



FISCAL YEAR 2022-2023

ANNUAL REPORT

Healthy and educated communities--where dreams
become reality.

BE
AWESOME!
TODAY

TABLE OF CONTENTS

2	Mission, Vision, Values
3	Letter from NHA
4	Board of Directors
5	Continuum of Care Model
6	Continuum of Care Model Explained
7	Senior Staff Organizational Chart
8	Sources of Income
9	Financial Overview
10	Head Start Program Budget
11	Diversity, Equity, & Inclusion/NHA's Approach to Wellness
12	Education, Instruction, and Operations
17	Homework Center
18	NHA College Academy
19	Reginald Phoenix Youth Fellowship Summer Employment Program
20	InnoVisions
21	Nutrition Services
22	Adult Day Health Care
23	Coordinated HIV Services
24	Financial Counseling & Coaching
25	Peer Reentry Leadership Academy
26	UPAC Promise Wellness Center
27	Project In-Reach
28	Project In-Reach Ministry
29	Safe Connections
30	San Diego County Black Infant Health Program
31	Senior Service Center
32	Sponsor Acknowledgement

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 28 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 2022-23 Fiscal Year, NHA continued to develop innovative ways to serve San Diego and enhance our service offerings to continue to meet the needs of those who need us most. In 2023, NHA broke ground on the Culinary Education and Training Center. The facility, housed in our Central Kitchen, will teach parents how to prepare the healthy meals we make in our Nutrition Services program for their families at home. Our Head Start program continued to provide in-person service to our families, hosting the inaugural Head Start Block Party to provide valuable community resources and entertainment for all in attendance. NHA's Social Services department was awarded a contract to open the Healing Oaks Clinic, a behavioral health clinic that will provide vital mental health services in the central region.

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."



MEISHA SHERMAN
2022-23 Board Chair

A handwritten signature in black ink, appearing to read "Meisha Sherman".



RUDOLPH A. JOHNSON, III
President and CEO

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

2023- 2024 BOARD OF DIRECTORS

MEISHA SHERMAN

Chair | FranklinCovey

MARK BLANKENSHIP, PH.D.

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

DR. TERRELL FLETCHER

City of Hope International Church

GEVENA CUNNINGHAM

Parent Policy Council Representative

ALEXANDRA ALBRO

ESET

CYNTHIA AUSTIN

Shyne San Diego

ARTHUR BENJAMIN

Tinuiti

DR. GAIL COLE-AVENT

UC San Marcos

JOY FREEMAN

JOY (Just Own Yours)

CHRIS GRASSA

Torrey Pines Bank

SCOTT HERBER

ROOST/Blue Tile, LLC

CARYL HILLIARD

Intuit, Inc.

DIANE LITTLE

AMN Healthcare

TAMIKA NELSON

County of San Diego

DR. JOHN PARKER

San Diego City College

KYRA SEAY

California Coast

JASON SHANLEY

San Diego Fire & Rescue

SARAH PRETANVIL

San Ysidro Health

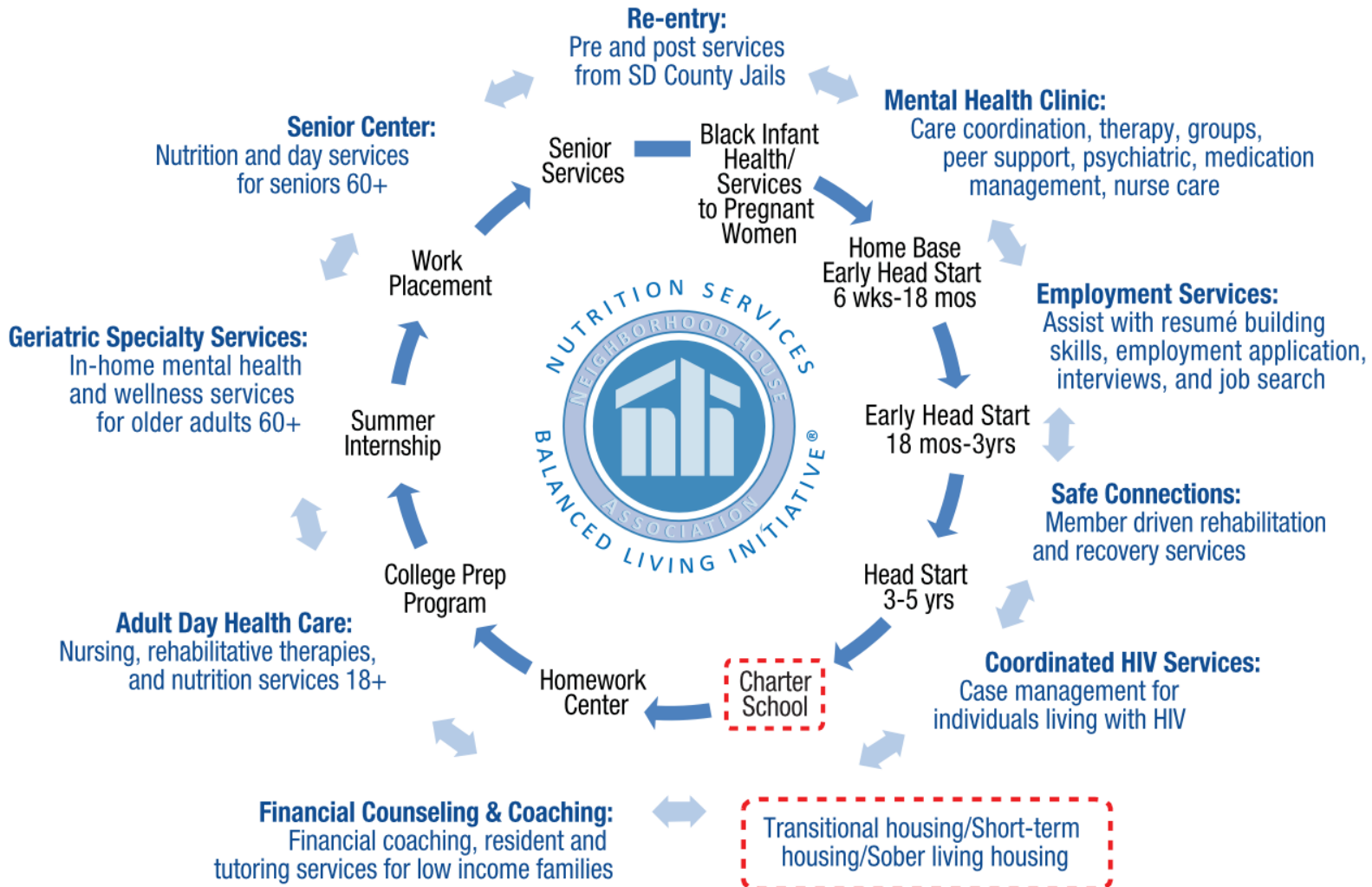
MELINDA VALENCIA

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.

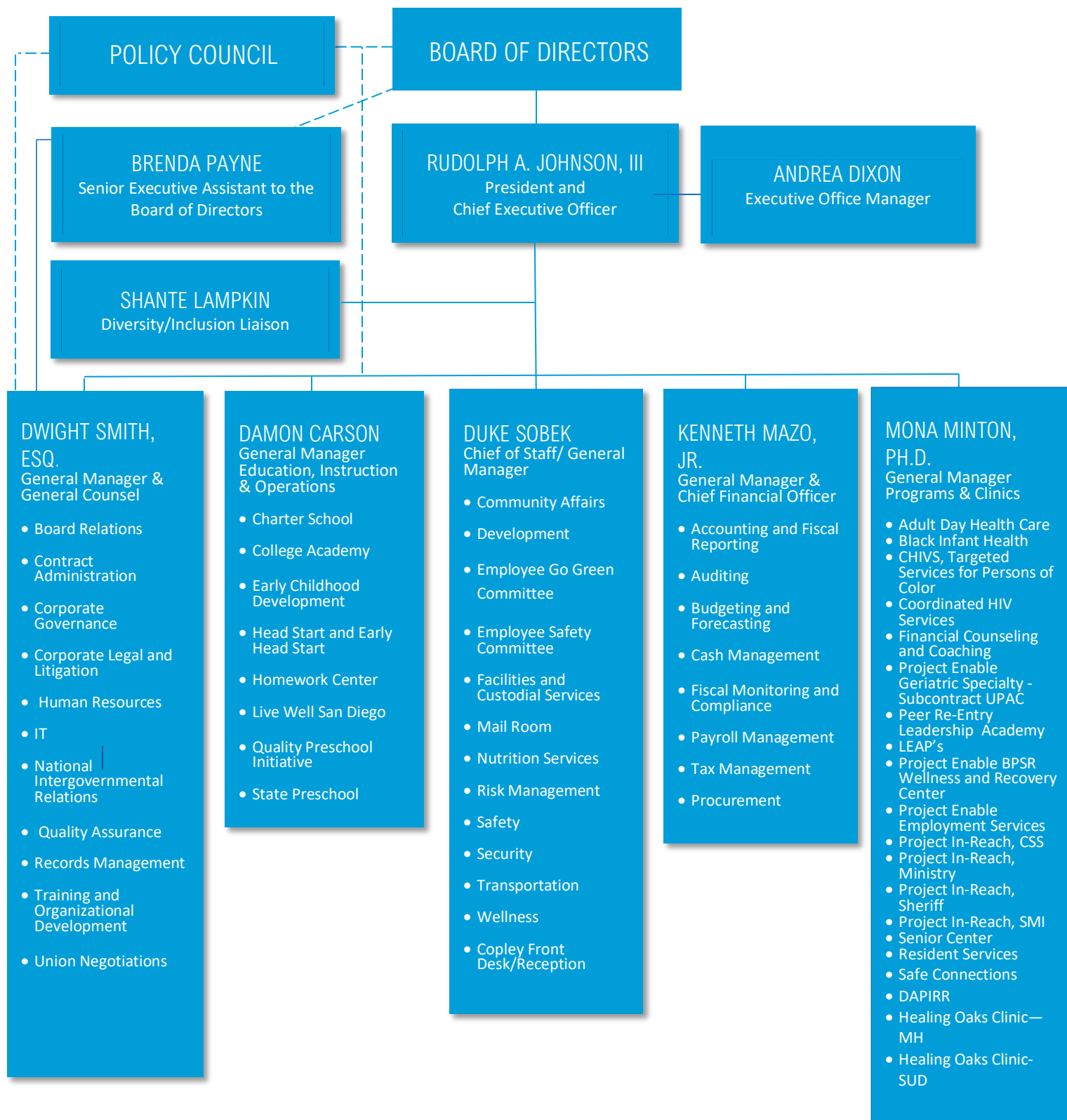
NHA's vision is to open a **Charter School** within the next two to three years, beginning with transitional-kindergarten through 3rd grade, and incorporating additional years. The charter school is the only missing piece of the Continuum of Care Model. Upon completion, NHA looks forward to using the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

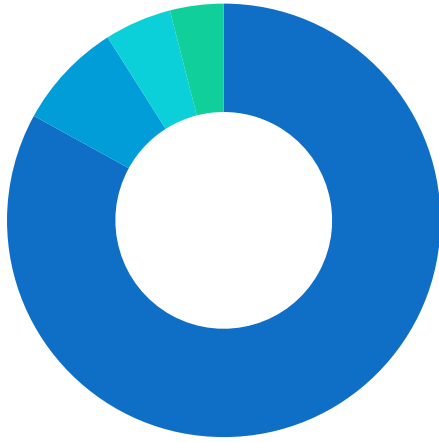
NHA has been serving San Diego families and children in need for 110 years. It is service with a purpose. Our goal is that 20 years from now, the children enrolled in the early steps of the Continuum of Care Model will successfully join the NHA workforce and come back home to serve the San Diego community.

ORGANIZATIONAL CHART



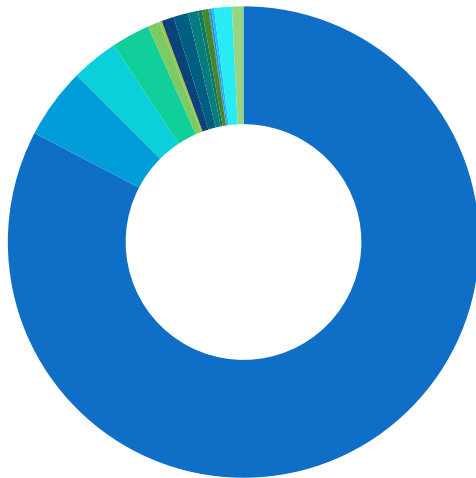
SOURCES OF INCOME

REVENUE BY FUNDING SOURCE



- 83% Federal | 99.7M
- 8% State | 9.3M
- 5% County | 6.2M
- 4% Other | 5.3M

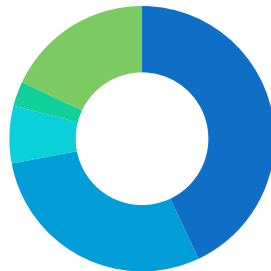
REVENUE BY CONTRACT



- 83.66% Head Start | 95.1M
- 4.91% Child Development | 10.5M
- 3.27% Project Enable | 2.7M
- 2.67% Nutrition Services | 3.7M
- 0.82% Adult Day Health Care | 0.7M
- 0.19% First 5 | 0.2M
- 0.85% Black Infant Health | 1.3M
- 1.02% FB Wellness and MH In Reach Ministry | 1.2M
- 0.70% HIV | 0.7M
- 0.28% Financial Counseling & Coaching | 0.3M
- 0.45% Safe Connection Program | 0.7M
- 0.05% Leaps | 0.00M
- 0.14% Peer Reentry Leadership Academy | 0.2M
- 0.19% ARPA Funding | 0.0M
- 1.22% Healing Oaks Clinic (HOC) | 1.5M
- 0.01% District Attorney's Prosecutor Initiated Resentencing & Reentry Program
- 0.80% Other | 1.6M

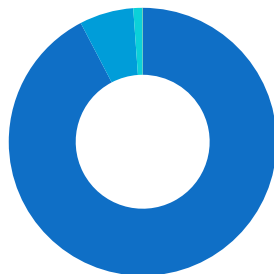
FINANCIAL OVERVIEW

FRINGE/TAX BREAKDOWN



- 43% Health Insurance | 4.3M
- 29% FICA | 3M
- 7% Workers Compensation | 0.7M
- 3% SUI | 0.4M
- 18% Pension | 1.8M

EXPENSES BY PROGRAM



- 92.48% Child Care Programs | 110M
- 6.54% Health & Nutrition | 7.8M
- 1.09% Youth & Other Services | 1.3M
- -0.15% Management & General | 0.0M
- 0.04% Fundraising | 0.05M

EXPENSES BY CATEGORY



- 39% Contracted Services | 42.7M
- 34% Salaries | 40.7M
- 9% Fringe Benefits | 10.7M
- 18% Non-Personnel Expenses | 21.9M

NHA 2022-23

HEAD START BUDGET

OPERATING BUDGET

Head Start Federal Funding	\$64,082,074
Early Head Start Federal Funding	\$31,023,796
California Department of Education Funding	\$10,453,170
Quality Preschool Initiative	\$200,900
Black Infant Health	\$1,321,994
ARPA	\$6,998
TOTAL	\$107,088,932

PROPOSED BUDGET

Personnel	\$30,540,364
Fringe	\$8,375,874
Out of Town Travel	\$107,870
Equipment	\$913,891
Supplies	\$4,613,000
Contractual	\$43,558,627
Constructions/Renovations	\$415,000
Other	\$11,661,263
Indirect	\$6,903,070
TOTAL	\$107,088,959

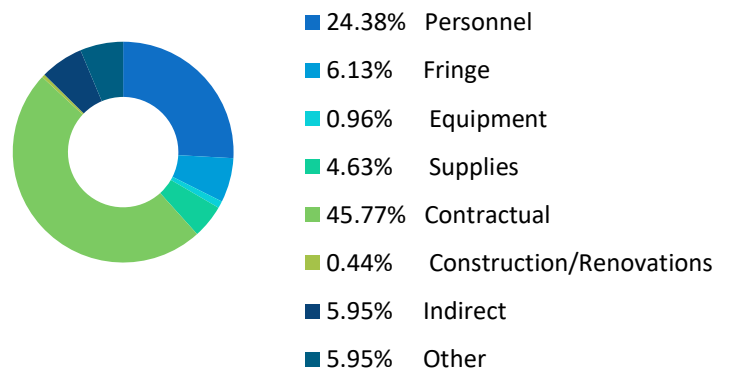
"Supplies" include office, child and miscellaneous supplies. "Other" includes construction, occupancy, nutrition services, parent services, training, travel, child service consultants, insurance, software licenses and publications.

BUDGET EXPENDITURES

HEAD START – The graph depicts budgetary expenditures of funds including \$64,082,074 of federal funding and \$7,125,715 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 \$32,422,338 of federal funding and \$2,131,038 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



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 HIGHLIGHTS



In 2023, 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.

The Wellness Department held an in-person healthy cooking demo for employees. This was the first in-person cooking demo held since the COVID-19 pandemic.



The Wellness Committee hosted the 2022 Fall Into Fitness 5K and Wellness Fair for employees and their families. Participants had the opportunity to enjoy a walk around Miramar Lake, massages, painting, boating, fishing, and other activities. This was the first in-person Fall Into Fitness event since the COVID-19 pandemic.

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."

2022 – 2023 HIGHLIGHTS

- Neighborhood House Association Head Start received the National Head Start Association accreditation as a Program of Excellence for a five year duration. By pursuing and achieving this accreditation, NHA has demonstrated that it meets standards for quality and is committed to pursuing excellence. NHSA's Program of Excellence Accreditation recognizes and supports the outstanding performance of Head Start grant recipients across the country. This distinction was earned by NHA as it consistently demonstrates excellence in program management and service performance and continually supports the achievement of robust outcomes for children birth to five years old, pregnant people, families, and the communities where they live.
- CSQI completed 507 service requests in Year 5. Data showed the need for additional services for mental health, physical and oral health, disabilities, and developmental support. Ever responsive in meeting identified needs; a team consisting of developmental clinicians, pediatric nurse, physical, occupational and speech therapist were added to CSQI team to serve and provide immediate support to children and families awaiting services from our school districts and community agencies.
- A new partnership was developed with Ronald McDonald Charities House. A direct referral pathway was established for families living at RMHC while their child receives critical medical care. Mesa College is located less than 2 miles away; it is a key support for families experiencing a healthcare crisis.
- Dollar Per Child, a Policy Council lead initiative, raises funds to increase advocacy efforts of Head Start programs with elected officials. This year's Dollar Per Child campaign raised \$5,827.51. A check was presented at the National Head Start Association in May.
- Head Start Staff Wellness Celebrations brought together 40 teams with over 500 staff participating in activities such as Painting Workshops, visits to the Botanical Gardens, and Ferry Boat Rides/SD Harbor Tours. Feedback surveys reflected an overwhelming endorsement of "Team Connection" as the top "feel good" takeaway, which is consistently linked to staff wellness and retention.
- The NHA College Academy Class of 2022-2023 accomplished a 100% acceptance rate into a college or university. UC San Diego, UC Irvine, San Diego State, Cal State Los Angeles, Cal State Long Beach, San Diego City and Southwestern Community College were the top schools on the list of student's final choices. Students selected schools based on their major, financial ability to pay, and housing.
- Groundbreaking Ceremony for NHA Culinary Education and Training Center. The purpose of this center will be to teach our parents/families how to cook healthy meals at home.
- Active shooter training by the Institute for Childhood Preparedness was conducted at all sites. Training began with staff watching a 2-hour module prior to the in-person assessment and concluded with an in-person assessment of how to barricade the classroom door, where to hide, and what objects could be used in self-defense.

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

Using the child outcomes data and parent input, School Readiness Goals for 2022-2023 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

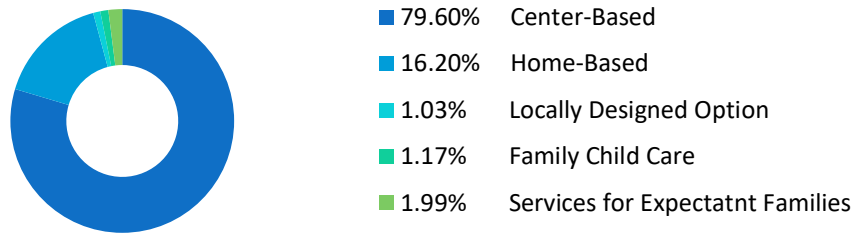
Head Start tracks each child's development, and in partnership with the child's parents, sets goals that are appropriate to the child's developmental level. Measures of outcomes are tabulated by Head Start teachers using the State of California Desired Results Developmental Profile (DRDP 2015) on all 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 2022-2023 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 '22	Spring '23
Children are personally and socially competent	65%	83%
Children are effective learners	58%	79%
Children show physical and motor competence	78%	92%
Children are safe and healthy	77%	87%

SUMMARY OF 2022-2023 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 '22	Spring '23
Children are personally and socially competent	77%	87%
Children are effective learners	58%	79%
Children show physical and motor competence	73%	89%
Children are safe and healthy	82%	88%

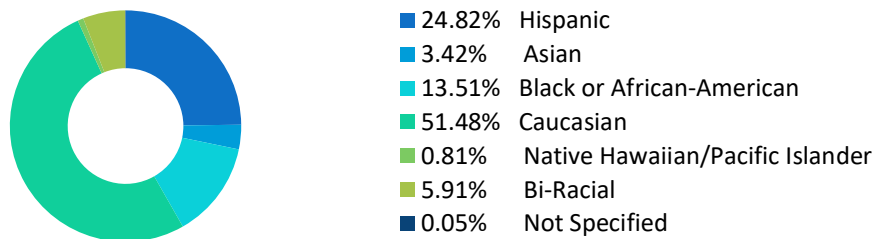
PROGRAM MODELS OF FUNDED ENROLLMENT

Head Start



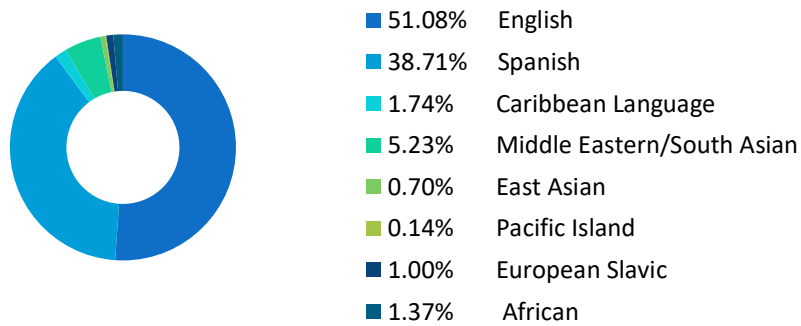
ETHNICITY OF ACTUAL ENROLLMENT

Head Start and Early Head Start Combined



LANGUAGE OF ACTUAL ENROLLMENT

Head Start and Early Head Start Combined



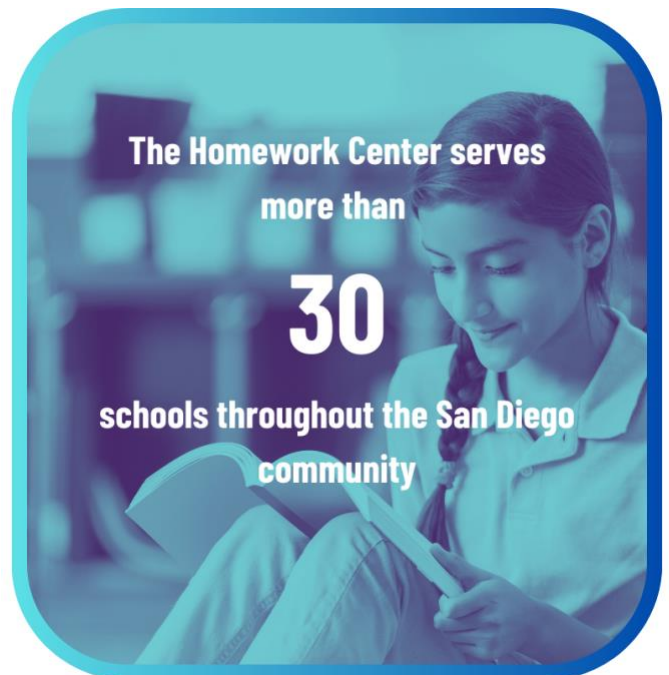
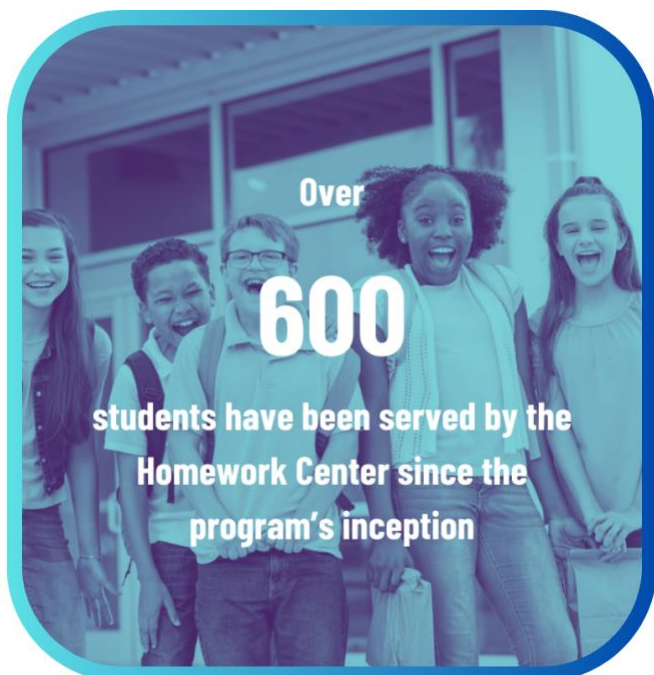
HOMEWORK CENTER

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 temporarily closed due to the COVID-19 pandemic but plans to re-open for in-person services in FY 2023-24.

BENEFITS OF THE HOMEWORK CENTER:

- Ensuring the A-G requirements for graduation and college are met
- PSAT in the 10th grade
- SAT and ACT testing in the 11th and 12th grades
- Participate in the College Apps Academy during senior year of high school
- Students receive schools supplies and classrooms materials
- Students engaged in writing essays
- Community involvement hours
- One-on-one and group tutoring
- Development of social skills
- Safe space to discuss social issues that may affect students



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. The program also seeks to increase overall college-readiness through partnerships with local high schools, community organizations, and industry leaders.

In FY 22-23, the program provided services to students virtually due to the COVID-19 pandemic.

BENEFITS OF THE COLLEGE APPS ACADEMY:

- Increases student and family financial literacy
- Reduces the stress that accompanies the college application process
- Reduces the stress that accompanies the financial aid process
- Opportunities to meet with instructor during and after class sessions individually through “office hours”
- Develop critical college life-time skills



"... From filling out the UC and CSU applications, to filing my FAFSA, to having the opportunity for a \$10,000 scholarship and being awarded it because of my participation in one of the greatest college prep programs ever established, we will always hold a special place in our hearts for RC and NHA. Thank you for everything!"—an NHA College Academy Participant

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

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 office created the 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.

NHA attended the following recruiting events:

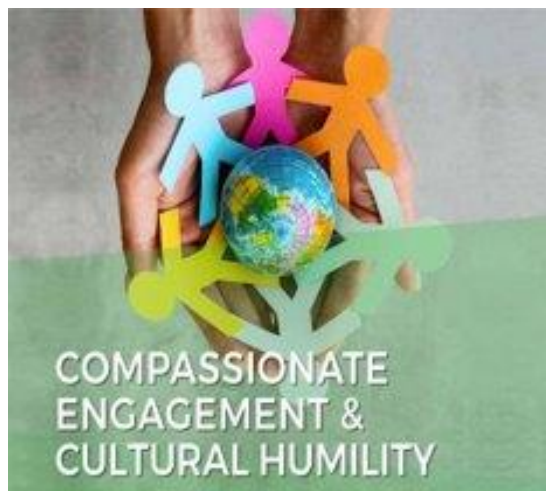
- Texas Southern University Career Fair
- Grambling State University Career Fair- led Town Hall session on Career Readiness
- HBCU Career Development Marketplace (CDM)- led panel discussion on Career Readiness
- HBCU Legacy Career Fair- led panel discussion on leadership and financial management
- Engaged over 1,500 HBCU students/ graduates

INNOVISIONS



InnoVisions a social enterprise of the Neighborhood House Association (NHA) offers leadership, staff, and organizational development services to external organizations. Funds raised go to support the mission of NHA.

This program year, the **COMPASSIONATE ENGAGEMENT & CULTURAL HUMILITY WORKSHOP** was the program's most requested workshop. The workshop provides a foundation for advancing diversity, equity, inclusion, belonging, ethics, teamwork, and effective leadership.



LEADERSHIP MATTERS with Dr. Sheryl White is an i-radio/podcast that airs weekly on Voice America's Business Channel. It offers programming designed to advance the development of current and emerging nonprofit and public sector leaders.



NUTRITION SERVICES

NHA's Nutrition Services is a revenue-generating program at Neighborhood House Association. In fiscal year 2022-2023, the department produced, transported, and delivered 882,000 healthy breakfasts, lunches, and snacks to nearly 60 child and adult care centers. Meal delivery drivers drove over 84,000 miles to centers located in a 35-mile radius from the commercial kitchen facility. The department provides meals to NHA's Head Start and Adult Day Health Care, and vends meals to eight external childcare centers, Head Start, senior-focused programs in the community.

Nutrition Services fundraised for and received \$268,000 in grant funding from Rest Haven Childrens Health Fund, San Diego Gas & Electric, The San Diego Foundation, County of San Diego, City of San Diego, and Ecolab, Inc. Funding was used towards a variety of initiatives and programs, including the soon-to-be launched Culinary Education and Training Center (CETC), which will be a new program to teach Head Start parents how to develop healthy menus, shop on a budget, prepare healthy meals, and set up their mealtime environment for success. Grant funding was also directed towards general program operations to help cover funding gaps.

HIGHLIGHTS

- The Nutrition Services program maintained seven external vending contracts and one sublease contractor.
- The program received over \$268,000 in grants from Rest Haven Children's Health Fund, San Diego Gas & Electric, The San Diego Foundation, County of San Diego, City of San Diego, and Ecolab Inc.
- The total of \$70,000 from the County of San Diego will go towards our new Culinary Education and Training Center.
- Funding from San Diego Gas & Electric was used to produce 1,500 meals for at risk seniors in fire-prone areas of East County regions of San Diego.



ADULT DAY HEALTH CARE



The NHA Adult Day Health Care Center, within a person-centered care environment, provides dual day treatment program options to adults 18 years of age and older, offering both Adult Day Health Care (ADHC) and Adult Day Program (ADP) services. ADHC is a medical-model program for adults with disabling physical, mental, cognitive and/or intellectual impairments which provides participants with nursing, rehabilitative (OT, PT and ST) therapies, and psycho-social services. ADP focuses on memory care and personal care assistance, while providing a variety of cognitively stimulating activities in a "home away from home" environment. Transportation services, snacks, and

a meal at lunch, as well as various fun recreation activities are available to all participants at the Center, regardless of program option.

COVID-19 IMPACT

At the start of fiscal year 2022-23, the center continued to deliver a Hybrid Model of Care due to the Public Health Emergency (PHE). The hybrid model -- that included remote and telehealth services -- ended September 30, 2022. On October 1, 2022, the center transitioned to in-person services with daily COVID-19 testing for participants and six-foot distancing indoors and outdoors.

HOW IS THE ADHC PROGRAM MAKING AN IMPACT?

When ADHC reopened to in-person services, participants had a safe and enjoyable program they could depend on. The program required daily COVID-19 testing, temperature checks, social distancing, and a low ratio of participants. Participants and their families depended on the consistency of care to ensure that participants remained healthy and happy. Multidisciplinary Team (MDT) evaluations showed participants with reduced feelings of loneliness and isolation. Occupational therapy, physical therapy, socialization, and nursing services ensured that participants maintained strength and endurance and provided greater life satisfaction with peers.

"Coming to NHA has brought me out from isolation after my husband passed away. If I were not here, I would probably be feeling sorry for myself alone in my room. That is not an option. Here, I have so many friends that give me a will to live. I enjoy expressing myself with the arts and crafts activities."-- an ADHC Participant

COORDINATED HIV SERVICES

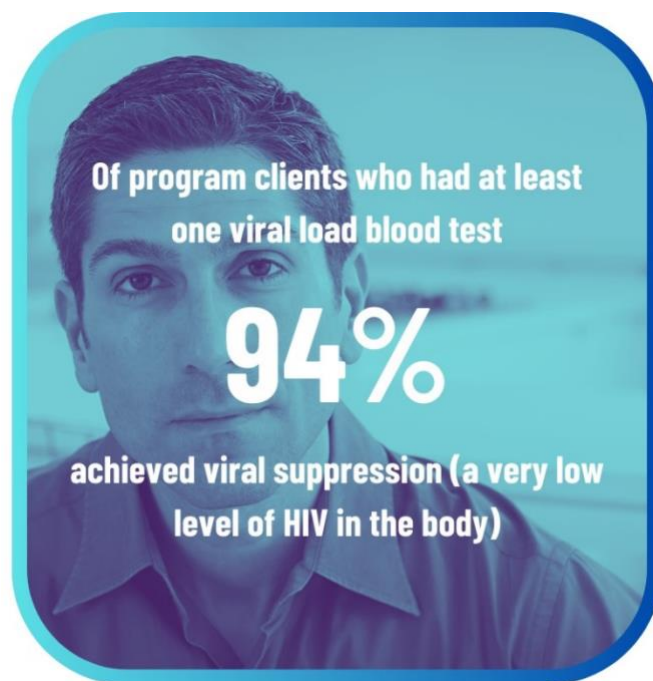
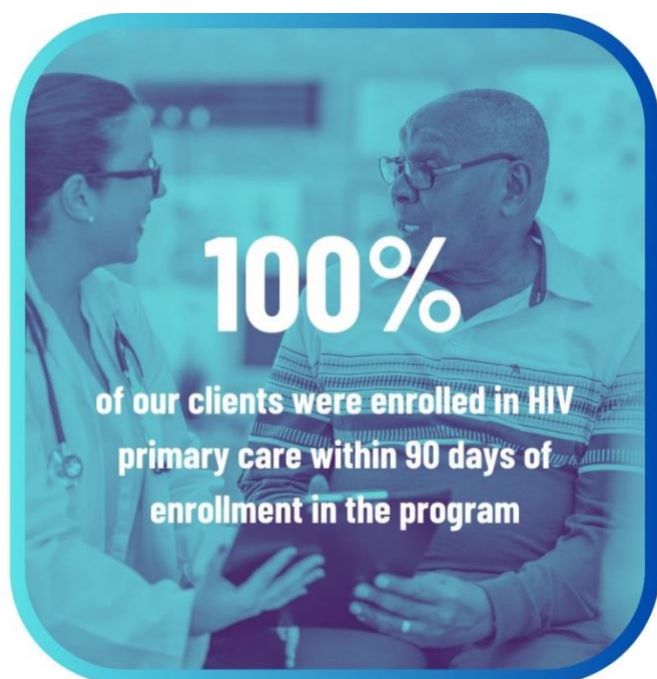


The Coordinated HIV Services (CHIVS) Program provides client-centered services such as case management, case worker, mental health, substance use outpatient, peer navigation and transportation. The program links clients with health care, psychosocial support, legal services, home delivered meals, emergency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



"I am very thankful to this great team at [Coronado Terraces], and all the services they provide for us. I have small kids, and Resident Services provided me with free diapers and pull ups for my boys. I am so appreciative of this and the monthly food distributions as well. It is convenient to have all these services provided to me, right here where I live. Thank you." – a Coronado Terraces Resident

PEER REENTRY LEADERSHIP ACADEMY

The Peer Reentry Leadership Academy (PRLA) is a 5-session leadership academy for justice-involved individuals, i.e., peers, who have spent time in jail and/or prison. The leadership academy teaches a curriculum that was designed by NHA to enhance the unique lived experience, knowledge, and skills that peers already possess. In partnership with the San Diego Sheriff's Department who identifies and refers eligible participants, NHA brings together individuals with criminal justice lived experience who aspire to learn tools and acquire resources to aid incarcerated and post-incarcerated individuals in reentry and recovery in a safe and inspiring space. Through participation and completion of the academy, peers will not only learn important concepts in reentry and recovery but will also conceptualize and practice a motivational speech that is designed to both inspire and educate individuals involved in the criminal justice system. As confident public speakers, they may be invited to return to a detention facility to deliver their motivational speech and provide resources to a group of incarcerated individuals.

The PRLA program's central outcome objectives are the number of individuals who successfully complete the leadership academy and who deliver their speaking engagement at a detention center. Speaking engagements are contingent upon successful clearance through the Sheriff's Department.



"First off, I would like to say that Dr. Minton and Dr. Dauber-Griffin were amazing! I've learned so much from them both and was able to use the information given by these wonderful women and used my lived experience and was able to do a speaking engagement with fellow peers who are going through what I went through and sharing how I made it out. I will never forget and will forever be grateful to had been given that opportunity. The experience I had in the academy was like no other learning environment I've ever been in and would do all over again if I was able to work with Dr. Minton and Dr. Dauber-Griffin again."—a PRLA Participant

UPAC PROMISE WELLNESS CENTER

In 2022, Neighborhood House Association Social Services entered into a subcontract agreement with The Union of Pan Asian Communities (UPAC) to provide outpatient mental health treatment and outreach services to adults and older adults ages 18 and over, assisting the Promise Wellness Outpatient Treatment Center operated by UPAC. The program served those affected by serious mental illness who also may be experiencing a co-occurring substance abuse disorder. Goals included symptom reduction, reduce the need for hospitalization, and assist clients to achieve their highest level of functioning and successful integration back into society. The contract was started October 3, 2022, and was completed on June 30, 2023.

Services provided by NHA Promise Center Euclid included:

- Mental Health assessment
- Individual Therapy
- Case Management
- Crisis Intervention
- Geriatric Services
- Employment Support Services

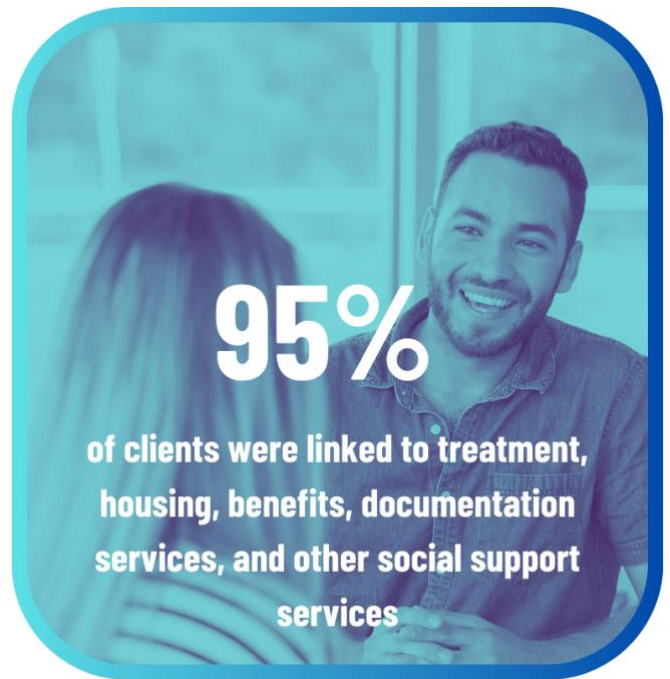


“I needed help, I wanted to commit suicide I know I needed help. It’s been a long time, maybe 2-3 years. I’m learning to be able to utilize educational and coping papers the clinic has given and taught me. It gives me things to do when I deal with depression, it’s something that keeps me busy and something to look forward to. I still know I need to work on things, and I like working here to handle my depression. I learned I need to help myself first. I can make my own choices; life is all about choices.” – a UPAC Promise Wellness Center 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.



"I moved to San Diego from Maryland to change my life and ended up in jail. Project In-Reach helped me from the moment that I got out of jail at a time when I had nobody else. PIR helped me with housing, rehab, to get a job, and to stay clean and sober. They have given me the tools that I need to move forward and be successful. The Case Manager and my Peer Support have been the best part of the program. They are my family in San Diego."—a PIR Participant

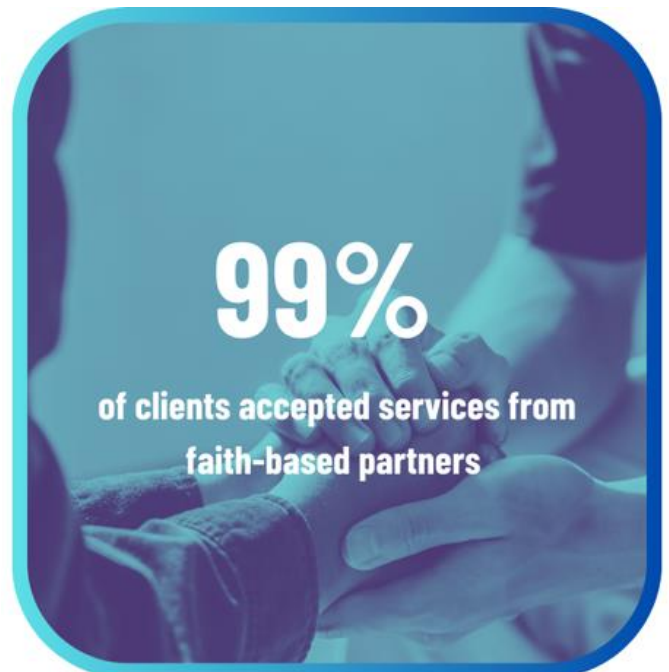
PROJECT IN-REACH MINISTRY



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.



SAFE CONNECTIONS

Safe Connections is designed to meet the mental health needs of clients who have had repeated use of emergency psychiatric services. Our goal is to reduce the stigma & reduce hospitalizations by providing individualized support through short-term intensive case management, therapy, and linkages to treatment and community services such as housing, transportation, peer support, life skills and medication support. The program serves clients who are hospitalized for a behavioral health crisis at Sharp Grossmont, Paradise Valley, and Bayview hospitals.

SERVICES

- Short-Term intensive case management
- Individual and Group Services
- Transportation
- Peer Support Services
- System Navigation
- Short Term Housing Assistance
- Linkages to treatment and community services
- Life Skills
- Medication Support



78%

**of clients discharged from services
have been connected with an outpatient
mental health service, other treatment
program, or other non-clinical support
services**



95%

**have not been readmitted to a
behavioral health unit within 90 days of
discharge**

“The support I received from Safe Connections helped me develop a sense of security so that I could heal and reorganize my life. I am happy to report that I am working and now rent a mobile home where I can have visits with my daughter.” – a Safe Connection Participant

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.



“One of the things that I love about BIH is the groups. My prenatal group was a great experience for me. I learned a lot of information and met some other fabulous women. Group was often the highlight of my week. Our discussions were genuine and a place where we could speak and share without being judged. I am looking forward to postpartum group after my baby is born.” —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 that they did not have more than one meal a day.

PROGRAM HIGHLIGHTS

- The Senior Center continued to host County of San Diego Feeling Fit Fitness Classes via Zoom every Tuesday and Thursday
- Westfield donated \$5,000 to the Senior Center
- Scan Health Care donated \$15,000 to the Senior Center for food
- The San Diego Senior Foundation donated \$20,000 to the Senior Center for fitness equipment



THANK YOU

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

2022 TOP GOLF GATHERING SPONSORS

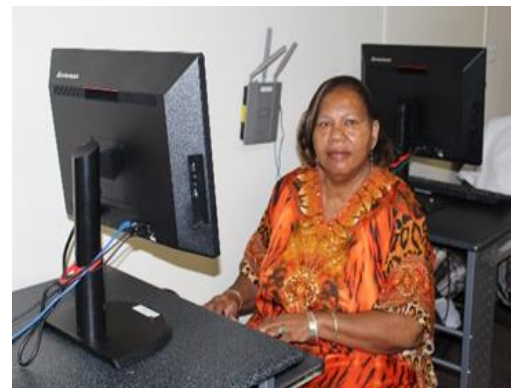


2022 VIRTUAL GALA TOP SPONSOR



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 to learn how you can be a part of our legacy of service!