



Fiscal Year 2019–2020

# 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*

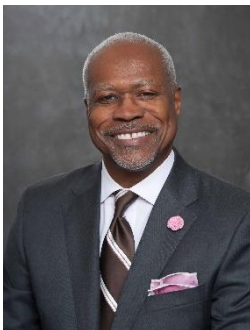
# LETTER FROM NHA

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 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.

The 2019-2020 Fiscal Year saw the onset of the COVID-19 pandemic. The pandemic caused us to shift some of our operations and be flexible with our service-delivery, but we are proud of how we adapted to meet the needs of those we serve during an unprecedented time in our nation's history. We stood up seven meal distribution locations to continue to feed and provide resources for our children and seniors. Programs organized "swing by" events to maintain safe, socially distant contact with clients. Essential employees in our nutrition services and mental health programs were provided the proper personal protective equipment and continued to serve on the front line. We are proud of what we have been able to accomplish, and we will continue to look for new opportunities to serve as we move through the COVID-19 pandemic.

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".

# BOARD OF DIRECTORS

TYRONE MATTHEWS, ESQ.

MEISHA SHERMAN, MBA

MARK BLANKENSHIP, PH.D.

VERNA JAGGERS

ALEXANDRA ALBRO

CYNTHIA AUSTIN

FRAN AYALASOMAYAJULA, MPH

ROSALBA BARRAGAN

KYRA BETHEL

EDRIENNE BRANDON, MBA

JANET RICHARDS CARSON

RAY ELLIS

DR. TERRELL FLETCHER

MATTHEW GUILLORY

CARYL HILLIARD

TODD LANE

VIOLETA LOMBERA

PENNEY NEWELL

BRETT STAPLETON

Chair | Matthews Law Group

Vice Chair | Danaher Corporation

Treasurer | Jack-in-the-Box

Secretary | JaggersnHarmony

ESET

Shyne San Diego

Hewlett Packard, Inc.

National Head Start Association

Dreams for Change

Ablaze Ventures

Qualcomm Technologies, Inc.

Ellis & Associates, LLC

City of Hope International Church

City National Bank

Intuit, Inc.

California Coast Credit Union

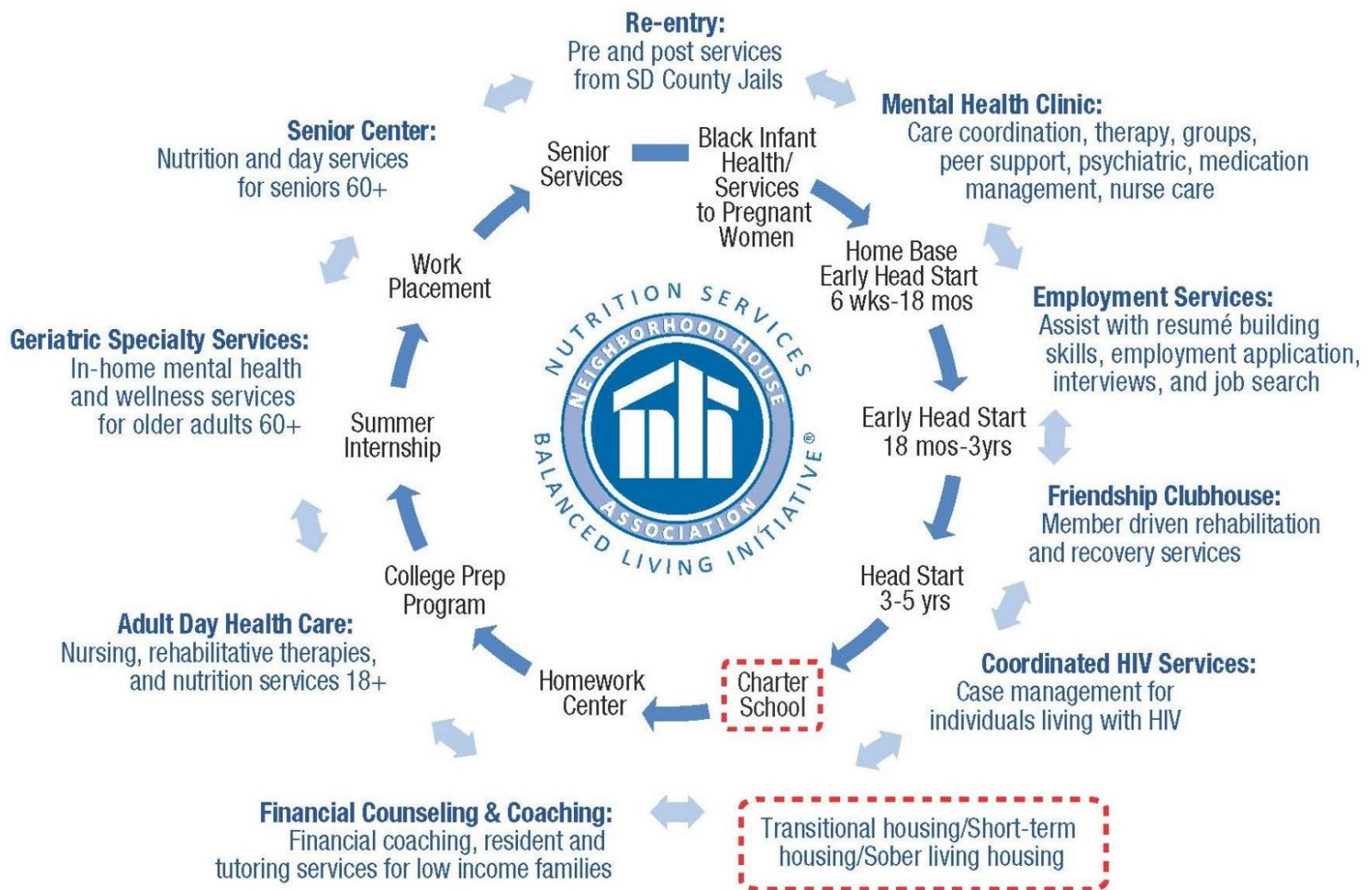
Policy Council Parent Representative

San Diego Gas & Electric

ESET



# 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 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.

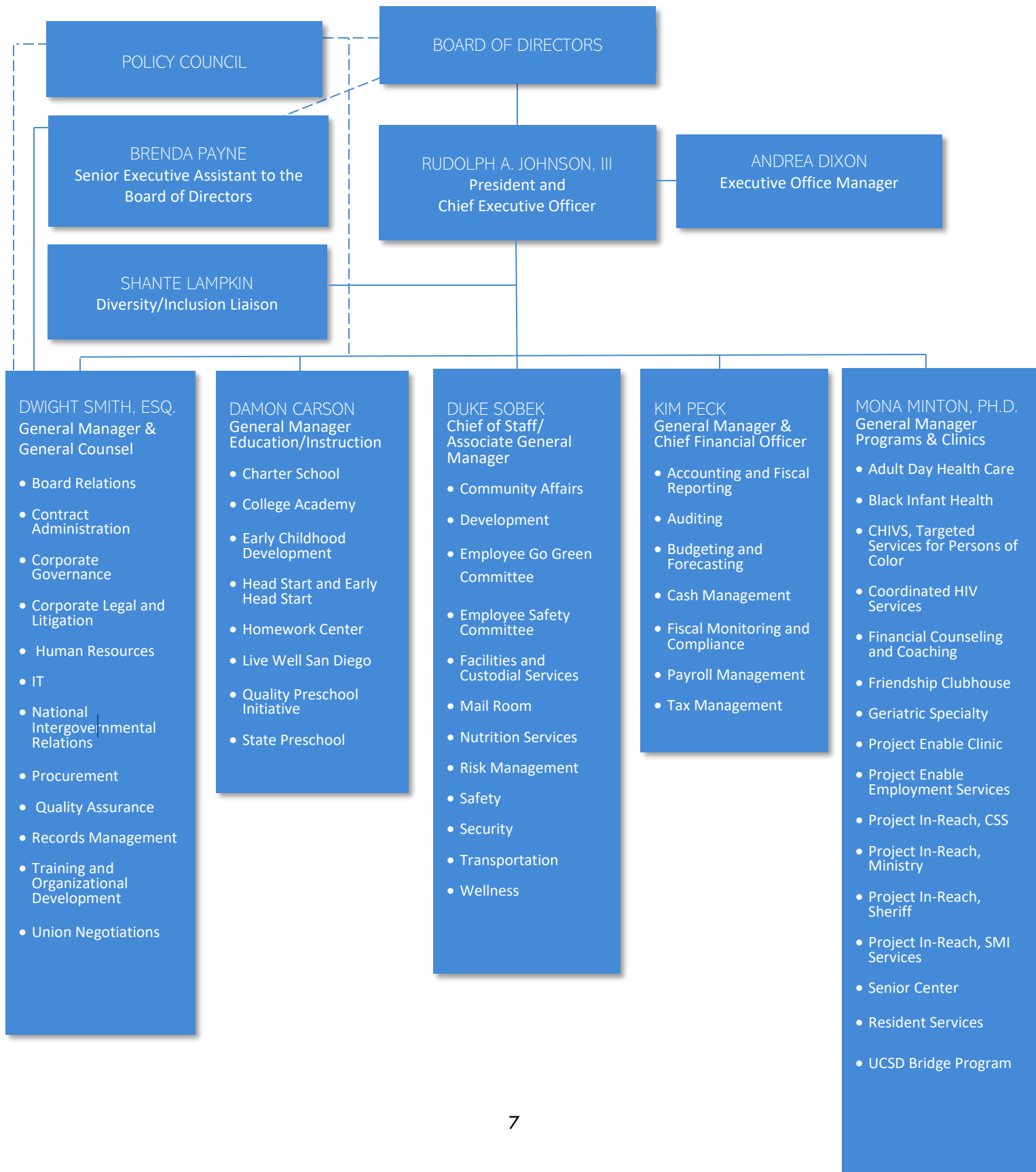
NHA's vision is to open a **Charter School** within the next two to three years, beginning with transitional-kindergarten through 3rd grade, and incorporating additional years. The charter school is the only missing piece of the Continuum of Care Model. Upon completion, NHA looks forward to using the 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

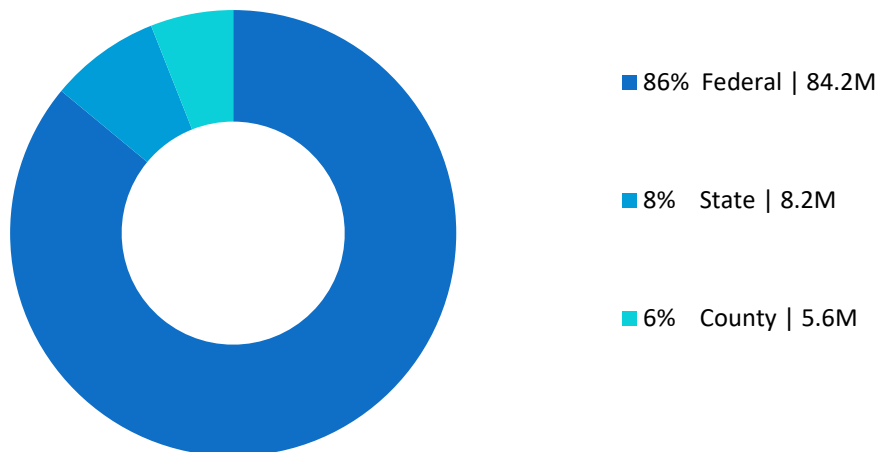
# ORGANIZATIONAL CHART



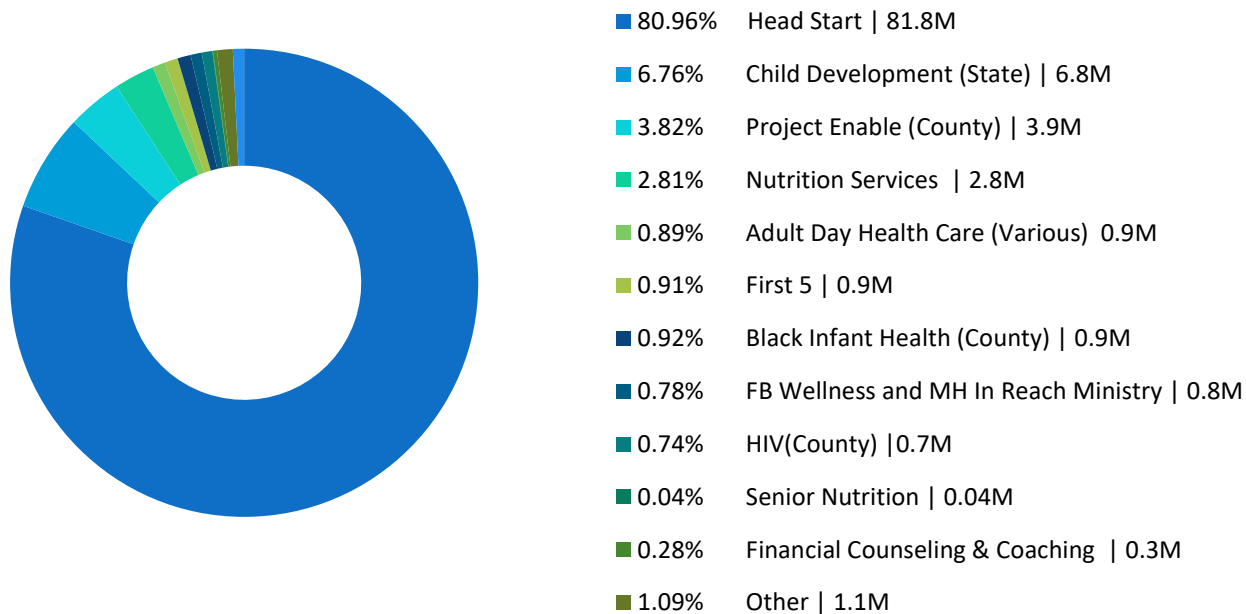


# SOURCES OF INCOME

## REVENUE BY FUNDING SOURCE



## REVENUE BY CONTRACT



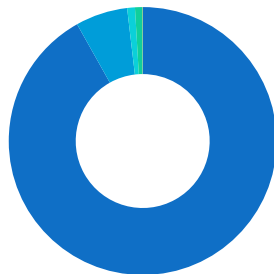
# FINANCIAL OVERVIEW

## FRINGE/TAX BREAKDOWN



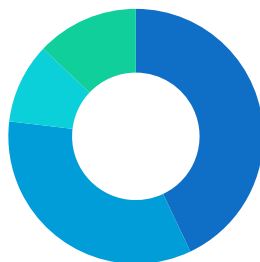
- 46% Health Insurance | 4.5M
- 26% FICA | 2.5M
- 7% Workers Compensation | 0.7M
- 4% SUI | 0.4M
- 17% Pension | 1.7M

## EXPENSES BY PROGRAM



- 91.86% Child Care Programs | 92.4M
- 6.29% Health & Nutrition | 6.3M
- 0.94% Youth & Other Services | 0.9M
- 0.85% Management & General | 0.9M
- 0.06% Fundraising | 0.06M

## EXPENSES BY CATEGORY



- 42.96% Contracted Services | 43.2M
- 33.92% Salaries | 34.1M
- 10.17% Fringe Benefits | 10.2M
- 12.95% Non-Personnel Expenses | 13M

# NHA 2019-2020 HEAD START BUDGET

## OPERATING BUDGET

Head Start Federal Funding	\$60,258,384
Early Head Start Federal Funding	\$21,567,967
California Department of Education Funding	\$6,431,561
Quality Preschool Initiative	\$922,008
Black Infant Health	\$927,033
<b>TOTAL</b>	<b>\$90,106,953</b>

## PROPOSED BUDGET

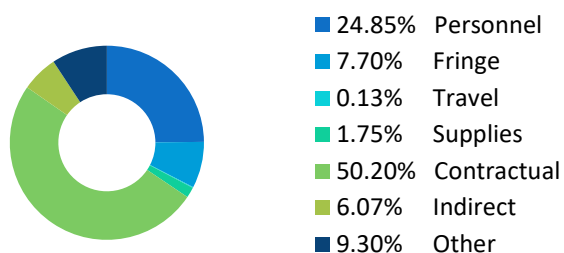
Personnel	\$24,993,286
Fringe	\$7,922,663
Travel	\$114,369
Equipment	\$17,534
Supplies	\$1,920,130
Contractual	\$41,408,012
Construction	--
Other	\$8,001,016
Indirect	\$5,729,943
<b>TOTAL</b>	<b>\$90,106,953</b>

*"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 \$ 60,258,384 of federal funding and \$ 4,922,659 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 \$ 22,187,194 of federal funding and \$ 2,182,628 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.

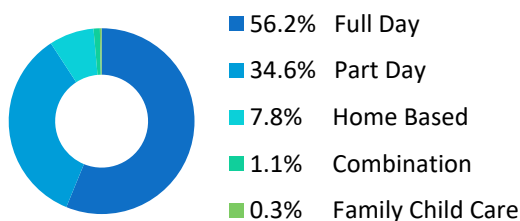
Head Start shares governance and decision-making responsibilities with the NHA Board of Directors and the Head Start Parent Policy Council. NHA is one of four of the Head Start grantees in San Diego County. NHA administers the Head Start and Early Head Start program with two delegate agencies, All Kids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

## PROGRAM DESCRIPTION

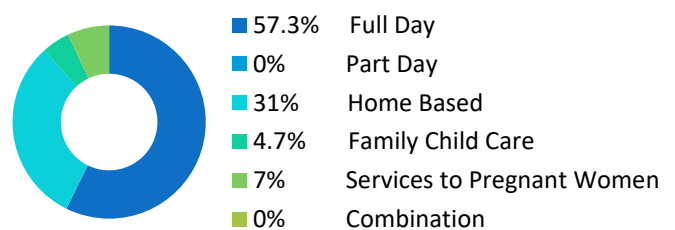
Head Start and Early Head Start is a free program, serving pregnant women, children (birth to five) and their families, who are living below the federal poverty level. Head Start promotes the school readiness of children by enhancing their cognitive, social and emotional development in a learning environment 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



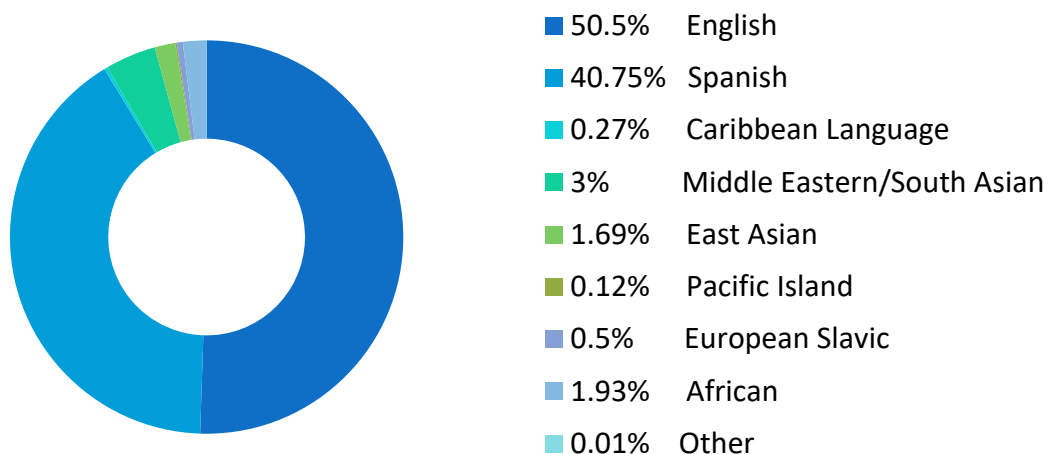
## 2019– 2020 HIGHLIGHTS

- The agency and Head Start achieved a successful audit of our childcare operation from the California Department of Education.
- NHA General Manager of Education and Instruction, Damon Carson received a Leadership in Education Award from Frog Street Inc. in Dallas, TX.
- NHA General Manager of Education and Instruction Damon Carson provided key note remarks at the Annual Legislative Congressional Breakfast hosted by the National Head Start Association in Washington, DC.
- Damon Carson presented NHA's Service Delivery System at The 19th Annual National Charter Schools Conference in Las Vegas, Nevada.
- 500 NHA program participants and staff participated in the 40th Annual Martin Luther King, Jr. Parade. NHA Board Chair Tyrone Matthews and NHA President and CEO Rudy Johnson along with other members of the Executive Leadership Team were in attendance. The agency won a first place trophy for its float.
- NHA Head Start Soccer Sports League: – December 2019: This activity was designed for children and parents as a fun, first experience with soccer. While introducing the fundamentals of soccer skills, we promoted parent-child relationships and family health, and engaged families in the development of their children's gross motor skills and social interactions.
- NHA General Manager of Education and Instruction Damon Carson received an Advocacy Award from the Texas Head Start Association in El Paso, TX.
- Head Start was featured in a documentary produced by the San Diego Foundation as advocates in increasing access and opportunities for working families. Resulting in NHA receiving a 25k grant from the San Diego Foundation Dollar per Child Campaign: Our NHA parents embraced the fundraising 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.



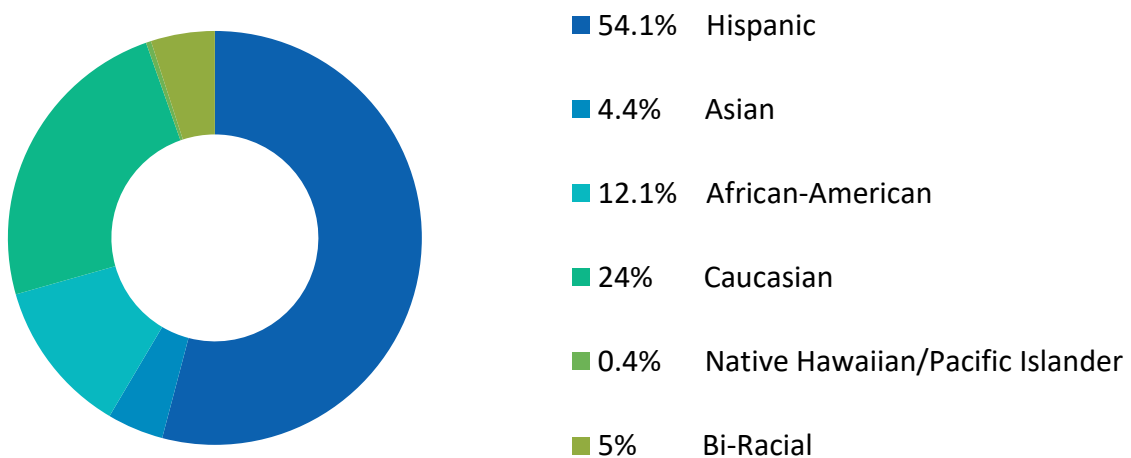
## LANGUAGE OF ACTUAL ENROLLMENT

Head Start and Early Head Start Combined



## ETHNICITY OF ACTUAL ENROLLMENT

Head Start and Early Head Start Combined





# 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 Homework Center served

46

students in FY 2019-2020

Homework Center  
students represented

18

schools in FY 2019-2020

## PARTNERSHIPS



The Homework Center renewed a partnership with Baker Elementary along with a new partnership with the PAL program at University of California, San Diego (UCSD).

# 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.

# 100%

of students were accepted  
into a college or university in  
FY 2019-2020

NHA College Academy students plan to  
attend the following colleges and  
universities in fall 2020:

- 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, Berkeley
- University of California, Davis
- University of California, Irvine
- University of California, Los Angeles
- University of California, Merced
- University of California, San Diego

## 2019 HOLIDAY BOWL



Students were able to experience a college atmosphere by attending the 2019 Holiday Bowl luncheon and game. Sempra Energy provided the tickets to both the luncheon and game. Students were very excited and appreciative of being able to experience the game with classmates, family and friends.

# REGINALD J. 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

# 18

students completed virtual  
internships in Summer 2020

# 11%

of 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



## NHA VIRTUAL CAFE



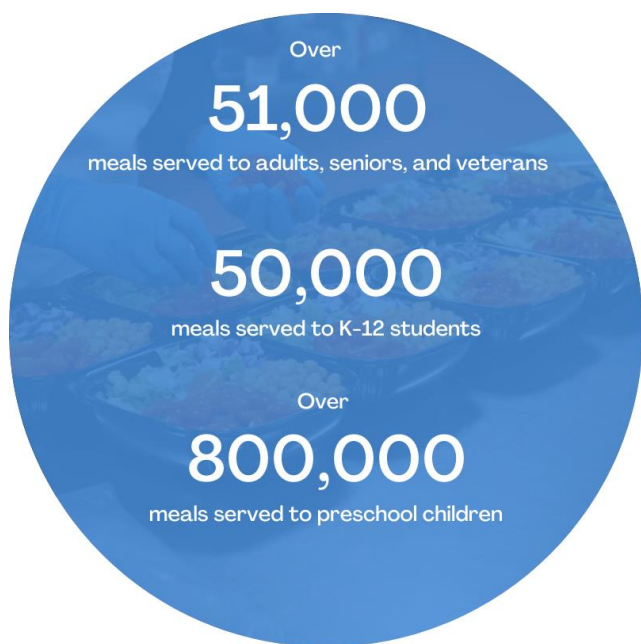
In the wake of the COVID-19 pandemic, the InnoVisions program organized the NHA Virtual Café. The virtual event gave employees the opportunity to reflect and connect as the entire nation adjusted to new stay-at-home orders.

# NUTRITION SERVICES



Neighborhood House Association's Nutrition Services Department produced and delivered just over 920,000 meals including breakfast, lunch, snack and suppers to up to 60 locations daily for thousands of Head Start children, preschoolers, school-aged children, Adult Day Care participants, seniors, and homeless. 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 menu development practices and was presented the inaugural Let's Move! Child Care award by First Lady Michelle Obama.

COVID-19 greatly impacted Nutrition Services, as almost all locations the department serves had to close or greatly reduce attendance, resulting in decrease meal production and a huge loss in revenue. Remarkably, the department never missed a day of meal production, and provided 75,000 meals to children, seniors, and homeless individuals between the months of March and June 2020. The team implemented strict food safety and sanitation protocol to keep staff and consumers as safe as possible. Fundraising was more important than ever to continue operations, pay regular fixed costs (such as building lease and utilities), and keep staff on payroll. NHA fundraised \$324,547 just for Nutrition Services. Funding came from generous donors such as San Diego Rotary, The San Diego Foundation, Bank of America, and private donations.



## BREAKDOWN OF TOTAL MEALS PRODUCED

MEAL TYPE	NUMBER OF MEALS
Breakfast	271,641
Lunch	403,383
Snack	245,621
TOTAL	920,645

# 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 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.
- In the wake of the COVID-19 pandemic, the program transitioned quickly into a "Center Without Walls" model of care that has provided participants and their caregivers with case management services that include weekly risk assessments, linkages to community resources, wellness checks, health management monitoring, and weekly activities packets to provide cognitive stimulation and support.

## COVID-19 IMPACT



In the wake of the COVID-19 pandemic, the ADHC program hosted a "Swing By" event to give clients and caregivers the opportunity to connect with staff while observing social distancing. Clients and caregivers took home meals and activity packets to keep them engaged while staying at home.



# 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.



# 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.

# 196

people were served by the  
Friendship Clubhouse  
program in FY 2019-2020

# 3,353

units of service were  
provided in FY 2019-2020

## OPEN DOORS



"Friendship Clubhouse is a place with open doors for job support and it is a sweet episode of joy in my life. Friendship Clubhouse offers computers. It is a good place for people from other countries and other cultures like me. They work hard for us."—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.

## NOT ALONE



“If the Staff didn’t have nursing experience, I don’t think I would be as happy. Now I don’t feel as shy and can join in the conversations with my neighbors, the hearing aids work great!” —a Geriatric Specialty participant

“Talking to someone helped me feel like I wasn’t alone. I started to wear my mask and took daily walks around my neighborhood. This small change helped me feel better and I realize that it’s OK to ask for help when I need it.” —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.

Over  
**78%**

of participants with  
employment goals showed  
progress in FY 2019-2020

**100%**

of participants with  
housing goals reported  
progress in FY 2019-2020

# PROJECT IN-REACH

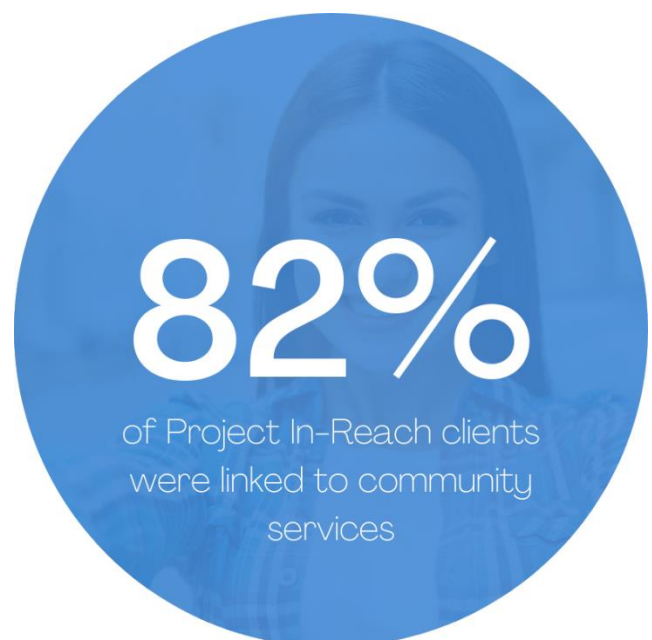
The Project In-Reach program is an outreach and engagement program for incarcerated individuals who have or are at risk of substance abuse and/or psychological disorders as they prepare to exit the detention facility. Program goals are to improve client's quality of life, to decrease relapse and reduce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





# PROJECT IN-REACH MINISTRY



Project In-Reach Ministry program (PIRM) is an outreach and engagement program for incarcerated adults who have been diagnosed with serious mental illness (SMI) and a severe level of impairment while incarcerated. Program goals are to improve clients' quality of life, to reduce instances of relapse and return to custody and to diminish the impact of untreated health conditions, mental illness, and/or substance abuse. PIRM offers clients the opportunity to receive services through a Faith Base Partner (FBP) who assists them pre and post release in addition to the clinical and peer services

provided by PIRM staff. PIRM and FBP assist with the linkages to faith-based and other community resources to aid in a successful transition process.

Clients may be enrolled up to six months pre-release and stay in the program up to 3 months post-release. Services include case management and care coordination, pastoral counseling and spiritual guidance, outreaching and organizing the necessary community resources in order to support clients' transition out of the correctional facility, individual counseling, mental health and recovery services, post release transportation assistance, short- term transitional housing support, and crisis intervention. The goal of PIRM goal is to promote mental wellness, spiritual support, physical health and emotional stability of clients in custody and post release while encouraging individual resilience within their community. The program serves Las Colinas Detention and Reentry Facility (LCDRF), Vista Detention Facility (VDF), George Bailey Detention Facility (GBDF), East Mesa Reentry Facility (EMRF) and Central Jail (CJ).



# 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.



96%

of infants were born with a  
normal birth weight in FY  
2019-2020



93%

of infants initiated  
breastfeeding in FY 2019-  
2020

## LIFE CHANGING SUPPORT



“The support that Black Infant Health has given to me and my family has been so helpful. To know that I now have diapers, wipes, and clothing for when my girls arrive has taken a load from me. I am looking forward to being able to do group with other women and the support we can give each other.”— 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.



# 112

seniors participated in  
Senior Service Center  
programs in FY 2019-2020

# 4,750

congregate meals were  
served in FY 2019-2020

# THANK YOU!

The Neighborhood House Association would like to thank the following sponsors for their continued support:

## 2019 GOLF GATHERING SPONSORS



**MARSH & MCLENNAN**  
**AGENCY**



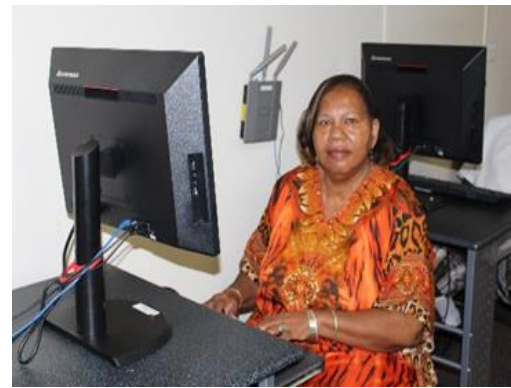
## 2019 VIRTUAL GALA SPONSOR





# 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](http://www.neighborhoodhouse.org) to learn how you can be a part of our legacy of service!