



Neighborhood House

Strong Families. Strong Communities. Since 1906.

2023 IMPACT REPORT



Lives Touched in 2023



Neighborhood House served over 13,600 individuals, living in 7,000 households

Helped 388 families avoid eviction and stay in their homes



67 support groups in 12 languages helped over 765 individuals per quarter



Prepared 807 children aged 0-5 for success in school





Neighborhood House assisted 200 newly arrived immigrant and refugee students and their families at the Seattle World School with healthcare navigation

We hosted 5 summer health/back-to-school fairs that provided resources and supplies to 1,425 community members



Our Community Health team provided health promotion, resource navigation, and care coordination services to 8,470 individuals in 11 languages



Helped 200 unhoused families secure permanent housing and 23 families with emergency hotel stays





Dear Friends,

In 2023, the government declared the public health emergency officially over. Yet for many of the people Neighborhood House serves, the financial, health, and emotional crisis continues. The end of the eviction moratorium, reduction in SNAP benefits, rental assistance, and expanded unemployment caused great strain on communities already under pressure.

In response, we innovated and advocated for increased access to housing, health, education, and economic opportunity for our community. Here are a few highlights.

Guaranteed Basic Income – 40 job seekers were selected to receive \$500-\$1000 monthly for 8-12 months while participating in a paid work experience. This additional income allowed these participants to go to college, purchase a vehicle, or gain the courage to look for a better job.

Unemployment Navigation – During COVID, Neighborhood House responded to significant barriers to unemployment benefits by translating, recording, and broadcasting Employment Security Department (ESD) videos in multiple languages. We also advocated with the ESD to provide multilingual phone access, improve their website, and hire bilingual frontline workers. ESD made many of these improvements, and because of our advocacy, ESD now contracts with Neighborhood House and other community-based organizations to help unemployment insurance applicants navigate their system and gain access to benefits.

Behavioral Health Innovation – Our staff shared with us that one of the most challenging aspects of their work is connecting clients to culturally responsive behavioral health care. This year, we partnered with Somali stakeholders and staff and the University of Washington to pilot a World Health Organization endorsed behavioral health intervention developed to support communities that have experienced trauma. We hope to expand this intervention to other language and cultural groups.

Wage Equity for Human Services Workers– As a member of the Seattle Human Services Coalition, we advocated with the Seattle City Council for equitable wages for human service workers. The Council approved a 7.5% inflation and 2% equity adjustment to all Human Services contracts to address the 37% wage disparity for staff in human services compared to comparable jobs in other sectors.

We are proud of our work and invite you to learn more and get involved.

Sincerely,

Janice Deguchi
Executive Director

Ed Prince
2023-2024 Board President

2023 Leadership

Board of Directors

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Cynthia Wang - Vice President

Azmach Bekele - Treasurer

John Curry - Secretary

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David Escame

Maile Hadley

Esteban Herrera

Mojdeh Hoorbakh

Joanne Kalas

Hannah Locke

Tyson Marsh

Michael Mead

Linda Mills

Sharon Tomiko Santos

"I began volunteering at Neighborhood House because I support its mission and see Neighborhood House as an organization that can make a meaningful change in people's lives. Over the last eight years, I have increased my engagement and contribution to Neighborhood House because I have seen the positive and expanding impacts it has made in our community and know that what I am giving can help make a difference."

– Cynthia Wang, Neighborhood House Board Member



Integrating Services to Meet the Needs of Whole Families



As a multi-service agency that works with individuals from birth through end of life, Neighborhood House’s goal is to serve families holistically. Unfortunately, this is not as easy as it sounds. With 100+ different contracts—each with its own eligibility and data reporting requirements, providing multiple coordinated services to individuals and families can be challenging.

To better meet the complex needs of individuals and families, one of Neighborhood House’s strategic goals is service integration. We implemented several new initiatives in 2023 in pursuit of this goal:

- Whole Family Approach Day: In February 2023, we launched our Whole Family Approach efforts by convening 250+ staff to learn about this initiative and envision what a holistic integrated service model could look like, and how it could benefit our clients.
- Whole Family Approach Pilot: Six families were connected to a Family Coach, automatically co-enrolled in our Family Resource Center, and participated in Family Centered Coaching, a strengths based model that helps families assess all aspects of their lives to set and make progress on goals.
- Improving systems: Cross-functional teams are working to integrate health services, implement a cohesive data strategy, and navigate resources across departments.

Whole Family Approach in Action: Sara enrolled her child in our Head Start program and agreed to participate in the Whole Family Approach Pilot. She shared that her family needed help with medical care for a new baby, food assistance, rental assistance, utility assistance, and safety planning. Sara also wanted to find a job that would provide stability for herself and her family. Sara’s coach connected her to Neighborhood House’s employment program, the Northwest Justice Project, and Seattle Housing Authority. By the end of the Whole Family Approach Pilot, all of Sara’s children were healthy and in school, she was safe and had a job, and the whole family was living in stable housing.

The Whole Family Approach at Neighborhood House demonstrates that integrated, holistic care leads to better outcomes for families. By addressing the needs of the entire family, we foster resilience, stability, and long-term success. This commitment helps build stronger, healthier communities for generations to come.

2023 Finances

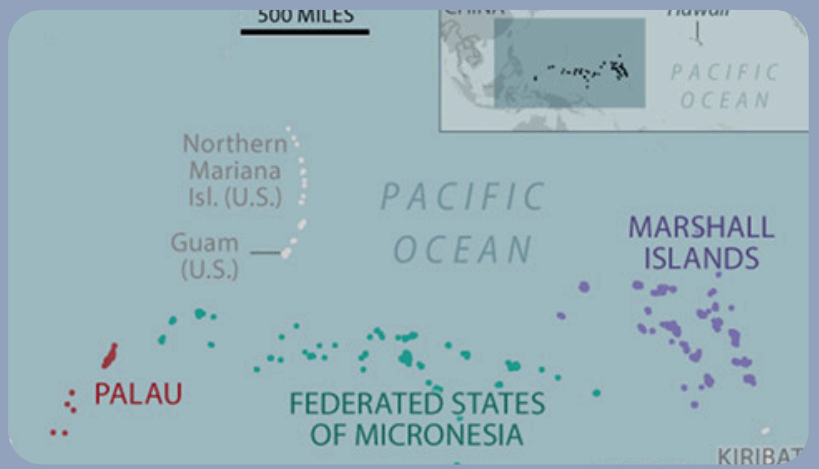
Revenue by Funding Source	2023 Audited	2022 Audited
Corporate and Individual Contributions	1,045,754	1,121,767
United Way	1,993,515	2,665,767
Foundations & Other Grants	2,355,761	2,355,568
City of Seattle/Seattle Housing Authority	6,520,208	5,341,321
King County/King County Housing Authority	3,992,503	3,118,493
State	1,912,135	815,102
Federal	18,428,270	17,482,483
Fees and Miscellaneous	164,054	126,461
Investment Income and Change in Value	215,852	(125,683)
In-Kind	726,054	700,524
(Less Revenues from Capital Projects)	(226,251)	(237,334)
Total Operating Revenue	37,127,855	33,364,469

Expenses	2023 Audited	2022 Audited
Child Development	14,100,889	13,024,853
Housing Stability	3,835,222	3,093,285
Aging & Disability Services	6,306,864	5,011,138
Community Health	3,001,531	2,303,973
Youth & Family Services	1,552,188	1,452,595
Adult Employment & Education	2,605,061	1,667,119
Other Programs	847,403	684,481
Administration	4,152,095	3,531,870
Resource Development	714,010	573,471
(Less Building Depreciation)	(827,960)	(436,299)
Total Operating Expenses	36,287,302	30,906,486

COFA Advocacy for Systemic Change

The Compact of Free Association (COFA) is a treaty between the United States, the Republic of the Marshall Islands, the Republic of Palau, and the Federated States of Micronesia (also known as the Freely Associated States). In exchange for US use of these island nations for nuclear testing and military bases, citizens of these three nations can live and work in the United States without a visa, and are eligible for many public benefits. Unfortunately, because of the nuclear testing done by the US military,

citizens of these island nations face premature death, long-term health issues, displacement and loss of livelihood due to irreversible environmental damage. Even with the COFA agreements, citizens of the three nations living in the US face barriers to healthcare, nutrition, and disability benefits, due to their unique immigration status. During the COVID-19 pandemic, these challenges were magnified. Many citizens of the COFA nations struggled to access unemployment benefits due to issues with their I-94 documentation — a critical piece of paper that, if lost or mismatched, could prevent them from securing employment, unemployment benefits, housing, or health care.



“

Who has the power to make these changes? The work is not done.

- CeCe Heine (Marshallese community leader and Neighborhood House Director of Housing Stability)

”

now citizens from the COFA nations can access their I-94 through the CBP website and if they still need help, through our COFA team.

When Congress passed the budget in 2023, we celebrated the efforts of Senator Maisey Hirono (HI) who tirelessly advocated for the passage of the Compact Impact Fairness Act (CIFA), which restored federal benefits such as Medicaid, SNAP, and SSI to COFA citizens that were stripped by Personal Responsibility and Work Opportunity Reconciliation Act of 1996. While more work remains to implement CIFA and fulfill the promises made by the US in the COFA treaty, Neighborhood House will be there to help and advocate.

Marshallese community leader and Neighborhood House Housing Stability Director, CeCe Heine, alerted us to the need in her community and led us to hire three new resource specialists from the COFA community: DJ, Florence, and Triple Js. With our team of COFA staff, Neighborhood House began advocating both at the individual and system level.

We held multiple listening sessions that were attended by COFA leaders from across the US, Members of Congress, The White House, and leaders from the Department of Interior, USCIS, and Customs and Border Protection (CBP). Erika Moritsugu, Deputy Assistant to the President & AA and NHPI Senior Liaison even paid us a visit when she was in Seattle. Our efforts paid off, and



NH Staff with Erika Moritsugu (seated center), Deputy Assistant to the President & AA and NHPI Senior Liaison

“(I’m proud of) helping the Spanish (speaking) community and people with disabilities resolve problems and providing resources they do not know exist that can make their life better in so many ways.”
– NH Staff Member



“We feel very fortunate to be able to donate to organizations whose mission is to assist people to become strong contributors to society. Immigrants built this country and will continue to do so if given the opportunity. We believe Neighborhood House succeeds in its mission to give immigrants that opportunity.”
– Dan & Sandy,
NH Donors

“Volunteering at Neighborhood House was an amazing experience! They do such great work and provide valuable services for those in need. It felt good to give back and do our part to support the local community.”
– Ellie Painter, Volunteer





“Each Guiding Good Choices Parenting Session provided plenty of examples and gave me some good ideas that I have used in my kid’s life such as better communication techniques and relationship building skills.”
– Program Participant

“Witnessing the challenges faced by many in our community has inspired me to take action. Volunteering with Neighborhood House is a step towards creating positive change.”
– Sarah Weatherford, Volunteer



“I support NH because of the diverse array of services to people of all ages, cultures, and backgrounds in so many parts of our region. I appreciate the comprehensive nature of services that support all parts of people’s lives.”
– Shira, NH Donor

Equity Became More Actionable

Human Services Professionals Help All of Us. It's Time to Pay Them What They're Worth.

Relative to workers in non-care industries...



Raising Wages for Changing Lives
Human Services Workers earn 37% less than workers doing comparable work in other fields. Our sector's pay is held down by generations of racism and misogyny that devalue the work of caring professionals, and this devaluation continues today. Neighborhood House's Executive Director co-chaired the Seattle Human Services Coalition efforts in partnership with the University of Washington Poverty Center to provide

compelling research to the Seattle City Council, and other human services funders to make a case for wages that were aligned with funders' stated equity priorities. The result - a 7.5% cost of living adjustment and 2.5% equity adjustment to human services contracts as a down payment for more equitable wages.

“

We believe equity is determined by the community and those that live in it. We share power, work to repair past inequity, and listen and learn from each other and our communities. We work together, with humility and courage, to disrupt poverty, racism, and injustice.

”

Energizing Our Passion

On November 17, 2023, we held our first Equity Summit at South Seattle College. This all-day event gathered 234 Neighborhood House staff and guests to dive deep into the fundamentals of equity, the cycles of poverty, and how we can apply this knowledge to better serve our communities.

The summit was a turning point, moving our commitment to anti-racism and equity from ideas to actions. We were inspired by Angela Garbes, local best-selling author of *Essential Labor: Mothering as Social Change*, who challenged us to reflect on how society perpetually undervalues care work. Attendees had the opportunity to participate in five different breakout sessions, each offering unique insights and practical tools.

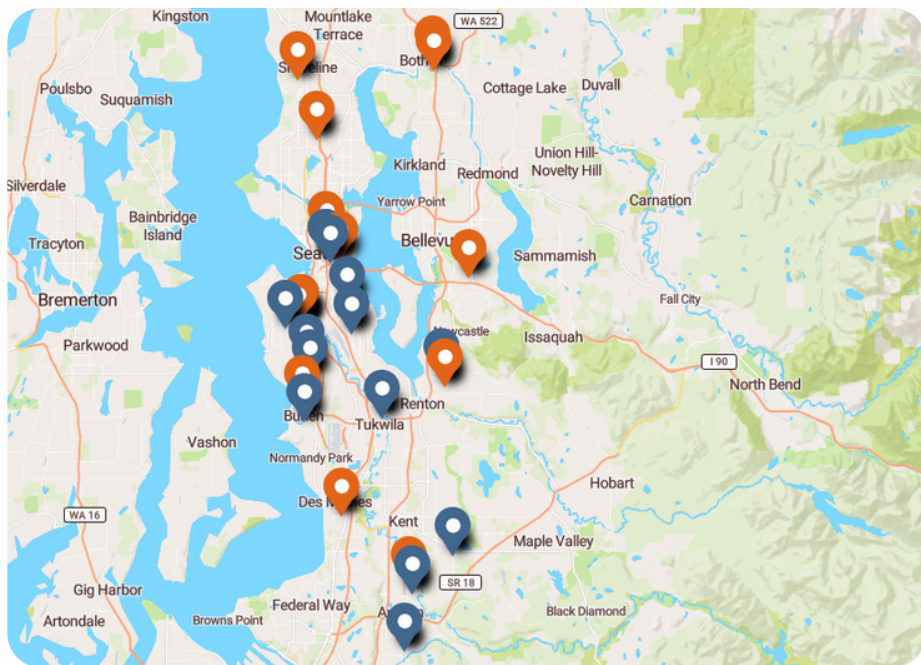
Creating an Equitable Workplace

In 2023, we implemented significant pay increases and retention bonuses, created privacy/prayer spaces at all our major locations, offered Halal investing as a retirement option, and continued to provide release time and a budget for 7 different affinity groups. These enhancements are in addition to our generous leave policy and floating holidays in lieu of set holidays that we had previously implemented.



“I am honored and thrilled to serve on the Board of Neighborhood House. The work they do in our communities is critical in ensuring that our most underserved communities have access to education, health, housing, and workforce development. Their programs are impactful because they are community driven and collaborative. They understand that representation matters and nothing can be sustained and grow without community voice and community ownership. If you want to truly make a difference, give money and time to Neighborhood House. Tell your friends. Tell your family. Tell your co-workers. The time is now.”

-David Escame, Neighborhood House Board Member



Neighborhood House Locations



Partner Locations & Co-located Staff

2023 Donor List

Contact Us:



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