



Fiscal Year 2017-2018

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 24 vital programs and over 800 employees, NHA stands ready to continue its long legacy of influencing change and transforming families and communities. All 24 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's Nutrition Services program celebrated the completion of Phase II of the Central Kitchen expansion/remodel. Phase II consisted of the completion of administrative offices, employee areas, a donor wall, and air conditioning throughout the building. NHA is grateful to all of the organizations and individuals that made Phase II of the NHA Central Kitchen a reality, and we are looking forward continuing to serve children and families out of this new facility.

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

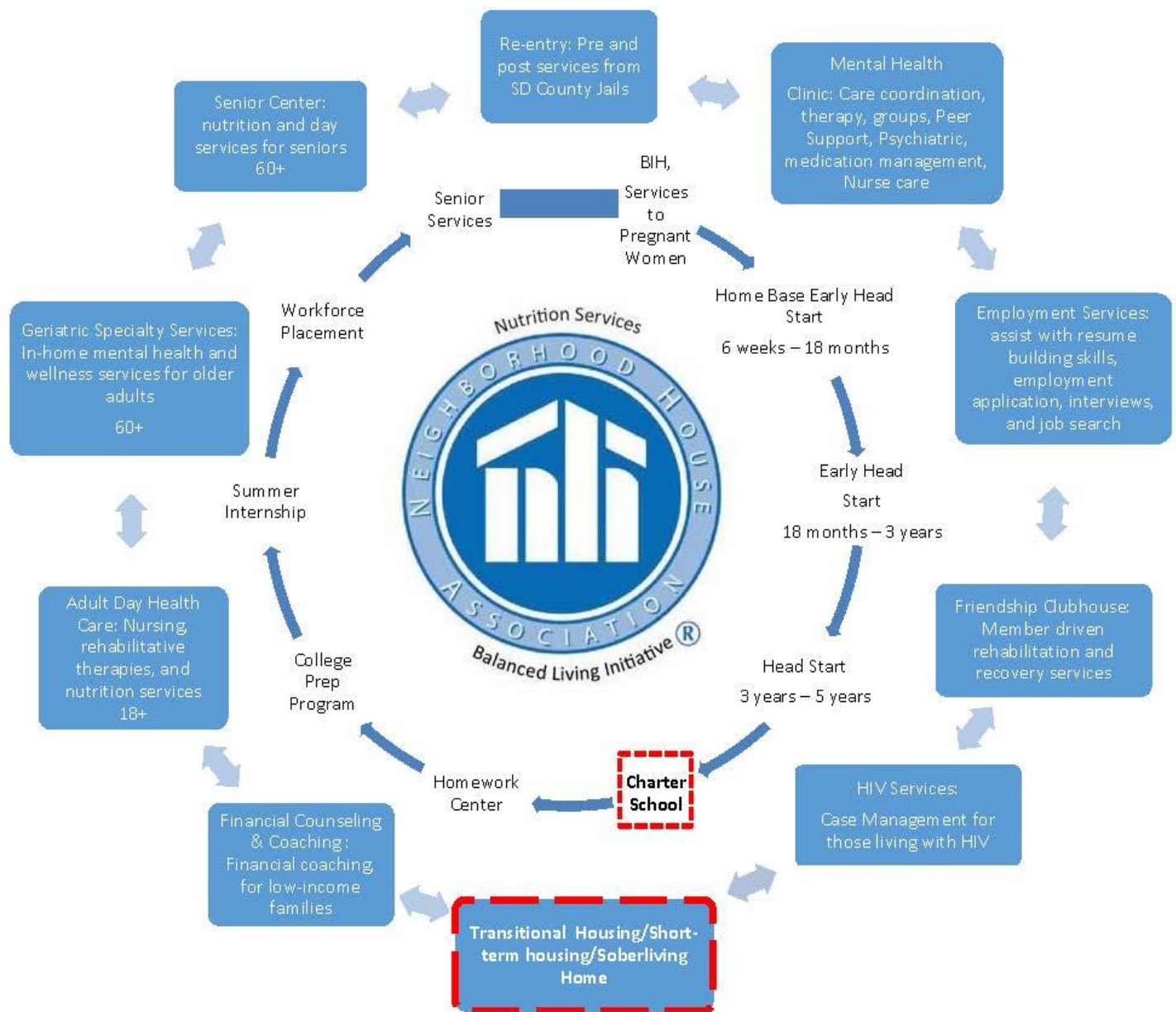
A handwritten signature in black ink that reads "Jeffrey Carr".



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

All of 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.

NHA's **Nutrition Services** program and **Balanced Living Initiative** are at the core of the Continuum of Care Model. NHA stands committed to the health and wellness of our employees and the thousands of children, seniors, and families we serve each year.

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 5 years into our **Home Base Early Head Start**, **Early Head Start**, and **Head Start** programs. Each child receives an individualized educational program 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, 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 in 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**.

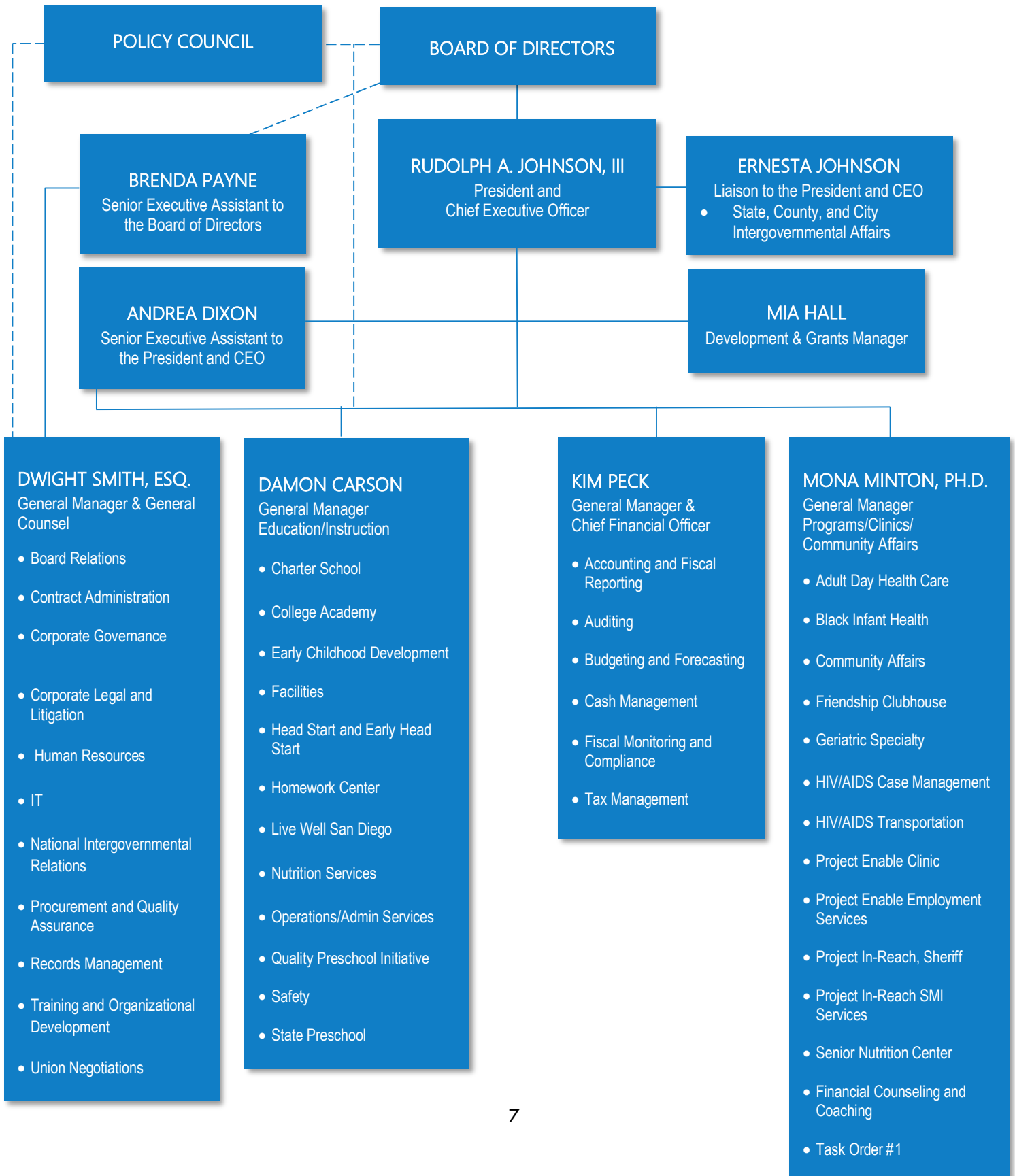
NHA has been serving San Diego families and children in need for 104 years. It is service with a purpose. Our goal is that 20 years from now, the children enrolled in the early steps of the Continuum of Care Model will successfully join the NHA workforce and come back home to serve the San Diego community.

2017-2018

BOARD OF DIRECTORS

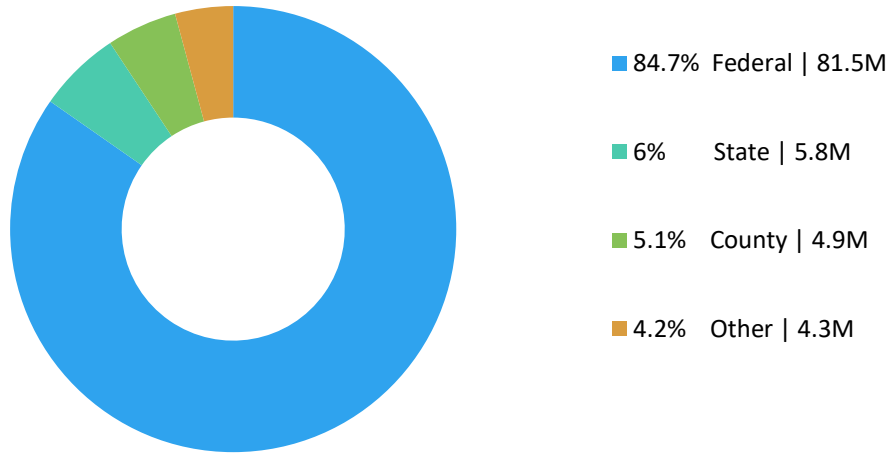
JEFFREY D. CARR, SR., ED.D	Chair Point Loma Nazarene University
MEISHA SHERMAN, MBA	Vice Chair Danaher Corporation
VERNA JAGGERS	Treasurer JaggersnHarmony
DORIANNE MORMANN, CMP	Secretary Centerplate
CYNTHIA AUSTIN	Shyne San Diego
FRAN AYALASOMAYAJULA, MPH	Hewlett Packard, Inc.
ROSALBA BARRAGAN	Policy Council Parent Representative
FELICIA BAKER, CTFA	Wells Fargo
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
TYRONE MATTHEWS, ESQ.	Matthews Law Group
MICHAEL MICHAELS	Sycuan Tribal Development Corporation
RICH MILLER	Retired, San Diego Sheriff's Department
PENNEY NEWELL	San Diego Gas & Electric
BRETT STAPLETON	ESET
JULIA SLOCOMBE	Smart City

ORGANIZATIONAL CHART

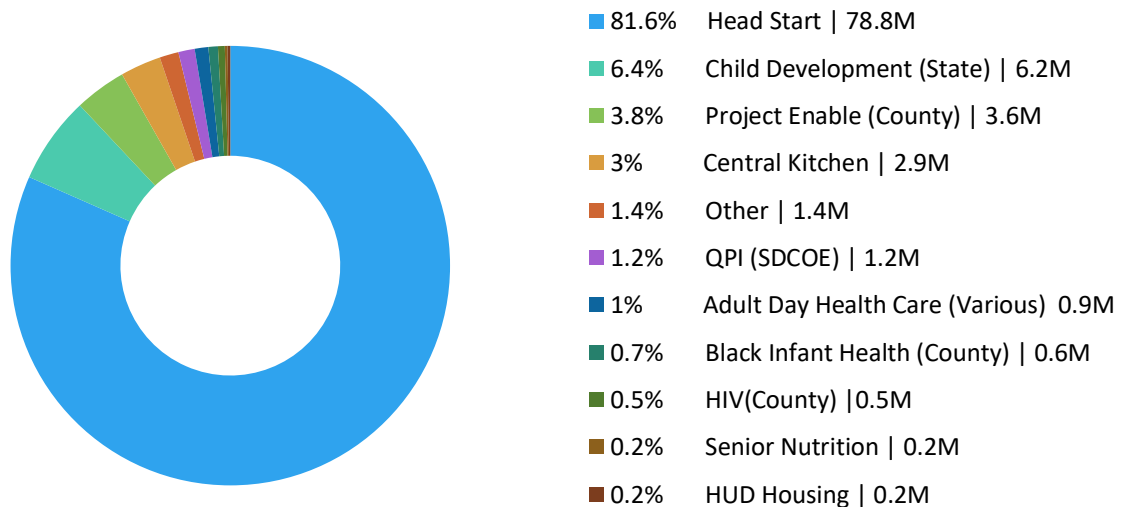


SOURCES OF INCOME

REVENUE BY FUNDING SOURCE

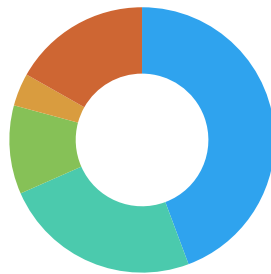


REVENUE BY CONTRACT



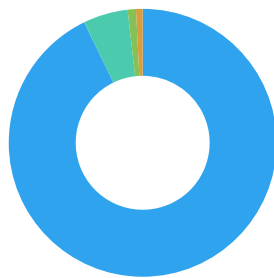
FINANCIAL OVERVIEW

FRINGE/TAX BREAKDOWN



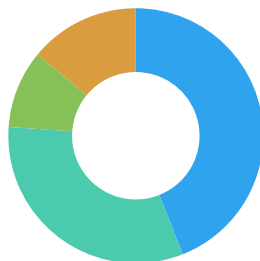
- 44.3% Health Insurance | 4.1M
- 24.1% FICA | 2.3M
- 10.8% Workers Compensation | 1M
- 4% SUI | 0.4M
- 16.8% Pension | 1.6M

EXPENSES BY PROGRAM



- 92.8% Child Care Programs | 89.4M
- 5.4% Health & Nutrition | 5.2M
- 1% Youth & Other Services | 0.9M
- 0.8% Management & General | 0.8M

EXPENSES BY CATEGORY



- 44% Contracted Services | 42.4M
- 32.1% Salaries | 31M
- 9.9% Fringe Benefits | 9.4M
- 14% Non-Personnel Expenses | 13.5M

NHA HEAD START

2017-2018 PROGRAM BUDGET

OPERATING BUDGET

Head Start Federal Funding	\$58,409,763
Early Head Start Federal Funding	\$20,337,753
California Department of Education Funding	\$6,204,845
Quality Preschool Initiative	\$1,199,219
Black Infant Health	\$635,993
TOTAL	\$86,787,573

PROPOSED BUDGET

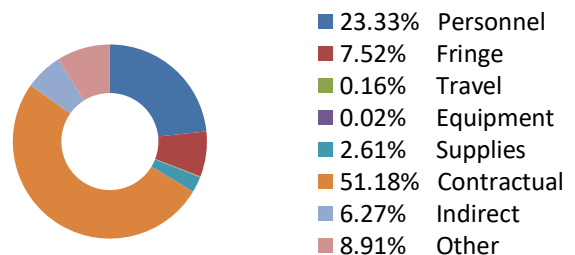
Personnel	\$23,061,493
Fringe	\$7,530,809
Travel	\$139,798
Equipment	\$19,455
Supplies	\$2,526,344
Contractual	\$40,631,280
Construction	--
Other	\$7,198,410
Indirect	\$5,679,984
TOTAL	\$86,787,573

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

BUDGET EXPENDITURES

HEAD START – The graph depicts budgetary expenditures of funds including \$ 58,409,763 of federal funding and \$ 4,695,906 of state funding. "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



EARLY HEAD START – The graph depicts budgetary expenditures of funds including \$ 20,337,753 of federal funding and \$ 1,508,939 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.

EDUCATION, INSTRUCTION, & OPERATIONS

HEAD START SUMMARY



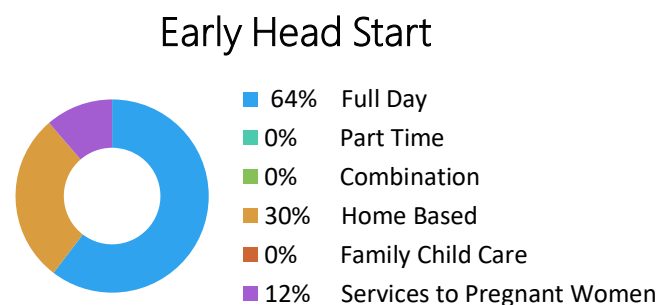
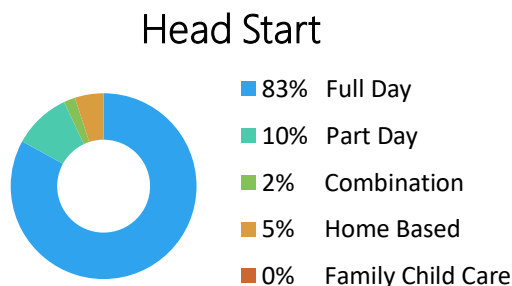
NHA's Education, Instruction, and Operations (EIO) department manages the Head Start, Early Head Start, California State Child Development and Quality Preschool Initiative programs. Head Start is based on the premise that all children share certain needs and children from low-income families, in particular, 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, All Kids Academy (AKA) and the Episcopal Community Services (ECS) agency.

PROGRAM DESCRIPTION

Head Start and 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 2017 – 2018 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



2017 – 2018 HIGHLIGHTS

- State Senator Benjamin "Ben" Hueso (40th District) attended and spoke at the 5th Annual Let's Move Head Start Olympics on March 10, 2018. The focus of the annual event is to foster ways to implement healthy life long habits for Head Start and Early Head Start families. Over 850 participants took part in a parade of flags, engaged in various non-competitive physical fitness activities, and participated in a medal ceremony.
- Twenty parents traveled to Washington, D.C. in September 2017, to speak with legislators where they shared about how the NHA Head Start Program has positively impacted their children, families and community. This grassroots parent driven effort helped to ensure a successful and sustainable future for Head Start.
- Over 200 children and families participated in the MLK Parade January 14, 2018. The planning and involvement in the parade yielded many benefits such as the opportunity to build community, and hometown pride.
- The Dollar Per Child Campaign acknowledges the central role parents play, that make Head Start and Early Head Start unique and effective. NHA parents embraced this effort that connects those with a direct stake in the future of the program. The NHA parents did more than their part to help with advocacy efforts to protect and improve Head Start. Our parents raised \$7,000.
- The Live Well Intensive Physical Fitness Project continues to change lives. Data analysis showed the majority of participants lost 3-7 % of their body fat; with First Year (in the program since 2016- 2017) at 3%; Second Year (in the program from 2015-2017) at 7% and; Third Year (in the program from 2015-2018) at 7%. The evidence shows that consistency in attendance makes a significant difference in observed changes.
- NHA and the National Center for Hearing Assessment and Management (NCHAM) at Utah State University collaborated on the Early Childhood Hearing Outreach (ECHO) Initiative with continued focus on early intervention and hearing screenings for EHS children at our sites.
- NHA and the County of San Diego Child Welfare Services' (CWS) formal collaboration is in its 6th year. Through this continued partnership, we have increased the enrollment of CWS families into our program.



NHA EARLY HEAD START 2017-2018

EARLY HEAD START PERFORMANCE INDICATORS:

Children current with EPSDT:	94.5%
Children needing medical treatment:	5.8%
Children receiving medical treatment:	100.0%
Children with health insurance:	99.7%
Children with a medical home	99.3%
Children with up-to-date, or all possible, immunizations:	97.0%
Children with a dental home:	99.2%
Teachers with a CDA certificate or higher:	100.00%
Children enrolled less than 45 days:	1.7%
Multiple year enrollment:	42.4%
Children with an IFSP:	16.1%
Children (and pregnant women in EHS) who dropped out:	29.7%
Homeless families that acquired housing during the year:	41.4%



NHA HEAD START 2017 -2018

PERFORMANCE INDICATORS:	
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Children needing medical treatment:	7.1%
Children receiving medical treatment:	99.1%
Children with health insurance:	99.2%
Children with a medical home:	99.7%
Children with all possible immunizations:	99.4%
Children with a dental home:	99.4%
Children completing dental exams:	93.0%
Children needing dental treatment:	29.1%
Children receiving dental treatment:	79.6%
Teachers with a BA degree or higher**:	51.9%
ATs with CDA or higher:	100.0%
Children enrolled less than 45 days:	2.5%
Multiple year enrollment:	33.2%
HS children professionally diagnosed as having a disability:	13.0%
Families who received family services:	99.9%
Children who dropped out and did not re-enroll:	11.6%
Homeless families that acquired housing:	30.8%

****Threshold is 50% nationwide**

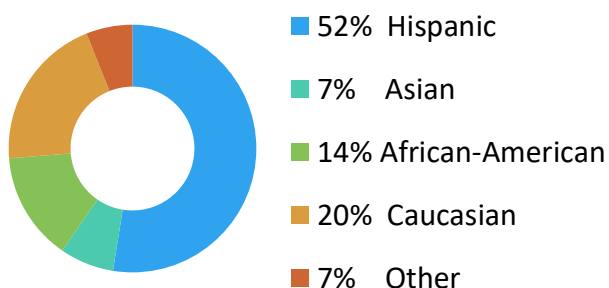
NHA HEAD START SCHOOL READINESS AND CHILD OUTCOMES

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.

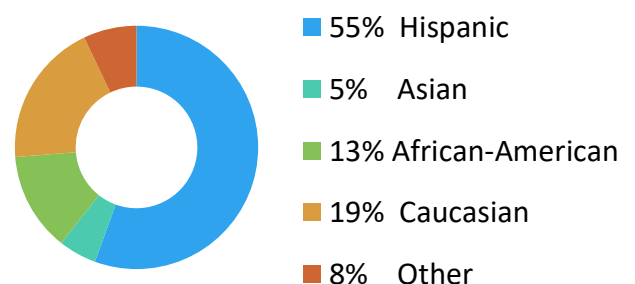
SUMMARY OF 2017-2018 HEAD START OUTCOMES		
STATE DESIRED RESULTS		
The State of California Desired Results on child outcomes displays significant gains for NHA preschool children.		
Children Ages 3 to 5 Years	Fall '17	Spring '18
Children are personally socially competent	71%	91%
Children are effective learners	68%	91%
Children show physical and motor competence	78%	94%
Children are safe and healthy	66%	94%
SUMMARY OF 2017-2018 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 '17	Spring '18
Children are personally and socially competent	80%	94%
Children are effective learners	80%	92%
Children show physical and motor competence	86%	95%
Children are safe and healthy	81%	94%

ETHNICITY OF ACTUAL ENROLLMENT

Head Start



Early Head Start

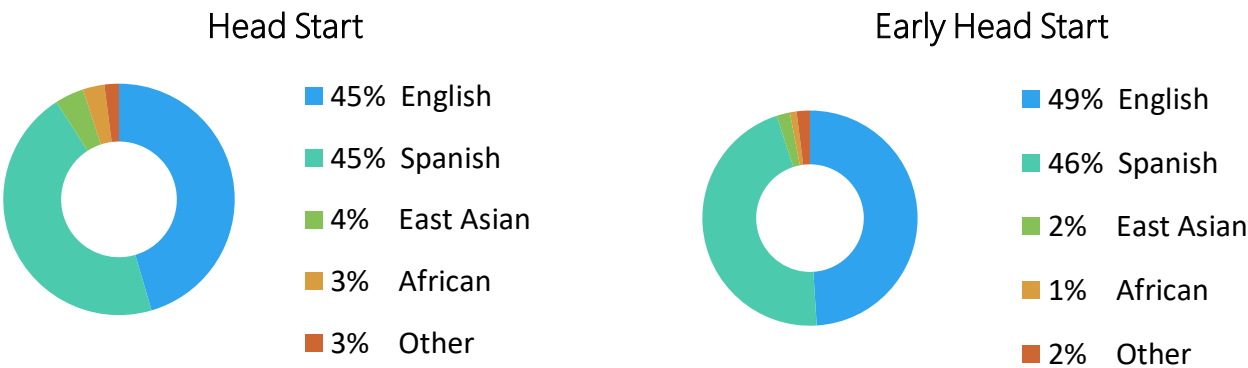


NHA HEAD START SCHOOL READINESS GOALS FOR PRESCHOOL AND INFANT AND TODDLER

Using the child outcomes data and parent input, School Readiness Goals for 2017-2018 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:

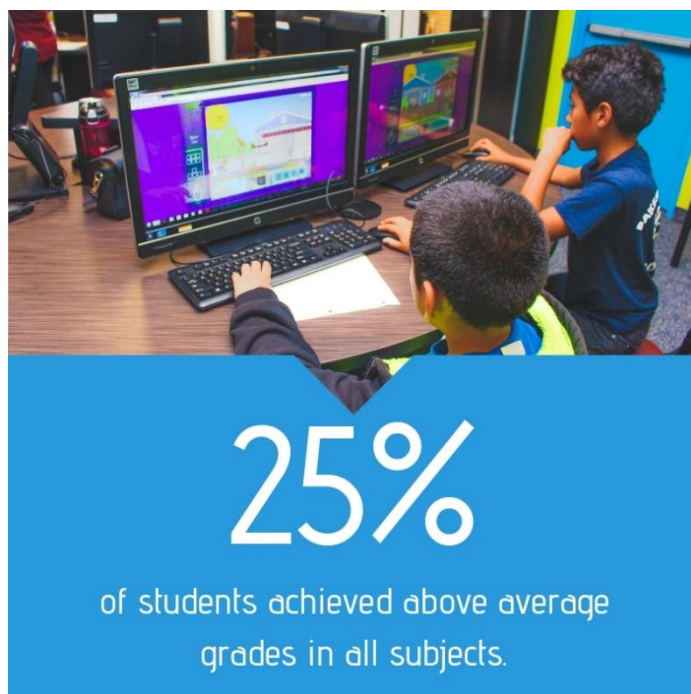
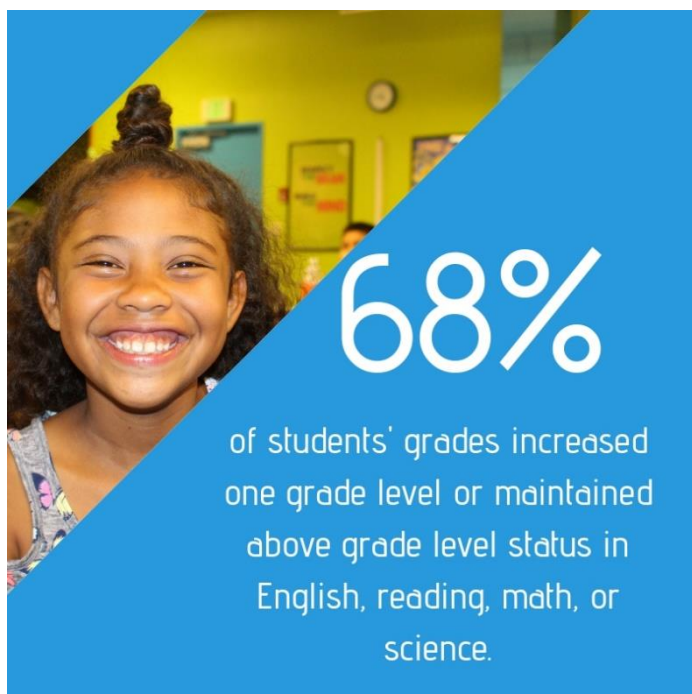
- 1. Social and Emotional Development: Children will demonstrate an awareness of self to others, and greater understanding of others feeling, thoughts, and actions.
- 2. Language and Literacy: Children will increase their participation in conversations, awareness of sounds, and understanding of letters, 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.

LANGUAGE OF ACTUAL ENROLLMENT



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.



IT WORKS:

"It helped me a lot because, in my math, I struggled a lot, and now I'm good at math and math is my favorite subject." –

Triliyah, a Homework Center Student

NHA COLLEGE ACADEMY

NHA launched the 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 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
25

NHA College Academy students were accepted into a college or university.



NHA College Academy students planned to attend the following schools in fall 2018:

California State University, San Marcos
Dominican University of California
Grand Canyon University
San Diego Mesa College
San Diego State University
University of California, Berkley
University of California, Davis
University of California, Merced
University of California, San Diego
University of Redlands



DREAMS TO REALITY:

"I feel much more confident stepping onto a college campus with Neighborhood House Association and Reality Changers behind my back and if I ever need anything they'll be there."—**Raven, a 2018 NHA College Academy Graduate**

INNOVISIONS

InnoVisions is a social enterprise of the Neighborhood House Association. InnoVisions offers leadership, staff, 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:

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



A graduating class of the Healing Hearts & Minds Academy.

HEALING HEARTS AND MINDS:



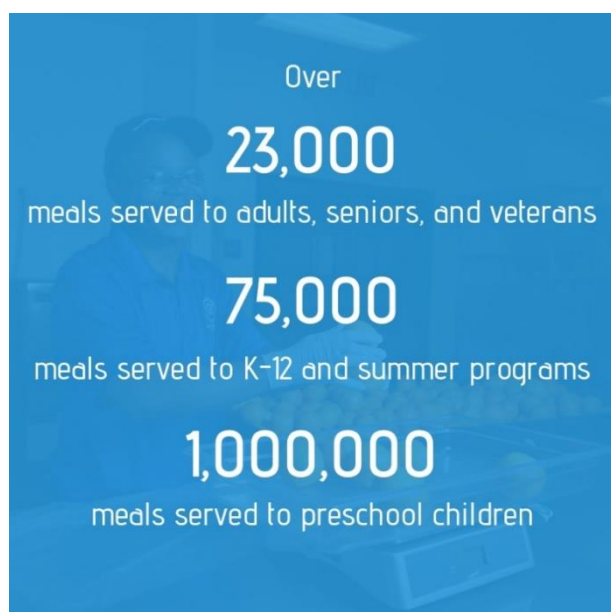
InnoVisions facilitated the Healing Hearts & Minds Academy, a training and certification program for faith-based leaders and behavioral health providers. The academy is designed to support and advance faith based leaders and behavioral health providers in learning and growing together to co-create solutions for healing and advancing wellness in the community. The Healing Hearts & Minds Academy is funded by the County of San Diego Health and Human Services Agency.

NUTRITION SERVICES



Neighborhood House Association's Nutrition Services Department produced and delivered over one million meals including breakfast, lunch, snack and supper for thousands of Head Start children, preschoolers, school-aged children, Adult Day Health Care participants, seniors, and homeless veterans. The newly renovated kitchen prepares 6,000 meals delivered to 56 locations daily. Additionally, Nutrition Services provides catering services for executive meetings, business luncheons, and conferences. The newly renovated facility has the

capacity to aid in the development of San Diego's small food and beverage businesses by subleasing kitchen space. 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 First Lady Michelle Obama.



Breakdown of Total Meals Produced	
MEAL TYPE	NUMBER OF MEALS
Breakfast	349,218
Lunch	505,864
Snack	315,196
Supper	828
TOTAL	1,171,106



HEALTHY COMMUNITIES:

In October 2017, NHA celebrated the completion of Phase II of the NHA Nutrition Services program with a ribbon cutting ceremony! Phase II included the construction of administrative offices, a new teaching kitchen and learning center, employee work stations, and installation of an HVAC system for the entire building.

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 (occupational therapy, physical therapy, and speech therapy) 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.

HOW IS THE ADHC PROGRAM MAKING AN IMPACT?

- The Center provides an array of services that assist the participant in maximizing their level of functioning that allows them to remain in their preferred living environment in their community such as: Independent Living, Independent Living Facility (ILF), Residential Care Facility (RCF) 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 primary care provider (PCP).
- The ADHC 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.



FRESH SPACES:

In FY 2017-2018, ADHC designed a new outdoor area! The new space provides a variety of engagement opportunities that include gardening, an infinity pathway for self-directed exercise, and social engagement through table games and conversation areas.

FINANCIAL COUNSELING AND COACHING

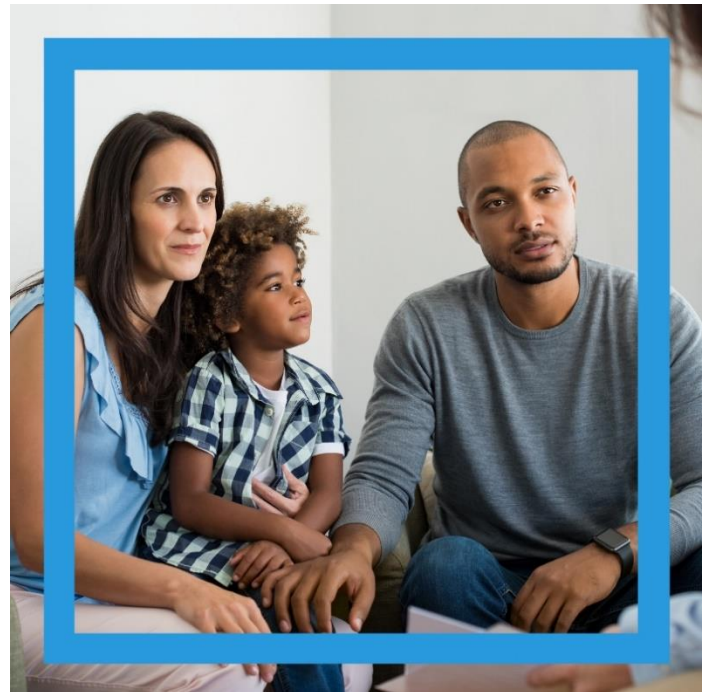
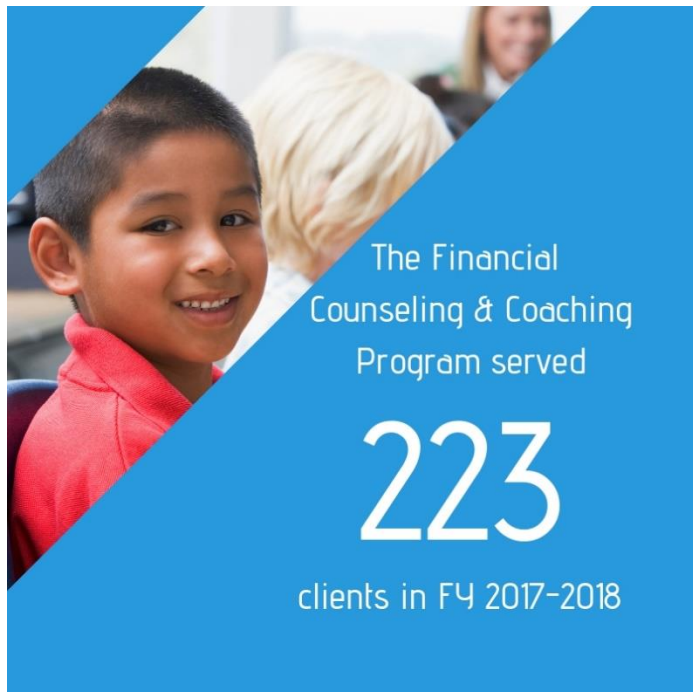


NHA's Financial Counseling and Coaching Program (FCCP) was created to provide valuable coaching and financial education to low-income families. The program teaches families how to manage and overcome debt, create a spending plan and budget, and establish a viable savings account and emergency fund. The program aims to show individuals a path to financial freedom that will increase the quality of life for their families and communities.

The classes are held at Vista Terrace Village and Coronado Terrace Apartments. The program's success is measured by how many clients improve their financial knowledge and reduce the need for loan and debt consolidation and reported outcomes to Eden Properties.

TUTORING SERVICES

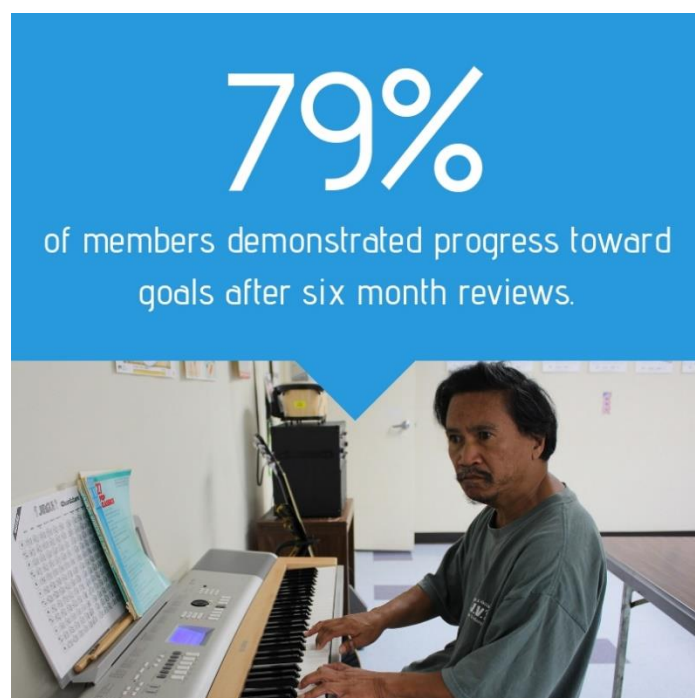
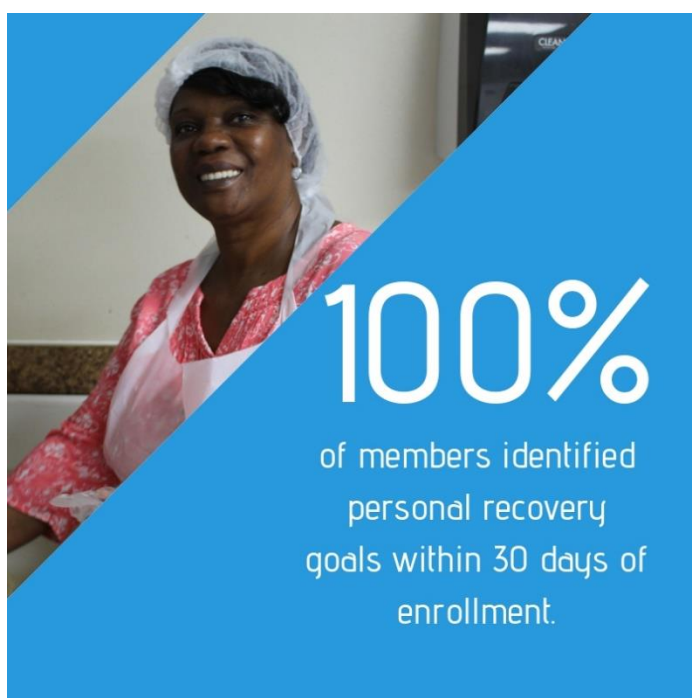
Tutoring services are provided to students in grades 3 through 12 at Eden Properties. Students have the opportunity to receive tutoring in the subjects of math, English, reading, and social studies. Students are rewarded for their participation and grade improvement with activities like field trips, movie nights, and more.



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 disorder. 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 activities they decide participate in.



QUALITY OF LIFE:

"Since I started coming to Friendship Clubhouse I've been happier. I have met a lot of people. I have learned a lot of interesting things. I have lost weight and learned to communicate and be around groups of people. The staff is very helpful and patient. I don't feel so lonely anymore because I have a place to go now. I enjoy having lunch with others. The food is great and I love doing chores. It gives me ambition to do things now. My self-esteem is better." – [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.

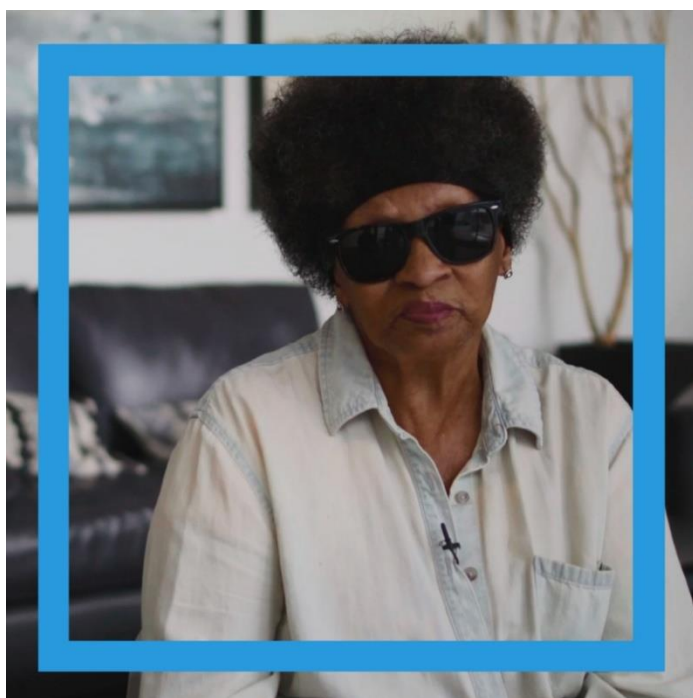


Services include:

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

ALPHA SQUARE

Project Enable's Geriatric Program also provides outreach, engagement and 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.



NO COMPLAINTS:

“Other counselors, they help me when I need someone to talk to about something or I want to start something. I’m happy here, I’m busy, and I have no complaints.” - **Patricia, 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. Case Management 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).

81%

of clients had a decrease or no change in their viral load.



52%

of clients had an increase or no change in their CD4 count

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

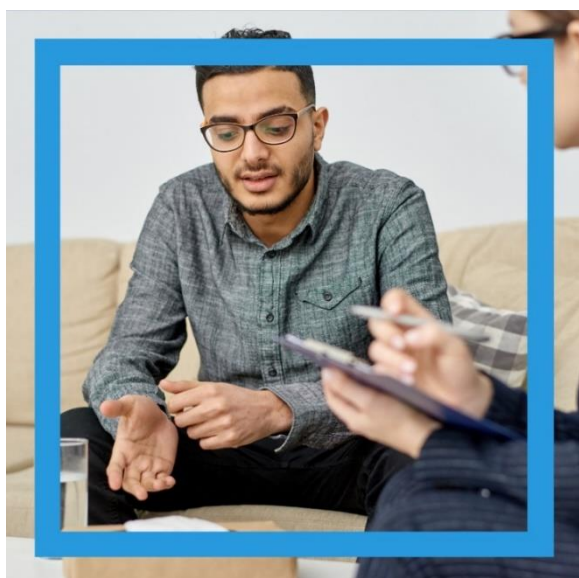


EMPLOYMENT SUPPORT SERVICES

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 clients in meeting their 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.

ROAD TO RECOVERY:

Coming to this group has taught me actual skills that I can use and have helped in my recovery. I’m confident I can remain drug free.”—**a Project Enable Participant**



PROJECT IN-REACH

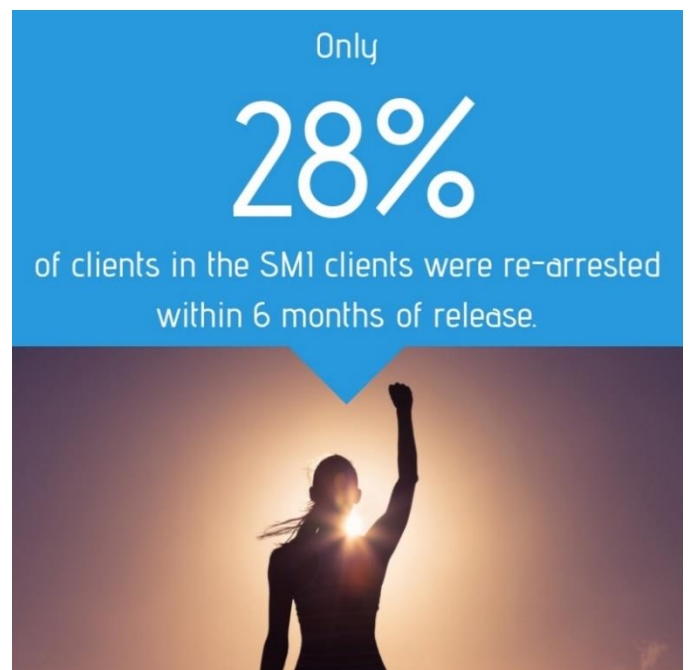
The Project In-Reach program is an outreach and engagement program for incarcerated individuals who have or are at risk of substance abuse and/or psychological disorders as they prepare to exit the detention facility. Program goals are to improve client's quality of life, to decrease relapse and reduce 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.

Program goals are to improve client's quality of life, decrease relapse, reduce recidivism, and diminish the impact of untreated health, mental health, and/or substance abuse issues. 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. Services include case management, outreaching and organizing the necessary community resources in order to support the client's transition out of the correctional facility.

SERIOUSLY MENTALLY ILL (SMI)

Project In-Reach also serves the severely 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 severe mental illness
- Designated Level 4 (classification by detention and facility authorities)



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. Participants 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.



SOCIAL SUPPORT:

“Black Infant Health is my social support network! The information that I have received is great. I am going to read the material on communication, negotiation and conflict resolution so that I can improve my communication skills and maybe have better success talking to family members and getting peace at home. I wish the group lasted more than 10 weeks.” – **a San Diego County Black Infant Health Program Participant**

**Statistics prepared by: County of San Diego, Health and Human Services Agency, Public Health Services, Maternal, Child, and Family Health Services.
Source: State of California, Department of Public Health, Health Information and Research Section, Birth and Death Statistical Master Files.*

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.





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