



FISCAL YEAR 2023-2024

# ANNUAL REPORT

Healthy and educated communities--where dreams  
become reality.

BE  
**AWESOME**  
TODAY

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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

For over 110 years, the Neighborhood House Association (NHA) has been committed to serving San Diego communities that need us most. From our beginnings in the settlement house movement in 1914, to becoming one of the largest social services agencies in San Diego County, NHA continues to make a difference and influence change, transforming families and communities. The agency currently has a portfolio of over 25 programs and over 800 employees. 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 2023-24 Fiscal Year, NHA continued to advance our mission and realize our vision. In 2024, NHA completed construction of the Culinary Education and Training Center (CETC) and launched the Meal Prep Academy. The Meal Prep Academy 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 continues to provide exemplary services to thousands of children and families each year, and was awarded a Program of Excellence designation from the National Head Start Association. NHA's Social Services department continues to grow, with programs like the San Diego County Black Infant Health Program expanding to Oceanside.

Through its efforts, NHA continues to be a catalyst for the regional economy, generating an economic impact of approximately \$300 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. The 2023-2024 NHA Annual Report and all agency reports are available on our website, [www.neighborhoodhouse.org](http://www.neighborhoodhouse.org).

For more than a century, NHA has continued 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**  
2023-24 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 Credit Union

JASON SHANLEY

San Diego Fire & Rescue

SARAH PRETANVIL

San Ysidro Health

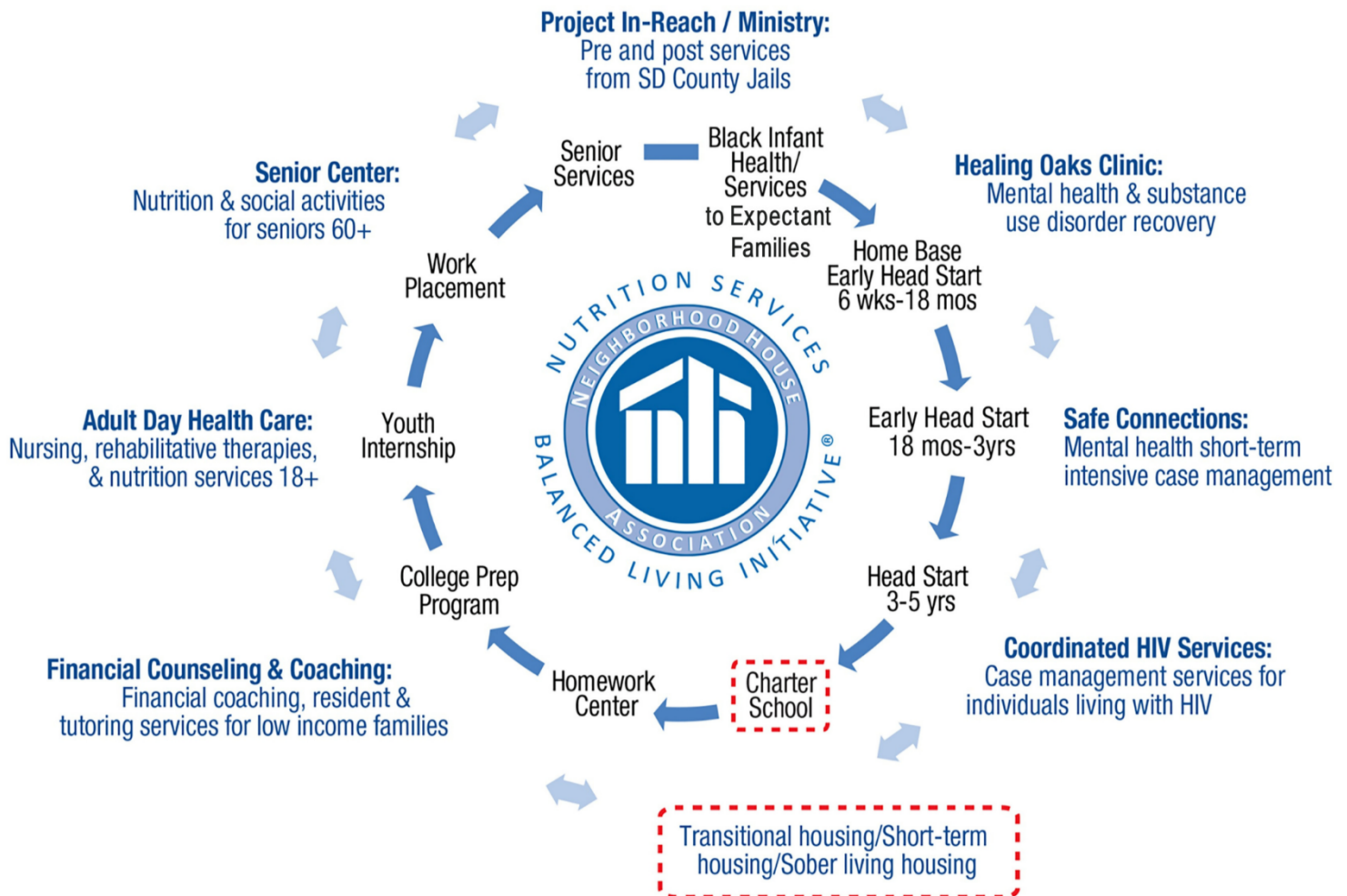
MELINDA VALENCIA

HP

ALEX WATERS

CONNECT ALL @ the Jacobs Center

# CONTINUUM OF CARE MODEL





# CONTINUUM OF CARE MODEL

## NARRATIVE

All of the agency's programs work together to form NHA's Continuum of Care Model, a vision that begins at the prenatal stages of life and continues all the way to senior care and adult day health care. The vision for the Continuum of Care Model is one that Mr. Johnson and the NHA Board of Directors have developed over several 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 Expectant Families](#) 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](#), 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.

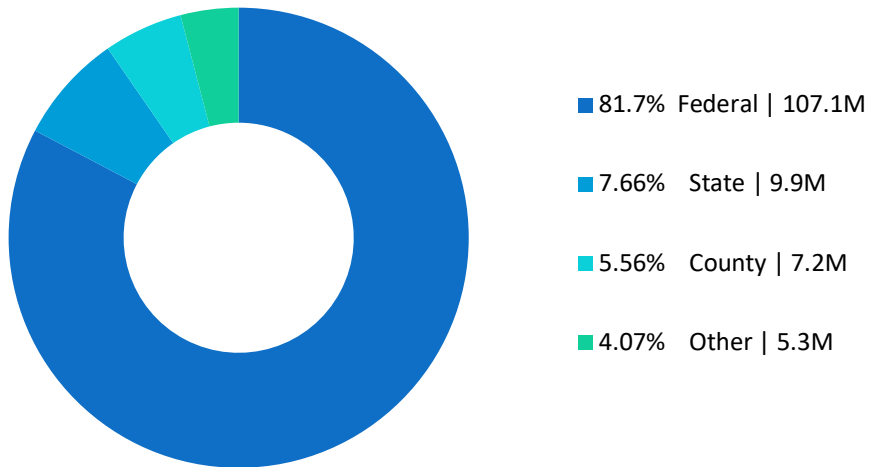
# ORGANIZATIONAL CHART



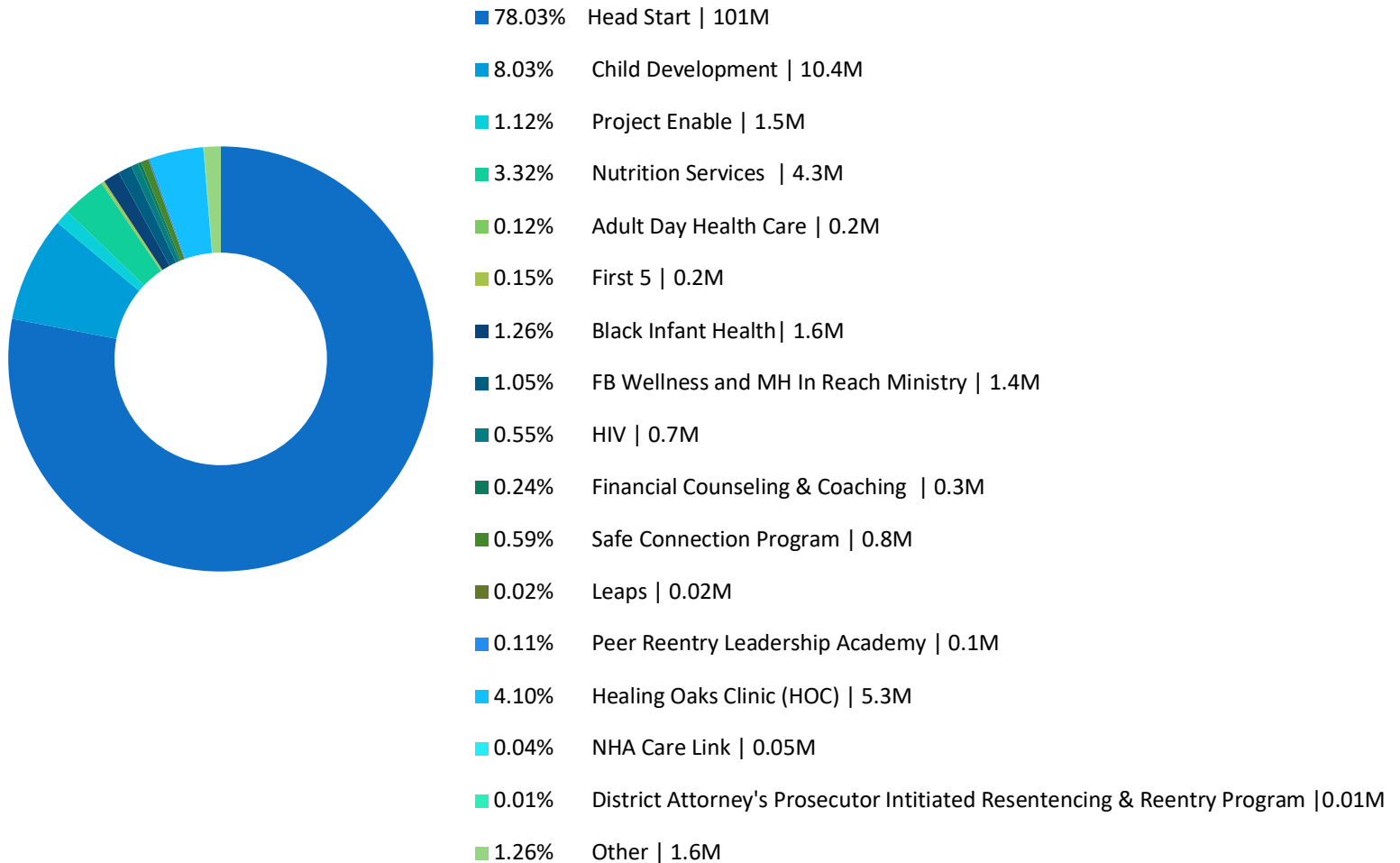


# SOURCES OF INCOME

## REVENUE BY FUNDING SOURCE

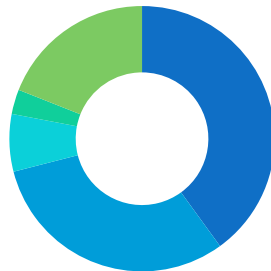


## REVENUE BY CONTRACT



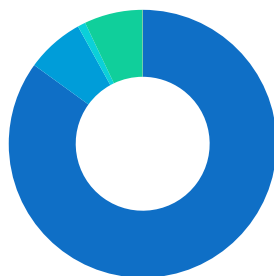
# FINANCIAL OVERVIEW

## FRINGE/TAX BREAKDOWN



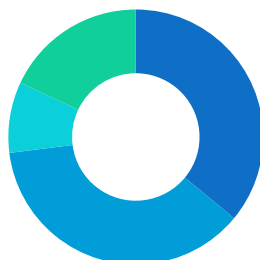
- 40% Health Insurance | 4.6M
- 31% FICA | 3.6M
- 7% Workers Compensation | 0.8M
- 3% SUI | 0.4M
- 19% Pension | 2.2M

## EXPENSES BY PROGRAM



- 84.98% Child Care Programs | 109.5M
- 7.0% Health & Nutrition | 9M
- 0.95% Youth & Other Services | 1.2M
- 7.02% Management & General | 9.0M
- 0.05% Fundraising | 0.06M

## EXPENSES BY CATEGORY



- 36% Contracted Services | 45.5M
- 37% Salaries | 48.3M
- 9% Fringe Benefits | 11.7M
- 18% Non-Personnel Expenses | 21.9M



# NHA 2023-24

## HEAD START BUDGET

### OPERATING BUDGET

Head Start Federal Funding	\$58,813,575
Early Head Start Federal Funding	\$42,211,963
California Department of Education Funding	\$10,407,524
Quality Preschool Initiative	\$198,000
Black Infant Health	\$1,628,510
<b>TOTAL</b>	<b>\$113,259,572</b>

### PROPOSED BUDGET

Personnel	\$35,956,700
Fringe	\$8,972,914
Out of Town Travel	\$197,543
Equipment	\$1,187,420
Supplies	\$3,509,797
Contractual	\$43,052,766
Constructions/Renovations	\$415,000
Other	\$13,167,623
Indirect	\$7,213,895
<b>TOTAL</b>	<b>\$113,258,658</b>

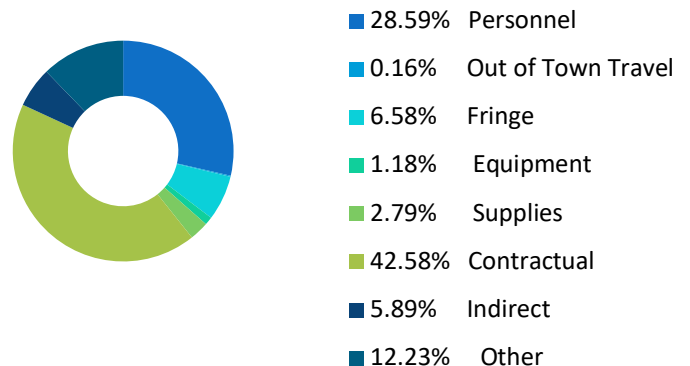
*"Supplies" include office, child and miscellaneous supplies. "Other" includes construction, occupancy, nutrition services, parent services, training, travel, child service consultants, insurance, software licenses and publications.*

### BUDGET EXPENDITURES

**HEAD START** – The graph depicts budgetary expenditures of funds including \$58,813,575 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 \$43,234,529 of federal funding and \$2,794,956 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's commitment to the health and wellness is firmly embedded into our culture. NHA's Wellness Program actively encourages employees to pursue their wellness goals in a holistic manner, offering something for everyone. Since the onset of the COVID-19 pandemic, and its aftermath, NHA's Wellness Program has provided a combination of virtual programs, webinars, and in-person events to benefit NHA employees and their families. The agency continues to partner with organizations like the Marsh McLennan Agency, Sharp Healthcare, and Kaiser Permanente to offer a robust and comprehensive program. As appropriate, Head Start parents and other members of our community are invited to participate in select wellness events.

## WELLNESS HIGHLIGHTS

In November 2023, we held our annual Fall into Fitness 5K & Wellness Fair at Lake Murray. Participants had the opportunity to take a walk around the lake, enjoy massages, painting, boating, fishing, health screenings, healthy snacks, fresh produce, refreshments, and other activities. This was the second in-person Fall into Fitness event since the COVID-19 pandemic, and an expansion of our prior years' offerings.



Winner of 2024 *Nation's Best and Brightest in Wellness™* Award. This was our second time receiving this particular recognition with the National Association of Business Resources (NABR).

Awarded 2024 Gold Bell Seal certification for Workplace Mental Health from Mental Health America (MHA). Employers that receive MHA's Bell Seal are nationally recognized as meeting or exceeding workplace practices and standards that promote positive worker mental health and well-being. Only 1 in 4 employers meet the Bell Seal certification standards. A recognition at any level - Bronze, Silver, Gold, or Platinum - means an organization is doing an excellent job of aligning its wellness investments with topline industry best practices. Mental Health America is the nation's leading national nonprofit dedicated to the promotion of mental health, well-being, and illness prevention.



June 2024, we held the ribbon cutting for our "Balanced Life Center—Mind|Body|Spirit," NHA's first dedicated Wellness Center at the Copley administrative office to house our onsite exercise and yoga classes, and to provide a meditation/mindfulness space.

# EDUCATION, INSTRUCTION, & OPERATIONS

NHA's Education, Instruction, and Operations Department manages the Head Start Preschool, Early Head Start, California State Child Development, Quality Preschool Initiative, Homework Center, and College Academy programs.

## HEAD START SUMMARY

Head Start is based on the premise that all children share certain needs and children from low-income families 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 Head Start grantees in San Diego County. NHA administers the Head Start Preschool and Early Head Start program with sub-recipients All Kids Academy and Episcopal Community Services and partnerships with National School District, Chicano Federation, and four community colleges (Education Cultural Complex, Mesa, San Diego City and Grossmont.)

## PROGRAM DESCRIPTION

Head Start Preschool and Early Head Start is a no-cost program, serving pregnant women, children (birth to five) and their families, who are living below the federal poverty level or are categorically eligible. Head Start Preschool 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.

## FINANCIAL AUDIT

The annual independent audit was conducted by CohnReznick. The audits were conducted in accordance with auditing standards generally accepted in the United States of America ("GAAS") and the standards applicable to financial audits contained in Government Auditing Standards, issued by the Comptroller General of the United States. For the year ending June 30, 2024, there were no findings.

## PARENT, FAMILY & COMMUNITY ENGAGEMENT ACTIVITIES

By going beyond physical, emotional, and educational support, we instill a belief of a better tomorrow through empowerment, education, and wellness of families.

At NHA, families and school staff are equal partners, and our core belief is that parents are their child's first and most important teachers. We know that family participation is the leading predictor that supports students' academic success.

NHA Head Start offers a variety of opportunities for parents to be leaders and advocates in the program. Activities parents may become involved in include:

### **Parent Committee**

Parent Committees are comprised exclusively of parents of children currently enrolled in the program. Parents meet at the site, with staff, to develop and implement local program policies, activities, and services.

### **Area Parent Advisory Committee (APAC)**

The APACs work in partnership with staff to help meet school readiness goals. The APAC meets monthly and is comprised of representatives from each site. Some of the topics discussed include—family well-being, positive parent-child relationships, families as lifelong educators, families as learners, family engagement in transitions, family connections to peers and community, and families as advocates and leaders.

### **Policy Council (PC)**

PC members provide leadership and help shape the future of the Head Start program. The PC is comprised of parents, former Head Start parents, and community representatives.

### **Health Services Advisory Committee**

The Health Services Advisory Committee brings together staff, parents, and local health providers. This committee engages parents in identifying and accessing health services and resources that are responsive to their interests and goals.

### **NHA Head Start Parent Group Facebook**

On our NHA Parent Group Facebook page, NHA shares content and promotes important early childhood education themes and awareness of family resources throughout San Diego County via social media. Community partners share these posts across their social media platforms, and share a strong, cohesive, and consistent message of family support to the San Diego community.

### **Feeding San Diego**

Feeding San Diego is a food rescue organization in San Diego County which partners with NHA to distribute monthly food distributions, including fresh produce and individual packaged pantry bundles (spaghetti, spaghetti sauce, rice, beans, canned vegetables, canned pears, peanut butter, tuna). This monthly distribution event is also a great opportunity for community outreach and enrollment opportunities. This event is coordinated by parent volunteers which encourages community-based engagement.

### **Men's Family Connection (MFC)**

Father and male caregiver engagement is a vital and integrated aspect of parent, family, and community work. The Head Start program partners with fathers and male caregivers to:

- Promote positive outcomes for their children, families, and themselves
- Help develop their skills and interests and achieve goals for themselves and their families
- Support them as advocates, lifelong educators, and first teachers of their children

Over 557 participants engaged in the MFC program.

### **Dollar Per Child**

The PC leads the Dollar per Child campaign, supporting efforts to raise awareness of the essential role Head Start plays in every community. Our Head Start classrooms participated in a “Feed the Pig” activity, decorating a piggy bank, posting flyers, and requesting donations. The January 2024 – March 2024 campaign raised \$5,137.34. The money collected was sent to the National Head Start Association and is used to support advocacy efforts on behalf of Head Start programs.

### **NHA Block Party**

The NHA Block Party was held Saturday, June 10, 2024, from 10:00 AM – 1:00 PM at Thrive Park at Snapdragon Stadium. This was a free event and open to the public. Notable accomplishments included:

- Increased Awareness of NHA
- Media campaigns targeted and reached parents across San Diego County.
- Established community partnerships and connections by offering free booths to organizations
- NHA Early Head Start & Head Start Registrations
- Applications for Career Opportunities at NHA
- In-person Guests - 2,008
- 21 Activity & Craft Stations
- Food Trucks & Safety Vehicles
- Raffle and Stage Contest Prizes

### **NHSA Winter Leadership Institute** – January 22 – 25, 2024

Two of our Head Start parents had the opportunity to meet with staff from Congressman Peters', Senator Padilla, Senator Butler, Congresswoman Jacobs, and Congressman Vargas' offices. Messaging highlighted the ways Head Start changes lives and strengthens communities, encouraged leaders to invest in Head Start, addressed needs to fairly compensate the Head Start workforce, and requested that Congress appropriate additional funding in Fiscal Year 2025 and into the future.

### **Parent Empowerment Training with Stedman Graham**

The Parent Empowerment Training with Stedman Graham was held on April 11, 2024, from 9:00 AM – 11:00 AM at the Jackie Robinson Family YMCA. This FREE Parent Empowerment Training focused on Leadership Identity and How to Unlock the Power Within YOU! Author, Educator, and Speaker, Stedman Graham was the featured guest. Attendees received breakfast and a VIP Swag Bag at check-in.





## ENROLLMENT SUMMARY

Total amount of Early Head Start children served	1961
Total amount of Head Start children served	2751
Average monthly enrollment in FY 2023-24	3156
Percentage of funded slots enrolled	71%
Percentage of eligible Early Head Start population served	1.3%
Percentage of eligible Head Start population served	3.2%

## HEALTH SUMMARY

In an effort to enhance the health and well-being of children and families, the NHA Head Start program leverages partnerships and innovative resources to provide comprehensive health services. Our program utilizes a contracted Pediatric Nurse Practitioner to conduct physical exams aboard our mobile Health and Wellness Van, ensuring accessible and convenient healthcare for families. Additionally, in collaboration with the San Diego American Indian Health Center, we offer oral health screenings to children enrolled in our program. This partnership allows us to address oral health needs directly, providing screenings and referrals as necessary. To further support the holistic health of our children, NHA partners with UCSD's Shiley Eye Program to provide both hearing and vision screenings. These screenings help identify potential concerns early, and our team works closely with families to coordinate follow-up care, including referrals and access to glasses or hearing support when needed. Our Health Services team is dedicated to supporting families in communicating with medical, dental, and vision providers to ensure timely and appropriate care is received. Through these partnerships and resources, the NHA Head Start program remains committed to fostering a strong foundation of health and wellness for children and families in our community.

By the end of their enrollment in the NHA Head Start program, the following numbers of students received medical and dental exams:

NHA + Sub-recipients and Partners (Early Head Start, Head Start, and Home-Based):

- Number of enrolled children in Y1 that received a **medical exam**: 3848
- Number of enrolled children in Y1 that received a **dental exam**: 3815



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

Using the child outcomes data and parent input, School Readiness Goals for 2023-2024 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 NHA 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 2023-2024 HEAD START OUTCOMES STATE DESIRED RESULTS		
The Head Start child outcomes displays significant gains for NHA preschool children.		
Children Ages 3 to 5 Years	Fall '23	Spring '24
Children are personally and socially competent	57%	84%
Children are effective learners	50%	79%
Children show physical and motor competence	70%	92%
Children are safe and healthy	67%	90%

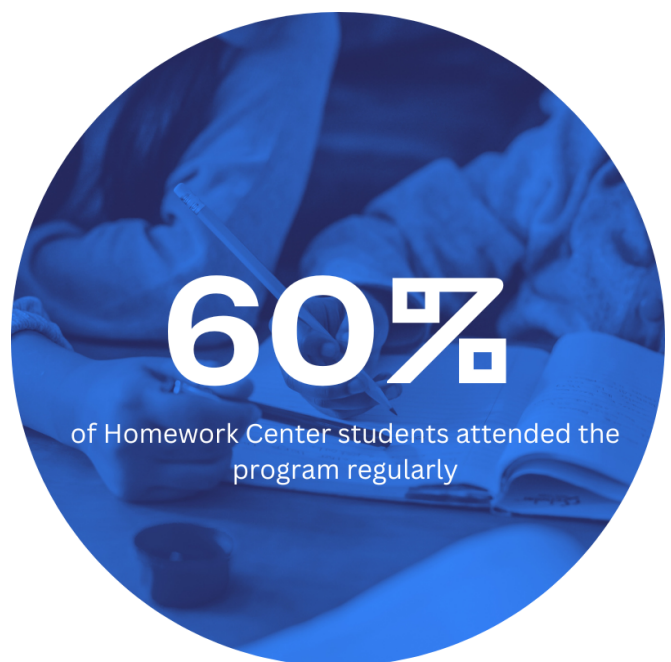
SUMMARY OF 2023-2024 EARLY HEAD START OUTCOMES STATE DESIRED RESULTS		
Child outcomes information for infants and toddlers based on teacher ratings show an increase in developmental levels.		
Children Ages 0 to 3 Years	Fall '23	Spring '24
Children are personally and socially competent	73%	82%
Children are effective learners	53%	74%
Children show physical and motor competence	72%	81%
Children are safe and healthy	74%	83%

# HOMEWORK CENTER

The NHA Homework Center (HWC) is a state-of-the-art technology center designed to be a haven for at risk youths 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 HWC, students establish strong study habits, prepare for standardized tests, and can access valuable tutoring and technology that may not be available at home. The NHA HWC was the brainchild of NHA President and CEO Rudy Johnson, who grew up in the same community the program serves. The NHA HWC opened its doors in April 2011.

## PROGRAM IMPACT

- This year, approximately 62% of enrolled students come from Elementary schools and 38% of the students came from local middle or high schools. Sixty percent of the student attended the program on a regular basis. Students maintained the grade level or increased to above average in the core subjects.
- This year, participants were encouraged to read culturally diverse books as well as review fundamental skills in math and English. The HWC incorporated a new incentive program called the Pizza Float Party Program. The program rewards students with a pizza and root beer float party after they accumulate enough points. Points were rewarded for completing daily reading, solving math problems, writing vocabulary sentences, and attendance.
- Major success story-One student attending the program had an overwhelming number of overdue assignments. He was worried he would fail the class. By the end of the academic school year, he had caught up with all his late assignments and he and the HWC Coordinator worked together to stay on top of his current assignments. He successfully passed the class!



# 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 with 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.

## 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

“Born in Tijuana, Mexico I came to the United States for high school. I did not know enough about college until I heard about the opportunity to be part of the College App Program Sponsored by Neighborhood House Association with Reality Changes. I would like to thank the Neighborhood House Association and my Mentor Coach, Tom. I was helped with filling out the UC and CSU applications, filing my FAFSA, one-on-one meetings, to having the opportunity for scholarship and being awarded because of my participation in the college prep programs. I was able to obtain **\$32,000 in grants and scholarships...**” —*an NHA College Academy Participant*

“...I want to thank the Neighborhood House Association and my Mentor Coach, Tom for the wonderful opportunity. I am a low income and first-generation college student. My mom did not know how to navigate through the college system. I switched to the NHA/RC session on Saturday, and it was the best choice I made. I was helped with deciding my major, PIQ essays, applications, FAFSA, scholarships, I was able to obtain **\$38,000 in grants and scholarships...**” —*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

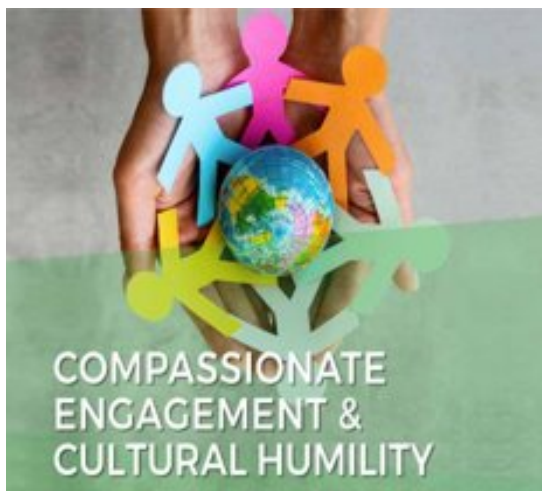
Diversity, equity, and inclusion (DEI) are important values at NHA. NHA is committed to building a workforce as diverse as the communities we serve. In 2019, the President & CEO's office created the position of Diversity/Inclusion Liaison to spearhead the agency's DEI initiative and identify opportunities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

# 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 stands as a vital, revenue-generating initiative at the Neighborhood House Association. In the fiscal year 2023-2024, the department successfully produced, transported, and delivered 950,000 nutritious and made from-scratch breakfasts, lunches, and snacks to 60 child and adult care centers. Our dedicated meal delivery drivers traveled 90,000 miles to reach centers within a 35-mile radius of our state-of-the-art commercial kitchen facility. Our Nutrition Services program not only supports NHA's Head Start and Adult Day Health Care programs but also vends meals to 10 external childcare centers and senior-focused community programs.



## FUNDING AND INITIATIVES

Nutrition Services successfully secured \$78,000 in grant funding from sources including City of San Diego's Community Development Block Grant (CDBG), the Hearst Foundation, the Llamas Fund, and San Diego Gas & Electric (SDGE). This funding has been instrumental in supporting various initiatives, such as outfitting the new Culinary Education and Training Center (CETC), the purchase of essential kitchen equipment, and meals to rural areas during emergency power shutoffs, particularly in fire season. Additionally, grant funding has been allocated to cover operational costs and bridge funding gaps within our programs.



## HIGHLIGHTS

- Implemented the first electric vehicle to the delivery fleet, saving over \$8,000 in gasoline expense.
- Successfully secured over \$78,000 in grants from key partners, enhancing our program's sustainability.
- Issued and completed a comprehensive Request for Proposals for food, produce, and supplies, resulting in competitive pricing from vendors.
- Collaborated with San Diego Gas & Electric to produce 1,400 meals for at-risk seniors in fire-prone areas of East County San Diego.

Nutrition Services proudly inaugurated the Culinary Education and Training Center (CETC), a new hub for various educational programs. Among these is the Meal Prep Academy, designed to empower Head Start parents with the skills to create healthy menus, shop on a budget, prepare nutritious meals, and establish an optimal mealtime environment. Scan the QR code to learn more!





# 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.

In FY 23-24, the program transitioned from a hybrid program model and resumed providing all of its services in person. Services are temporarily suspended as the building is being completely remodeled. The Neighborhood House Association looks forward to reopening and providing an upgraded level of care for program participants.

## HOW IS THE ADHC PROGRAM MAKING AN IMPACT?

Participants continued to have a safe and enjoyable program they can depend on. Participants and their families depended on the consistency of care to ensure that participants remained healthy and happy. MDT evaluations showed participants with reduced feelings of loneliness and isolation. Occupational therapy, physical therapy, socialization, and nursing services ensured participants improved their strength and endurance and provided greater life satisfaction with peers.



"I really appreciate ADHC. I've been to different centers, and I feel like the staff truly cares [about the participants] in this program. Especially the social worker, she has a big heart. I came because I knew she wanted to help" —*an ADHC Participant*

"Thank you for caring about us. I really appreciate that after you closed, you are still delivering food to us. It is nice to see a friendly face." —*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.

Of program clients who had at least one viral load blood test

# 94%

achieved viral suppression (a very low level of HIV in the body)

# 100%

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

# DISTRICT ATTORNEY'S PROSECUTOR INITIATED RESENTENCING AND REENTRY PROGRAM



The District Attorney's Prosecutor Initiated Resentencing and Reentry Program (DAPIRR) is intended to benefit individuals released from the California Department of Corrections and Rehabilitation (CDCR) after resentencing initiated by the San Diego County District Attorney's Office or CDCR under Penal Code section 1172.1. The DAPIRR program was created to assist returning citizens with adjusting to life in the community and society at large after their release from prison and serves individuals who

are under the supervision of the California Department of Corrections and Rehabilitation, Department of Adult Parole Operations (DAPO). The program performs intake assessments and evidence-based risk/needs evaluations and collaborates with other relevant agencies to develop a comprehensive service plan. Referred individuals qualify for up to 12 months of care coordination and case management services.

Most individuals will have transitional housing arranged through DAPO or secured through private means before reentry. The DAPIRR program ensures immediate support within the first 24 hours of reentry and offers comprehensive care coordination to facilitate successful reintegration into the community, giving individuals the best opportunity for long-term success and a reduced likelihood of recidivism.

The DAPIRR program serves San Diego and Riverside counties.

## SERVICES

- Assessments for various needs, including clinical assessment
- Clinical care coordination
- Case management
- Transportation assistance
- Linkages to community services
- Peer support

"The DAPIRR program has helped me get prepared with things I need to be successful. I was able to get a laptop, interview clothes, connected to program to help me with basic needs, and I got help with groceries." —**a DAPIRR Participant**

"The program helped me get the resources I needed to get my commercial license. Once they helped me get that, I was able to secure a job and that has helped me with housing and with starting my life over." —**a DAPIRR Participant**



# 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 & RESIDENT 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.

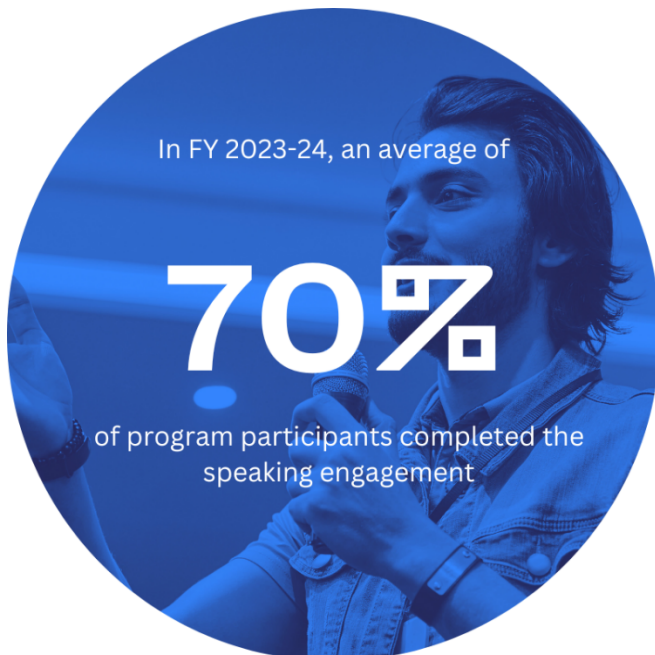
Additionally, program coordinators assist residents with applications for benefits like Medi-Cal, CalFresh, and housing vouchers. In partnership with the San Diego Food Bank, the program also provides residents access to necessities like food and diapers.



# 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.



"I just wanted to reach out and say thank you for giving me the opportunity to speak at Las Colinas. It was an awesome experience. I only wish [it] could be done more. It doesn't matter if I don't get paid. The important thing is reaching those women. I still picture the one sitting in the front who was pregnant, how she cried when I was speaking, a couple of them did. It really impacted me. If even one or two paid attention to what I was speaking and it helps them in anyway, it makes me feel good."—**a PRLA Participant**

# HEALING OAKS CLINIC

The Neighborhood House Association's Healing Oaks Clinic is a hybrid outpatient treatment facility that provides both biopsychosocial rehabilitation (BPSR) and substance use disorder treatment (SUD). There are two service tracks at Healing Oaks for individuals experiencing concerns with mental health, substance use, or both.

**Track One** provides BPSR services for mental health concerns, which include co-occurring individuals who may also be experiencing substance use. The BPSR track is Short-Doyle Medi-CAL certified to provide mental health services to individuals 18 years or older with a primary diagnosis of a mental health concern residing in San Diego County.

**Track Two** provides SUD treatment for individuals experiencing substance use issues, which may also include individuals who are also experiencing mild-to-moderate mental health concerns. SUD is an outpatient and intensive outpatient treatment program integrated with medication assisted treatment (MAT) and ambulatory withdrawal management services for individuals with primary substance use concerns. The SUD track is funded by and in partnership with the Health and Human Services Agency of San Diego County.

**Dual Track** individuals may also participate in dual enrollment for both service tracks depending on their personal needs and goals. This dual track availability will allow clients to fluidly move between programs based on the individual's unique and individualized treatment needs.



"I have made major improvements in my recovery and I'm still improving my overall mental health and increasing the amount of clean days. I have eight months and three days clean. This has been nothing but a miracle from God Himself. I was given the opportunity to get my life together and I didn't take it for granted."—a Healing Oaks Clinic Participant



# NHA CARE LINK

Care Link program is a Medi-Cal managed care benefit that aims to address the holistic needs of enrolled members. The program provides both Enhanced Care Management (ECM) and Housing Navigation. Through these services, members can receive well-rounded care to address health and health-related needs. These two tracks work collaboratively depending on the individual's needs to help members create effective goals.

## Enhanced Care Management (ECM) Services:

- Care Coordination Services
- Health Promotion/Education
- Transitional Care Support
- Referral Coordination to Social Services
- Services are offered in English and Spanish



## Housing Navigator Services:

- Housing Transition Navigation Services
- Housing Security Deposits and move in costs
- Housing Tenancy & Sustaining Services
- Short Term Housing Assistance
- Develop a spending plan and budgeting system
- Provide support to individuals and families with housing applications
- Coordinate with ECM to assure clients continue with support services upon housing placement.
- Provide local housing resources, including emergency shelters, transitional housing, and permanent housing.
- Provide clients with information on tenants' rights, responsibilities, and resources to support their housing tenancy.



*"Thank you for helping us as a family strive for a beautiful and good future for our son. Making sure my son receives treatment is the most important priority in my life. Thank you so much." —an NHA Care Link Participant*

*"I am so thankful for all the hard work and housing assistance. With your help, I have found a home and obtain the funds to move in." —an NHA Care Link Participant*

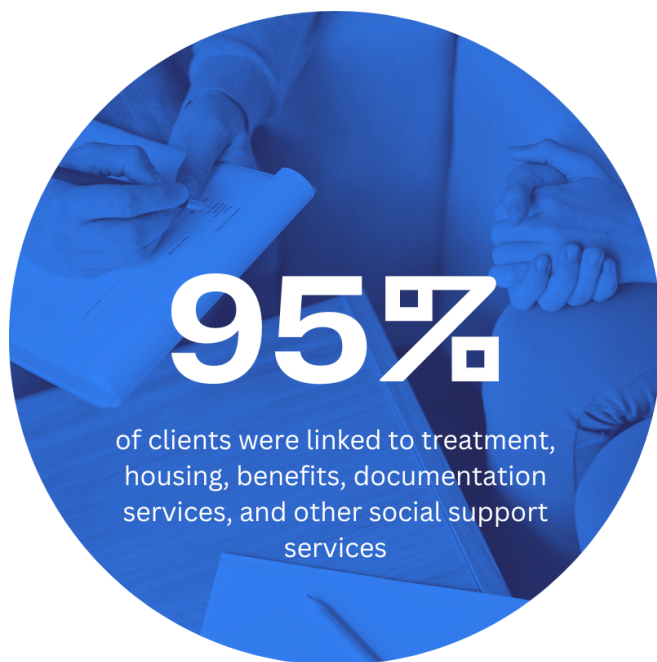
# PROJECT IN-REACH



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.



# 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



# SAN DIEGO COUNTY BLACK INFANT HEALTH PROGRAM

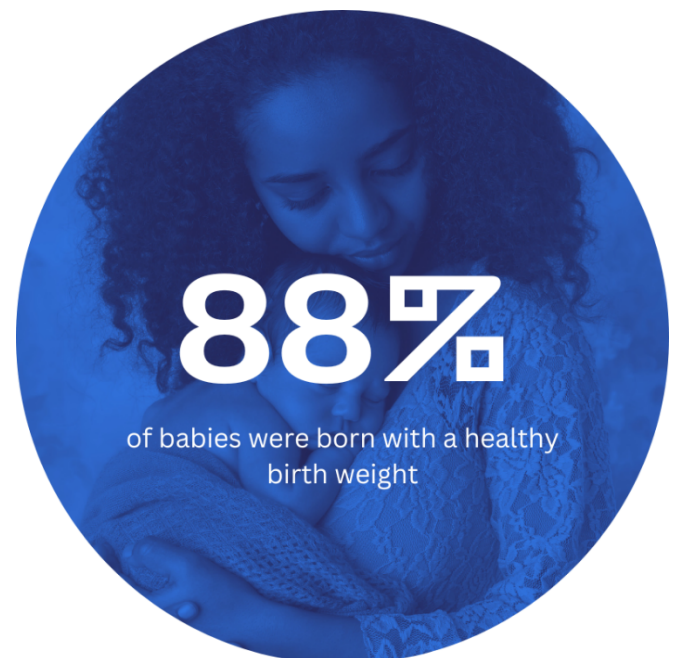


The San Diego County Black Infant Health Program (BIH), operated by the Neighborhood House Association, provides services to pregnant and parenting African-American women to help ensure that all babies are born healthy with the goal of reducing the black infant mortality rate. Mothers-to-be and new moms 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.

## PROGRAM HIGHLIGHTS

- New four-year contract awarded to deliver Black Infant Health Services in San Diego County.
- Additional funding received for a second program site in the North County (Oceanside).
- BIH services transitioned from virtual to in-person.
- The program exceeded enrollment expectations for the Central location.
- BIH in collaboration with Falck Ambulatory Services offered three Infant CPR classes for program participants.
- Three BIH staff members became certified as Car Seat Installation Technicians and can officially install and check car seats and educate participants on proper car seat use, state laws, and regulations.
- BIH hosted two baby showers, and three in-person participant events to provide and encourage socialization and engagement opportunities.





# SENIOR CENTER



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.

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 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
- Bank of America donated \$25,000 to the Senior Center
- The San Diego Senior Foundation donated \$5,000 for the Senior Center Holiday Celebration
- The San Diego County Employees Charitable Organization donated \$1,800



# THANK YOU

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

## 2023 TOP GOLF GATHERING SPONSORS



