



Neighborhood House Association

Fiscal Year 2021-2022

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) is dedicated to the development of children, families, and future leaders in San Diego's most disadvantaged communities. For over a century, we have been at the forefront of serving millions of families during critical historical periods. Today, with 28 essential programs, and a workforce of over 800 employees, NHA is poised to carry on its long-standing legacy of driving change, and Empowering families and communities.

Our comprehensive range of programs operate under the Continuum of Care Model, which integrates direct services and wraparound support for individuals and families. These services include early childhood education, youth development, mental health services, senior services, and more. You will find an illustration of the Continuum of Care Model on the following pages.

During the 2021-2022 fiscal year, NHA adapted to the challenges posed by the COVID-19 pandemic by implementing innovative approaches. Our Head Start program successfully reopened 30 sites following the lockdown to support program participants during this unprecedented third time, our mental health services, combined telehealth and in person care. We prioritize the safety, health, and well-being of our employees by offering online exercise classes through the LiveWell program, virtual wellness workshops, and incentives. Whenever feasible, our team members were encouraged to work remotely. We are proud to share that we maintained 97% of our payroll throughout the pandemic.

NHA continues to play a vital role in the regional economy, generating an annual economic impact of approximately \$200 million and creating procurement opportunities for numerous local businesses. Demonstrating our commitment to financial responsibility, we successfully completed another clean and successful, annual single audit, without any major findings. Safeguarding federal, state, and donor funds remains a top priority for NHA, as we fulfill our role as stewards of the public good.

Adapting to the ever-evolving needs of our communities, NHA carries forward its legacy. Since its establishment in 1914, our organization has consistently been a dependable and trusted "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".

2022- 2023

BOARD OF DIRECTORS

MEISHA SHERMAN

Chair | Mindbody

MARK BLANKENSHIP, PH.D.

Vice Chair | Retired, Jack-in-the-Box

BRETT STAPLETON

Treasurer | CFO, Self-Employed

TODD LANE

Secretary | California Coast Credit Union

JOSCELYN BENTANCOURT

Parent Policy Council Representative

ALEXANDRA ALBRO

ESET

ROSALBA BARRAGAN

National Head Start Association

EDRIENNE BRANDON, MBA

Ablaze Ventures

DR. TERRELL FLETCHER

City of Hope International Church

MATTHEW GUILLORY

City National Bank

CARYL HILLIARD

Intuit, Inc.

GAGE MERCER

Chic-fil-a

PENNEY NEWELL

San Diego Gas & Electric

GARRETT PAGON

OGSystems

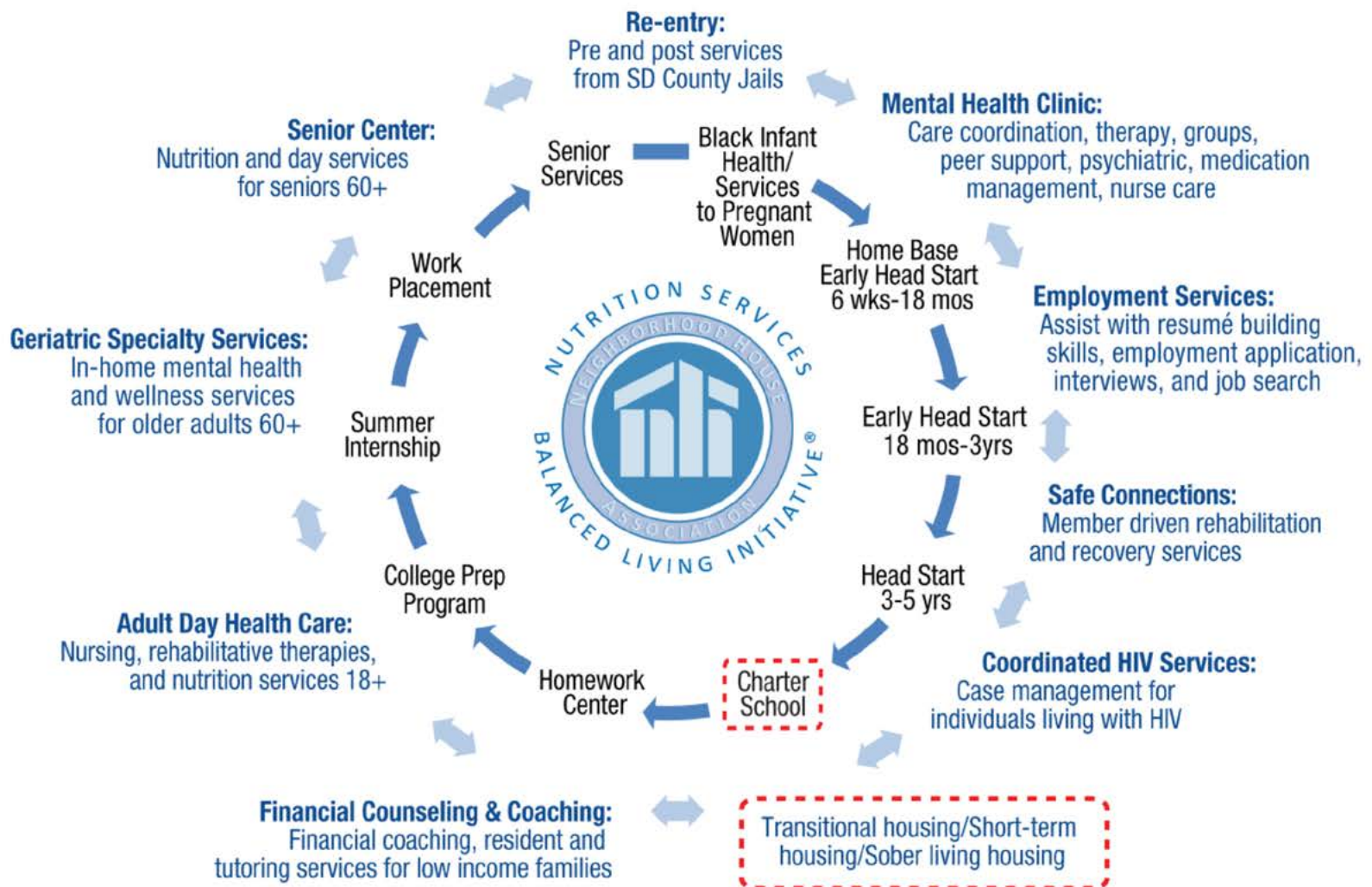
MELINDA VALENCIA

HP

ALEX WATERS

CONNECT ALL @ the Jacobs Center

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.

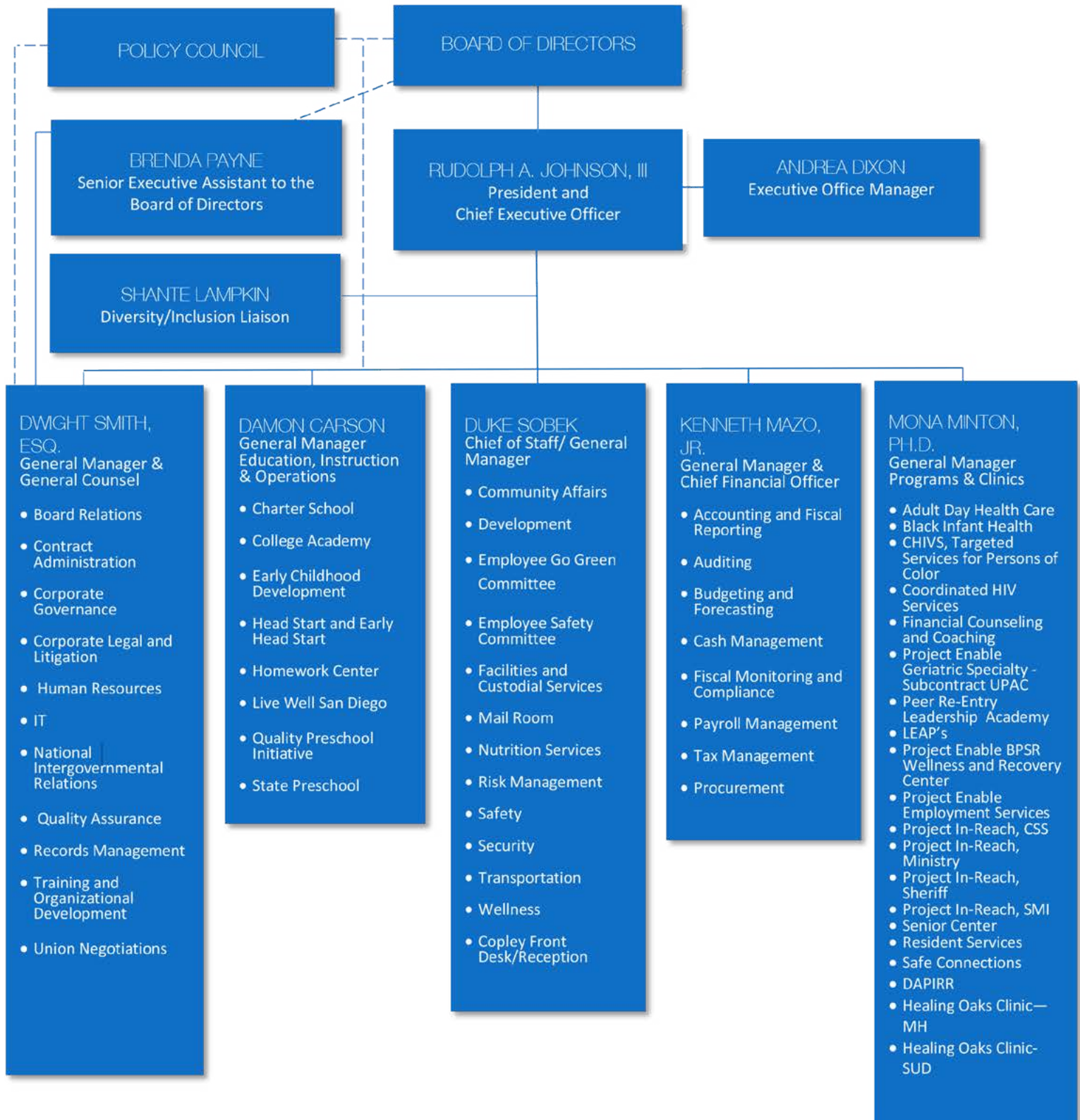
NHA's vision is to open a **Charter School** within the next two to three years, beginning with transitional-kindergarten through 3rd grade, and incorporating additional years. The charter school is the only missing piece of the Continuum of Care Model. Upon completion, NHA looks forward to using the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

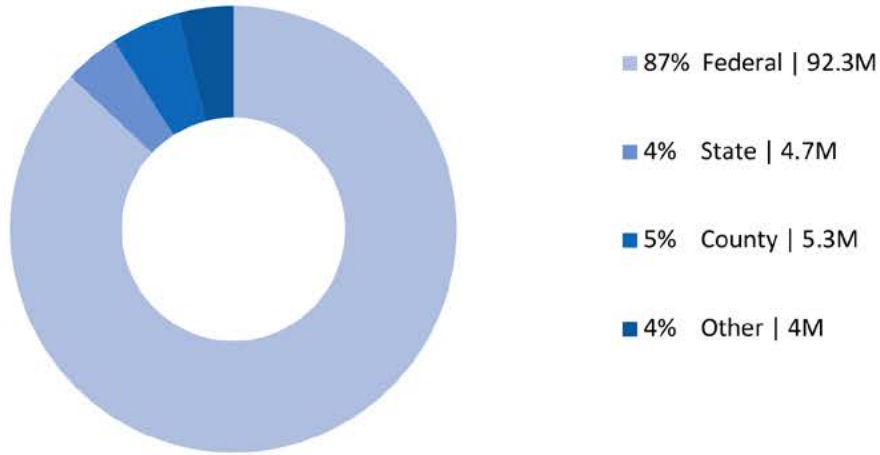
NHA has been serving San Diego families and children in need for 108 years. It is service with a purpose. Our goal is that 20 years from now, the children enrolled in the early steps of the Continuum of Care Model will successfully join the NHA workforce and come back home to serve the San Diego community.

ORGANIZATIONAL CHART

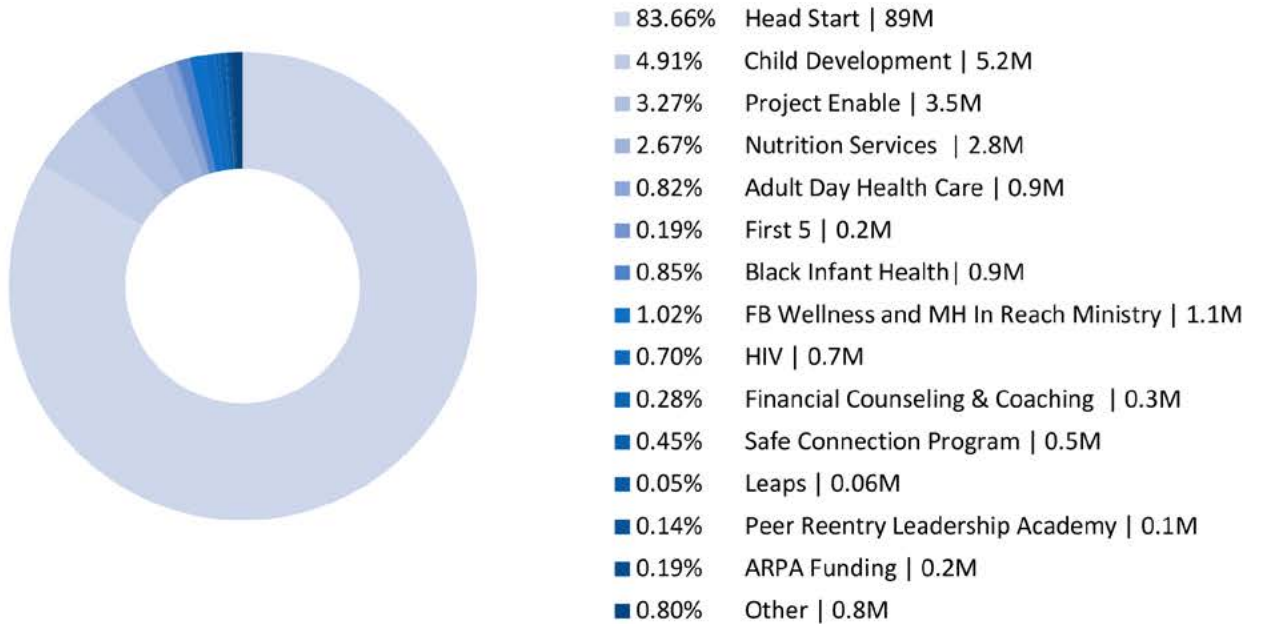


SOURCES OF INCOME

REVENUE BY FUNDING SOURCE

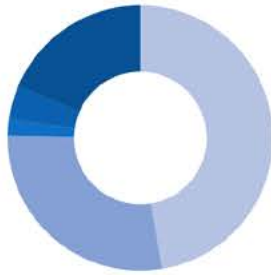


REVENUE BY CONTRACT



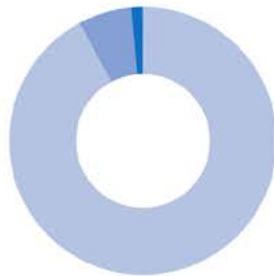
FINANCIAL OVERVIEW

FRINGE/TAX BREAKDOWN



- 46% Health Insurance | 4.6M
- 27% FICA | 2.7M
- 5% Workers Compensation | 0.5M
- 4% SUI | 0.3M
- 18% Pension | 1.7M

EXPENSES BY PROGRAM



- 92.16% Child Care Programs | 97.8M
- 6.45% Health & Nutrition | 6.8M
- 1.24% Youth & Other Services | 1.3M
- 0.11% Management & General | 0.1M
- 0.04% Fundraising | 0.05M

EXPENSES BY CATEGORY



- 38% Contracted Services | 40.7M
- 34% Salaries | 36.5M
- 10% Fringe Benefits | 10.2M
- 18% Non-Personnel Expenses | 18.7M

NHA 2021-2022

HEAD START BUDGET

OPERATING BUDGET

Head Start Federal Funding	\$61,215,149
Early Head Start Federal Funding	\$27,760,683
California Department of Education Funding	\$5,217,395
Quality Preschool Initiative	\$206,635
Black Infant Health	\$907,689
ARPA	\$200,846
TOTAL	\$95,508,398

PROPOSED BUDGET

Personnel	\$26,720,723
Fringe	\$7,833,742
Out of Town Travel	\$62,640
Equipment	\$509,009
Supplies	\$5,913,069
Contractual	\$39,162,454
Other	\$9,259,902
Indirect	\$6,046,859
TOTAL	\$95,508,398

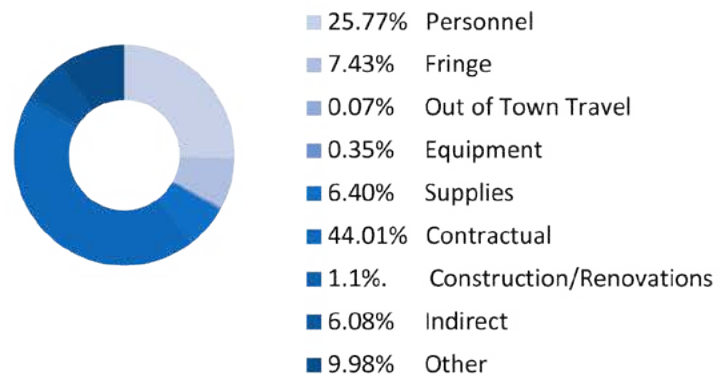
"Supplies" include office, child and miscellaneous supplies. "Other" includes construction, occupancy, nutrition services, parent services, training, travel, child service consultants, insurance, software licenses and publications.

BUDGET EXPENDITURES

HEAD START – The graph depicts budgetary expenditures of funds including \$62,229,429 of federal funding and \$3,738,984 of state funding. "Contractual" includes classroom/training professional consultants and contractual childcare services provided by agencies in partnership with Neighborhood House Association.

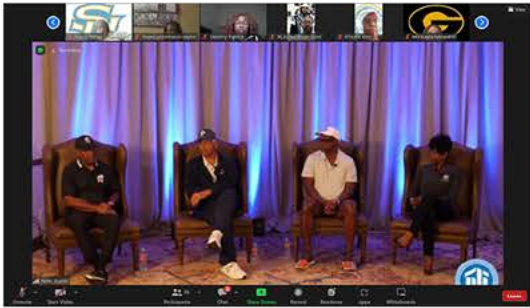
EARLY HEAD START – The graph depicts budgetary expenditures of funds including \$27,605,239 of federal funding and \$948,139 of state funding for children ages zero to three. "Contractual" includes classroom/training professional consultants and contractual childcare services provided by agencies in partnership with Neighborhood House Association.

Head Start and Early Head Start



DIVERSITY, EQUITY, & INCLUSION

Diversity, equity, and inclusion (DEI) 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

The Diversity, Equity, and Inclusion department hosted a virtual HBCU Town Hall for over 40 HBCU students. Panelists included President and CEO, Rudy Johnson, Board Chair, Meisha Sherman, and past Board Chair, Tyrone Matthews.

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 2022, 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.

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."

2021 – 2022 HIGHLIGHTS

- NHA Head Start sites piloted Frog Street Curriculum at 5 center-based sites, with full implementation agency-wide in 2022-2023.
- NHA purchased and installed Zono machines for all sites to assist with COVID-19 disinfecting and sanitizing and Halo air purifiers for the administrative offices.
- NHA Head Start was awarded a grant for funding for Natural Playgrounds at our McGill, BYF, and Home Avenue sites.
- NHA Head Start, in collaboration with Head Start Region IX Training and Technical Assistance Center, expanded our preschool educational professional development supports for teaching staff in the important arena of high-quality interactions between teachers and children.
- The NHA Head Start and San Diego Unified School District (SDUSD) collaboration in referring children for Special Education assessment and follow-up is stronger than ever. SDUSD staff have been very responsive in providing information on the status of assessments and including Head Start staff in Individualized Educational Planning meetings to support our parents with this process.
- NHA was recognized by Region IX Head Start Association for a staff developed parent YouTube video on “NHA Head Start COVID-19 Sick Policy” as a best practice.
- NHA provided 623 Early Head Start and 904 Head Start families with referral services in the 2021-2022 PY, linking them to resources and services to strengthen their families.
- NHA launched a robust, conjoint marketing campaign, "Head Start Awareness Month + Kids Free San Diego", with the San Diego Museum Council. This effort offered families applying for Head Start programs free admission to local participating museums, throughout the month of October.
- NHA Head Start Staff Wellness Celebrations brought together about 40 teams with over 400 staff celebrating via Painting Workshops, Botanic Gardens, Ferry Boat Ride, Harbor Tours, etc. Staff Surveys showed an overwhelming endorsement of "Team Connection" as the top “feel good” takeaway, which is consistently linked to staff wellness and retention!



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

Using the child outcomes data and parent input, School Readiness Goals for 2021-2022 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 2021-2022 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 '21	Spring '22
Children are personally and socially competent	52%	82%
Children are effective learners	40%	76%
Children show physical and motor competence	62%	91%
Children are safe and healthy	77%	90%

SUMMARY OF 2021-2022 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 '21	Spring '22
Children are personally and socially competent	78%	93%
Children are effective learners	52%	84%
Children show physical and motor competence	67%	90%
Children are safe and healthy	80%	93%

PROGRAM MODELS OF FUNDED ENROLLMENT

Early Head Start



57.28%	Full Day
0%	Part Day
31.04%	Home Based
4.64%	Family Child Care
7.04%	Services to Pregnant Women
0%	Combination

Head Start



56.22%	Full Day
34.61%	Part Day
7.81%	Home Based
0.26%	Family Child Care
1.01%	Combination

ETHNICITY OF ACTUAL ENROLLMENT

Head Start and Early Head Start Combined



54.01%	Hispanic
4.35%	Asian
12.11%	African-American
24.11%	Caucasian
0.35%	Native Hawaiian/Pacific Islander
4.98%	Bi-Racial

LANGUAGE OF ACTUAL ENROLLMENT

Head Start and Early Head Start Combined



50.50%	English
40.75%	Spanish
0.27%	Caribbean Language
4.18%	Middle Eastern/South Asian
1.69%	East Asian
0.12%	Pacific Island
0.55%	European Slavic
1.93%	African
0.01%	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 2022-23.

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 21-22, the program provided services to students virtually due to the COVID-19 pandemic.



DREAMS TO REALITY

Leslye is a former NHA College Academy participant. With the help of the NHA College Academy, Leslye overcame many obstacles to realize her dream of attending college. Scan the QR code below to hear her story!



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



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



LIVE ONLINE SERVICES



Amid the COVID-19 pandemic, InnoVisions pivoted to exclusively offering training, facilitation, and leadership coaching service online. Virtual services invoiced totaled \$96,824. Additionally, Leadership Matters with Dr. Sheryl White i-radio/podcast continued to broadcast, offering programming to advance the development of current and emerging nonprofit and public leaders. A listenership of 89,702 was served.



NUTRITION SERVICES



Neighborhood House Association's Nutrition Services Department produced and delivered over 660,000 healthy, made from scratch meals that include breakfast, lunch, and snacks during the fiscal year of 2021-2022. These meals were served primarily to preschool-aged children who receive up to 66% of their daily nutrients from the meals NHA served. The department provides meals to NHA's Head Start, ADHC, and Senior Centers, and sells meals via 10 external vending contracts. As an additional source of revenue, Nutrition Services has

three kitchen and equipment sublease contractors who own small businesses and pay to use the kitchen facility and equipment to produce smaller scale caterings or food to be sold at local farmer's markets.

A breakdown of the meals we produced in FY 21-22:

- 81% of meals were for Head Start and other preschool-aged children
- 12% of meals were for seniors at our Adult Day Health Care Center and vended to PACE programs
- 7% of meals were served to K-12 graders at summer camps

Our department received over \$245,000 in grants from Bank of American, San Diego Gas and Electric and The San Diego Foundation. Funding from Bank of America will go towards renovating a conference room into a Culinary Education and Training Center, where staff will teach Head Start parents how to prepare budget-friendly, healthy meals. Funding from San Diego Gas and Electric was used to produce and deliver 2,000 meals to at-risk seniors in fire-prone areas of East County regions of San Diego. The San Diego Foundation funds helped NHA's Nutrition Services to maintain staff on payroll despite limited meal service due to COVID shut-downs in many of our delivery locations.



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.

COVID-19 IMPACT

Fiscal Year 2021-22 continued to be a hybrid model of care for the program due to the continuing Public Health Emergency (PHE). The hybrid model consisted of remote services combined with the return to in-person services to a greater degree. ADHC remote services included: social workers and nurses providing "telehealth" services to ADHC participants that included weekly COVID-19 screenings, COVID vaccination education and assistance with scheduling appointments to be vaccinated, and risk assessments for emergent needs.

HOW IS THE ADHC PROGRAM MAKING AN IMPACT?

During the Public Health Emergency, 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. As the participants returned to in-person services, Multidisciplinary Team (MDT) evaluations showed deconditioning and impact of loneliness and isolation. Following a resumption of in-person services such as physical therapy, occupational therapy, and socialization through therapeutic activities, participants showed improvement in strength and endurance and expressed greater life satisfaction due to socialization with peers.

FRIENDS & FITNESS

"The Center helps me maintain my fitness goals. They keep me active! Each time I'm here, I walk a lot and utilize the exercise room. I especially enjoy dancing. I also appreciate that a podiatrist comes to the Center. I have foot problems, so I have been receiving advice from the podiatrist to help me avoid issues." Josephine enjoys having many friends at the Center. "Socializing with my friends and playing games with them makes my day!" —an ADHC Participant

COORDINATED HIV SERVICES

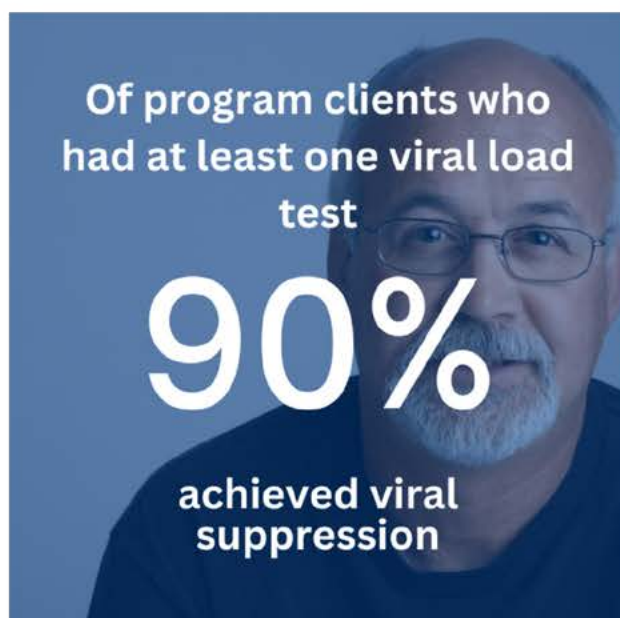


The Coordinated HIV Services (CHIVS) Program provides client-centered services such as case management, case worker, mental health, substance use outpatient, peer navigation and transportation. The program links clients with health care, psychosocial support, legal services, home delivered meals, emergency 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 success of the program is measured by how many clients improve their financial knowledge and reduce the need for loan and debt consolidation. Outcomes are reported 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.



NO PLACE LIKE HOME

"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

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 program assists Alpha Square residents that are 60 years and older, and helps residents decrease current and future homelessness, thrive in permanent housing, improve overall functioning and quality of life, and as appropriate, maintain vocational status.



“My [geriatric specialist] came into my life at a time when I was at my worst. Due to poor decisions in my past and the loss of my corporate job, I found myself being less than 30 days from being locked out of my condo due to inability to pay. I was still battling cancer and experiencing intense anxiety and depression from it all. [The geriatric specialist] came over and talked to me and made me feel heard and comfortable. She normalized my emotions and feelings of helplessness. Most importantly, she listened. I never knew I could decrease my anxiety and depression by believing in myself and having the support of a [geriatric specialist]. I am no longer embarrassed to reach out or advocate for myself and [the Geriatric Specialty] helped me realize this is only temporary. ”—a **Geriatric Specialty participant**

PROJECT ENABLE

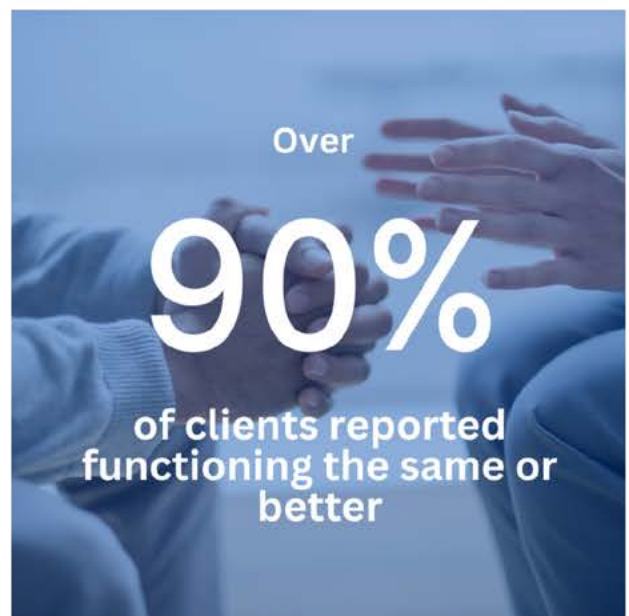
The Project Enable BPSR Wellness & Recovery Center provides outpatient specialty mental health services to adults 18 years of age and older who are affected by serious and persistent mental illness and to those simultaneously experiencing co-occurring substance abuse disorders that interfere with their 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 in 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.



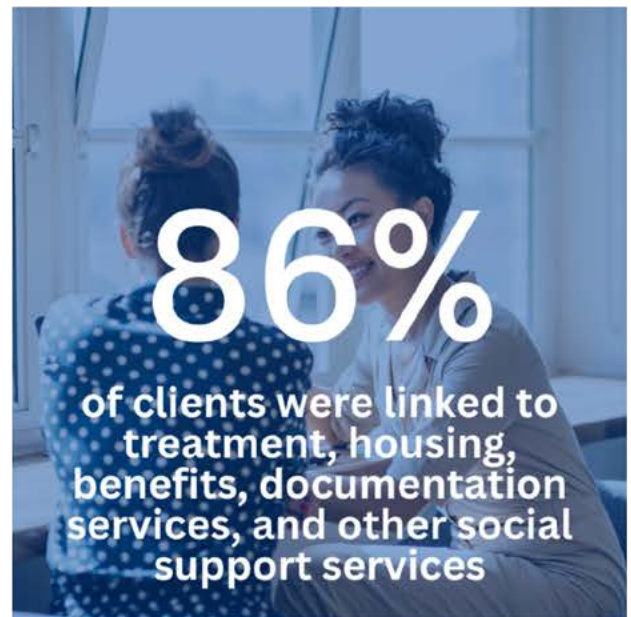
PROJECT IN-REACH



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.



"Project In-Reach has been a blessing. They made the transition from jail to some kind of normal life possible. They came to see me several times in jail to discuss my treatment options. My goal was to be admitted to [a] treatment center. If I had been released to the street, relapsing into drug use would have been inevitable. They helped me get into the best treatment for me."—a Project In-Reach Participant

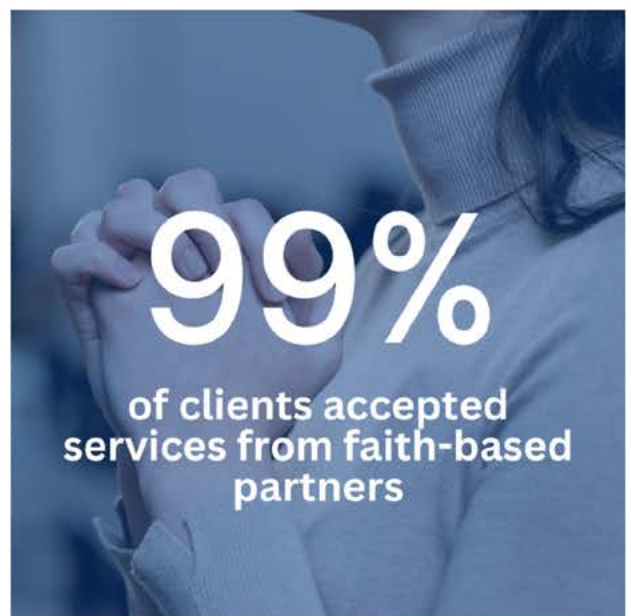
PROJECT IN-REACH MINISTRY



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 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.



"I am pregnant again and wish to reenroll in the BIH program. My last experience was amazing and the help and support I received as a first-time mom was invaluable. The prenatal and postpartum groups really helped me, so I didn't feel so lost. As a military wife, I have to do a lot of the parenting and figuring it out, by myself when my husband is away, so having people I can reach out to when I need to talk, or some reassurance means a lot to me." **—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.

The NHA Senior Center has been providing online classes every Tuesday and Thursday, and food distribution every Wednesday. Wellness check calls are being made for all Seniors. These services help improve one's quality of life and provide help for those seniors that expressed they did not have more than one meal a day.

PROGRAM HIGHLIGHTS

- County of San Diego Feeling Fit Fitness classes were offered via Zoom every Tuesday and Thursday
- The Balboa Theater Organ Concerts provided tickets for our seniors
- The Community Congregational Development Corporation (CCDC) granted the NHA Senior Center a \$64,050 grant for housing stipends, transportation, PPE and social engagement activities



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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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