



FISCAL YEAR 2020-2021

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 kindness, dignity and respect

Attentiveness

Stay in tune with the needs of our clients, community and agency

Responsiveness

Respond thoughtfully and timely to meet needs

Excellence

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

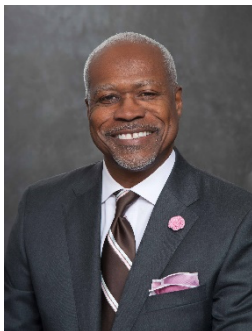
LETTER FROM NHA

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.

In the 2020-2021 Fiscal Year, the NHA found new ways to move through the COVID-19 pandemic. Programs like the NHA College Academy and Youth Fellowship Employment Program continued to provide virtual services. Our mental health services provided a combination of telehealth and in-person services to support program participants through an unpredictable time. Because the safety, health, and wellness of our employees is important to us, we provided two vaccination opportunities for staff and their families, continued online exercise classes through the Live Well program, and offered virtual wellness workshops and incentives. Our team members were encouraged to work remotely when possible, and we are proud to have maintained 97 percent of our payroll throughout 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.
2020-2021 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".

2020-2021 BOARD OF DIRECTORS

TYRONE MATTHEWS, ESQ.

Chair | Matthews Law Group

MEISHA SHERMAN, MBA

Vice Chair | Danaher Corporation

MARK BLANKENSHIP, PH.D.

Treasurer | Jack-in-the-Box

VERNA JAGGERS

Secretary | JaggersnHarmony

ALEXANDRA ALBRO

ESET

CYNTHIA AUSTIN

Shyne San Diego

FRAN AYALASOMAYAJULA, MPH

Hewlett Packard, Inc.

ROSALBA BARRAGAN

National Head Start Association

KYRA BETHEL

Dreams for Change

EDRIENNE BRANDON, MBA

Ablaze Ventures

JANET RICHARDS CARSON

Qualcomm Technologies, Inc.

RAY ELLIS

Ellis & Associates, LLC

DR. TERRELL FLETCHER

City of Hope International Church

MATTHEW GUILLORY

City National Bank

CARYL HILLIARD

Intuit, Inc.

TODD LANE

California Coast Credit Union

VIOLETA LOMBERA

Policy Council Parent Representative

RICH MILLER

Retired, San Diego Sheriff's Department

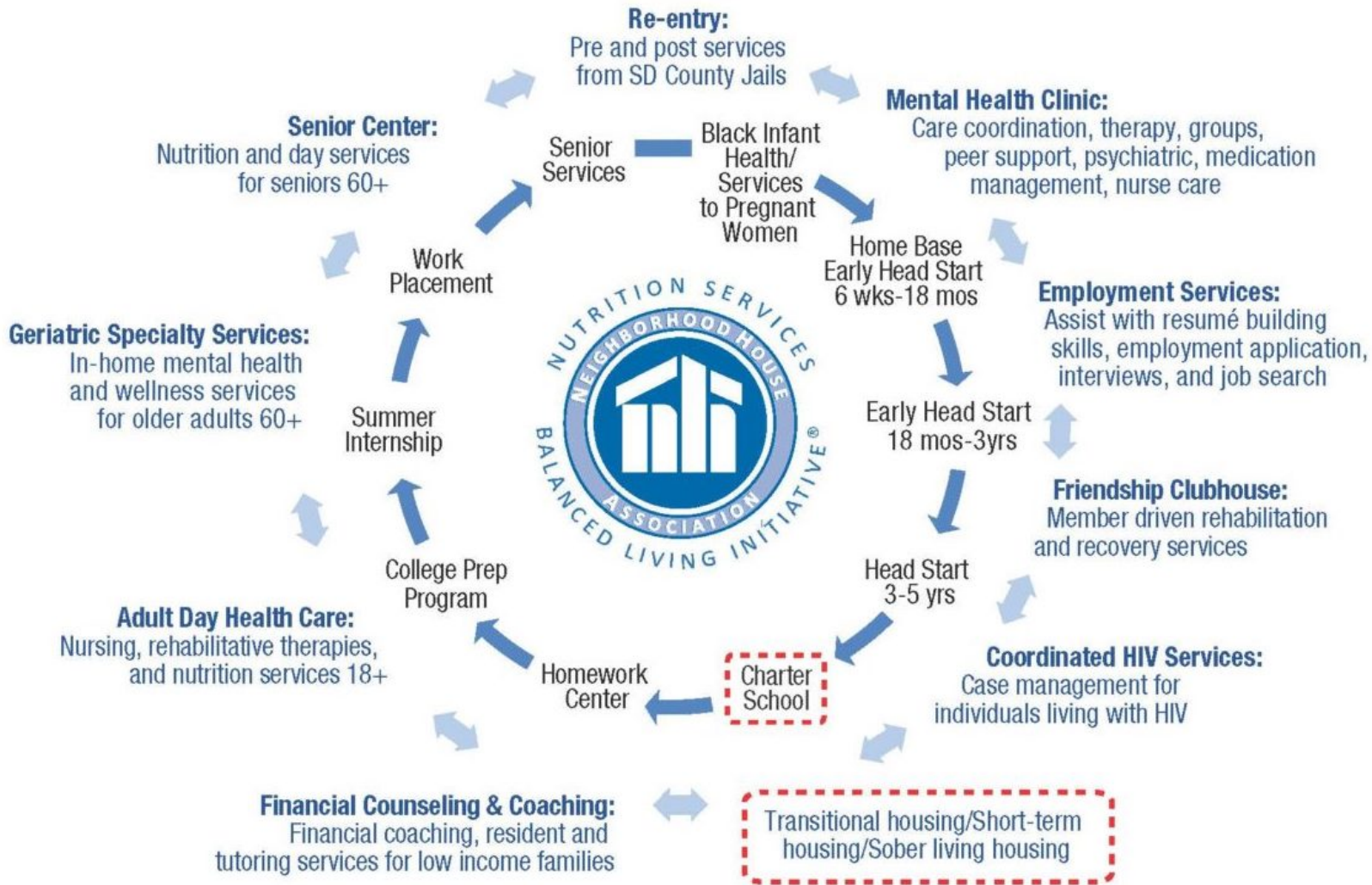
PENNEY NEWELL

San Diego Gas & Electric

BRETT STAPLETON

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.

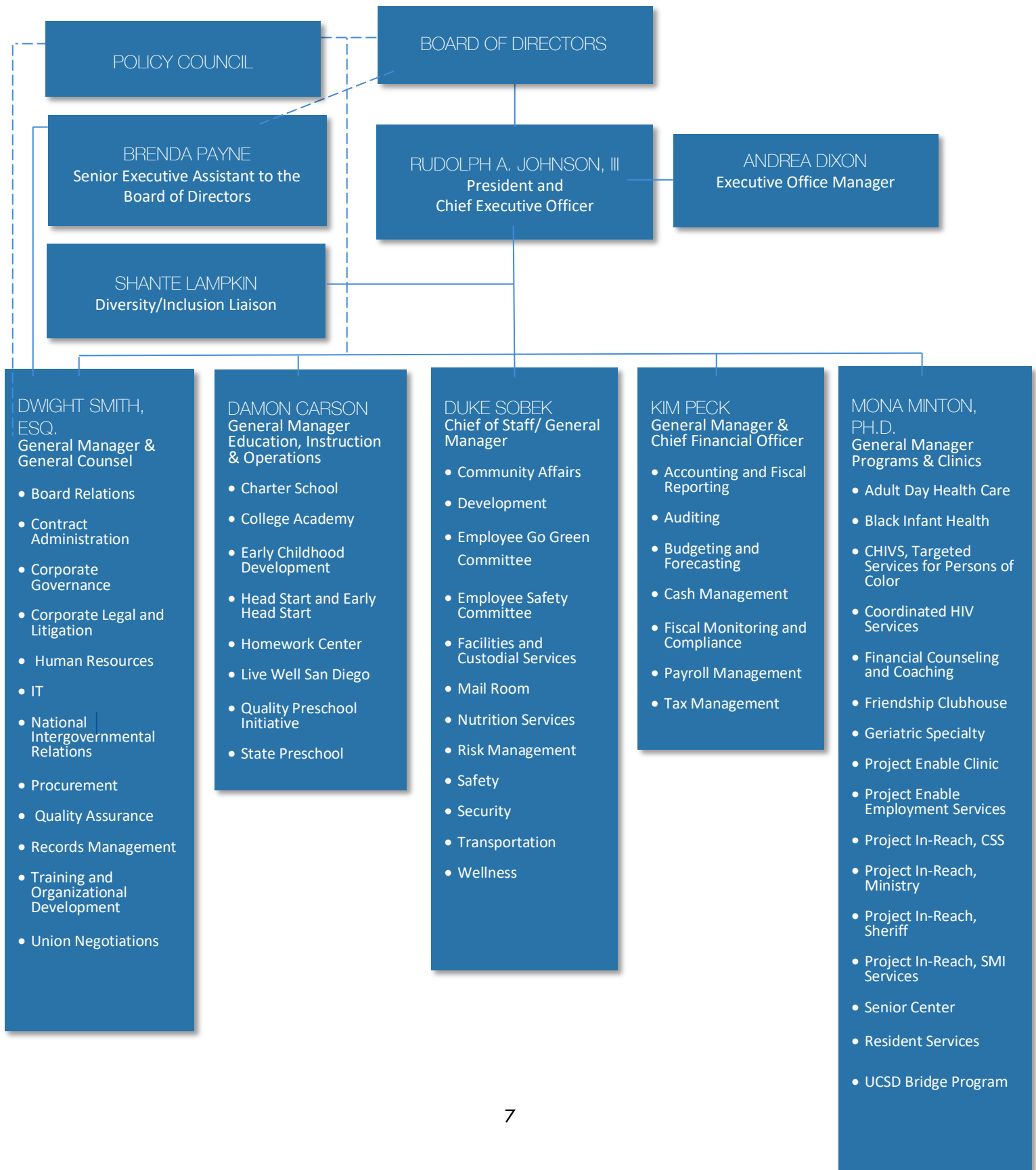
NHA's vision is to open a **Charter School** within the next two to three years, beginning with transitional-kindergarten through 3rd grade, and incorporating additional years. The charter school is the only missing piece of the Continuum of Care Model. Upon completion, NHA looks forward to using the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

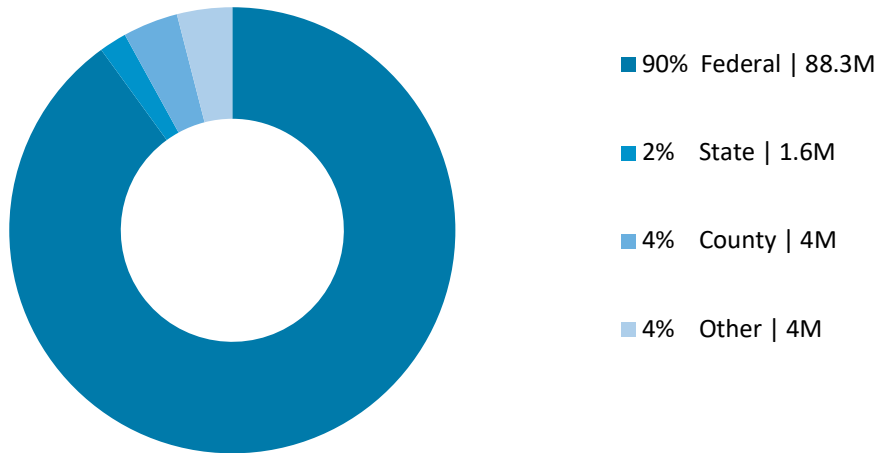
NHA has been serving San Diego families and children in need for 107 years. It is service with a purpose. Our goal is that 20 years from now, the children enrolled in the early steps of the Continuum of Care Model will successfully join the NHA workforce and come back home to serve the San Diego community.

ORGANIZATIONAL CHART

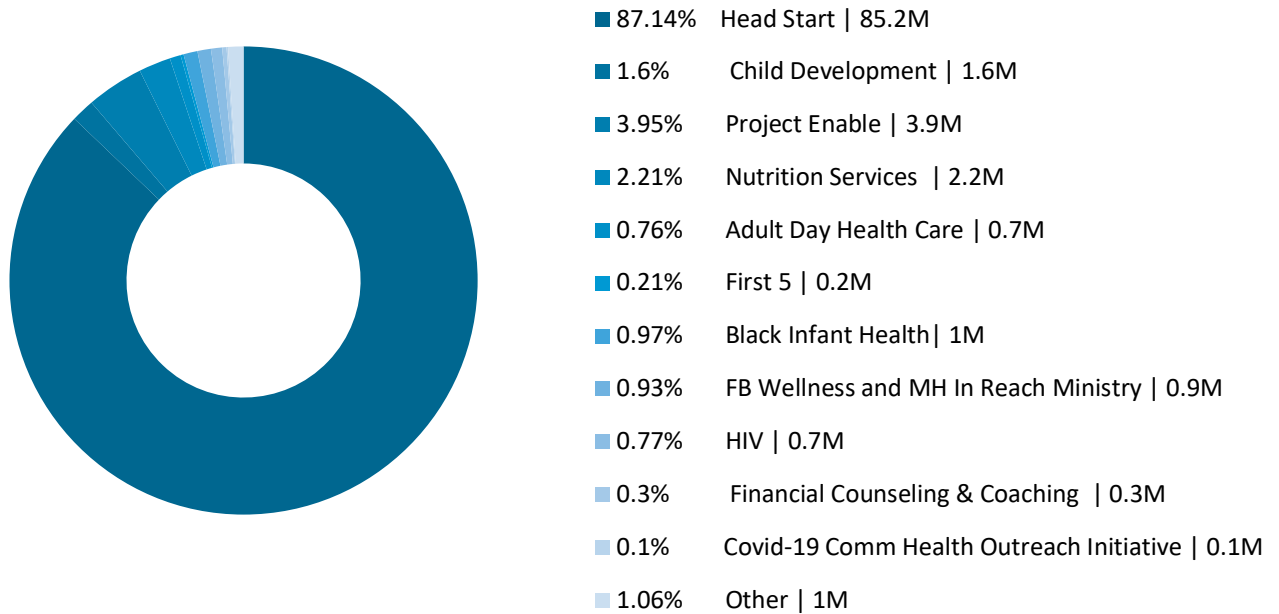


SOURCES OF INCOME

REVENUE BY FUNDING SOURCE

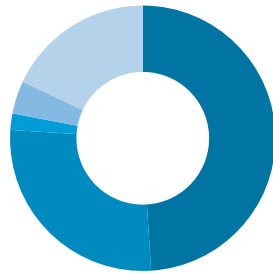


REVENUE BY CONTRACT



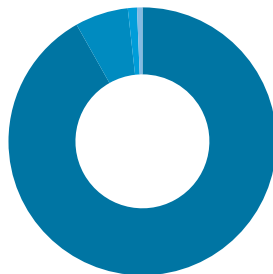
FINANCIAL OVERVIEW

FRINGE/TAX BREAKDOWN



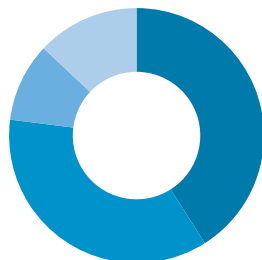
- 49% Health Insurance | 4.6M
- 27% FICA | 2.5M
- 2% Workers Compensation | 0.2M
- 4% SUI | 0.3M
- 18% Pension | 1.7M

EXPENSES BY PROGRAM



- 91.82% Child Care Programs | 89.2M
- 6.43% Health & Nutrition | 6.2M
- 1.1% Youth & Other Services | 1.1M
- 0.61% Management & General | 0.6M
- 0.04% Fundraising | 0.03M

EXPENSES BY CATEGORY



- 41% Contracted Services | 40.1M
- 36% Salaries | 34.7M
- 10% Fringe Benefits | 9.6M
- 13% Non-Personnel Expenses | 12.8M

NHA 2020-2021 HEAD START BUDGET

OPERATING BUDGET

Head Start Federal Funding	\$62,783,135
Early Head Start Federal Funding	\$22,414,419
California Department of Education Funding	\$1,564,120
Quality Preschool Initiative	\$205,561
Black Infant Health	\$950,291
TOTAL	\$87,917,526

PROPOSED BUDGET

Personnel	\$25,395,500
Fringe	\$7,658,145
Out of Town Travel	\$894
Equipment	\$111,819
Supplies	\$2,499,968
Contractual	\$39,089,295
Construction	\$932,991
Other	\$6,962,875
Indirect	\$5,266,039
TOTAL	\$87,917,526

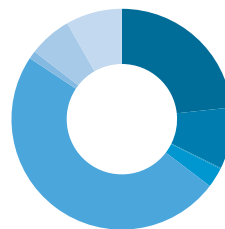
"Supplies" include office, child and miscellaneous supplies. "Other" includes construction, occupancy, nutrition services, parent services, training, travel, child service consultants, insurance, software licenses and publications.

BUDGET EXPENDITURES

HEAD START – The graph depicts budgetary expenditures of funds including \$ 61,662,860 of federal funding and \$ 908,111 of state funding. "Contractual" includes classroom/training professional consultants and contractual childcare services provided by agencies in partnership with Neighborhood House Association.

EARLY HEAD START – The graph depicts budgetary expenditures of funds including \$24,406,352 of federal funding and \$734,642 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.

Head Start and Early Head Start



- 28.13% Personnel
- 8.43% Fringe
- 0.13% Equipment
- 2.73% Supplies
- 45.88% Contractual
- 1.1% Construction/Renovations
- 5.88% Indirect
- 7.72% Other

DIVERSITY, EQUITY, & INCLUSION

Diversity, equity, and inclusion are important values at NHA. NHA is committed to building a workforce as diverse as the communities we serve. In 2019, the President & CEO's offices created position of Diversity/Inclusion Liaison to spearhead the agency's DEI initiative and identify opportunities to recruit diverse talent, particularly youth of color. DEI initiatives include the Youth Fellowship Employment Program and the HBCU initiative—a program designed to recruit talent from Historically Black Colleges and Universities.

DEI HIGHLIGHT

NHA participated in the 2020 Mardi Gras Career Fair in New Orleans, LA leading recruiting efforts (including on-the-spot interviews) with the following schools:

- Dillard University
- Xavier University
- Southern University - Baton Rouge
- Southern University, New Orleans
- Tulane University

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. In the midst of the COVID-19 pandemic, NHA's wellness program began offering virtual programs and webinars to benefit NHA employees and their families. The agency has partnered with organizations like the Marsh & McLennan Agency, Sharp Healthcare, and Kaiser Permanente to offer challenges, incentives, and virtual events.

WELLNESS HIGHLIGHT



In 2021, NHA was honored as one of San Diego's Best & Brightest in Wellness. This recognition is awarded to organizations who are committed to the health and wellness of their employee base and offer exemplary programs and incentives for employees and their families. NHA was also awarded in the Elite category for exceptional commitment to wellness.

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 sub-recipients: All Kids Academy (AKA), Episcopal Community Services (ECS), National School District (NSD), Chicano Federation, and Grossmont College.

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. The total number of children and pregnant women served in Head Start & Early Head Start in FY 2020-21 was 3,816—998 were pregnant women and children under 3 years-old, and 2,818 were 3-5 years-old. Throughout the program year, enrollment averaged 60% of funded enrollment for EHS and 40% of funded enrollment for preschool. For sites that were in-person, attendance was consistent, averaging 94% over the course of the program year.

COVID-19 IMPACT

During the coronavirus pandemic, our families continued to turn to us for help. Providing families with emotional support, conjointly assessing their needs, and linking them to critically important community resources has been paramount. The Board of Directors and Policy Council actively participated in program oversight and direction. The agency galvanized to help families meet this challenge. As much of the world shifted to virtual learning, so did NHA. Children and families were engaged in meaningful activities that promoted continued learning and development while utilizing parents as the primary and most important teacher they will ever have. The pandemic taught us that creativity, collaboration, community and above all, inspiring hope as well as our ongoing commitment to San Diego's most vulnerable children and their families is why NHA is "a neighbor you can count on since 1914."

2020 – 2021 HIGHLIGHTS

- Successfully passed Office of Head Start (OHS) Focus Area 2 (FA2) Federal Review and the Child Care Food Program Audit (CACFP).
- Pivoted from in-person instruction to distance learning as a result of the COVID-19 pandemic. Children received tablets, participated in virtual learning via Zoom/Microsoft Teams, and received backpacks with learning material, including books.
- NHA used Coronavirus Aid, Relief, and Economic Security (CARES) funding to support school readiness during COVID-19. The funds were used to purchase electronic tablets preloaded with learning related applications, allowing families to act as their child's primary educator.
- NHA Head Start partnered with the philanthropic funded Waterford UpStart summer (2020) learning at-home program for 996 kindergarten bound children and their parents. Participation in the summer at-home computer-based activities helped keep our Head Start kindergarten- bound children on track with school readiness expectations.
- Staff worked with Cleverex, developer of MyHeadStart, a data platform utilized by Head Start grantees nationwide, to develop a module to track the efficacy of mental health interventions in Head Start programs. With NHA Head Start leading the way in mental health best practice, the benefit extends to all MyHeadStart users.
- Our Head Start "Preview, Practice & Reassure" video was posted on YouTube with great reception from the community. The pandemic has limited parents' access in our Head Start classrooms. The video shows families what's happening in our classrooms while their children are in our care.
- Our Policy Council is a crucial component of the shared-decision governance system. While serving on the Policy Council in 2020 - 2021, our parents demonstrated accomplishments in planning, developing, and working with a team of management staff and the Board of Directors on all funding applications, budget development, program procedures and policies, planning short- and long-range program goals and objectives and served as a communication link to the Area Parent Advisory Committees and Parent Committees.
- The program's responsiveness to parents during the pandemic prompted members of the Policy Council to develop a public document entitled "Voices From the Pandemic: A Collection Of Stories From Our Head Start Parents," which described the effects of the pandemic on their families and the positive role Neighborhood House Association played for them. Neighborhood House Association's governing entities guided program direction and supported delivering quality services to families and children.
- One of the Policy Council's initiatives is Feeding San Diego. A mobile food pantry program including free groceries, distributed to the community. 20 – 25 pounds of fresh produce and staple items are provided to each family. Distributions are held the 4th Tuesday of each month.
- The NHA Head Start Parent Group has grown to over 1,500 followers. Facebook is utilized as a communication tool and an informational portal. This has been a great use of social media as many parents have an account. Resources are posted for parents such as health tips, job postings and free events in the community, public health events and resource fairs.

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

Using the child outcomes data and parent input, School Readiness Goals for 2020-2021 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 be aware of self and others and show greater understanding of others for supportive relationships.
2. Language and Literacy: Children will increase their communication, participation in conversations, awareness of sounds, understanding of letters, words, books and print.
3. Approaches to Learning: Children will pay attention to people, activities, and things, show self-comfort and self-control.
4. Cognition: Children will increase their ability to compare, match, and sort; develop an understanding of cause and effect; increase knowledge of the world, measurement, greater number sense and math operations.
5. Perceptual, Motor, and Physical Development: Children will demonstrate healthy and safe practices, personal care, fine motor, and large movement skills.

NHA HEAD START SCHOOL READINESS AND CHILD OUTCOMES

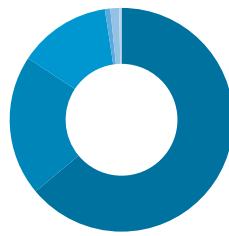
Head Start tracks each child's development, and in partnership with the child's parents, sets goals that are appropriate to the child's developmental level. Measures of outcomes are tabulated by Head Start teachers using the State of California Desired Results Developmental Profile (DRDP 2015) on all 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 2020-2021 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 '20	Spring '21
Children are personally and socially competent	37%	78%
Children are effective learners	40%	69%
Children show physical and motor competence	64%	81%
Children are safe and healthy	40%	92%

SUMMARY OF 2020-2021 EARLY 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 '20	Spring '21
Children are personally and socially competent	59%	91%
Children are effective learners	48%	77%
Children show physical and motor competence	55%	75%
Children are safe and healthy	20%	96%

PROGRAM MODELS OF FUNDED ENROLLMENT

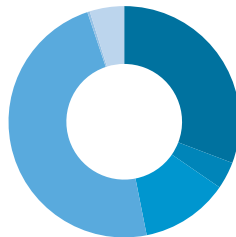
Head Start and Early Head Start



- 63.94% Full Day
- 20.34% Part Day
- 13.34% Home Based
- 0.78% Family Child Care
- 1.26% Services to Pregnant Women
- 0.35% Combination

ETHNICITY OF ACTUAL ENROLLMENT

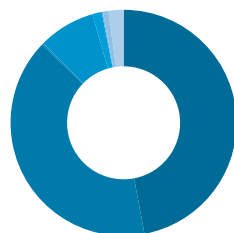
Head Start and Early Head Start Combined



- 30.79% Hispanic
- 3.80% Asian
- 12.29% African-American
- 47.96% Caucasian
- 0.34% Native Hawaiian/Pacific Islander
- 4.82% Bi-Racial

LANGUAGE OF ACTUAL ENROLLMENT

Head Start and Early Head Start Combined



- 47.04% English
- 40.15% Spanish
- 0.24% Caribbean Language
- 8.12% Middle Eastern/South Asian
- 1.36% East Asian
- 0.16% Pacific Island
- 0.79% European Slavic
- 2.1% African
- 0.05% Other

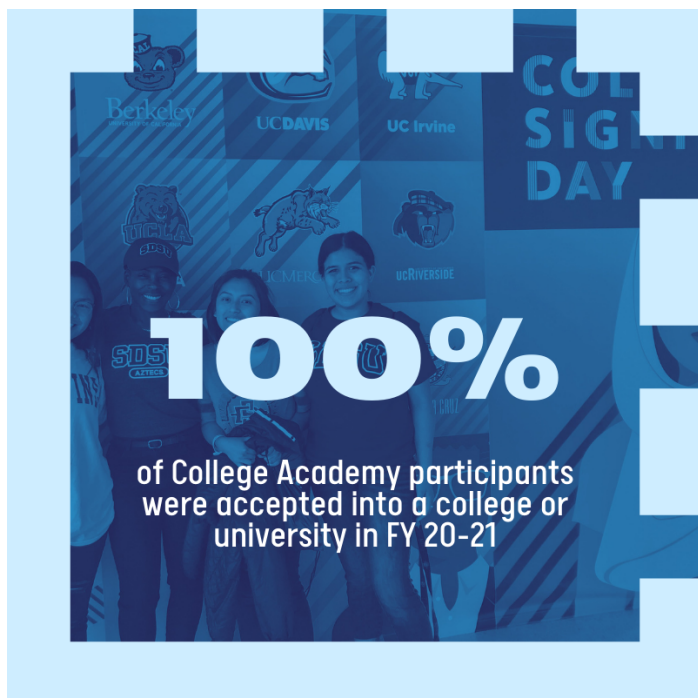
HOMEWORK CENTER

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 has temporarily closed due to the COVID-19 pandemic but plans to re-open for in-person services in FY 2021-22.

NHA COLLEGE ACADEMY

NHA launched the NHA College Academy in April 2016 as a partnership with Reality Changers, a San Diego nonprofit dedicated to helping at-risk youth get into college. The NHA College Academy is a program designed to help disadvantaged high school students navigate the college application process, with the goal of helping former Head Start students and first-generation college students realize their dreams of higher education. Students receive step-by-step assistance writing personal statements, filling out college applications, and applying for scholarships and financial aid. In FY 20-21, the program provided services to students virtually due to the COVID-19 pandemic.



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



COVID-19 IMPACT

Due to the COVID-19 pandemic, NHA had to reimagine the way that interns would gain their work experience. For the first time since the program's inception, interns completed their work assignments virtually.

Due to grant funds awarded by the San Diego Foundation, NHA was able to offer internship opportunities year-round!

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



LEADERSHIP MATTERS



Dr. Sheryl White, Sr. Vice President of Training and Organization Development/ General Manager of InnoVisions, hosts leadership development podcast, Leadership Matters. Leadership Matters provides a forum for exploring and discussing challenges faced by public and nonprofit leaders. It is designed to provide critical and strategic food for thought to enrich decision making and support the development of current and future leaders. Although all leaders could benefit from its rich dialogue, Leadership Matters focuses on topics that are particularly germane to those that currently, or aspire to, serve on boards or in a leadership capacity in or with public and nonprofit organizations. Visit www.innovisions.org to learn more.

NUTRITION SERVICES

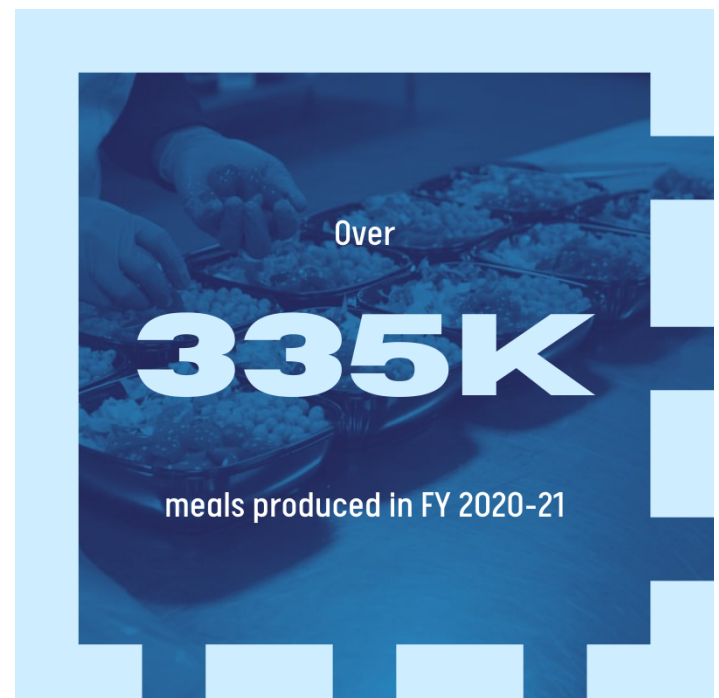
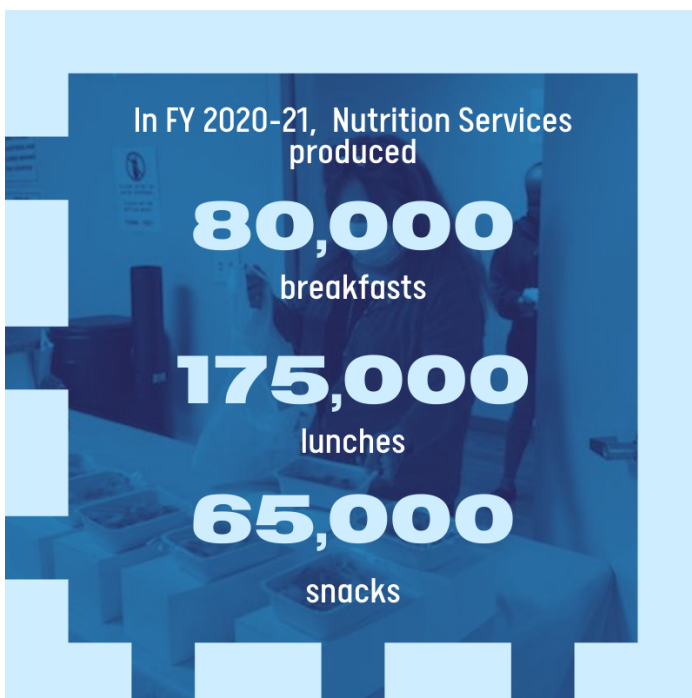


Neighborhood House Association's Nutrition Services Department produced and delivered just over 335,000 meals including breakfast, lunch, snack, and suppers during the pandemic fiscal year of 2020-2021 for thousands of Head Start children, preschoolers, school-aged children, Adult Day Care participants, seniors, and homeless. To reach the most vulnerable families, adults, and children who could not attend centers due to closures, Nutrition Services established meal distribution centers at six strategically planned locations. The team

offered three healthy meals for each day of the week, meaning families could receive up to 15 meals weekly to help reduce the financial stress of purchasing food while schools or centers were not open due to COVID-19.

COVID-19 greatly impacted Nutrition Services. Nearly all the 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 despite the constantly changing pandemic guidelines, and continued to follow strict facility, 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 just over \$161,000 for Nutrition Services. Funding came from generous donors such as Rest Haven Children's Health Fund, San Diego County, SDG&E, Share Our Strength, the City of San Diego, and The San Diego Foundation.



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, independent living facility (ILF), residential care facility (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 primary care provider.
- 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.
- During the COVID-19 pandemic, the center's remote services provided participants and their families with health monitoring; emotional support to address feelings of loneliness and isolation; community referrals, and cognitive stimulation and home exercise programs to address deconditioning and decreases in cognitive functioning.

COVID-19 IMPACT

"While I was at home SW would call me and I could tell her how much I missed coming to the center. We would do activities over the phone, and I would participate in the weekly group zoom meetings so I could see some of my old friends. Coming back to the center I am now able to see everyone in person, exercise and do the arts and crafts I missed and loved. If it wasn't for the center I don't know where I would be. I have been coming to the center for a long time and I really missed it when I wasn't able to come."—an ADHC Participant

COORDINATED HIV SERVICES

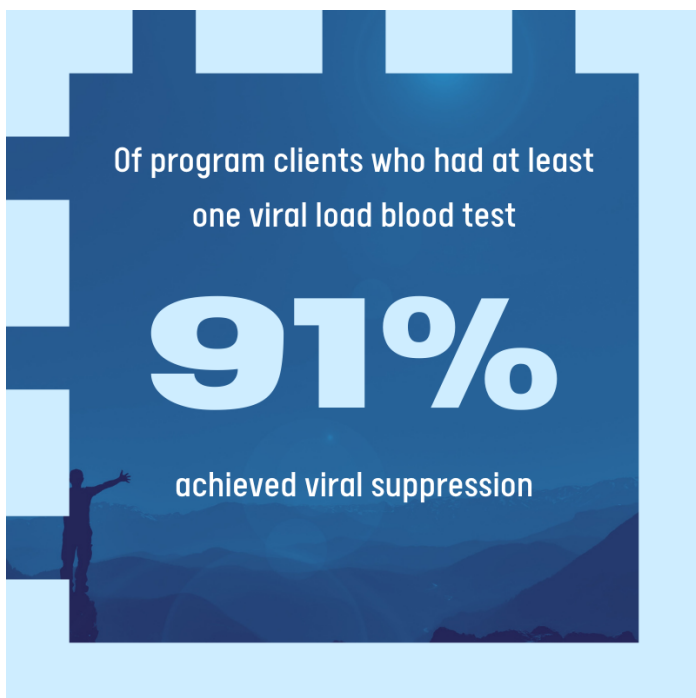


The Coordinated HIV Services (CHIVS) Program provides client-centered services such as case management, case worker, mental health, substance use outpatient, peer navigation and transportation. The program links clients with health care, psychosocial support, legal services, home delivered meals, emergency 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.



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 are 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.



"I am so thankful for the after-school program. My grandkids love attending the center and all the activities they participate in. I am very happy also that we get the free groceries every month. It helps to have so many things available to us where we live. Thank you." —a FCCP Participant

FRIENDSHIP CLUBHOUSE

The Friendship Clubhouse is a member-driven rehabilitation and recovery program for adults 18 years and older with severe and persistent mental illness, including those with co-occurring substance abuse 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.



"I am a very proud member of Friendship Clubhouse but before becoming a member I lived a very different life. My dad's death was a major blow to me. After much illegal drug use and abuse I became very sick and found myself in a very dark place. I needed help and started reaching out to doctors. I was asked to think about joining a clubhouse and doing some treatment which I agreed to. I joined the Clubhouse and sure enough things began to change for me and I saw my life changing for the better. I met new friends and learned new life skills."—**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.



"I'm glad you didn't give up on me, I enjoyed our conversations and feel hope for the first time in a long time." --a **Geriatric Specialty participant**

"[The Geriatric Specialty clinician] really knows her stuff! She can tell when I'm not having a good day and revisits with me on a day when I'm better prepared to tackle everything I have in front of me. I don't think people really know how lucky they are to live here (at Alpha Square) and about all of the services that are available." --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.

COVID-19 IMPACT

- As the COVID-19 pandemic continues, Project Enable has maintained full service to the vulnerable severely mentally ill population.
- The clinic has continued to be open daily providing both in-person and telehealth services.
- Project Enable exceeded the Contracted Census for the fiscal year.

“I always feel like a new person when I leave here. I feel lighter. It’s hard for me to feel connected to places for long, but you guys are like my sisters.” —a **Project Enable Participant**

“[Project Enable staff] has helped [me with] my meds to get me on track so I feel less depressed. She is always patient and will problem solve with me.” — a **Project Enable Participant**

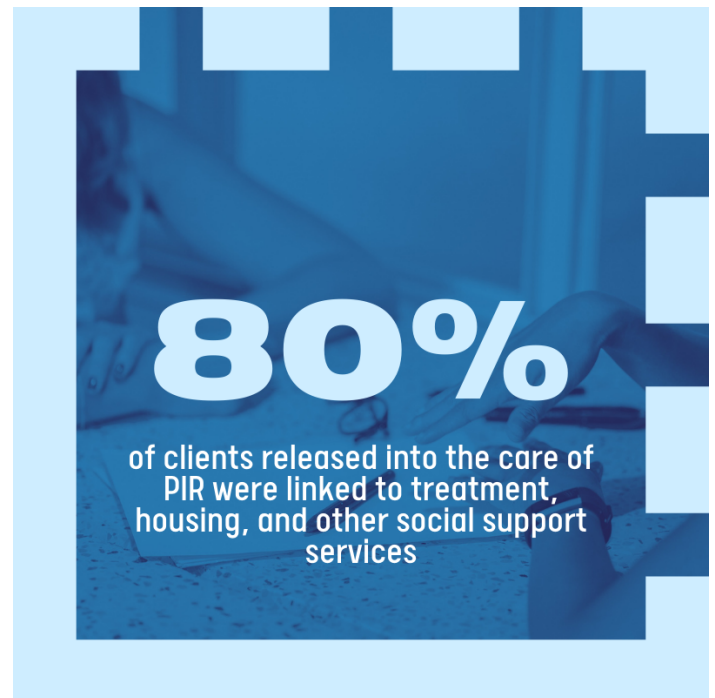
PROJECT IN-REACH



Project In-Reach is an outreach and engagement program for incarcerated individuals ages 18+ who have a serious mental illness and/or co-occurring disorder as they prepare to exit the detention facility. 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, mental illness, and/or substance abuse. Clients may be enrolled up to six months pre-release and stay in the program up to three months post-release. Services include clinical case management, outreaching and organizing the necessary

community resources to support clients' transition out of the correctional facility, group and some individual counseling, mental health and recovery services, and crisis intervention for adults in correctional facilities.

The program aims at increasing and strengthening participation in community aftercare substance use and mental health programs and other social services by promoting their value to in-jail populations and ensuring the successful linkage between in-jail programs and community aftercare. The program currently serves Las Colinas Detention and Reentry Facility, George Bailey Detention Facility, East Mesa Reentry Facility, and Central Jail.



"You guys helped me out so much and really set me up for success. You gave me housing so I would have someplace to go right out of jail, made sure that I got into a program which was a great program for me, let me borrow a phone, and really cared about me and followed up with me every step of the way. I'm really grateful to [the Project Enable staff], everyone on the team that kept encouraging me. I would probably be right back doing the same things and back in jail by now, but instead I have a place to live and a job, thank you all so much for everything." —a Project In-Reach Participant

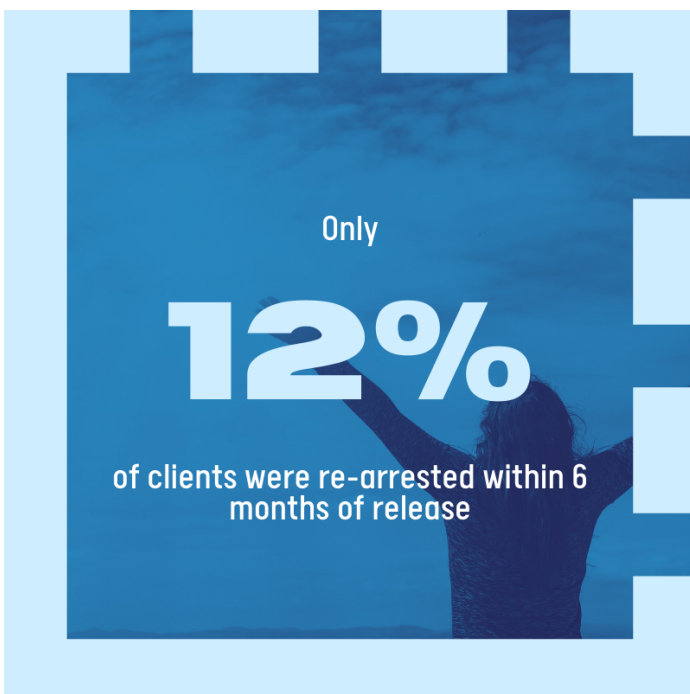
PROJECT IN-REACH MINISTRY



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 FBPs 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 three 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, Vista Detention Facility, George Bailey Detention Facility, East Mesa Reentry Facility, and Central Jail.



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.

A photograph of a person breastfeeding an infant, overlaid with a blue tint and a white crosshair graphic.

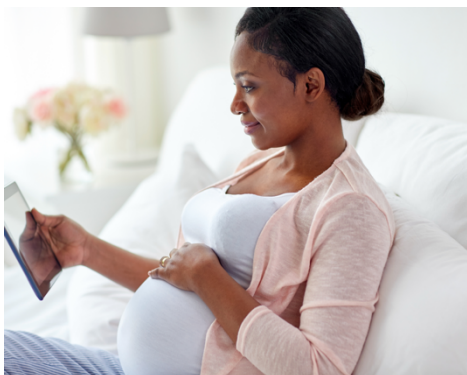
67%

of infants were breastfeeding at 3 months of age

A photograph of a pregnant woman, overlaid with a blue tint and a white crosshair graphic.

83%

of women were helped with prenatal care within 30 days of enrollment



"I would like to give a big shoutout and warm thank you to the BIH program. You all have been a big help and support system for me throughout my pregnancy from help with transportation support to the baby items I have received. Thank you all. Bless you!"—a BIH Participant

SENIOR 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 nutritious meals, improve quality of life, and help preserve independent living for as long as possible. With a team of dedicated staff and volunteers, the program provides 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.



Over
600
meals were served in FY 2020-21



40
tablets were purchased for seniors
to keep them connected throughout
the COVID-19 pandemic

"I'm so grateful that I am able to come on Wednesdays and pick up food, sometimes is my only meal of the day. Also, I'm able to participate in the online fitness class due to receiving a free tablet." —a Senior Center Participant

THANK YOU

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

2020 GOLF GATHERING SPONSORS



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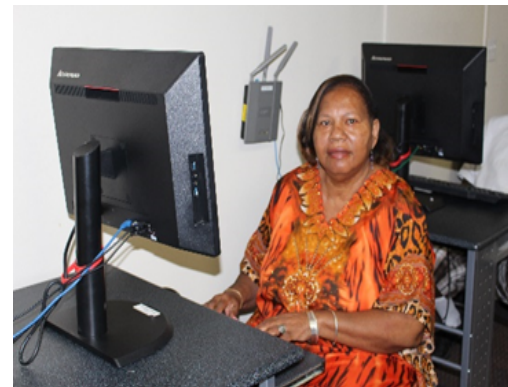


2020 VIRTUAL GALA SPONSORS



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!



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