



Fiscal Year 2018-2019

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

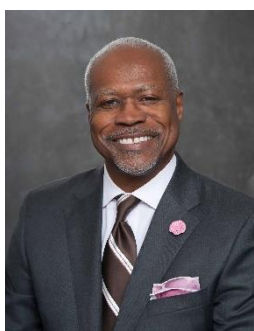
LETTER FROM NHA

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 pages.

NHA continues to lead the way in the social service arena. In fiscal year 2018-2019, the Project In-Reach Program was recognized by the National Association of Counties (NACo) for its exemplary work. The program received NACo's 2019 Achievement Award in the category of Criminal Justice and Public Safety. In the Head Start and early childhood education arena, our very own Damon Carson, General Manager of Education, Instruction, and Operations, was re-elected as the Chair of the National Head Start Association. We are honored to be recognized for our work and excited for the opportunity to advocate for children and families at a national level.

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."



TYRONE MATTHEWS, ESQ.
2019-2020 Board Chair

A handwritten signature in black ink, appearing to read "Tyrone Matthews".



RUDOLPH A. JOHNSON, III
President and CEO

A handwritten signature in black ink, appearing to read "Rudolph A. Johnson, III".

2018-2019

BOARD OF DIRECTORS

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Shyne San Diego

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Policy Council Parent Representative

Dreams for Change

Jack-in-the-Box

Ablaze Ventures

Qualcomm Technologies, Inc.

California Coast Credit Union

Ellis & Associates, LLC

Matthews Law Group

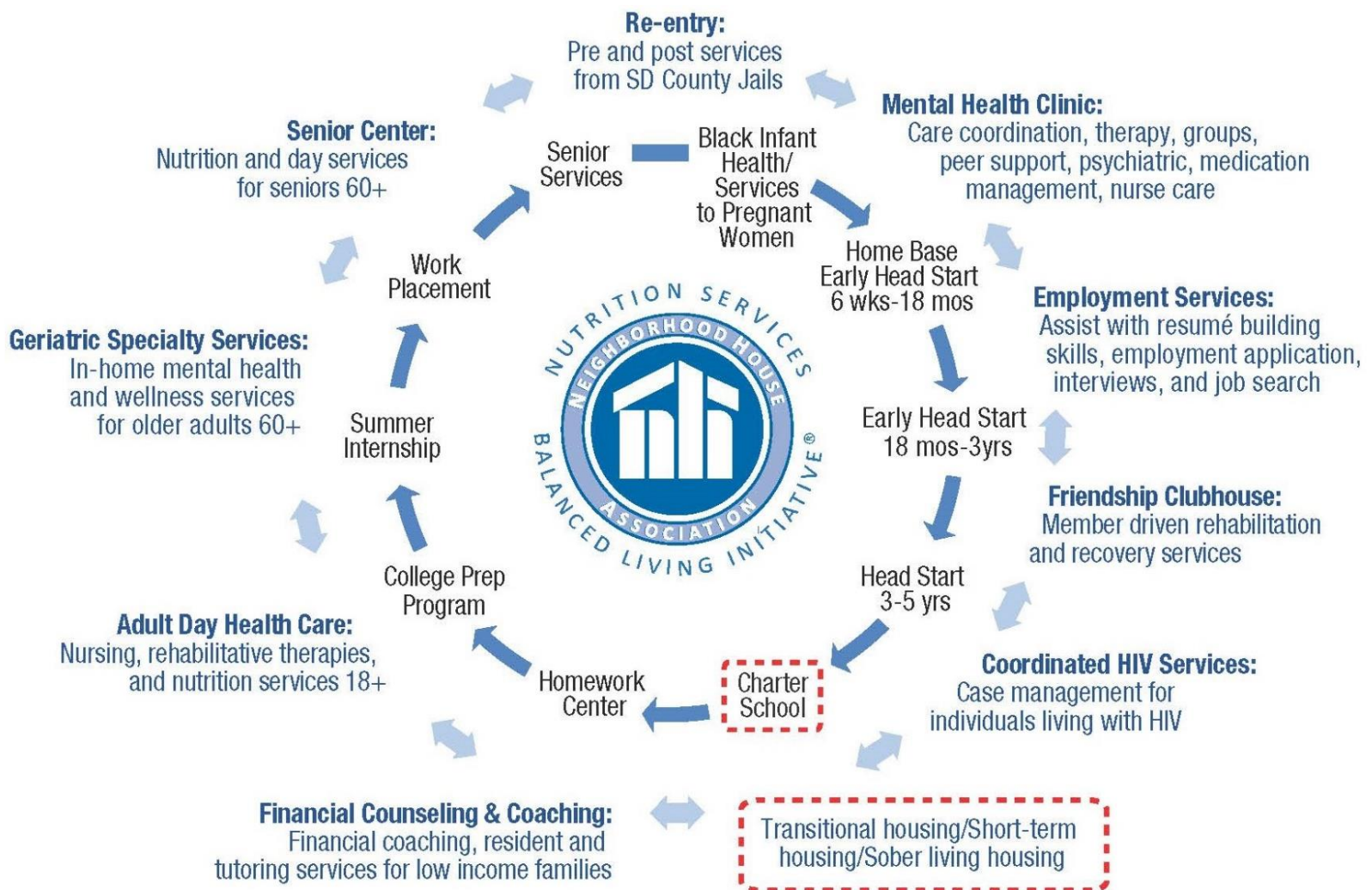
Retired, San Diego Sheriff's Department

San Diego Gas & Electric

Smart City

ESET

CONTINUUM OF CARE MODEL



CONTINUUM OF CARE MODEL NARRATIVE

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 three years. 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 over 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. 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 **Reginald Phoenix 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 105 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.

NHA'S APPROACH TO WELLNESS

NHA cares about the health and wellness of the communities we serve and the employees that serve the thousands of children and families we serve each year. Nutrition Services and the Balanced Living Initiative are at the core of our Continuum of Care Model, and NHA's Wellness Program gives employees the opportunity to pursue their wellness goals and encourages employees to actively maintain their health and wellness. NHA has partnered with organizations like the Marsh & McLennan Agency, Sharp Healthcare, and Kaiser Permanente to offer challenges, incentives, and events.



The Wellness Program Mission: "Our mission is to encourage the life balance and participation of our employees, families and communities to achieve optimal wellness through education, raised awareness, healthy choices and activities."

In November 2018, NHA employees and family members had the opportunity to participate in the Fall into Fitness 5K at Miramar Lake! Participants could walk, run, or bike the trail. Participants also enjoyed fresh smoothies, healthy produce, and fun activities for the entire family!



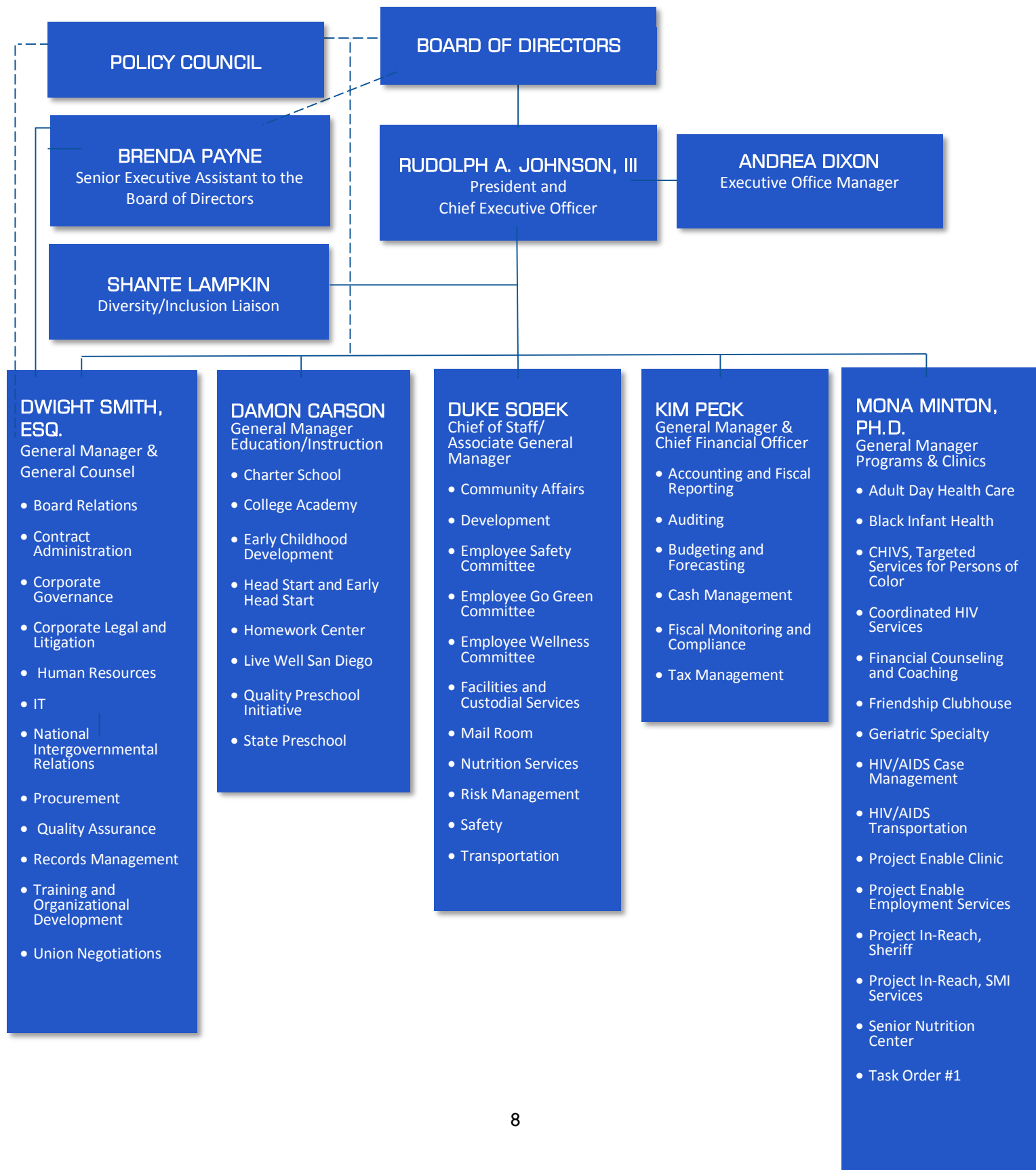
NHA employees have the opportunity to get their hands on fresh produce right in the office! Periodically, fruits and vegetables are made available to NHA employees to use as snacks in the offices or to use at home.

NHA is a Live Well San Diego partner! As a part of our Live Well Intensive Project, NHA employees have the opportunity to participate in exercise classes led by personal trainers three times per week at various locations throughout the agency.



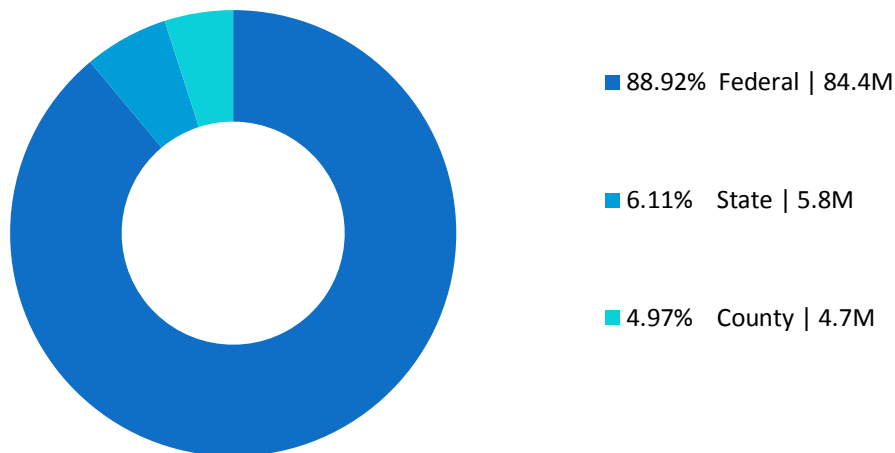
LIVE WELL
SAN DIEGO

ORGANIZATIONAL CHART

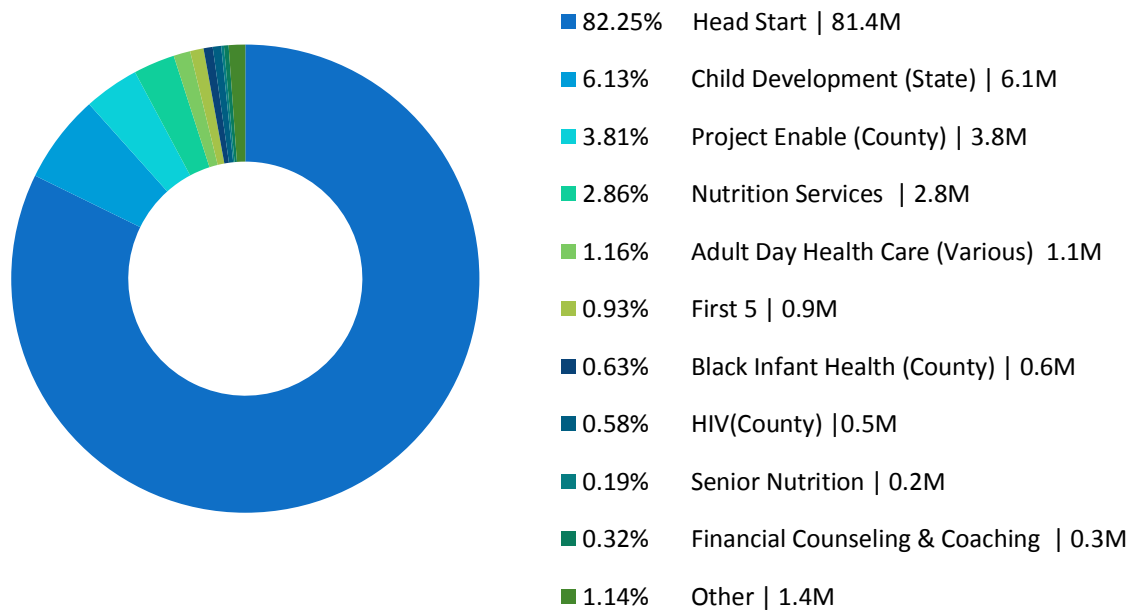


SOURCES OF INCOME

REVENUE BY FUNDING SOURCE

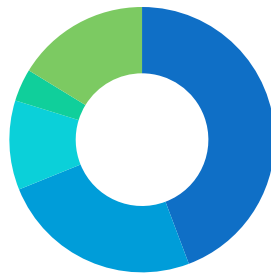


REVENUE BY CONTRACT



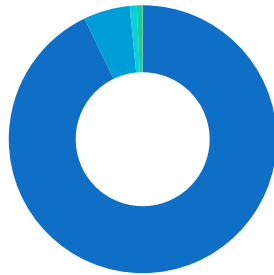
FINANCIAL OVERVIEW

FRINGE/TAX BREAKDOWN



- 44.26% Health Insurance | 4.2M
- 24.62% FICA | 2.4M
- 10.89% Workers Compensation | 1M
- 3.97% SUI | 0.4M
- 16.26% Pension | 1.6M

EXPENSES BY PROGRAM



- 92.85% Child Care Programs | 91.7M
- 5.60% Health & Nutrition | 5.5M
- 0.85% Youth & Other Services | 0.8M
- 0.63% Management & General | 0.6M
- 0.07% Fundraising | 0.06M

EXPENSES BY CATEGORY



- 43.32% Contracted Services | 42.8M
- 32.81% Salaries | 32.4M
- 9.94% Fringe Benefits | 9.8M
- 13.93% Non-Personnel Expenses | 13.8M

NHA 2018-2019 HEAD START BUDGET

OPERATING BUDGET

Head Start Federal Funding	\$59,698,532
Early Head Start Federal Funding	\$21,741,493
California Department of Education Funding	\$6,070,097
Quality Preschool Initiative	\$923,694
Black Infant Health	\$624,675
TOTAL	\$89,058,491

PROPOSED BUDGET

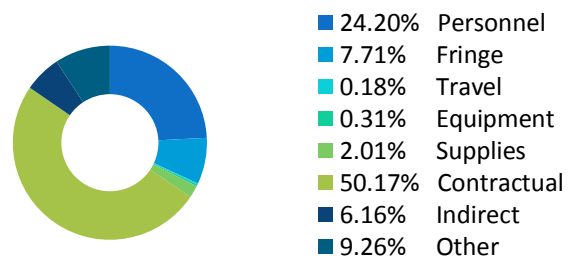
Personnel	\$24,033,422
Fringe	\$7,771,305
Travel	\$164,355
Equipment	\$251,826
Supplies	\$2,175,971
Contractual	\$41,162,708
Construction	--
Other	\$7,786,736
Indirect	\$5,712,168
TOTAL	\$89,058,491

"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 \$ 59,698,532 of federal funding and \$ 4,460,052 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 \$ 22,612,702 of federal funding and \$ 1,337,493 of state funding for children ages zero to three. "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 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.

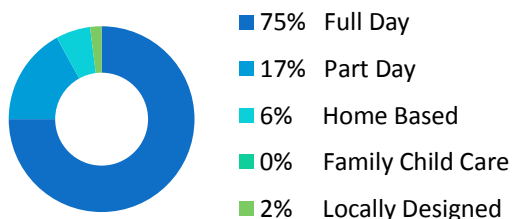
Head Start shares governance and decision-making responsibilities with the NHA Board of Directors and the Head Start Parent Policy Council. NHA is one of four of the Head Start grantees in San Diego County. NHA administers the Head Start and Early Head Start program with two delegate agencies, All Kids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

PROGRAM DESCRIPTION

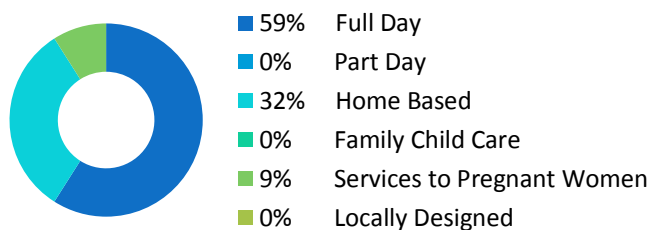
Head Start and Early Head Start is a free program, serving pregnant women, children (birth to five) and their families, who are living below the federal poverty level. Head Start promotes the school readiness of children by enhancing their cognitive, social and emotional development in a learning environment that supports children's growth in language, literacy, mathematics, science, social and emotional functioning, creative arts, physical skills, and approaches to learning. Funding for 2018 – 2019 program year was awarded to serve 5,366 three to five year olds in the Head Start program and 1,292 infants, toddlers and pregnant women in the Early Head Start program.

PROGRAM MODELS

Head Start



Early Head Start



2018 – 2019 HIGHLIGHTS

- Six parent leaders represented Neighborhood House Association in October (Washington DC). The visit to Capitol Hill provided information to members of Congress and/or staff and let them know about the most unique and pressing Head Start needs. Our goal was to create a positive impression about Head Start and discuss the need for increased funding.
- Through sports and physical activity, the sports league was an opportunity to engage families in the development of their children's gross motor skills and social interactions. In the Fall, we introduced soccer – including a high-energy program, familiarizing children with fundamental soccer principals. Over 2,000 children and families participated in this fun activity. Next, we introduced the children to t-ball – this activity was designed for children and parents as a fun, first experience with baseball. We introduced our children to baseball fundamentals, with parents at their side. Over 900 children and families participated in t-ball.
- The Head Start program held a Family Dance on March 16, 2019 at the Town & Country Hotel. Over 1,700 parents and children attended. This was something new and attracted a big audience. The agenda included a parent/child spotlight dance and dance contests. Additionally, we had face painting, a photo booth and hat making. This activity was a great way to create a sense of community.
- The Head Start Let's Move Olympics was held June 1, 2019 at San Diego High Balboa Stadium. This activity was designed to "set the stage for healthy habits." Over 1,400 children and families attended. Speakers at the event included Senator Ben Hueso, Olympian Jadel Gregorio and Doug Martin of the Oakland Raiders. This fun activity brought children and families together from all of our sites. The celebration kicked off with a parade of international flags and continued with music and movement activities. Once children were finished with a full round of activities they received a medal.
- The National Head Start Association (NHA) Dollar per Child Campaign is done each year to raise funds to support Head Start programs across the country. The Dollar per Child campaign is an effort to raise the dollars needed to support the advocacy efforts that represent Head Start programs, families and children in the state and nation. Our NHA parents embraced the fundraising effort that connects those with a direct stake in the future of the program. With the leadership of the Policy Council, our parents raised over \$5,000. Additionally, we were the grantee with the most raised in Region IX.



NHA EARLY HEAD START 2018 - 2019

EARLY HEAD START PERFORMANCE INDICATORS:

Children current with Early and Periodic Screening, Diagnostic, and Treatment (EPSDT):	91.4%
Children needing medical treatment:	5.4%
Children receiving medical treatment:	100.0%
Children with health insurance:	99.9%
Children with a medical home:	99.2%
Children with up-to-date, or all possible, immunizations:	98.4%
Children with a dental home:	98.9%
Teachers with a Child Development Associate (CDA) certificate or higher:	100.00%
Children enrolled less than 45 days:	3.3%
Multiple year enrollment:	32.9%
Children with an Individual Family Service Plan (IFSP):	17.2%
Families who received family services:	99.8%
Children (and pregnant women in EHS) who dropped out:	56.6%
Homeless families that acquired housing during the year:	16.1%



NHA HEAD START 2018 - 2019

PERFORMANCE INDICATORS:	
Children with current Early and Periodic Screening, Diagnostic, and Treatment (EPSDT):	95.0%
Children needing medical treatment:	5.0%
Children receiving medical treatment:	99.4%
Children with health insurance:	99.4%
Children with a medical home:	99.2%
Children with all possible immunizations:	99.3%
Children with a dental home:	98.9%
Children completing dental exams:	92.7%
Children needing dental treatment:	29.3%
Children receiving dental treatment:	80.4%
Teachers with a BA degree or higher**:	63.3%
ATs with Child Development Associate (CDA) or higher:	100.0%
Children enrolled less than 45 days:	3.2%
Multiple year enrollment:	35.2%
HS children professionally diagnosed as having a disability:	13.8%
Families who received family services:	100.0%
Children who dropped out and did not re-enroll:	12.8%
Homeless families that acquired housing:	20.0%

****Threshold is 50% nationwide**

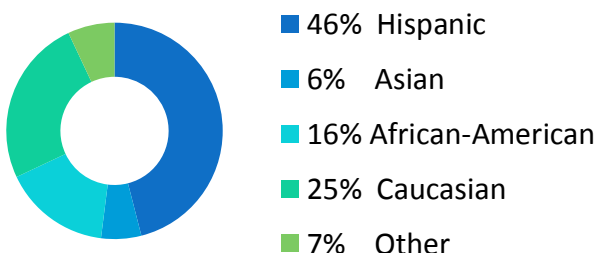
NHA HEAD START SCHOOL READINESS AND CHILD OUTCOMES

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.

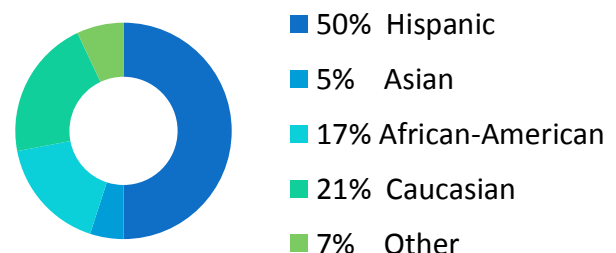
SUMMARY OF 2018-2019 HEAD START OUTCOMES STATE DESIRED RESULTS		
The State of California Desired Results on child outcomes displays significant gains for NHA preschool children.		
Children Ages 3 to 5 Years	Fall '18	Spring '19
Children are personally and socially competent	65%	89%
Children are effective learners	62%	87%
Children show physical and motor competence	74%	90%
Children are safe and healthy	64%	88%
SUMMARY OF 2018-2019 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 '18	Spring '19
Children are personally and socially competent	90%	93%
Children are effective learners	82%	88%
Children show physical and motor competence	73%	85%
Children are safe and healthy	89%	92%

ETHNICITY OF ACTUAL ENROLLMENT

Head Start



Early Head Start



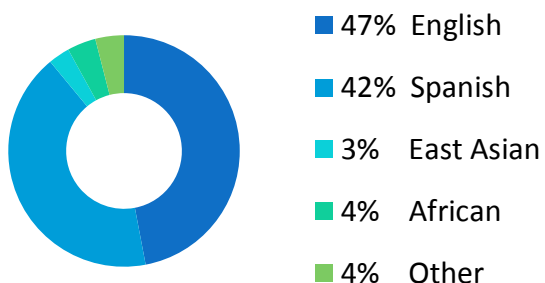
NHA HEAD START SCHOOL READINESS GOALS FOR PRESCHOOL AND INFANTS AND TODDLERS

Using the child outcomes data and parent input, School Readiness Goals for 2018-2019 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:

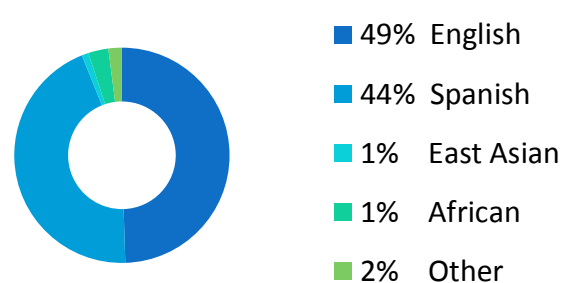
1. Social and Emotional Development: Children will demonstrate an awareness of self to others, and greater understanding of others for supportive relationships.
2. Language and Literacy: Children will increase their understanding of language, participation in conversations, awareness of sounds, understanding of letters, words, books and print.
3. Approaches to Learning: Children will demonstrate attention, imitate words or actions, show self-comfort, and self-control.
4. Cognition: Children will develop an understanding of cause and effect, space and their world, greater number sense and math operations.
5. Perceptual, Motor, and Physical Development: Children will demonstrate healthy and safe practices, fine motor and large movement skills.

LANGUAGE OF ACTUAL ENROLLMENT

Head Start

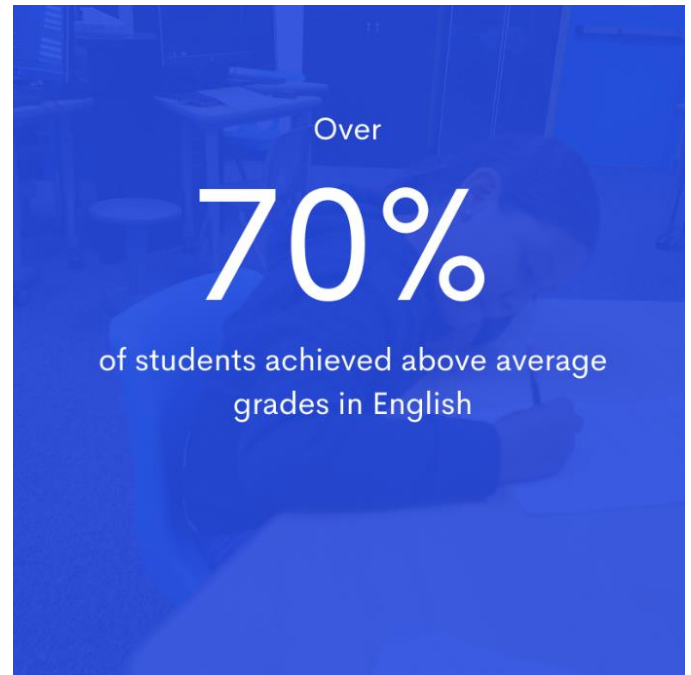
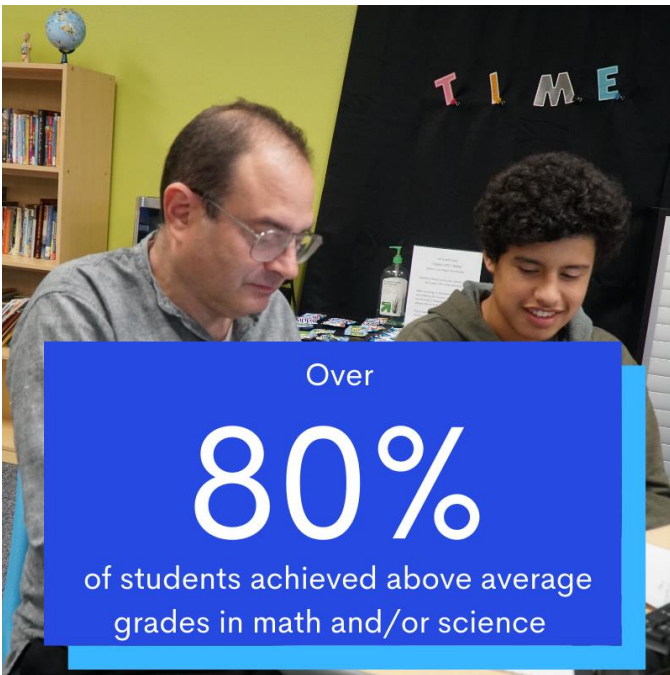


Early Head Start



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.



WORK HARD, PLAY HARD!

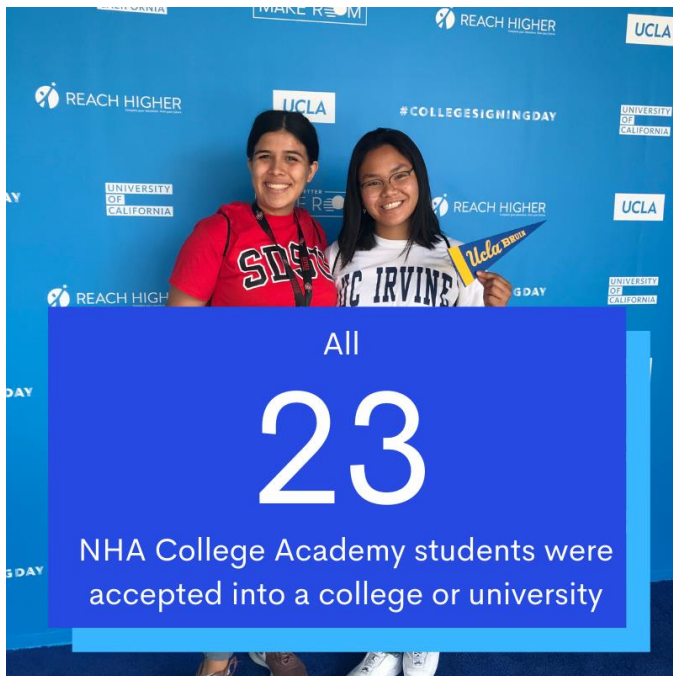


NHA Homework Center students work hard all year to excel in the classroom, so it is only right to reward their hard work with some fun! The students celebrated their accomplishments and a successful end to the school year at John's Incredible Pizza!

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 realize their dreams of high education. Students receive step-by-step assistance writing personal statements, filling out college applications, and applying for scholarships and financial aid.



NHA College Academy students planned to attend the following schools in fall 2019:

- California Lutheran University
- California State Polytechnic University, Pomona
- California State University, San Marcos
- Gettysburg College
- San Diego Mesa College
- San Diego State University
- University of California, Berkley
- University of California, Davis
- University of California, Irvine
- University of California, Los Angeles
- University of California, Merced
- University of California, San Diego

COLLEGE SIGNING DAY



NHA College Academy students had the opportunity to attend the College Signing Day celebration at UCLA! The event celebrated first-generation college students and featured a keynote by former first lady Michelle Obama!

REGINALD PHOENIX YOUTH FELLOWSHIP SUMMER EMPLOYMENT PROGRAM



The Reginald J. Phoenix Youth Fellowship Summer Employment Program (YFSEP) was developed in the Summer of 2009. As part of our Continuum of Care Model, this unfunded program was established to assist in grooming young adults for future leadership roles within their respective communities and prepare them for future endeavors by equipping them with the necessary tools to be successful in life as productive members of society and by providing experiences that offer a realistic glimpse of today's workforce. Hired youth and young adults were assigned to work

in their various areas of interest matching their college majors and future employment goals, including the Head Start program, Social Service programs, Nutrition Services, and other departments within the Copley Administrative Offices. Participants learned key transferable skills such as problem solving, the ability to meet deadlines, create new ideas, and professional communication. Since the program's inception in 2009, its success has garnered the attention and support of our communities and business partners, and has grown to impact even more youth year after year.

These experiences and activities enable youth to:

- Develop a solid foundation of workplace readiness skills and competencies;
- Further understand the connection between education and work;
- Enhance basic skills and competencies;
- Earn summer income;
- Build their resumes for future employment



31

youth participated in the Reginald
Phoenix Youth Fellowship Summer
Employment Program in 2019

38%

of the participants came to the
program with no work or volunteer
experience

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
- Culture Change Initiatives
- Culture Merger Alignment
- Customer Service/Relations
- Equity, Diversity & Inclusion
- Leadership Development
- Performance Management
- Personality/Work Style Dynamics
- Professional Development
- Retreat and Meeting Facilitation
- Sexual Harassment & Abusive Conduct Prevention
- Strategic Planning
- Team Building



I C.A.R.E. ACADEMY



In FY 2018-19 InnoVisions piloted offering I C.A.R.E. Academies to external organizations. The Academy was well received by participants earning an overall satisfaction rating of 4.7 on a 5.00 scale. As such the Academy has become an open enrollment and custom program offering. The I C.A.R.E. Academy is designed to improve participants' ability to demonstrate effective emotional intelligence and compassion. These skills are essential to achieving optimal success as a leader, team member, and/or service provider. They also lay the foundation for advancing EDI (Equity, Diversity & Inclusion) efforts.

NUTRITION SERVICES



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 First Lady Michelle Obama.

BREAKDOWN OF TOTAL MEALS PRODUCED	
MEAL TYPE	NUMBER OF MEALS
Breakfast	334,780
Lunch	505,965
Snack	295,371
TOTAL	1,135,116



EXPANDED SERVICES:



Nutrition Services decommissioned two 20-year-old trucks and added two new meal delivery trucks to the fleet of thirteen. This will greatly improve operational efficiencies, and will allow the department to better serve clients with consistent, on-time deliveries. In addition, Nutrition Services overhauled the catering program and has increased catering services with new menus. Revamped menus include both an a la carte menu and fixed meal choice menu. Nutrition Services has the capability to cater executive or business meetings and conferences in San Diego.

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 (OT, PT and ST) 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, ILF, 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 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.



HOME AWAY FROM HOME



I like to socialize and coming to the center gives the opportunity to have some friends and talk. I am engaged in all the activities at the center because it keeps me busy and relaxed. My physical health is stable because exercises benefits me and I am physically active. My family enjoys having me at the center because they say it keeps me socially active.”—**an ADHC Participant**

COORDINATED HIV SERVICES

The Coordinated HIV Services (CHIVS) Program provides client-centered services such as case management, case worker, mental health, substance use outpatient, peer navigation and transportation. The program links clients with health care, psychosocial support, legal services, home delivered meals, emergency housing and other services that meet each client's individual level of need. The primary goal of CHIVS is ensuring that people living with HIV/AIDS are enrolled and sustained in HIV primary care. The CHIVS Program promotes retention in care and medication adherence with the goal of improving health outcomes for persons living with HIV/AIDS, eliminating health disparities, and achieving viral suppression as well as an increase in CD4 count.



TARGETED SERVICES FOR PERSONS OF COLOR

Targeted services for persons of color identify, engage, refer and link people living with HIV/AIDS to HIV primary care, and use other health care and support services to keep them in care over time. Coordinated services include outreach, medical case management, non-medical case management, mental health counseling, outpatient substance abuse services and medical transportation services. Targeted services for persons of color are funded under the Minority AIDS Initiative, which was established in 1999 by Congress under the Ryan White HIV/AIDS Program to improve access to HIV care and health outcomes for disproportionately affected minority populations, including black populations.

100%

of clients were enrolled in HIV primary care within 90 days of enrollment

89%

of clients who had at least one viral load blood test achieved viral suppression

FINANCIAL COUNSELING & COACHING

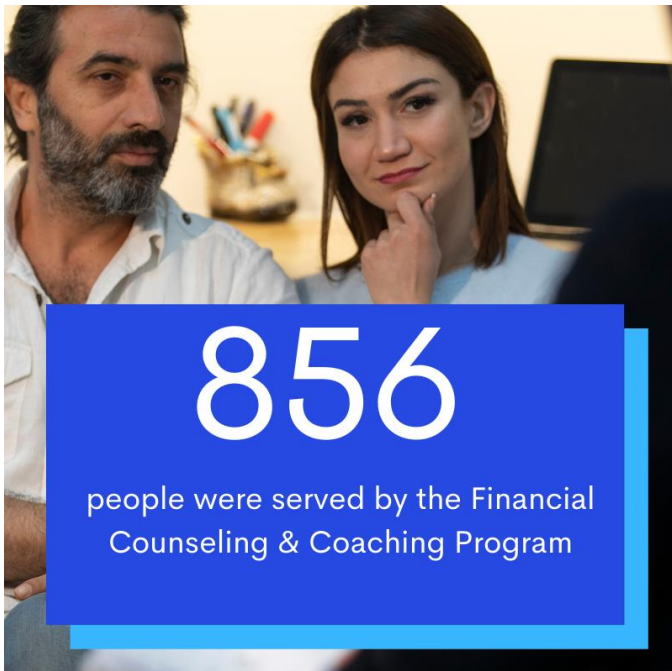


NHA's Financial Counseling and Coaching Program (FCCP) was created to provide valuable coaching and financial education to low-income families. The program teaches families how to manage and overcome debt, create a spending plan and budget, and establish a viable savings account and emergency fund. The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

The classes will be held at Vista Terrace Village and Coronado Terrace Apartments. The FCCP'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.

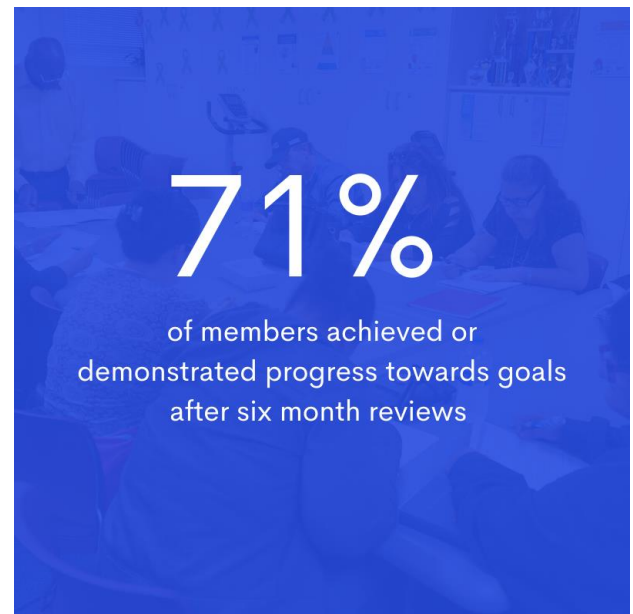
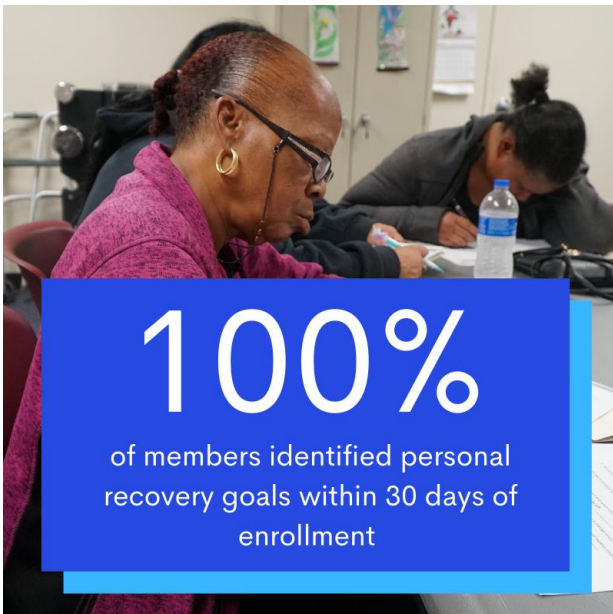


FRIENDSHIP CLUBHOUSE



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 which activities they decide to participate in.



RECOVERY SUPPORT



Ayele H. Melkie, Sr. Program Manager of the Friendship Clubhouse program, received the "This Person" award at the 2019 San Diego Recovery Summit. Ayele was recognized for his outstanding efforts and going above and beyond to support individuals in recovery.

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.

LIFE MADE EASIER



“The Geriatric Specialist didn’t give up on me, she was nice and she had a lot of good ideas about how to make my life easier.” —
a Geriatric Specialty participant

“I feel like I have more hope now that I have a place to go and talk to other people my age.” —**a Geriatric Specialty participant**

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.

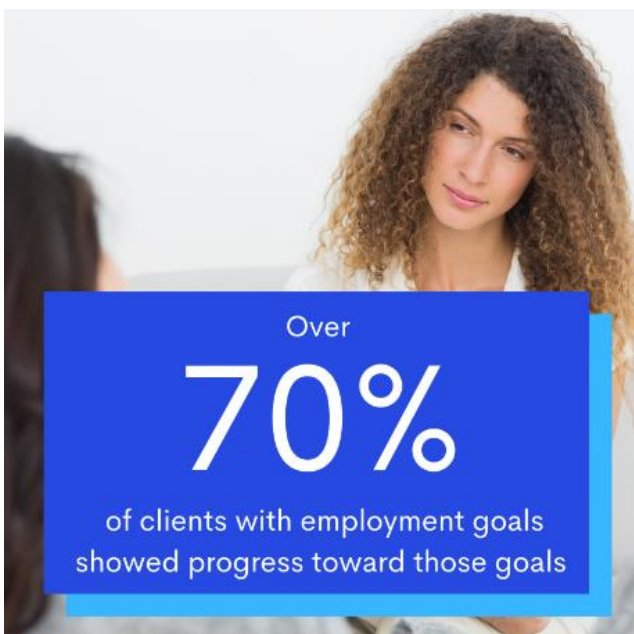
Recovery Services include:

- 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.



PROJECT IN-REACH

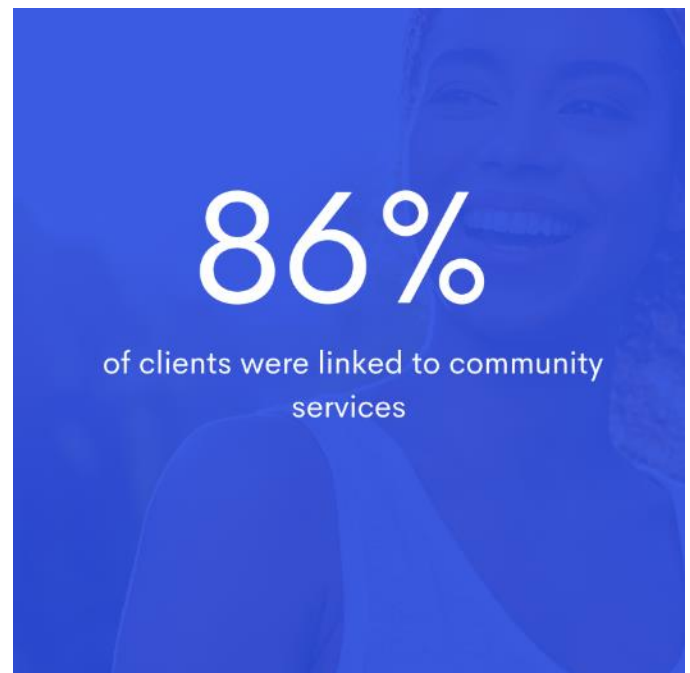
The Project In-Reach program is an outreach and engagement program for incarcerated individuals who have or are at risk of substance abuse and/or psychological disorders as they prepare to exit the detention facility. Program goals are to improve client's quality of life, to decrease relapse and reduce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



88%

of infants were born with a normal
birth weight



80%

of infants were breastfed at three
months

CONNECTED



“This program helped me to meet and feel connected to other women. At a time in my life when I was going through a lot, BIH was a safe place for me. This program helped me to see that I was going to be alright and that I am a very good mother to my children.” – **a San Diego Black Infant Health Program 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.



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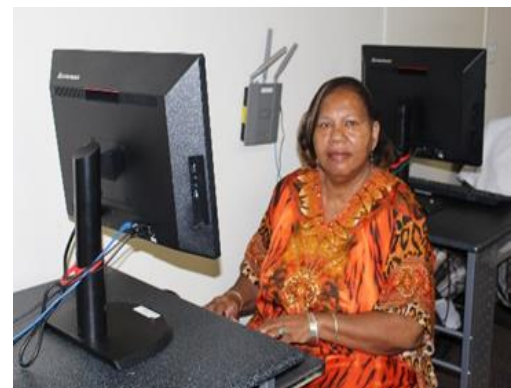
seniors served in FY 2018-2019

Over
9,500

meals served in FY 2018-2019

SUPPORT NHA!

The Neighborhood House Association serves thousands of children, families, and seniors each year. We depend on the support of organizations and individuals to continue impacting lives in the San Diego communities that need it most.



Visit www.neighborhoodhouse.org to learn how you can be a part of our legacy of service!

LET'S CONNECT!

Follow us on social media and keep up with all of the great things happening at NHA!



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@NHA_SD



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