School]*
- *I like that my daughter gets to spend time with the different kids and also learns more. [Parent of a 3rd grader at Porter Elementary School]*
- *I like it because I cannot help my child to do their homework. [Parent of a 4th grader at Darnall Charter School]*

SURVEY RESULTS

The Student Satisfaction Survey indicated the following outcomes:

- 47% of the students requested assistance in Mathematics only, followed by Mathematics AND English (26%), followed by English only (16%), and Reading and Science (5%).
- 79% of the students plan on attending college after they graduate from high school, while 16% are still undecided, and 5% said no.
- 84% of the students plan on attending the NHA Homework Center again in the fall.
- 100% of the students felt that their grades had improved due to the tutoring assistance received at the NHA Homework Center.
- 100% of the students would recommend the NHA Homework Center to their friends.
- 100% of the students felt that the Center's tutors were helpful.
- In the open ended responses, major common themes included the students' appreciation of having someone help them understand and complete their homework and the use of the Center's computers to complete their homework.

The Parent Satisfaction Survey indicated the following outcomes:

- 64% of the parents stated that their children did not have access to a computer and a printer at home to complete homework assignments.
- 86% of the parents reported that their children have spent more time on their homework since attending the Center.
- 93% of the parents saw an improvement in their children's behavior since attending the Center.
- 100% of the parents reported improvements in their children's grades due to the tutoring services received at the Center.
- 100% of the parents saw an improvement in their children's school attendance since attending the Center.
- 100% of the parents would recommend the NHA Homework Center to their friends.

Gender



- 32% Male
- 68% Female



HUD HOUSING COUNSELING



PROGRAM DESCRIPTION

The 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 2 part time employees, the Housing Counseling staff provides services in two key areas:

NATIONAL FORECLOSURE MITIGATION COUNSELING (NPMC)

Mortgage Delinquency and foreclosure prevention – funded by the National Foreclosure Mitigation Counseling from Neighborworks America.

New to the program this year. We determine how and if the homeowner can qualify for a loan modification, revise financial figures and budgets, recommend possible solutions, and in some cases takes the client by hand to negotiate with the lender until such solution is reached.

Fiscal Year 2012-2013: 184 families counseled

KEEP YOUR HOME CA PROGRAM (KYH)

Mortgage assistance to qualifying candidates from the Keep Your Home California program, which uses "Hardest Hit Funds" assigned to California in four different scenarios:

- Unemployment – pays up to 12 months of mortgage to unemployed people receiving EDD benefits
- Mortgage Reinstatement and loan modification – pays mortgage delinquency for up to \$25,000 to bring loan current, and may modify the loan to reduce monthly payments
- Principal Reduction – pays up to \$100,000 to the servicer to reduce outstanding mortgage balance in "underwater" properties (when loan is larger than market value of the home)
- Transition Assistance – pays up to \$5,000 to help in moving expenses when home retention is not a possibility.

Fiscal Year 2012-2013: 267 families counseled

PROGRAM OPERATING BUDGET: \$89,444

SIGNIFICANT PARTNERSHIPS/COLLABORATIONS

- We Care Debt Relief Center
- Legal Aid Society of San Diego
- Century-21, Hector Martinez
- Tenants Legal Center, Steven Kellman, Attorney
- Housing Opportunities Collaborative
- Rural Community Assistance Corporation



CLIENT TESTIMONIAL

Over the past five months, I have been working closely with my NHA Housing Counselor to bring my house out of foreclosure. In a few months we are accomplishing what I could not do on my own after more than 5 years.

My loan was LIBOR adjustable and the payments skyrocketed a couple of years after I obtained it, draining my savings. I immediately began requesting a refinance from the bank at that time and now after five harrowing years, a resolution is in sight.

Though I was responsive, and that may have kept me in my home for those years, by the time I met my counselor, the situation was bleak as the home had just gone into foreclosure.

My counselor and I began meeting each week and for one productive hour each time we worked hard. She is a person of action, and we acted in every way possible to solve the situation. This saved us in so many ways as time is of the essence in this situation and we were able to make sure

the bank/KYHC had what they needed ASAP. When they misplaced items, we had copies so could quickly resend them.

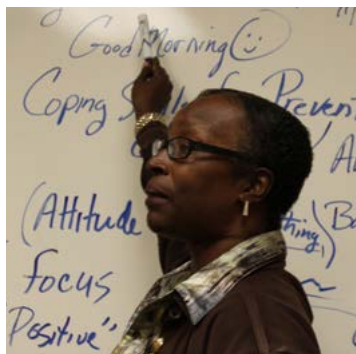
Throughout the process and even now in the final stages, my counselor has been a staunch advocate and supporter. I know she cares about my situation and the difficulties of others. This emotional support kept me going. For me, the process of working with the bank has been traumatizing in so many ways, and to have my counselor's coaching made it possible to succeed.

Unfortunately, the way the lenders are approaching homeowners in this situation causes harm. Real and sustained expert assistance is needed for homeowners to prevail. My experience puts the "HOUSE" back in Neighborhood House Association.

I am truly grateful for my counselor's work on my behalf and to Neighborhood House Association for making it possible. Thank you.

Anna

PROJECT ENABLE PROGRAM



PROGRAM DESCRIPTION

Project Enable is a full scope mental health program established in 1982. It serves the Central and South Central regions of San Diego and is funded by the San Diego County 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.

With a team of 14 full time employees and 2 consultants, the Project Enable Wellness & Recover Center, an outpatient mental health clinic focusing on symptom reduction and stabilization, provides pre-screening, assessment, psychiatric evaluation, medication management, case management, individual and group therapy. Project Enable accepts Medi-Cal insurance. Those who are not insured are charged an annual fee based on their ability to pay.

SIGNIFICANT PARTNERSHIPS/COLLABORATIONS

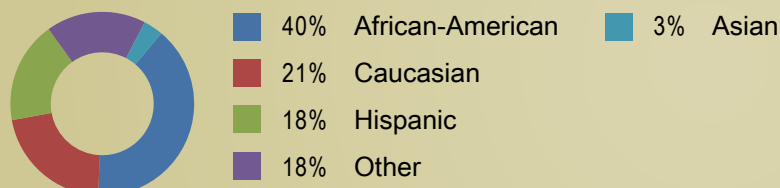
- With Jane Westin, Walk In Center (Community Research Foundation) – linkage agreement for cross-referral purposes
- Pathfinders of America – cross referral purposes
- San Ysidro Health Center – King Chavez: cross referral purposes
- San Diego State University – Field placement for social work interns
- Alliant University – Field placement for psychology interns

PROGRAM OPERATING BUDGET: \$1,544,547

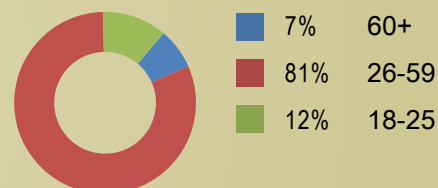
TOTAL UNDUPLICATED CLIENTS SERVED IN FY 12-13: 780

DEMOGRAPHICS

Ethnicity



Age



PROGRAM HIGHLIGHTS FOR THE YEAR

- Succeeded in enrolling and serving 166 clients into the Low Income Health Program (LIHP). This program is the precursor to the Expanded Medicaid program to be in effect January 2014.
- Strengthened the partnership for referrals of stable clients with a community primary care clinics and providers in our area
- Seven staff participated in two nine month cycles of Cultural Competence Academy focusing on African American and Latino culture. The training program included a practicum done by each staff with the goal of increasing cultural awareness and use of culturally competent best practices.
- Celebrated the fifth year of running a successful Program Advisory Board with 51% client membership
- The Transitional Age Youth program held a community resource fair for clients and community providers in our area (South Central).
- Held two Fourth Annual Wellness Client Graduations for FY 12-13 one in winter and one in the summer for a total number of 115 clients who achieved their goals and/or graduated to a lower level of care.

CLIENT TESTIMONIAL

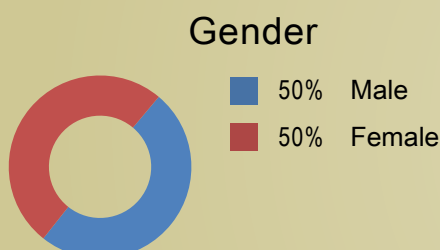
It was September 9, 2011, when lights went out in San Diego and all Arizona, all became dark, and I was in a critical mental health state. This is all took to push me over the edge. I thought that we were under an attack. I couldn't go anywhere, there was no gas, no food, and I couldn't use my ATM. I decided I was going to drive east until I ran out of gas, and since we were under an attack and we were going to be killed, I decided to kill myself. My husband took all my medication and locked them in the trunk and he did not let me leave the house. He went to work and when he came back, I was still the same state, no change. He thus decided to take me to the Paradise Valley Hospital Behavioral Unit. When I was there I saw people that were worse than me. One patient told me that I didn't belong there. After 72 hours I wanted to leave. While being there a worker from an organization went to talk to me, about getting follow up help and he mentioned Project Enable. That same gentleman, followed up with me the next day and made an appointment for me at Project Enable...

I went to Project Enable where they did an assessment. Next, I saw a psychiatrist and I started going to group--symptom management was one of them and I was glad because I accomplished much in the group... I started taking the tools they gave me and using them; I really wanted to get better. Project Enable was the only place that gave me a good treatment. When I went to individual therapy... I told my story... I was shot by a

serial killer... The therapist listened and treated the symptoms created by that experience, anxiety being one of them. Prior to Project Enable, I had gone to other programs for services, but they didn't help me as much as Project Enable's, where they treated my issues and symptoms. I was treated very well as a client even I did not have insurance then, I was still given medication and psychiatry services. I was also helped later by Project Enable to obtain insurance.

I also participated in the Women's group and was invited by the Peer Specialist to join the Program Advisory Group. Being in this group and being selected as an office has given me a great sense of importance, being part of the advisement and planning and sitting in this group along with management. I feel like the staff really care about what my feelings and input. Project Enable has treated me well. When I come to the door at the front window you are always greeted as family, they make me feel important. PE had opened the doors for me to go to county mental health ceremonies and introduced me to organizations like RICa and NAMI. Now on my own I attend RICa and NAMI activities and my goal is to become a Peer Specialist through RICa. That is what I want to do and where I am now. I graduated from Project Enable in August 2013 and I can now truly say that I am a whole new person: I laugh, I enjoy life, I don't feel doomed....my life is no longer a dark place...it is much brighter and full of light. - Jacqueline Flynt-McMorris

UNDUPLICATED NUMBER OF CLIENTS SERVED



Contract	County Objective	Clients Served	% Complete
Adult	520	680	130%
TAY	70	73	104%
TOTAL	590	753	136%

PROJECT ENABLE FRIENDSHIP CLUBHOUSE



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. The program is funded by the County of San Diego Health & Human Services Agency Adult/Older Adult Mental Health Services.

The services of Friendship Clubhouse focus on peer support, social and independent living skills enhancement, wellness and recovery, recreation and vocational rehabilitation. Based on the principles of psychosocial rehabilitation, the program provides a safe and supportive environment to its members where they can achieve their personal recovery goals. These goals range from reducing social isolation to restoring their normal roles of life and successfully reintegrating into community life. 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 the day-to-day activities and development of its policies and procedures.

PROGRAM OPERATING BUDGET: \$376,780

TOTAL NUMBER OF MEMBERS ADMITTED DURING THE FY: 60

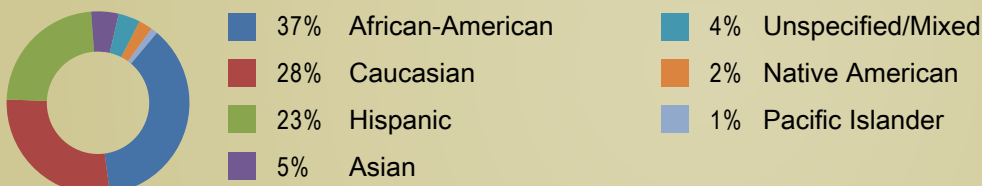
TOTAL NUMBER OF MEMBERS: 698

TOTAL UNIQUE NUMBER OF MEMBERS SERVED DURING THE FY: 201

TOTAL ATTENDANCE FOR THE FY (One member counted once per day): 5,189

DEMOGRAPHICS

Ethnicity



PROGRAM HIGHLIGHTS FOR THE YEAR

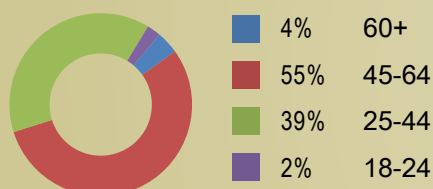
- New program activities – Two new weekly program activities, Wellness Recovery Action Plan (WRAP) Peer Support Group and Laughter Yoga, fitness Xbox 360 have been added to the activities of the Program.
- Guest speakers – A total of 7 guest speakers visited the program and made presentations on employment, training, housing and consumer advocacy.
- Conferences and webinars – Members attended a total of 10 educational conferences and webinars.
- Community garden – Since August 2012, members of the clubhouse have been actively participating in the Mount Hope Community Garden.
- Outreach – Members and staff represented the clubhouse at a total of 13 community health and resource fairs.
- Sports and recreation – Members participated in a total of 11 off-site and 22 in-house recreational/cultural events and sports activities.



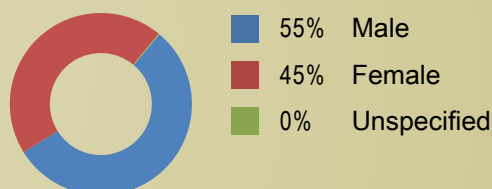
SIGNIFICANT PARTNERSHIPS/COLLABORATIONS

- Jacobs and Cushman San Diego Food Bank
- Recovery Innovations
- University of California San Diego (UCSD)
- Consumer Center for Health Education and Advocacy (CCHEA)
- National Alliance for Mentally Ill (NAMI San Diego)
- Job Options
- Creative Arts Consortium
- City of San Diego Park and Recreation Department Therapeutic Recreation Services (TRS)
- LensCrafters
- San Diego County Fair
- San Diego Padres Charity Tickets Program
- SDSU Behavioral Health Education and Training Academy
- The Arc of San Diego
- Jewish Family Services (JFS)
- Project New Village
- County of San Diego Department of Probation

Age



Gender



KEY PROGRAM TARGET

MAJOR SERVICES/ACTIVITIES	NUMBER OF RECIPIENTS/PARTICIPANTS
Housing advocacy	14
Recovery classes – Health & Wellness, W.R.A.P, Medication for Success, etc.	98
Recovery groups – Recovery Experience, Roadmap to Recovery	150
Vocational training & support groups	60
Computer literacy class	59
Educational conferences, workshops & webinars	44
Creative arts	57
Resource fairs/job fairs	11
Life skills – independent living, communications skills, disaster preparedness	80
In-house recreational activities	69
Off-site recreational and sports activities	58
Community volunteering – San Diego Food Bank	45
In-house volunteering – housekeeping, cafeteria, community garden and newsletter	108

CLIENT TESTIMONIAL



My name is Mirna Mendoza. I have been a member of NHA's Friendship Clubhouse since June of 2012. I am so happy to have found it. Since being diagnosed with depression I have felt alone and isolated. Coming to Friendship Clubhouse opened a whole new world of possibilities. There are so many things to participate in and be part of. From volunteering

to using computers, field trips, educational classes and vocational preparation. Little by little my spirit was lifted. It is my home away from home. I don't feel alone anymore. I am with people like me who are struggling and this binds us in friendship. I feel safe and secure and accepted for myself. We are like family. We support and encourage one

another. We care for each other. We are Friendship Clubhouse. It is not just the name. We feel for each other and we welcome new members with open arms. We have many things in common. Many nationalities and races are represented, but we are all one big family. At present, I am on the road to recovery. I found a part time job and I am currently looking to rent an apartment of my own. I couldn't have done it without the help and support of Friendship Clubhouse. I still have many things to work out, but I have a lot of hope that things will be better little by little. I am very thankful for all the things Friendship Clubhouse has done for me and I am one of many. There is more to life than just an illness. I look forward to meeting challenges that may come. I know I can do it. I have the power to make the best of it. As you can see Friendship Clubhouse has made a difference in my life. Thank you NHA Friendship Clubhouse!

PROJECT ENABLE GERIATRIC SPECIALTY

PROGRAM DESCRIPTION

The Geriatric Specialty Program is a field based program providing mental health services to adults 60 years and older who reside in the Central San Diego area and neighboring communities. The focus of the program is to reach out and provide support to at-risk seniors who are unable or unwilling to seek assistance from other mental health settings. There is no charge for services. Our goal is to help seniors be safe, continue to stay in their own homes and have a good quality of life.

PROGRAM HIGHLIGHTS FOR THE YEAR

The Geriatric Specialty Program overall service numbers and referral base continued to grow. The GS program received its highest number of AIS/Call Center referrals in FY 12-13, establishing AIS as a solid partner in providing geriatric specialty services to San Diego seniors.

SIGNIFICANT PARTNERSHIPS/COLLABORATIONS

- Formal: AIS Call Center
- Informal – Established Referral Base Includes: PERT, Service Coordinators at Senior Apartment Buildings, Access to Independence, APS,

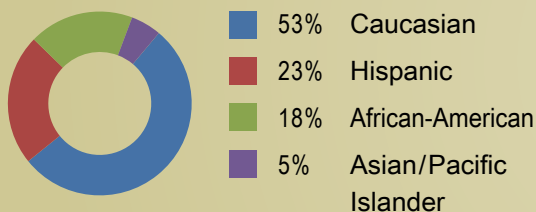
PROGRAM OPERATING BUDGET: \$190,086

NUMBER OF PEOPLE SERVED FOR THE ENTIRE YEAR: 291

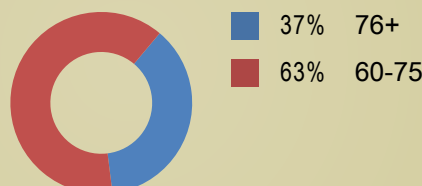


DEMOGRAPHICS

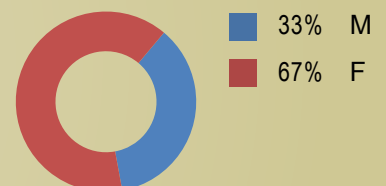
Ethnicity



Age



Gender



PROJECT IN-REACH



PROGRAM DESCRIPTION

Project In-Reach is an outreach and engagement program for incarcerated individuals ages 18+ who have or are at risk of substance abuse and/or psychological disorders as they prepare to exit the detention facility, including providing case management, outreaching and organizing the necessary community resources in order to support client's transition out of the correctional facility, group and some individual counseling, mental health and recovery services, and crisis intervention for adults in correctional facilities. The program's goals are to improve client's quality of life, decrease relapse and reduce recidivism, diminish impact of untreated health, mental health and/or substance abuse issues.

PROGRAM HIGHLIGHTS FOR THE YEAR

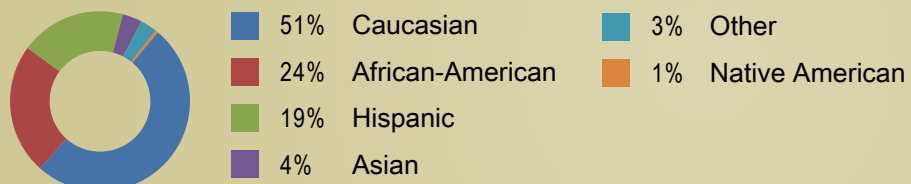
- Started Groups at Las Colinas Detention Facility and George Bailey Detention Facility.
- Participated in We All Count (Homeless Count)

PROGRAM OPERATING BUDGET: \$350,000

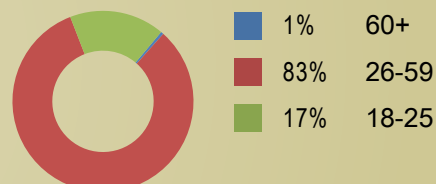
NUMBER OF PEOPLE SERVED FOR THE ENTIRE YEAR: 323

DEMOGRAPHICS

Ethnicity



Age



SIGNIFICANT PARTNERSHIPS/COLLABORATIONS

SAY (Social Advocates for Youth) San Diego
Welcome Home Ministries
Center Star ACT
Cortez Hill Family Center
CRASH (Community Resources and Self Help)
Moms Pharmacy
Nosotros Men's Recovery Home – MAAC Project
Rock Church
Re-Entry Roundtable
McAlister Regional Recovery Center
OTS (Occupational Training Services)
Exodus

Telecare Corporation
Probation Department
South Bay Women's Recovery Center
Post Release Offender Division
South Bay Regional Recover Center
Jessie Program
PACT (Program of Assertive Community Treatment)
District Attorney's Office
TAY Project Enable
Veterans Justice Department
Passages
Black Infant Health Program

CLIENT TESTIMONIALS

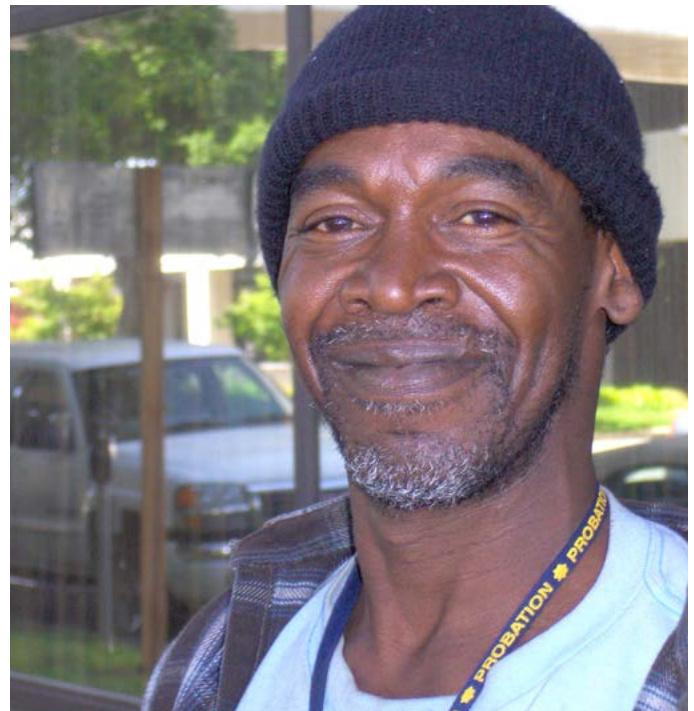
In January 2012, I was incarcerated for sales and transportation. Twelve months after being sentenced, I received an email, which to me was strange because I don't get mail. It read Neighborhood House Association (NHA) and that they would be coming to interview me in a few days.

I decided to work with NHA because I wanted to change. NHA staff came to check in on me every 2 weeks, which really helped my transitional process. But in between, I was stressing trying to figure out how I could change.

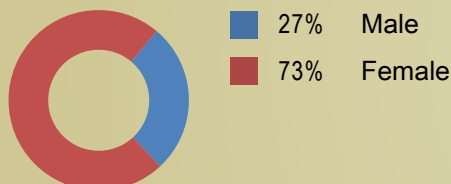
Time was the answer, so I started researching NA and AA books.

NHA staff picked me up from jail, aided me in getting screened for VVSD, and gave me guidance to a whole new way of living. Now, with the help of NHA and VVSD, I can get my life back to how life should be lived.

*Sincerely,
Rodney O.*



Gender



CLIENT TESTIMONIAL

Thank I feel that Project In-Reach is doing a super job counseling and giving wisdom and resources, as well as guidance to help me with tools to succeed when I get released so I can get my life back on track and not return back to jail or prison.

*Thank you,
S. M. A.*

SENIOR SERVICE CENTER

PROGRAM DESCRIPTION

The Senior Nutrition Program was established in 1978 and is funded by the County of San Diego, Aging and Independence Services. The Program provides nutritious meals to adults 60 years of age and older at various congregate locations: NHA Senior Service Center, Golden Age Senior Apartments, and Bayside Community Services.

At the NHA Senior Service Center, the program provides daily breakfast and lunch meals. With a team of 2.5 full time employees and 4 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 coordinates transportation to and from the Senior Center via MTS. Additionally, the Senior Nutrition Program includes home delivery of meals to home bound seniors in the target service area.

PROGRAM HIGHLIGHTS FOR THE YEAR

The NHA Senior Nutrition Program provided 16 educational presentations to over 200 senior participants. Presentation topics consisted of nutrition, safety tips, physical development, and health awareness education.

SIGNIFICANT PARTNERSHIPS/COLLABORATIONS

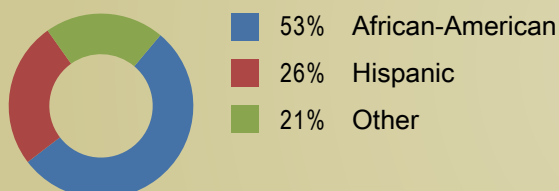
- Senior Community Service Employment Program
- Education Culture Complex (ECC)
- Aging & Independence Services
- San Diego State University

PROGRAM OPERATING BUDGET: \$382,280

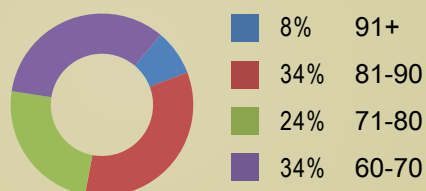


DEMOGRAPHICS

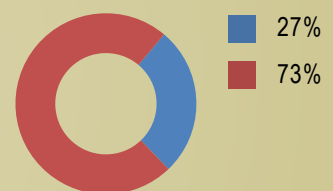
Ethnicity



Age



Gender



SENIOR NUTRITION CLIENT SATISFACTION SURVEY

The Program's annual client survey results showed that 90% of the congregate participants and 100% of the home bound participants were either satisfied or very satisfied with the NHA nutrition programs.

Approximately 67 congregate participants completed the client survey and noted the following outcomes when asked the question:

SINCE COMING TO THE NUTRITION PROGRAM, I HAVE...	AGREE
Formed New Friendships	41
Learned New Information Related to Seniors	16
Eaten more nutritious meals	22
Felt an Increase in Physical Mobility	16
Felt an Increase in Overall Well-Being	24
Felt a Decrease in Stress Levels	13
Felt a Decrease in Depressive Symptoms	9

Approximately 19 homebound participants completed the client survey and noted the following outcomes when asked the question:

SINCE RECEIVING HOME-DELIVERED MEALS, I HAVE...	AGREE
Eaten More Nutritious Meals	11
Learned New Information Related to Seniors	6
Felt an Increase in Overall Well-being	7
Felt a Decrease in Stress Levels	3
Felt a Decrease in Depressive Symptoms	4

CONGREGATE MEALS: 17,341 MEALS SERVED

HOMEBOUND MEALS: 12,584 MEALS SERVED

TRANSPORTATION SERVICES: 2,436

CLIENT TESTIMONIAL



Mrs. Pinkney was born in Beaumont, Texas. In high school, she took part in the drill team and was skilled in making her own clothing. She then married, moved to San Diego and had four children. She used to teach Sunday school for her Church and was the secretary chair of the PTA for Chollas Elementary school. She then worked for Edgemoor

Hospital. She found out about NHA Senior Center because her mother was a member. Her favorite activities are the exercise classes and going on trips such as the fishing trip, Western Day BBQ, and Red & White Ball. Mrs. Pinkney takes pleasure in staying active in her church by singing in the choir and carries out other activities, such as gardening and sewing. Mrs. Pinkney says she enjoys coming to the NHA Senior Center because of the friendships and the hot nutrition meals. She finds it is always delighted to meet nice people.

MAJORDONORS

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 FAMILY CHARITABLE FUND



MAJOR DONORS

GOLD DONORS

\$10,000+

HERVEY FAMILY FUND
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SENIOR PROGRAMS

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MAJORDONORS

\$4,000 & under

CohnReznick	Jewish Community Foundation Grant Charles and Randi Wax	Signa Digital Solutions
Roi L. Ewell	Kim Peck	Southeast Medical Center Assoc., LP
Fisher & Phillips Attorneys at Law	Carl & Jacqueline Rustin	Triad
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		Pat Zaharopoulos

\$1,500 & under

Lauren Abrams	Theresa Hudgins	Point Loma Nazarene University
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Philip Blair	Gil Johnson	SDGE
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Marissa Caulfield	Lakeshore Learning	Meisha Sherman
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eLiveLife.com	Jack McGrory Fund	TEC
Yvonne Espinosa	Jewish Community Foundation	USS Midway Museum
Vernon Evans	Damian & Lori McKinney	United Way of San Diego County
Excalibur	George & Wendy McKinney	Volunteers of America
ExMed Inc.	Lori McKinney	Andrea Waldron
Gregory Faulk & Jennifer Woods	Patricia McQuater	Willie & Carol Wallace
Robert J. Ferrier & Marcia K. Samuels	Silvia Michelazzi	Robert Walton, G.S. Levine
Randy Frisch	Mommie Helen's Bakery	Linna Wang
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Aron Hauser	Michael Padilla	R. Jeremy Zweig
Hewlett-Packard Company	Regina Petty	
Black Employees Network	Philadelphia Indemnity Insurance Co.	

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211 San Diego
Alcott Infant Program
Alliant International University
American Academy of Pediatrics
American Lung Association
Anti-Defamation League
ARC of San Diego
Bailiwick
Breaking Down Barriers/Mental Health America San Diego
Center for Social Advocacy
Children's Primary Care – Euclid
City of San Diego Public Libraries
Clinica Medica
County of San Diego, Childhood Obesity Initiative
County of San Diego, HHSA Child Welfare Services
County of San Diego, HHSA Childhood Lead Poisoning Prevention Program
County of San Diego, HHSA Immunization Branch
County of San Diego, HHSA Maternal, Child and Family Health Services
County of San Diego, HHSA Share the Care Dental
County of San Diego, HHSA SNAP-Ed
Dreams for Change
Environmental Health Coalition
Exceptional Family Member Program – Military
Exceptional Family Resource Center
Family Foundation San Diego Program
Family Health Centers of San Diego
Feast On This Catering
Feeding America – San Diego
First 5 – Health & Developmental Services
Foundation for Women
Infant Development Association of CA
Inner City Action Network
Jacobs and Cushman San Diego Food Bank
Jewish Family Service of San Diego – Positive Parenting Program
Kids Included Together (KIT)
KidStart
La Leche League
Lindsay Community School
Mid City Community Action Network (CAN)
Military Family Collaborative
Mom to Madre
Motiva Associates
Operation Samahan Clinic
Pacific Safety Center

Robert Parker – Piano for All Occasions
PCI Global, Inc – Project Concern International
Planned Parenthood of the Pacific Southwest
Postpartum Health Alliance
Rady Children's Hospital Developmental Screening and Enhancement Program
Rama Thai
San Diego Access and Crisis Line
San Diego American Indian Health Centers
San Diego American Red Cross
San Diego American Red Cross WIC
San Diego Chargers
San Diego City Schools Alcott Infant Program
San Diego County Breastfeeding Coalition
San Diego County Family Strengthening Network
San Diego County Immunization Branch
San Diego Domestic Violence Council
San Diego Family Care
San Diego Gas & Electric
San Diego Hunger Coalition
San Diego Regional Center
San Diego State University, Department of Child and Family Development
San Diego Unified School District
San Diego Unified School District – Supports for Children & Youth in Transition
San Diego Welcome Home Baby Program
San Ysidro Health Centers
SAY San Diego
Scripps Mercy WIC
SD KHAN – San Diego Kids Health Assurance Network
SDSU Research Foundation WIC
Southeast Coalition
Sunny Days, Inc.
Team of Advocates for Special Kids (TASK)
UBER
UC Cooperative Extension, Nutrition, Family and Consumer Sciences
UCSD Network for a Healthy California
UCSD Shiley Eye Mobile
United Cerebral Palsy
University Club Atop Symphony Towers
West Ed – PITC Partners (Grossmont Community College)
Words Alive
YMCA Childcare Resource Service – Health Line
YMCA Kinship Navigator Program
YWCA Becky's House

NHA...



INTHECOMMUNITY





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