



Neighborhood House

2020 Impact Report

Strong Families.
Strong Communities.
Since 1906.



[View a list of our supporters.](#)

Dear Supporters,

Unprecedented. Challenging. Online Learning. Virtual gatherings. These words defined our lives in 2020. They also describe the services that Neighborhood House provided to over 14,000 people in 2020, as part of our mission to increase access to housing, health, education, and economic opportunity.

The Board of Directors supported the dedicated Neighborhood House staff for doing what they do best: thoughtfully planning and navigating the complexities of providing services to address the needs of entire families, even through a pandemic. Some of my favorite things about the agency continued to come together: our comprehensive approach, provided in the languages our communities understand, provided by those who look like and understand them.

Knowing the importance for our children to continue seeing a familiar face, Neighborhood House lent hundreds of tablets with internet service to low-income families enrolled in early learning programs. Additionally, Neighborhood House connected families to case managers and resources to access unemployment and housing assistance. Staff quickly translated information on expanded unemployment benefits into thirteen languages to help overcome language and technology barriers.

Meanwhile, Janice completed her first full year as Executive Director, guiding staff with attentive leadership and heading our 2021-2024 Strategic Planning process (see our new mission, vision, and goals on page 8). Demonstrating her commitment to social justice, she worked with staff to create the Anti-Racism Challenge Team, to improve outcomes for Neighborhood House clients and families through strategic planning, programming, and funding decisions that are explicitly anti-racist and anti-oppressive.

Recognizing and recovering from the multiple challenges of racial inequity, vast economic disparities, and COVID-19 will take all of us. Thank you for joining Neighborhood House's vision of a healthy, diverse, and welcoming community, free of poverty and racism, where all people thrive.

In ongoing service,

Marcie Headen, Board President

Janice Deguchi, Executive Director



2020 Board of Directors

President
Marcie Headen,
Washington Center
for Bleeding Disorders

Vice President
Cynthia Wang,
IBM

Treasurer
Michael Mead,
CliftonLarsonAllen
LLP

Secretary
Maile Hadley,
Zeno

Stella Chao,
Community Member

Saadia Hamid,
Seattle Housing
Authority

Karinda Harris,
Vulcan Inc.

Barney Herrera,
Seattle Credit Union

Mojdeh Hoorbakht,
JND Administration

Joanne Kalas,
Amazon

Linda Mills,
Blue Origin

Catherine Moore,
King County
Superior Court

Norlaila Toulas,
Head Start Parent



2020 Impact at Neighborhood House

14,102

community members served in 2020

41%

of these community members are children and young adults

20%

of these community members are 55 years old or older

76%

of these community members identify as BIPOC

567

toddlers received developmental delay screenings

379

families received virtual home visits to further child development

240

children and teens participated in tutoring activities



"We are doing a lot of outreach around food security, baby supplies, unemployment. We want to make sure you get the most reliable information as quickly as possible, for such things as participation requirements, eligibility, deadlines, and applications."

- Greg, Family Connections Supervisor

161

community members participated in citizenship classes

681

community members participated in vocational training or employment coaching

533

community members received rental assistance

199

community members received transportation assistance

2,449

community members with disabilities received support to maintain independent living

510

community members participated in mental health assessments and counseling

1,226

community members 65+ received support to maintain independent living

over

2,600

community members received case management for multiple services

over

1,400

community members were connected to services outside of the agency

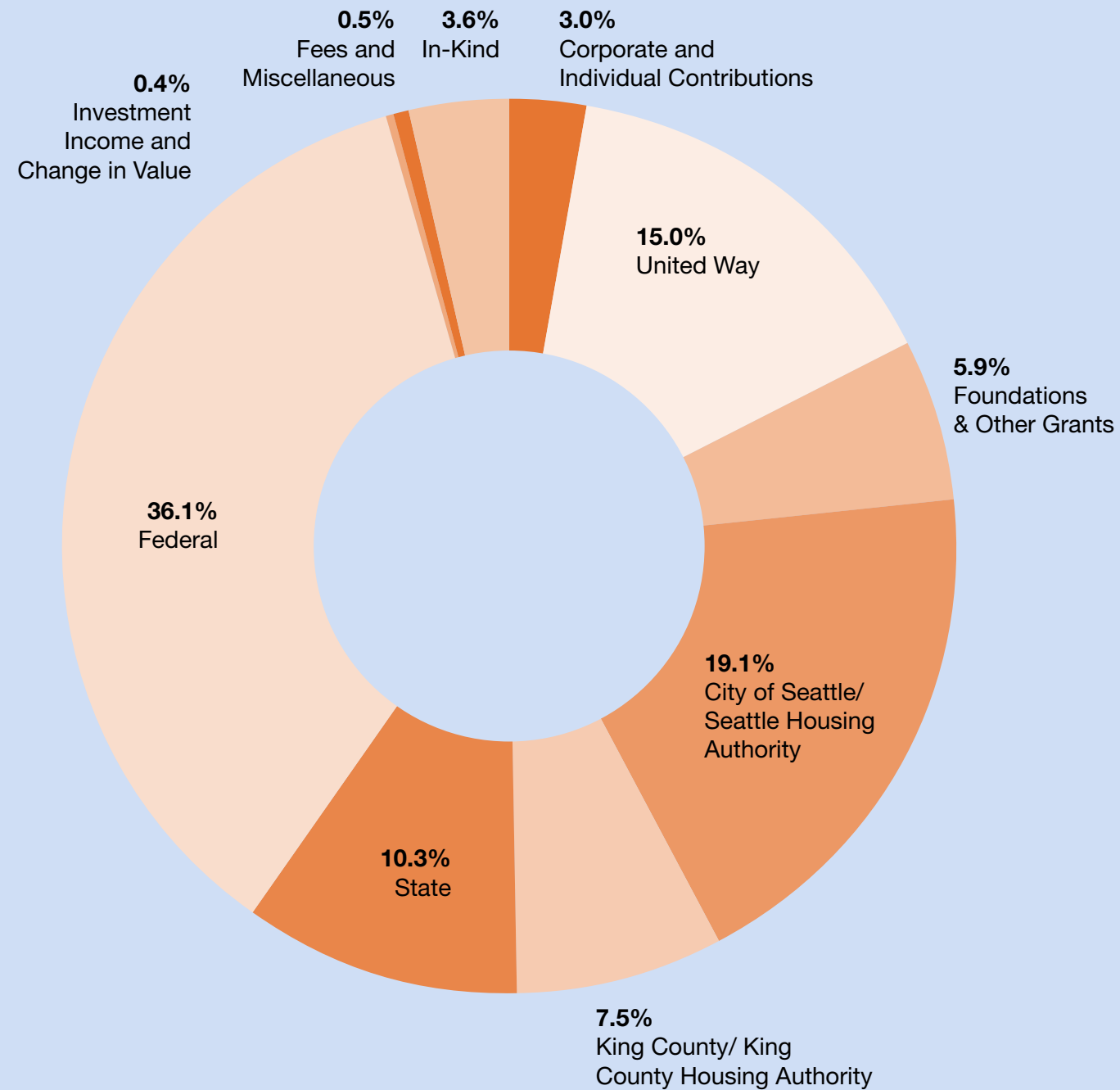
636

community members were connected to food support and resources



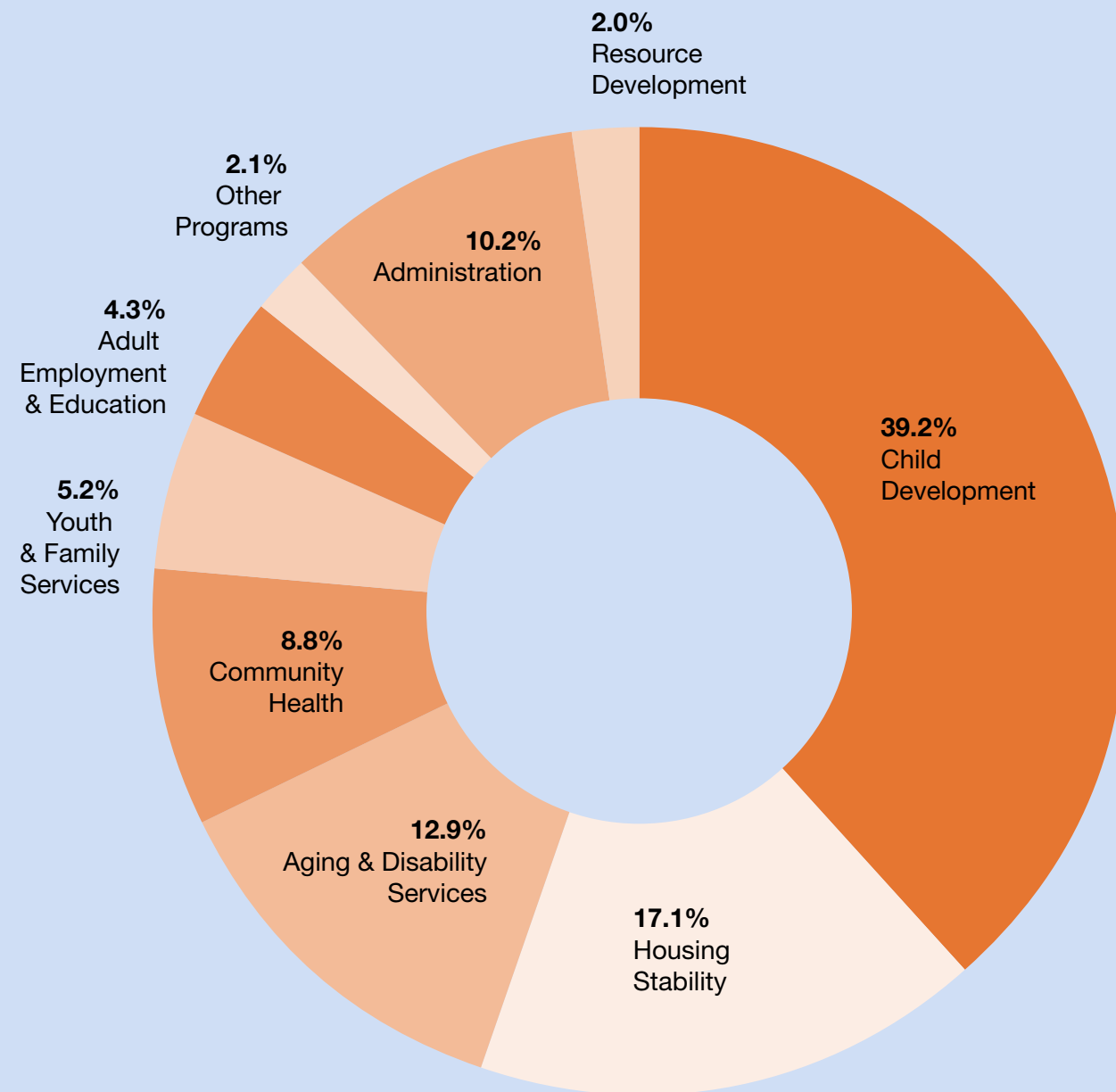
"I'm calling my clients and helping them understand the COVID-19 virus, its symptoms, and where can you call or go to receive help. I'm also making sure they have enough medications, food, and supplies, and if not, I can help find it for them." - Tram, Care Coordinator

Operations Revenue



| Revenue by Funding Source | 2020 | 2019 |
|--|-------------------|-------------------|
| Corporate and Individual Contributions | 776,148 | 714,808 |
| United Way ¹ | 3,920,986 | 1,643,344 |
| Foundations & Other Grants | 1,537,007 | 1,118,318 |
| City of Seattle/Seattle Housing Authority | 5,006,186 | 4,206,905 |
| King County/King County Housing Authority | 1,964,313 | 1,620,545 |
| State | 2,693,727 | 2,721,225 |
| Federal | 9,444,676 | 8,164,361 |
| Fees and Miscellaneous | 127,535 | 152,194 |
| Investment Income and Change in Value | 104,603 | 135,709 |
| In-Kind | 946,534 | 865,827 |
| (Less Revenues From Capital Projects) ² | (330,300) | (230,300) |
| Total Operating Revenue | 26,191,416 | 21,112,935 |

Operations Expenses



| Expenses | 2020 | 2019 |
|---|-------------------|-------------------|
| Child Development | 9,977,824 | 8,975,330 |
| Housing Stability ¹ | 4,363,704 | 2,690,628 |
| Aging & Disability Services ³ | 3,279,056 | 2,369,977 |
| Community Health | 2,234,243 | 1,586,417 |
| Youth & Family Services | 1,328,951 | 1,178,048 |
| Adult Employment & Education ³ | 1,084,615 | 1,576,438 |
| Other Programs | 537,945 | 458,387 |
| Administration | 2,608,661 | 2,401,822 |
| Resource Development | 506,852 | 488,474 |
| (Less Building Depreciation) | (455,555) | (442,935) |
| Total Operating Expense | 25,466,294 | 21,282,585 |

1 Rent assistance related to Covid-19 pandemic relief
 2 Loan Forgiveness in 2020 and 2019. Minor Renovation in 2019
 3 Continued growth in programs for seniors and health; reductions in programs related to employment

Mission

Neighborhood House builds community and increases access to housing, health, education, and economic opportunity.

Vision

A healthy, diverse, and welcoming community, free of poverty and racism, where all people thrive.

Values

Community. We welcome all, embrace diversity, and foster belonging. We are embedded in community. We partner with individuals, families, schools, housing authorities, health care providers, and communities to fulfill our mission.

Equity. 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.

Integrity. We are ethical, honest, and transparent; we build trust by holding ourselves accountable to each other, the people we serve, and community partners.

Relationships. We put relationships first. We respect and care about the people we serve, the people we work with, and everyone who makes our work possible.

Sustainability. We believe a vibrant community where all people thrive requires environmental stewardship and investment in future generations. We are committed to delivering sustainable programs, building organizational capacity, and valuing staff.



 @NeighborhoodHouseSeattle

 @NeighborHouse

 @neighborhoodhousewashington

 /neighborhood-house

1225 South Weller Street, Suite 510
Seattle, WA 98144
www.nhwa.org