



Fiscal Year 2016-2017

ANNUAL REPORT

Healthy and educated communities--where dreams become reality.

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MISSION, VISION, & VALUES

OUR MISSION

To enrich lives through a continuum of education and wellness services.

OUR VISION

Healthy and educated communities—where dreams become reality.

OUR VALUES

Consistently delivering exceptional service that demonstrates “I CARE.”

Integrity

Honesty in words and action; Transparent and responsible stewardship

Courtesy

Treating all with dignity and respect

Attentiveness

Noticing and considering the needs of others, the agency, and community

Responsiveness

Engaging in positive action to support meeting needs

Excellence

Delivering optimal quality service and products with professionalism, effectiveness, and compassion

LETTER FROM NHA

The Neighborhood House Association (NHA) remains committed to developing children, families, and future leaders in San Diego's neediest communities. For over 100 years, we have led the way in serving millions of families throughout critical historical periods. Today, with 23 vital programs and over 800 employees, NHA stands ready to continue its long legacy of influencing change and transforming families and communities. All 23 of our programs work together to form the Continuum of Care Model: a vision that provides direct services and wrap around services to individuals and families. Services provided include early childhood education and youth development, mental health services, senior services, and more. You can find an illustration of the Continuum of Care Model on the following page.

NHA continued to expand our programming with the addition of the Financial Counseling & Coaching Program (FCCP). The program is offered through our partnership with Eden Housing, a property management company that provides housing for low income families, veterans, and seniors. FCCP provides financial counseling services to Head Start families, community members, and NHA staff. The program offers new homeowner classes, credit repair classes, foreclosure prevention classes, and more. This new programming also provides tutoring services to students at Eden Housing properties.

In Fiscal Year 2016-2017, the first class of the NHA College Academy graduated from the program. The NHA College Academy, a partnership with Reality Changers, helps disadvantaged high school students navigate the college application process. The first year of the program was a success, with all 19 students in the program being accepted to a college or university. We are very proud of the accomplishments of the students, and ready to continue helping students realize their dreams of attending college.

Through its efforts, NHA continues being a catalyst for the regional economy, generating an economic impact of approximately \$200 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. NHA's fiduciary responsibility with federal, state and donor monies remains of the highest importance as NHA is entrusted with being a steward of the public good.

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."



DR. JEFFREY D. CARR, SR.
2017-2018 Board Chair

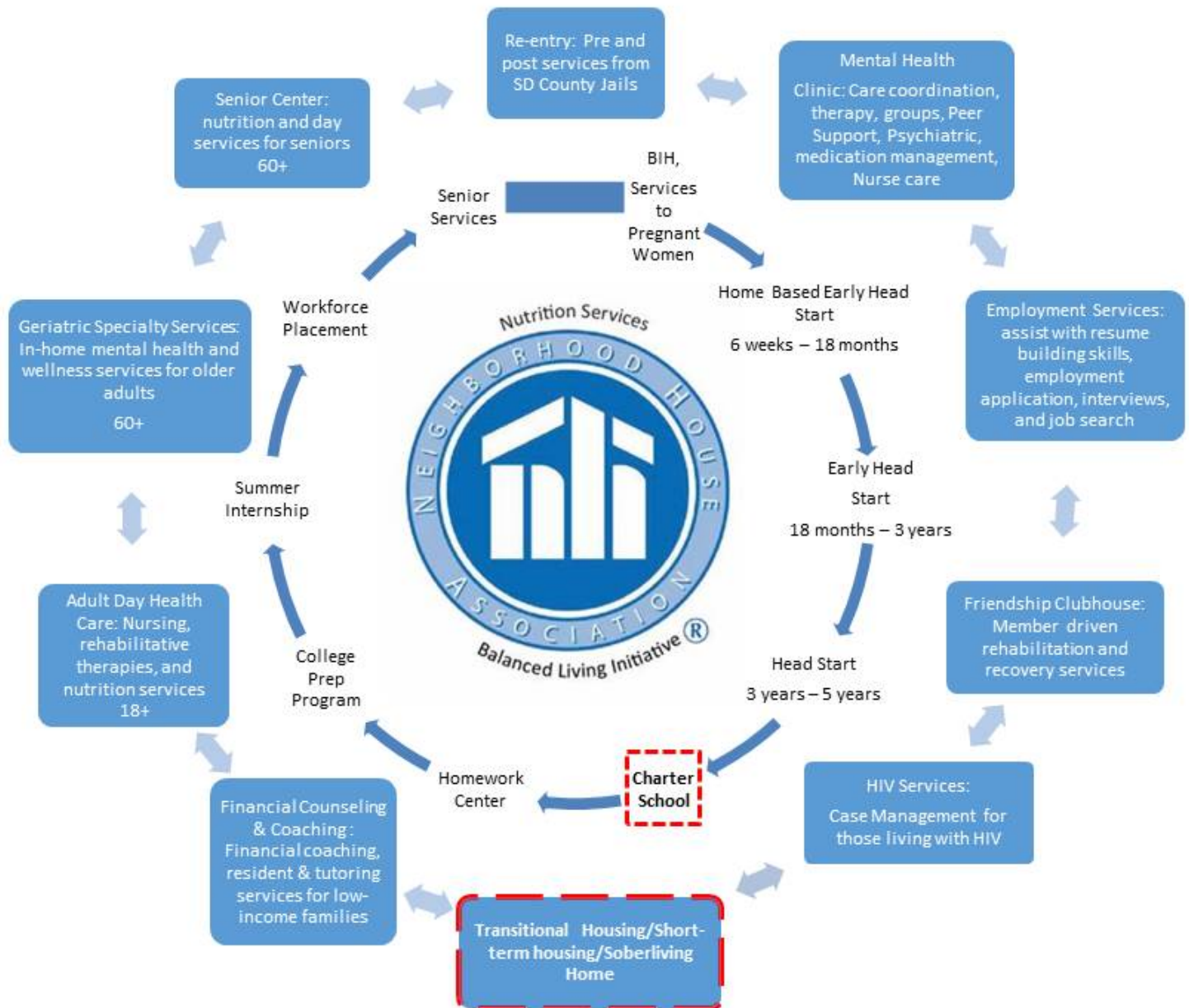
A handwritten signature in black ink that reads "Jeffrey Carr".



RUDOLPH A. JOHNSON, III
President and CEO

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

CONTINUUM OF CARE MODEL



CONTINUUM OF CARE MODEL EXPLAINED

The agency's programs work together to form NHA's Continuum of Care Model, a vision that begins at the prenatal stages of life and continues all the way to senior care and adult day health care. The vision for the Continuum of Care Model is one that Mr. Johnson and the NHA Board of Directors have been working on for the past year and a half. This vision plants the seeds for future leaders and a productive, skilled workforce 20 years from now.

The model begins with the [Services to Pregnant Women](#) and [Black Infant Health](#) programs that offer comprehensive services including weekly prenatal classes for pregnant women and their families, as well as individualized postpartum home visits. Next, NHA places children 6 weeks to 4 years into our [Home Based Early Head Start](#), [Early Head Start](#), and [Head Start](#) programs. Each child receives individualized instruction to make sure they are "kinder-ready" when they leave the program. Each year, NHA delivers more than 3,000 children into a K-12 school system county wide, that may not provide the learning environment and individualized, high quality education they need. It is NHA's goal to change that.

NHA's vision is to open a [Charter School](#) within the next two to three years, beginning with transitional-kindergarten through 3rd grade, and incorporating additional years to eventually go to 12th grade. The charter school is the only missing piece of the Continuum of Care Model. Upon completion, the NHA looks forward to using the agency's existing best practices to provide better outcomes for children and their families.

The next step of the model is the [NHA Homework Center](#) that provides students in grades 3 through 12 with a quiet, safe place to study when their alternatives are limited. Complementing the Homework Center is the [College Academy](#) program that helps underprivileged high school students reach their goals of attending college. During the summer, the agency operates the [Youth Fellowship Summer Employment Program](#) that prepares high school and college students for future endeavors and the workforce.

NHA is investing approximately \$75,000 on each child today, with the goal that they will return to the next step in the model, [Workforce Placement](#) at NHA. Subsequently, upon reaching the age of retirement is the last step in the model: medical and/or social services through our [Senior Services](#).

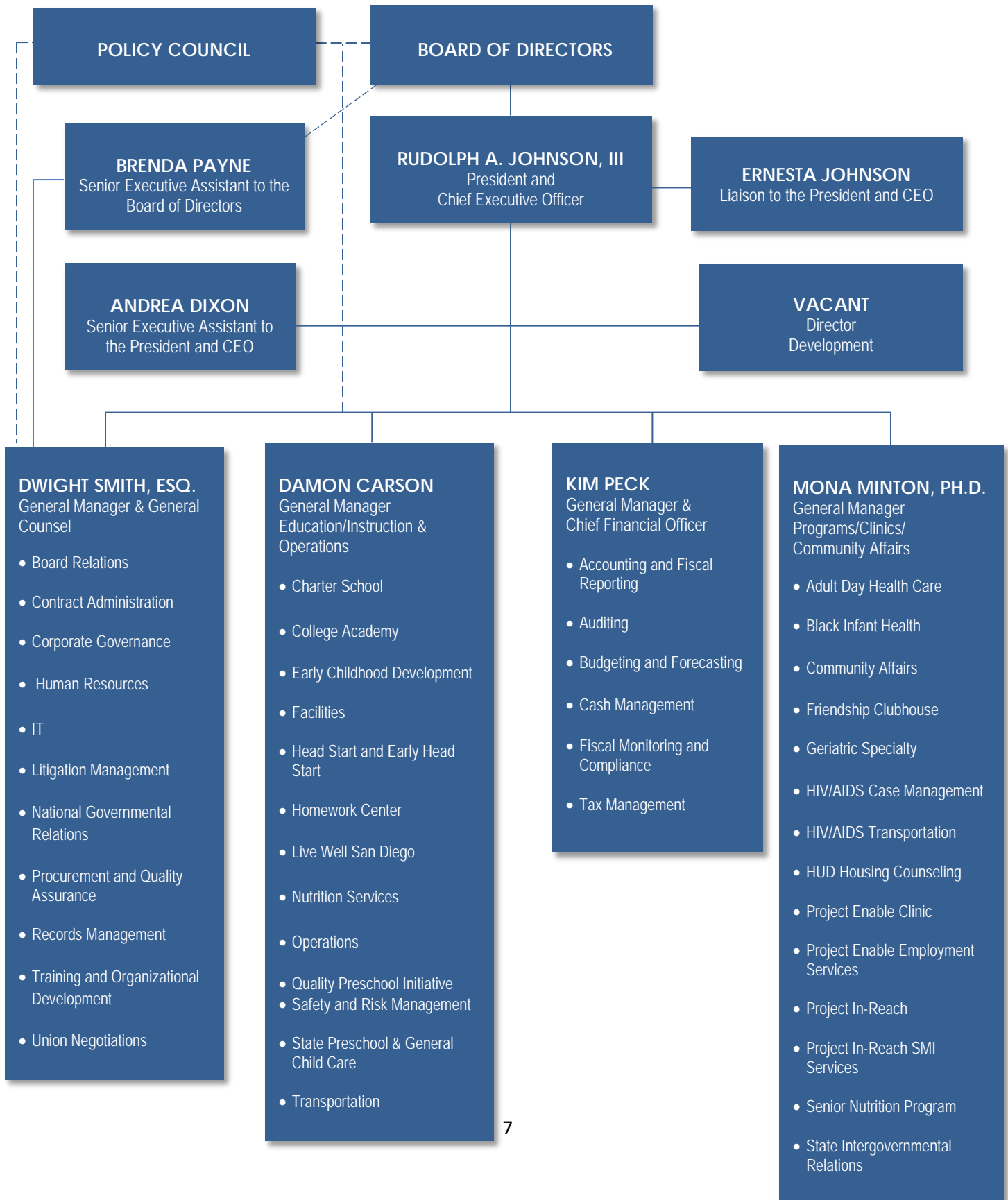
NHA has been serving San Diego families and children in need for 104 years. It is service with a purpose. Our goal is that 20 years from now, the children enrolled in the early steps of the Continuum of Care Model will successfully join the NHA workforce and come back home to serve the San Diego community.

2016-2017

BOARD OF DIRECTORS

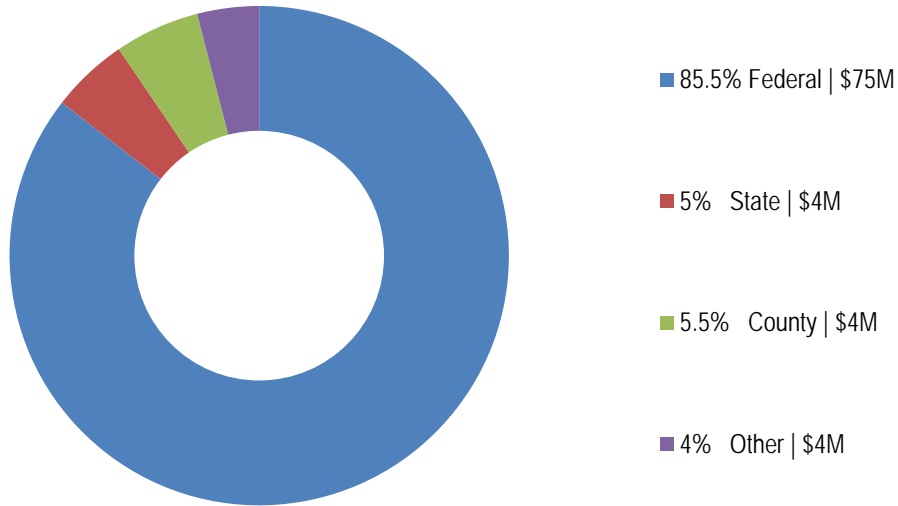
JUDITH WENKER, ESQ.	Chair Retired, Environmental Law
JEFFREY D. CARR, SR., ED.D	Vice Chair Point Loma Nazarene University
DEREK BROWN	Treasurer Stage 1 Financial
DORIANNE MORMANN, CMP	Secretary Centerplate
FRAN AYALASOMAYAJULA, MPH	Hewlett Packard, Inc.
ROSALBA BARRAGAN	Policy Council Parent Representative
FELICIA BAKER, CTFA	Wells Fargo Bank
KYRA BETHEL	Dreams for Change
MARK BLANKENSHIP, PH.D.	Jack-in-the-Box
EDRIENNE BRANDON, MBA	Ablaze Ventures
JANET RICHARDS CARSON	Qualcomm Technologies, Inc.
RAY ELLIS	Ellis & Associates, LLC
VERNA JAGGERS	JaggersnHarmony
JACKIE LOAIZA, ESQ.	Solar Turbines, Inc./Caterpillar, Inc.
TYRONE MATTHEWS, ESQ.	Matthews Law Group, P.C.
MICHAEL MICHAELS	Sycuan Tribal Development Corporation
CHAD NELLEY, MBA	ESET
PENNEY NEWELL	San Diego Gas & Electric
SHARON H. RHODES, PH.D.	Retired, San Diego Community College District
MEISHA SHERMAN, MBA	Hewlett Packard
JULIA SLOCOMBE	Smart City
BRETT STAPLETON, MBA	ESET
CYNTHIA SULLIVAN	Conscious Causes

ORGANIZATIONAL CHART

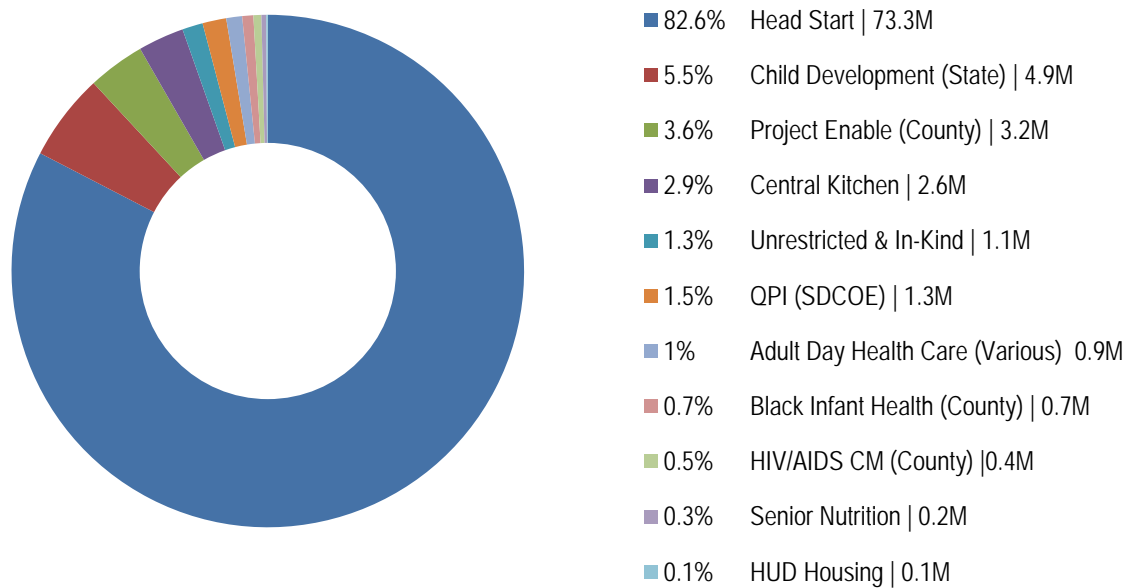


SOURCES OF INCOME

REVENUE BY FUNDING SOURCE

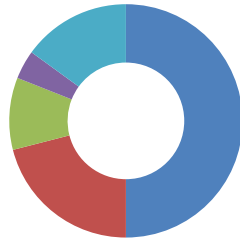


REVENUE BY CONTRACT



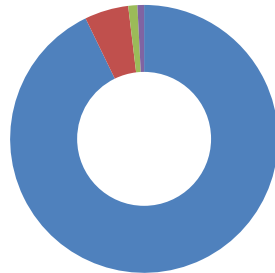
FINANCIAL OVERVIEW

FRINGE/TAX BREAKDOWN



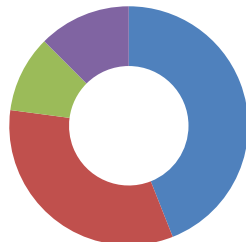
- 50% Health Insurance | 4M
- 21% FICA | 2.1M
- 10% Workers Compensation | 1.1M
- 4% SUI | 0.4M
- 15% Pension | 1.7M

EXPENSES BY PROGRAM



- 92.8% Child Care Programs | 82.8M
- 5.3% Health & Nutrition | 4.8M
- 1.1% Youth & Other Services | 1M
- *0.8% Management & General | 0.6M

EXPENSES BY CATEGORY



- 44% Contracted Services | 39.2M
- 33.1% Salaries | 29.5M
- 10.4% Fringe Benefits | 9.3M
- 12.5% Non-Personnel Expenses | 11.2M

*After elimination of \$5.8 million of indirect cost

NHA HEAD START

2016-2017 PROGRAM BUDGET

OPERATING BUDGET

Head Start Federal Funding	\$57,020,879
Early Head Start Federal Funding	\$16,297,526
California Department of Education Funding	\$4,872,832
Quality Preschool Initiative	\$1,299,529
Black Infant Health	\$676,089
TOTAL	\$80,166,855

PROPOSED BUDGET

Personnel	\$22,328,277
Fringe	\$7,325,062
Travel	\$171,281
Equipment	\$58,268
Supplies	\$1,789,536
Contractual	\$37,561,971
Construction	--
Other	\$5,719,685
Indirect	\$5,212,601
TOTAL	\$80,166,681

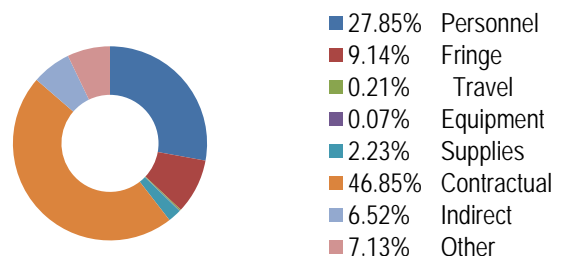
"Supplies" include office, child and miscellaneous supplies. "Other" includes construction, occupancy, nutrition services, parent services, training, travel, children service consultants, insurance, software licenses and publications.

BUDGET EXPENDITURES

HEAD START – The graph below depicts budgetary expenditures of funds including \$ 57,020,879 of federal funding and \$ 4,132,407 of state funding. "Contractual" includes classroom/training professional consultants and contractual childcare services provided by agencies in partnership with Neighborhood House Association.

EARLY HEAD START – The graph below depicts budgetary expenditures of funds including \$ 16,297,526 of federal funding and \$ 740,424 of state funding for children ages zero to 3. "Contractual" includes classroom/training professional consultants and contractual childcare services provided by agencies in partnership with Neighborhood House Association.

Head Start and Early Head Start



CHILDREN, YOUTH, & FAMILY SERVICES

HEAD START SUMMARY

NHA's Children, Youth and Family Services (CYFS) department manages the Head Start, Early Head Start, California State Child Development and Quality Preschool Initiative programs. 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.

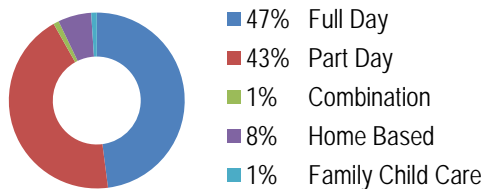
Head Start shares governance and decision-making responsibilities with the NHA Board of Directors and the Head Start Parent Policy Council. NHA is one of four of the Head Start grantees in San Diego County. NHA administers the Head Start and Early Head Start program with two delegate agencies, Alpha Kappa Alpha (AKA) and the Episcopal Community Services (ECS) agency.

PROGRAM DESCRIPTION

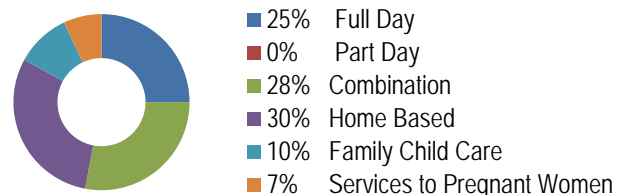
Head Start/Early Head Start is a free program, serving pregnant women, children (birth to 5), and their families who are living below the federal poverty level. Head Start promotes the school readiness of children by enhancing their cognitive, social and emotional development in a learning environment that supports children's growth in language, literacy, mathematics, science, social and emotional functioning, creative arts, physical skills, and approaches to learning. Funding for 2016 – 2017 program year was awarded to serve 5,426 three to five year olds in the Head Start program and 1,262 infants, toddlers and pregnant women in the Early Head Start program

PROGRAM MODELS

Head Start

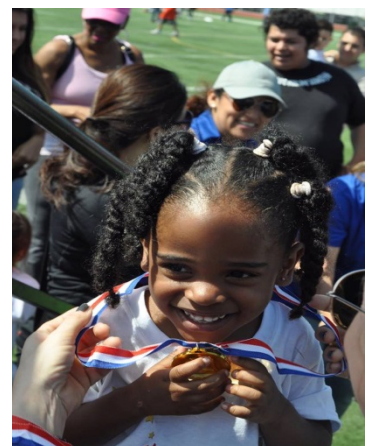


Early Head Start



2016 – 2017 HIGHLIGHTS

- NHA's General Manager of Education, Instruction, and Operations was elected Chairman and President of the Board of Directors for the National Head Start Association.
- NHA Head Start participated in a Monitoring Pilot for Focus Area 2 administered by the Office of Head Start. NHA Head Start staff were interviewed regarding program design, approach to services and the efforts towards continuous quality improvements. NHA staff provided feedback to the monitoring team regarding the new OHS Monitoring Instrument and process. NHA received a great deal of positive feedback regarding the program design and operations.
- Head Start Families participated in NHA's 4th Annual Let's Move Olympics in March 2017.
- Family Literacy: 250 trainings and events aimed at family literacy have been attended by 12,000 families, such as, Baby Sign Language and Literacy Moms to Madres.
- NHA programs demonstrated continued progress in CLASS Observation Scores. NHA exceeded the National Grantee Level Scores in two Domains: Classroom Organization and Instructional Support.
- NHA was honored with the Public Health Champion Award in conjunction with National Public Health Week in April 2017. This award honors a community organization that has made outstanding contributions to the prevention of disease, or injury and the promotion of health in the San Diego community.
- Now in its 3rd year, NHA's continues its formal collaboration with the San Diego Family Justice Center (FJC), which provides Head Start and comprehensive support services to survivors of domestic violence.
- The Parent Policy Council found their own special way to support Head Start children and families by supporting the Dollar-per-Child campaign by collecting donations, with the motto - "collect change to create change." As a result of the successful campaign, the NHA Policy Council Chairperson and Parliamentarian proudly presented a \$3,000 check to the National Head Start Association.
- Policy Council parents participated in the Parents as Leaders training in Washington, DC focusing on developing parents into leaders in their Head Start programs, families and communities.



NHA EARLY HEAD START 2016-2017

Based on actual enrollment of 1,746

EARLY HEAD START PERFORMANCE INDICATORS:

Children up-to-date on Physical Exams and CA Schedule of age-appropriate preventive and primary health care:	87.00%
Children needing medical treatment:	2.50%
Children receiving medical treatment:	97.00%
Children with Health Insurance:	100.00%
Children with a Medical Home	98.00%
Children with up-to-date, or all possible, immunizations:	97.00%
Children with a Dental Home:	98.00%
Teachers who meet the current degree or credential requirements:	100.00%
Children enrolled less than 45 days:	6.00%
Multiple year enrollment:	24.00%
Over Income Enrollment:	3.90%
Children professionally diagnosed as having a disability:	10.00%
Families who received family services:	99.00%
Children (and pregnant women in EHS) who dropped out and did not re-enroll:	34.00%
Homeless Families that acquired Housing during the year:	55.00%



NHA HEAD START 2016-2017

Based on actual enrollment of 6,223

PERFORMANCE INDICATORS:	
Children up-to-date on Physical Exams and CA Schedule of age-appropriate preventive and primary health care:	94.50%
Children needing medical treatment:	4.20%
Children receiving medical treatment:	96.60%
Children with Health Insurance:	96.60%
Children with a Medical Home:	96.60%
Children with up-to-date, or all possible, immunizations:	99.50%
Children with a Dental Home:	99.30%
Children completing dental exams:	96.00%
Children needing dental treatment:	23.90%
Children receiving dental treatment:	86.60%
Teachers with a BA degree or higher**:	64.40%
Classes that have a Teacher with an AA or higher:	100.00%
ATs with CDA or higher:	100.00%
Children enrolled less than 45 days:	3.60%
Multiple year enrollment:	32.40%
Over Income Enrollment:	8.75%
HS children professionally diagnosed as having a disability:	11.70%
Children with a disability receiving services:	100.00%
Families who received family services:	99.60%
Children who dropped out and did not re-enroll:	13.30%
Homeless Families that acquired Housing:	75.40%

NHA HEAD START SCHOOL READINESS AND CHILD OUTCOMES

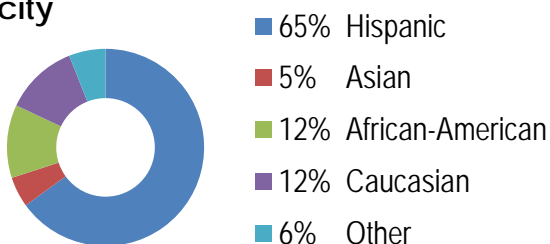
Head Start tracks each child's development, and in partnership with the child's parents, sets goals that are appropriate to the child's developmental level. Measures of outcomes are tabulated by Head Start teachers using the State of California Desired Results Developmental Profile (DRDP 2015) on all children from birth to five years of age. Based on child outcome information, children who attended NHA Head Start are ready to enter kindergarten.

SUMMARY OF 2016-2017 HEAD START OUTCOMES STATE DESIRED RESULTS		
The State of California Desired Results on child outcomes displays significant gains for NHA preschool children.		
Children Ages 3 to 5 Years	Fall '16	Spring '17
Children are personally and socially competent	66%	93%
Children are effective learners	63%	91%
Children show physical and motor competence	75%	95%
Children are safe and healthy	76%	95%

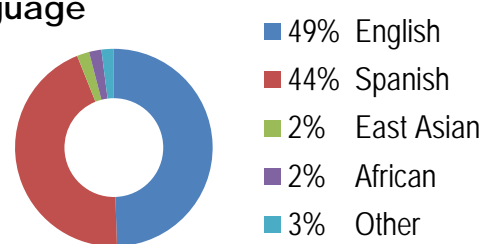
SUMMARY OF 2016-2017 HEAD START OUTCOMES STATE DESIRED RESULTS		
Child outcomes information for infants and toddlers based on teacher ratings show an increase in developmental levels.		
Children Ages 0 to 3 Years	Fall '16	Spring '17
Children are personally and socially competent	90%	95%
Children are effective learners	90%	95%
Children show physical and motor competence	92%	96%
Children are safe and healthy	89%	96%

LANGUAGE AND ETHNICITY OF ACTUAL ENROLLMENT

Ethnicity



Language



NHA HEAD START SCHOOL READINESS GOALS FOR PRESCHOOLERS AND INFANTS AND TODDLERS

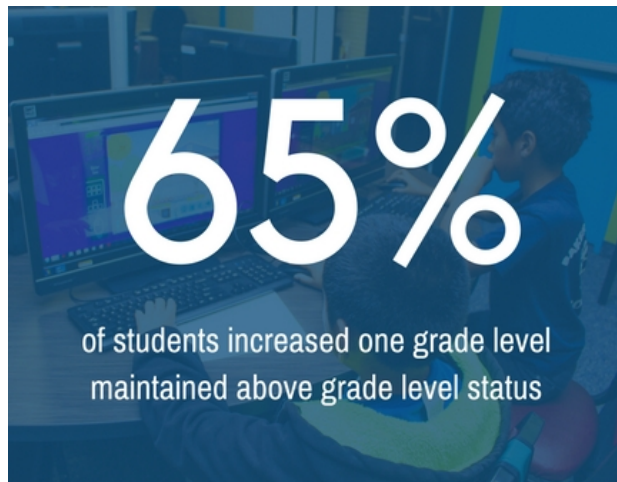
Using the child outcomes data and parent input, School Readiness Goals for 2016-2017 were developed to align with the Head Start Early Learning Outcomes Framework, California Foundations, Desired Results Development Profile (DRDP), and local school district expectations. The school readiness goals for both preschoolers, and infants and toddlers are the following:

1. Social and Emotional Development: Children will demonstrate an awareness of self to others, and greater understanding of others feeling, thoughts, and actions.
2. Language and Literacy: Children will increase their participation in conversations, awareness of sounds, and understanding of letters, words, books and print.
3. Approaches to Learning: Children will demonstrate attention, curiosity, initiative, and self-control.
4. Cognition: Children will develop greater number sense and math operations.
5. Perceptual, Motor, and Physical Development: Children will identify and demonstrate healthy and safe practices.



HOMEWORK CENTER

The NHA Homework Center is a state-of-the-art technology center designed to be a safe haven for at-risk youth to receive the academic support they need to excel in the classroom. The program offers after-school tutoring services as well as computer, internet, and printer access to students in grades 3 through 12. At the NHA Homework Center, students establish strong study habits, prepare for standardized tests, and have the opportunity to access valuable tutoring and technology that may not be available at home. The NHA Homework Center was the brainchild of NHA President and CEO Rudy Johnson, who grew up in the same community the program serves. The NHA Homework Center opened its doors in April 2011. [The NHA Homework Center served 53 students in Fiscal Year 2016-2017.](#)



NHA COLLEGE ACADEMY

NHA launched the NHA College Academy in April 2016 as a partnership with Reality Changers, a San Diego nonprofit dedicated to helping at-risk youth get into college. The NHA College Academy is a program designed to help disadvantaged high school students navigate the college application process, with the goal of helping former Head Start students and first-generation college students realize their dreams of higher education. Students receive step-by-step assistance writing personal statements, filling out college applications, and applying for scholarships and financial aid.

All 19 students in the first class of the
NHA College Academy
were accepted into a college or
university.

NHA College Academy students
attended the following schools in
fall 2017:

CSU Monterey Bay
CSU San Marcos
Grambling State University
San Diego City College
San Diego Mesa College
San Diego State University
UC Berkeley
UC Irvine
UC San Diego

INNOVISIONS

InnoVisions is a social enterprise of the Neighborhood House Association. InnoVisions offers leadership, staff development, and organizational development services to nonprofit, educational, municipal, and for-profit organizations.

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



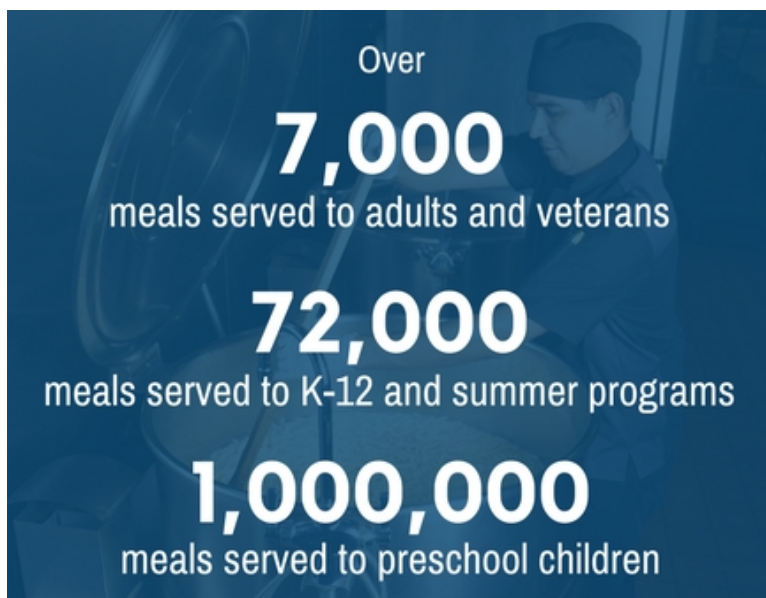
PROGRAM HIGHLIGHT

Dr. Sheryl White, NHA's Vice President of Training and Organization Development and General Manager of InnoVisions is one of the hosts of Leadership Matters, a radio broadcast that provides a forum for exploring and discussing challenges faced by public and nonprofit leaders. It is designed to provide critical and strategic food for thought to enrich decision making and support the development of current and future leaders. Although all leaders could benefit from its rich dialogue, Leadership Matters focuses on topics that are particularly germane to those that currently, or aspire to, serve on boards or in a leadership capacity in or with public and nonprofit organizations. Leadership Matters is broadcast live Wednesdays at 2 PM Pacific Time on the VoiceAmerica Business Channel.



NUTRITION SERVICES

In Fiscal Year 2016-2017, the Neighborhood House Association's Nutrition Services Department produced and delivered over one million meals including breakfast, lunch, snack and suppers to up to 56 locations daily for thousands of Head Start children, preschoolers, school-aged children, Adult Day Health Care participants, seniors, and homeless veterans. Additionally, Nutrition Services provides catering services for executive meetings, business luncheons, and conferences. The program is overseen by the Senior Director of Nutrition Services, a Registered Dietitian, who takes pride in developing recipes and menus that use whole, fresh, natural and organic ingredients. The Nutrition Services Program has been recognized by the California Department of Education for demonstrating best practices, and was presented the inaugural *Let's Move!* Child Care award by former First Lady Michelle Obama.



BREAKDOWN OF TOTAL MEALS PRODUCED

MEAL TYPE	NUMBER OF MEALS
Breakfast	338,509
Lunch	496,546
Snack	278,406
Supper	2,365
TOTAL	1,115,826

ADULT DAY HEALTH CARE

The NHA Adult Day Health Care Center, within a person-centered care environment, provides dual day treatment program options to adults 18 years of age and older, offering both Adult Day Health Care (ADHC) and Adult Day Program (ADP) services. ADHC is a medical-model program for adults with disabling physical, mental, cognitive and/or intellectual impairments which provides participants with nursing, rehabilitative therapies, and psycho-social services. ADP focuses on memory care and personal care assistance, while providing a variety of cognitively stimulating activities in a "home away from home" environment. Transportation services, snacks, and a meal at lunch as well as various fun recreation activities are available to all participants at the center, regardless of program option. **ADHC served 91 clients in Fiscal Year 2016-2017.**



How is the ADHC Program really making an impact?

- The center provides an array of services that assist the participant in maximizing their level of functioning, allowing them to remain in their preferred living environment in their community, such as: independent living, independent living facility, residential care facility, or with family members.
- Center services successfully prevent premature placement of older adults and dependent adults into institutional levels of care such as skilled nursing facilities
- Center staff are able to assist participants in making a successful transition from hospitals or skilled nursing facilities back into the community through case management and liaison with PCP.
- The center supports families and caregivers who want to keep their loved one in their home by providing respite care and education for follow through at home.



"I like the exercise, arts and crafts, and socializing with my friends. It helps me feel less sad. There is no other place I would like to be."

—An Adult Day Health Care Participant

FRIENDSHIP CLUBHOUSE



The Friendship Clubhouse is a member-driven rehabilitation and recovery program for adults 18 years and older with severe and persistent mental illness, including those with co-occurring substance abuse disorders. The program's services 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 get help from program staff and other members to achieve personal recovery goals of their own choices. These goals range from reducing social isolation to successfully reintegrating into community life. Members and staff work in partnership in all activities of the program. Friendship Clubhouse members choose how often they attend the program and which activities they decided participate in. **The Friendship Clubhouse served 195 unduplicated participants and provided over 4,000 services in Fiscal Year 2016-2017.**



"The program at Friendship Clubhouse helped me remember what I once knew and learn new things. It is like school again. It keeps me active. It is educational and you will meet new friends. We should never stop growing. No way to go wrong even if you attend a little bit. I will give my all. It is all good."
– A Friendship Clubhouse Participant



GERIATRIC SPECIALTY

The Project Enable Geriatric Specialty Program provides mental health services to homebound older adults, age 60 and above. The intent of the program is to reach isolated older adults experiencing mental health issues who are unable to access the resources and counseling needed to maintain a healthy, fulfilling life. **The Geriatric Specialty Program served 541 clients in Fiscal Year 2016-2017.**

Services include:

- In-home needs assessments
- Short-term case management and counseling
- Nursing services
- Comprehensive community-based referrals
- Mobile crisis intervention services



ALPHA SQUARE

The Project Enable Geriatric Program also provides outreach, engagement, case-management, and linkage services to the formerly homeless at Alpha Square. The focus is to assist Alpha Square residents 60 years and older to decrease current and future homelessness, thrive in permanent housing, improve overall functioning, quality of life, and as appropriate, vocational status.



Geriatric Specialty Program Wins Program of the Year Award!

In June 2017, NHA's Geriatric Specialty Program won the Behavioral Health Director's Program of the Year Award at the 31st Annual Behavioral Health Recognition Dinner. The team was recognized for their hard work and commitment to the clients they serve.

"The weekly face-to-face office visits with my Geriatric Specialist have been a huge blessing for my life. She helped me resolve all of my problems and I am not so overwhelmed anymore. I appreciate her. I don't know what I would do without on-site supportive services. In fact, both of the Geriatric Specialists always greet me with a smile. They make a great team and show that they care for us at Alpha Square." —A Geriatric Specialty Participant

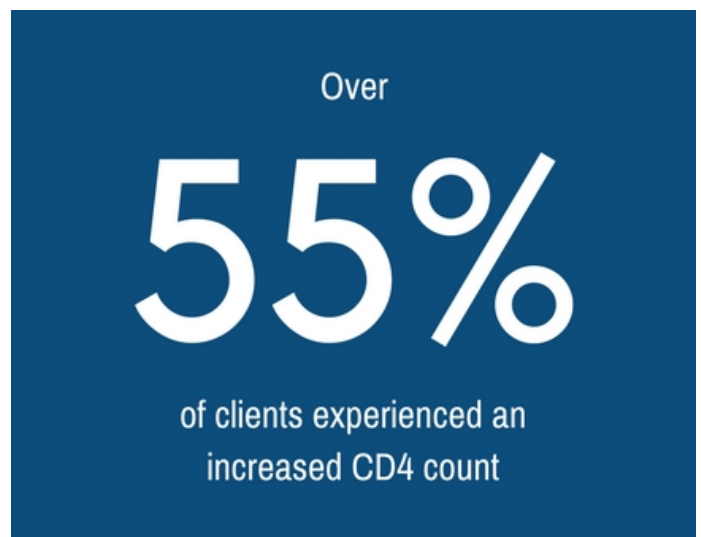


HIV/AIDS MEDICAL CASE MANAGEMENT

The HIV/AIDS Case Management (CM) program was established in 1993, serves all of San Diego County, and is funded by the Health Resources and Services Administration through the County of San Diego HIV, STD, and Hepatitis Branch of Public Health Services. The CM program provides client-centered services that link clients with health care, psychosocial support, transportation, legal services, home delivered meals, emergency housing, and other services that meet each client's individual level of need.

The program provides comprehensive, ongoing assistance to individuals age 18 and above with HIV/AIDS. CM staff advocate on behalf of clients to ensure proper treatment and care. The primary goal of CM is ensuring that people living with HIV/AIDS are enrolled and sustained in HIV primary care. CM focuses on treatment adherence and coordination and follow up of medical treatment to ensure optimal medical outcomes are achieved by clients.

CM promotes retention in care and medication adherence with the goal of improving health outcomes for persons living with HIV/AIDS, eliminating health disparities, achieving viral load suppression (a very low level of HIV in the body) as well as an increase in CD4 count (indicator of how well the immune system is working, the strongest predictor of HIV progression). [The HIV/AIDS Medical Case Management Program served 208 clients in Fiscal Year 2016-2017.](#)



HUD HOUSING COUNSELING

The HUD Housing Counseling program offers foreclosure prevention services to help homeowners struggling with paying their mortgages. The program helps homeowners modify their loans, obtain unemployment mortgage assistance, and transition if modification is not possible. Services are provided through funding from the following programs:

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.

Financial Counseling & Coaching

In partnership with Eden Housing, the HUD Housing Counseling program began providing Financial Counseling & Coaching services to Head Start families and at Section 8 properties. These services teach families how to manage and overcome debt, establish a viable savings account and emergency fund, and show families a path to financial freedom. The program also provides tutoring services at Eden Housing properties for students in grades 3 through 12.



"Tutoring has helped me understand my homework better and focus more. Ms. Yvette has helped me with counting money, multiplying, and dividing. I did not know my multiplication tables that well and she has helped me learn it. I enjoy coming to the tutoring not only because I get to do my homework but also enjoy the fun math games we do." - Samara, Financial Counseling & Coaching Tutoring Program Student

PROJECT ENABLE

The Project Enable BPSR Wellness & Recovery Center provides outpatient specialty mental health services to adults 18 years of age and older who are affected by serious and persistent mental illness and to those simultaneously experiencing co-occurring substance abuse disorders that interfere with their ability to function in key life roles as parents, students, spouses and employees. The program strives to reduce psychiatric symptoms and the need for hospitalization while rehabilitating clients to their highest level of functioning. Services focus on stabilization and recovery goals with the expectation that with treatment, clients will effectively recover and graduate from the program.

Recovery Services include:

- Mental Health Assessment
- Medication Management
- Case Management
- Crisis Intervention
- Individual Therapy
- Group Therapy
- Specialty services for Transitional Age Youth (18-24 years of age) including independent living skills, employment and vocational support, anger management, healthy living, art therapy and socialization



EMPLOYMENT SUPPORT SERVICES

Employment Support Services is a program that is made available to clients of the Project Enable Clinic who chose to include employment to their recovery plan. The program assists in meeting the client's vocational needs with job readiness activities and support obtaining employment. The goal is that the client will obtain employment that leads to a "competitive" salary. Helping clients find employment helps fight the stigma of mental illness and dispel the myth that those with mental illness cannot be fully functioning members of society.

"I am grateful to say that since your treatment and the help of Project Enable/NHA, I have achieved many things. Now I can socialize with others. Now I have updated medication and help deep processing with my dissociation and personality management, including safe behaviors and good citizenship. The greatest news of all is that I just graduated college and got my B.A. in Social Services. Though I am also a recipient of services myself, I plan to give back to my community by helping others who have similar challenges". – A Project Enable Participant



PROJECT IN-REACH



The Project In-Reach program is an outreach and engagement program for incarcerated individuals who have or are at risk of substance abuse and/or psychological disorders as they prepare to exit the detention facility. Program goals are to improve client's quality of life, to decrease relapse and reduce recidivism, and to diminish the impact of untreated health, mental health, and/or substance abuse issues. Clients may be enrolled up to six months pre-release and stay in the program up to three months post-release to receive services like case management, group and individual counseling, and other mental health and recovery services.

The program educates inmates with substance abuse and co-occurring disorders about addiction and coping mechanisms, and prepares clients for successful re-entry into the community. Case management services include outreaching and organizing the necessary community resources in order to support the client's transition out of the correctional facility. **The Project In-Reach Program served 322 clients in Fiscal Year 2016-2017.**

Seriously Mentally Ill

Project In-Reach also serves the seriously mentally ill population at San Diego Central Jail, Las Colinas Detention and Reentry Facility and other San Diego detention facilities as assigned. Individuals must meet the following criteria:

- Incarcerated adults, 18 years and older
- Have a projected release date of 60 days from the time of referral
- Have been diagnosed with serious mental illness
- Designated Level 4 (classification by detention and facility authorities)



"I was tired of being tired and ready to make the changes I needed to make. My case manager supported me and helped me in my process. I think I really have a chance this time." —A Project In-Reach Participant

SAN DIEGO COUNTY BLACK INFANT HEALTH PROGRAM

The San Diego County Black Infant Health Program (BIH), operated by the Neighborhood House Association, provides services to pregnant and parenting African-American women to help ensure that all babies are born healthy with the goal of reducing the black infant mortality rate. Mothers-to-be and new moms participate in 10 week prenatal and postpartum groups and benefit from other valuable referrals, incentives, and life-planning activities that encourage them to make healthy life choices for themselves and their families.

The goal of the Black Infant Health program is to decrease the African-American infant mortality rate, empower women to build resilience and reduce stress, increase the health and wellness of African-American mothers and children, and increase awareness of African-American infant health disparities. [The San Diego County Black Infant Health Program served 97 clients in Fiscal Year 2016-2017.](#)

African-American infants are more than

**1.5 times as
likely**

to die before their first birthday than other
infants in San Diego County*

92%

of infants in the San Diego County Black Infant
Health Program were born with a normal birth
weight



"I have been involved with BIH during my past two pregnancies and found the program to be a great help and support to me. Working with my Family Health Advocate, I was able to find housing. The program and staff provided me with encouragement, advice, practical support, a greater ability to cope with the stresses in my life and a place where I always feel welcomed. I learned new information about pregnancy, how to advocate for myself and my family and how to effectively parent my children. Because of my involvement with BIH, I am in a better place in my life." —A Black Infant Health Participant

SENIOR SERVICE CENTER



In addition to providing healthy meals, the Senior Service Center helps seniors stay active. Whether it is physical exercise, arts and crafts, or socialization, Senior Service Center staff work to ensure optimal outcomes are achieved mentally and physically.

The mission of the Senior Service Center is to provide two thirds of Senior daily nutritional needs, improve their quality of life, and help preserve independent living for as long as possible. With a team of dedicated staff and volunteers, the program provides nutrition-centered services that link seniors to healthy meals, exercise, transportation, social activities, emotional support, and other services that meet each senior's individual level of need.



"I come to the NHA Senior Center at least 4 times a week. I enjoy all the activities that they provide. We watch movies, walk, and go on casino trips. They provide us with 2 good meals for the day. I really enjoy playing cards and meeting new friends. I call the Senior Center my hidden gem. If you are a senior or are going to be in the future come on down and check us out you will enjoy." -- A Senior Center Participant





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