



Neighborhood House

Strong Families. Strong Communities. Since 1906.

2014 Annual Report

Our mission is to help diverse communities of people with limited resources attain their goals for self-sufficiency, financial independence, health, and community building.



Dear Friends



To all the wonderful people who helped to give me a place to call home; I want to say thank you very much for your support in funding Neighborhood House. With your help I am now able to say I have a home for the first time in my life.

— E.M., Neighborhood House Client, July 2014

2014 was an exciting year for Neighborhood House as we continued to expand our programs and services to better meet the needs of children, families and elders in our community. In 2014, Neighborhood House has empowered thousands of individuals and families to move closer to their dreams for a better life.

We continued to learn and innovate and change our approaches to helping people help themselves. We invested in new strategies to teach young children. We developed new relationships with community partners to tackle tough problems. And we advocated for policies to address racial and economic disparities.

All of this was made possible by your continued support for our work. With our deepest gratitude, we thank you for investing in Neighborhood House.

Sincerely,

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Executive Director



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Overview

In 2014, Neighborhood House served 11,274 individuals of all ages thanks to the support of our generous donors and supporters. 67% of those we served were immigrants and refugees from all over the world.

Our staff, 71% of whom speak a language other than English, strive to provide culturally and linguistically relevant services. Neighborhood House staff collectively speak 45 languages.

From low-income communities, to public schools, to colleges and WorkSource sites, we ensure that our services are accessible to those most in need of our support. In 2014, Neighborhood House staff worked at over 20 locations throughout King County.



Serving Over 20 Communities



Early Learning

Our Early Learning services provide a nurturing environment to promote the healthy development of young children. Neighborhood House's home visiting services provide home-based support for pregnant women, families with infants and toddlers so they can learn about and nurture their child's healthy development. Our preschool classrooms, located in Seattle's largest low-income housing communities, help children and their families prepare for future success both in school and in life.



All of our programs focus on educating young learners in ways that are developmentally and culturally appropriate while engaging families as partners in this process. We work to:

- Cultivate positive self-esteem, independence and confidence
- Help students develop strong interpersonal and socialization skills
- Hone language skills through conversations, interaction, visual clues and role-playing
- Foster young learners' genuine interest and love of the arts, natural sciences and their surroundings
- Celebrate diversity in the classroom and in the community
- Build strong relationships with parents, siblings and classmates



Early Learning

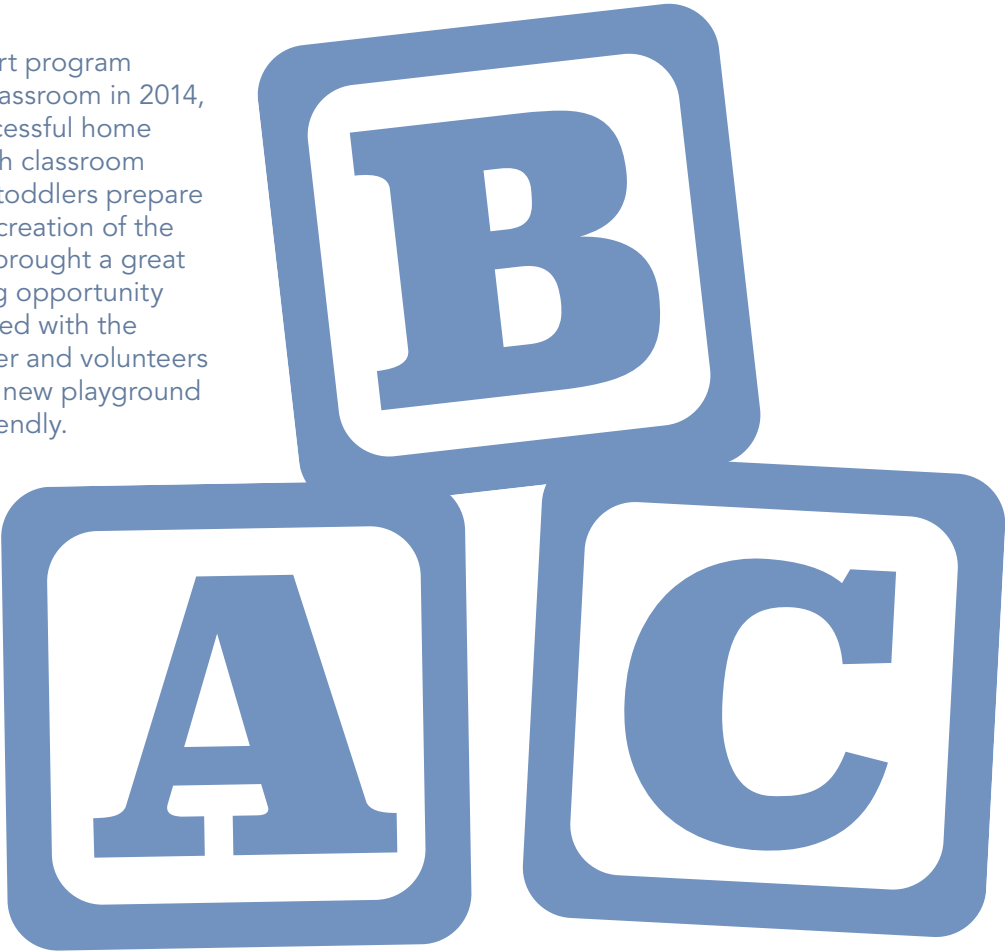


In 2014, we significantly expanded our early learning services. This was especially exciting as we typically have over 60 children on a waitlist for services each year. This past fall, we began preparing to enroll an additional 160 students into Neighborhood House Preschool, adding 8 new classrooms and over 30 staff members.

After a year of intensive research, the 2014 school year marked the start of our use of a new preschool curriculum, Tools of the Mind. This evidence-based curriculum utilizes different themes such as “family”, “grocery store” and “hospital” to teach problem-solving and critical thinking skills that help children to be successful in kindergarten and beyond.

455	families with limited-English proficiency received intensive support to understand the school system.
793	families received early learning services through our home visiting and preschool programs.

Our Early Head Start program piloted a toddler classroom in 2014, combining our successful home visiting services with classroom instruction to help toddlers prepare for preschool. The creation of the toddler classroom brought a great community building opportunity as well. We partnered with the Pomegranate Center and volunteers to build a beautiful new playground that was toddler friendly.



A Novel Concept of Caregiving

As an immigrant or refugee, caring for aging parents and ailing family members often requires you to leave the country. For parents, this means that you are often forced to leave your children in the care of others, sometimes for several months. For many young children, this can be a confusing, scary and overwhelming experience. Such was the case for two-year-old Beza, whose mother had to leave for two months to care for sick relatives abroad. Beza began showing signs of distress and dejection after her mother left, staring for hours at the television and refusing to talk to anyone.

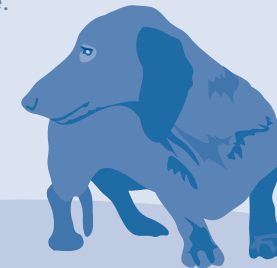
Recognizing how hard the situation was on Beza, her Neighborhood House Home Visitor worked extensively with her caregiver to plan activities

and start conversations that would draw Beza away from the television and engage her in play so she could better express her emotions. After a few more visits, Beza began bonding with her caregiver and playtime became once again a source of learning and joy for her.

After returning, Beza's mother happily reported that her daughter's reading skills and awareness were dramatically improved. During her next home visit, Beza was reading the book "Where's Spot,". As she read, Beza made the comparison that just like the missing puppy in the story, her own mom had been missing as well. Both mother and Home Visitor marveled that a little girl could associate her missing mother with the

story about a missing puppy. The sophistication Beza displayed at making sense of her own predicament through a fictional tale brought tears to her mother's eyes. It also brought her mom relief to know that during and despite her absence, her daughter's love for her only grew stronger.

Beza's story is a great example of how our programs have a positive impact on children thanks to our partnership with parents, caregivers and family members and a model with care, respect and trust-building at the core.



Youth Development



The collaborative spirit continued to grow in our youth development programs, making them strong and our program offerings more robust. We also worked to deepen the engagement of our students' families.

Our BridgeStart program, which provides case management services to high-risk middle school students, focused heavily on increasing the amount of time they spent with each student on their caseload. Using individual meetings, field trips, in-class support, and home visits, Case Managers became a central and stable figure in these students' lives, leading to higher levels of trust and deepening our impact.



50 out-of-school youth were supported in working towards obtaining their diploma or GED, accessing training and internships and finding permanent employment. In 2014, more than half of these youth were placed into jobs and internships.

131 middle and high school aged youth developed leadership skills and deepened commitment to community.

Youth Development



2014 also marked the start of our new Studio program at High Point. In partnership with the University of Washington, Studio is designed to make STEM (Science, Technology, Engineering and Math) engaging and fun for youth so that they start to visualize themselves in STEM careers. Studio includes mentoring from the University of Washington Dream Project, a Tinkering Studio, job shadowing, and programming that highlights the role that people of color have historically and currently play in STEM.

Our tutoring programs continued to teach children about the world around them while establishing the fundamentals for academic success through their use of project-based learning. Themes selected by tutoring participants in 2014 included healthy

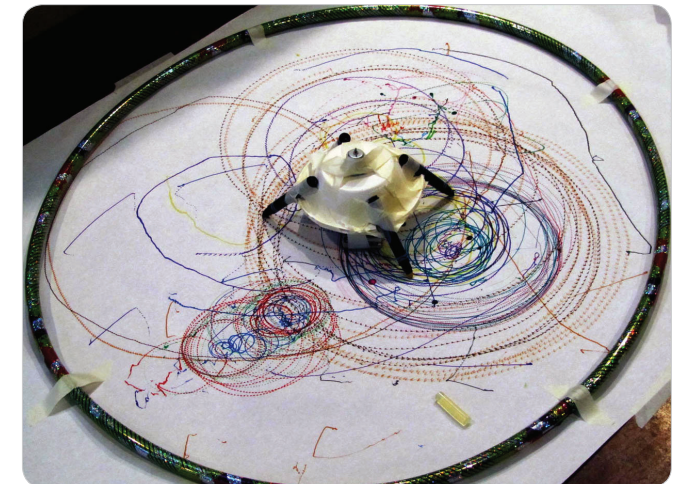
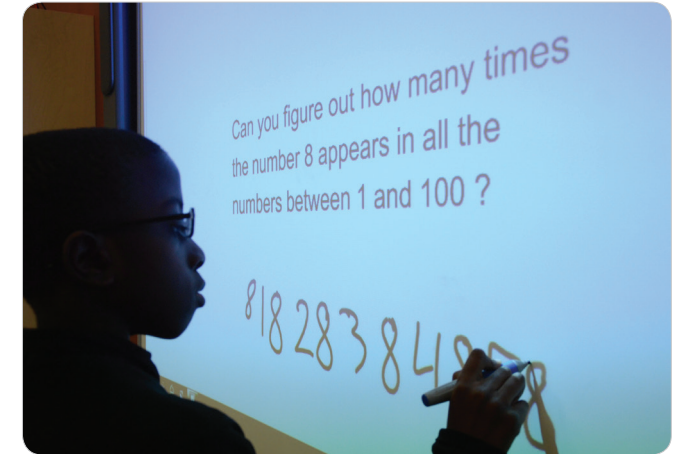
[Studio] allows youths to open their minds and let go of their preconceived notions about what engineering or math really means, and consider pursuing a career in something they may have originally thought was boring or too hard.

— Rachel Phillips, Ph.D., University of Washington

life choices, wilderness survival, conservation and career exploration. Tutoring participants researched these topics extensively, going online, taking field trips, hearing from guest speakers and then shared what they learned with family members and neighbors at quarterly showcase events.

234 young people participated in afterschool programs at the Youth Tutoring and Resource Centers in Seattle and South King County.

84 at-risk youth received intensive case management assistance.



Family and Social Services

The redevelopment of Yesler Terrace and relocation of its residents heavily impacted our Family and Social Service division in 2014 as our staff often provides first language assistance to Yesler Terrace families and seniors. We worked with the Seattle Housing Authority to ensure that residents were properly informed of

moving and relocation procedures and made sure they were connected to services near their new homes.

Building on the success of previous years, Neighborhood House’s Family and Social Service division continued to hold Citizenship Days at several Neighborhood House sites throughout King County.

Citizenship Days are a great opportunity for Neighborhood House Citizenship students and other residents to get one-on-one help in completing their naturalization applications and move one step closer to becoming a U.S. citizen.

In 2014, Neighborhood House was able to expand access to a range of services and resources

thanks to several new partnerships. With the help of Centerstone and Multi Service Center, we were able to connect hundreds of our clients to energy assistance programs that helped keep them warm during the winter and reduced their utility costs.

Our High Point Family Center continued to offer a range of educational programs for West Seattle residents of all ages. A new offering for 2014 was the Guiding Good Choices program. This evidence-based program focuses on building family communication skills and increasing family bonding to reduce substance abuse and other risky behaviors. Offered in five languages, this program engaged over 30 parents in interactive skill-building sessions, giving them activities, discussion topics, and skill-building exercises that they can use in their homes.



431 people made progress towards U.S. citizenship, with 66 naturalizing.

2271 people were engaged in comprehensive “whole family” case management to help them work toward becoming more self-sufficient.

2261 people were provided with information, referrals or assistance on issues such as housing, health and other basic needs.

Employment and Adult Education



Our multifaceted employment programs helped people find and keep meaningful jobs with livable wages. Our wraparound employment case management services ensured that in addition to finding work, clients were connected to housing programs, financial empowerment services and additional support offered by Neighborhood House and other partners.

In 2014, we continued to test creative approaches to ensure we were reaching and responding to those who need us most. Our Foundations for Work program, which targets homeless job seekers, began offering free vocational training and job search assistance at local shelters and transitional housing programs. Our Healthcare Career Pathways program developed cohorts of students working towards medical certifications and degrees, creating a strong network of peer support for students to increase retention and academic success.

430 individuals improved their English literacy skills.

186 non-English speakers gained technology skills.

500 job-seekers succeeded in finding employment.

239 people entered into healthcare related training through our Healthcare Career Pathways program.



Financial Empowerment



Our Financial Empowerment Center (FEC) became fully operational in 2014. With 7 locations throughout the Seattle area, the FEC has helped over 600 residents improve, monitor and understand personal financial management. Our FEC offerings have enhanced the Neighborhood House suite of self-sufficiency services by ensuring that each housing stability and employment client has an opportunity to meet with a trained Financial Counselor.

383

people worked with a financial counselor to address debt issues.

437

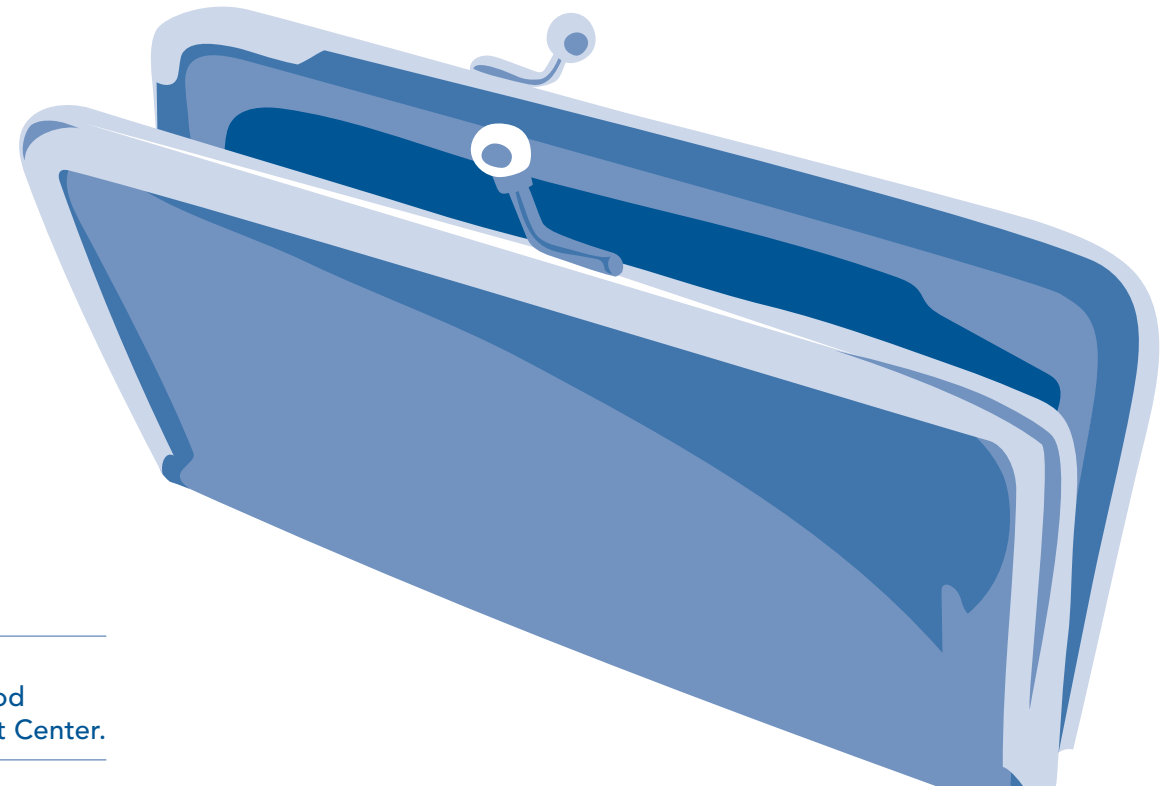
people were assisted in building budgets and increasing their savings.

452

people received credit counseling to establish and/or build credit.

646

people accessed free financial counseling at the Neighborhood House Financial Empowerment Center.



Building Dreams and Investing in the Future

When Sherry first walked through the doors of the Neighborhood House Financial Empowerment Center, her face was streaming with tears. A victim of identity theft, Sherry was being hounded by creditors for purchases she never made. The phone calls wouldn't stop and she couldn't afford to hire an attorney. Sherry worried that her dream of purchasing a home was ruined. Thankfully, she saw a profile about the Financial Empowerment Center on the Seattle Channel and immediately scheduled an

appointment to meet with a Financial Counselor. Her Financial Counselor advised her to file a police report, walking her through the steps. She also taught her how to protect her credit in the future and how to contact credit bureaus. Sherry took all the steps advised and continued to meet with her Financial Counselor on a monthly basis. After six months of hard work and commitment, Sherry was approved for a home loan. She no longer feels hopeless and is on her way to achieving her dream of homeownership.



Housing Stability

Neighborhood House’s Housing Stability division grew substantially in 2014. In addition to serving more families and individuals in need of support, we broadened our service approaches to better address the range of situations our clients face.

In 2014, Neighborhood House started operating a new program, Shelter Diversion. This program helps those who are homeless turn temporary arrangements, such as living with family members, into more permanent solutions. Our staff utilize family mediation to help improve relationships and bring families back together so that our clients avoid entering shelters. Our rapid re-housing services also expanded significantly in 2014. These services empower homeless households by moving them to permanent housing and equipping them with the necessary skills and financial savvy to assume future rent responsibilities.

Our team approach provides clients with a community of support and coaches them as they build skills needed to address the things that most affect their housing stability: employment, training and financial empowerment.

The Student Family Stability Initiative

2014 marked the first full year of our Student Family Stability Initiative, an innovative partnership with the King County Housing Authority, the Highline School District, and Neighborhood House. Homeless families in the Highline School District are referred to Neighborhood House staff and assisted with housing searches, rent assistance, job searching and financial empowerment. In 2014, 50 households, including 125 kids, have found stable housing. That’s 125 kids who

previously missed school due to lack of housing or left school at the end of the day not knowing where they would go to sleep that night. More importantly, the majority of these young people were housed within their school catchment area so they didn’t have to change

schools. With help from our employment staff and counselors at the Financial Empowerment Center, many of these families have already increased their income enough to be able to pay their rent.



176 homeless clients received employment services.

478 households avoided eviction though emergency rental assistance or received help securing a place to live.

1777 people, including 984 children, found stable housing.

Seniors



Neighborhood House has worked extensively with low-income older adults to ensure they have access to services that allow them to remain independent. In 2014, we continued to provide first language assistance to seniors, often visiting them at home, building trusting relationships and linking them to critical services like healthcare. We coordinated senior lunches, tea times, neighborhood nights and other activities that helped them meet their neighbors and get involved.

is a critical component of our work. We work with caregivers to improve their health and wellbeing while connecting them to community resources and one another. In 2014, our work with seniors and caregivers was enhanced through new partnerships aimed at increasing access to activities and having fun.

With many seniors cared for by family members, supporting family caregivers



>50 low-income immigrant and refugee seniors with limited English proficiency participated in pilot field trips to destinations they had never been before.

80 caregivers attended workshops and support groups so that they could better support themselves and their elderly or disabled loved ones.

84 caregivers received assistance in creating a care plan to address their mental, physical and emotional health needs so they could better support their elderly or disabled family members.

1049 senior or disabled individuals accessed important health and senior services to live more independently and reduce their social isolation.

Health

Ensuring good health for individuals of all ages remained a central focus of our work in 2014. Our home visits and preschool programs continued to address the mental and physical health needs of our students and their families, including dental care and access to nutritious foods.

Our Be Active Together pilot, funded by Seattle Parks and Recreation, developed and piloted strategies to make programs accessible and affordable to underrepresented populations. Working together with Seattle Parks and Recreation, Be Active Together staff applied culturally appropriate service innovations at the High Point and Yesler community centers, leading to participation from hundreds of youth, adults and seniors in community center classes and events. Many families received bilingual assistance to enroll in the Seattle Parks and Recreation scholarship program and registered for multiple classes, including swimming lessons, adult fitness and youth programs.

In 2014, we continued to focus our community health work on substance abuse prevention. We brought drug prevention messaging to over 2,500 youth and parents through health fairs and outreach at community events.



We ran the largest marijuana prevention billboard campaign in Seattle history with 10 billboards in Southeast Seattle. We also worked for passage of a King County Board of Health resolution banning edible marijuana products that appeal to youth.

Neighborhood House’s Project HANDLE, an HIV prevention and counseling program, continued its successful strategy of using a team of Peer Recruiters. This model has been particularly effective in reaching homeless individuals, with Homeless Peer Recruiters working to attract those at highest risk for HIV from homeless shelters. In addition to providing them with prevention education and HIV testing onsite, we were able to connect them with additional healthcare resources through our partnerships.



>100 women and girls, ages 8 to 65, participated in a pilot fitness class that was affordable, accessible and culturally appropriate.

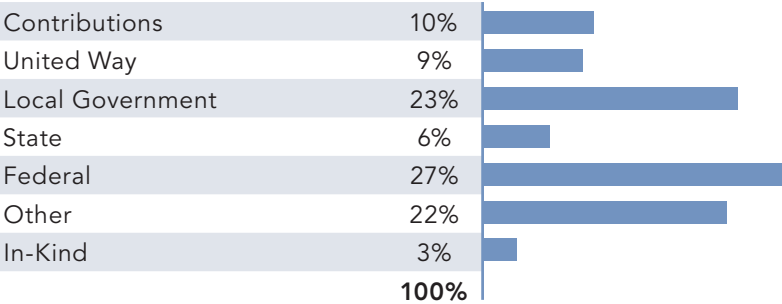
321 individuals took advantage of our community-based Rapid HIV Testing program.

462 people received substance abuse and HIV/AIDS treatment assessment, assistance and referrals.

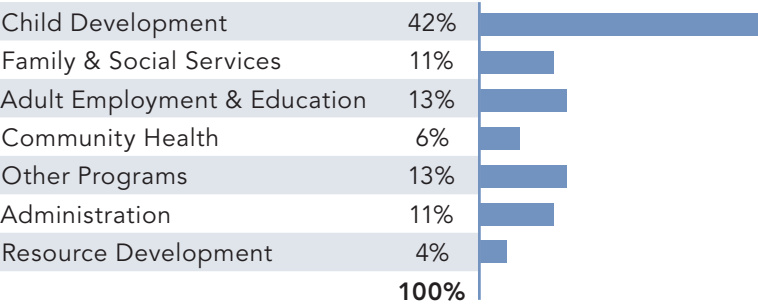
Financials 2014



Revenue 2014



Expenses 2014



Revenue by Funding Source

	2014 Unaudited	2013 Audited
Corporate and Individual Contributions	688,216	776,688
United Way	1,570,695	1,509,269
Foundations & Other Grants	983,488	1,102,541
City of Seattle/Seattle Housing Authority	2,436,817	1,804,386
King County/King County Housing Authority	1,551,670	1,330,768
State	1,145,382	1,661,167
Federal	4,805,717	4,132,873
Fees and Miscellaneous	546,841	478,595
¹ Investment Income and Change in Value	3,281,299	578,641
In-Kind	563,712	631,434
(Less Revenues From Capital Project)	(3,079,361)	(326,939)
Total Operating Revenue	14,494,476	13,679,423

Expenses

	2014 Unaudited	2013 Audited
² Child Development	5,312,233	3,975,282
Adult Employment & Education	1,620,914	1,648,192
³ Housing Stability	1,533,288	918,145
Family & Social Services	1,413,174	1,011,747
Community Health	780,782	1,042,355
Youth Development	696,733	728,502
⁴ Other Programs	1,735,549	3,043,366
Administration	1,439,506	1,362,359
Resource Development	467,531	444,418
(Less Building Depreciation)	(344,320)	(344,037)
Total Operating Expense	14,655,390	13,830,329

¹ Includes New Market Tax Credit Financing income.
² Expanded Preschool and Home Visiting Programs to address need.
³ Expanded Housing Services to address need.
⁴ Includes New Market Tax Credit Financing expense and building depreciation. Transportation program closed in 2013.

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