



# Neighborhood House

Strong Families. Strong Communities. Since 1906.



## 2013 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

**These are not “clients”  
being “served” by “charity.”  
They are CITIZENS  
being EMPOWERED by  
INVESTMENT. We’re all  
better off when we’re all  
better off.**

— Eric Liu, April 3, 2014

These are the sentiments of author and civic leader Eric Liu as he addressed Neighborhood House supporters at our annual fundraising breakfast. Eric challenges all of us to think and behave differently about our work. We are not in the business of dispensing charity. We are in the business of empowering citizens.

With your support, we have made a big difference in our community. In 2013 your investments:

- Empowered women to deliver healthy babies;
- Empowered parents to read to their children;
- Empowered youth to make wise choices about drugs and alcohol;
- Empowered job seekers to strive for their full potential;
- Empowered neighbors to advocate for safe streets and better parks; and
- Empowered our elders to live well in their golden years.

We did this and much more.

Looking forward, there is more to do to invest in the future of our children, the strength of our families, the well-being of our elders and the health of our neighborhoods. I encourage you to look and see what we are doing every day.

On behalf of all those we serve, thank you for investing in Neighborhood House. We’re all better off when we’re all better off.

Sincerely,

*Sally C. Bjerklie*

Sally Bjerklie  
President



*Mark Okazaki*

Mark Okazaki  
Executive Director



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Thanks to the support of our generous donors and supporters, Neighborhood House was able to serve 14,136 individuals of all ages in 2013. More than 60% of the families we served were immigrants and refugees representing 165 different cultures and languages.

Providing culturally and linguistically relevant services is a key component of our work. Our staff, many of whom come from the communities we serve, are critical in addressing the cultural, linguistic, and service needs of the communities we serve. Together, our staff speaks over 40 languages, and we benefit from the first hand expertise of current and former parents of our early learning programs, 28 of whom are currently staff members.

We are committed to helping under-served communities, prioritizing the location of our services in needy areas throughout Seattle and King County so that they are easily accessible to those with limited access to transportation. Neighborhood House services are located in Seattle and King County low-income housing developments, community colleges, WorkSource sites, Public Health clinics, and public schools. In 2013, Neighborhood House had staff at over 35 different locations throughout King County.



# Serving 23 Communities





More than  
**6,000**

Seattle youth and parents received information and other resources that promoted positive decision making and healthy behaviors.

Neighborhood House's work in health spans all ages, because we know how important health is to the vitality of our clients and our communities. From connecting families with young children to medical homes; to providing HIV testing services for adults; to ensuring that a senior has health insurance coverage, we work across a range of needs to prevent and address health disparities.

In 2013, we worked to sustain the affordable and culturally appropriate fitness opportunities that we brought to under-served communities through our Be Active Together program. By forming a partnership with Seattle Parks and Recreation, we are working together to pilot programs and practices so that they can better meet the needs of diverse and low-income community members in Yesler Terrace and High Point.

Last year was also a pivotal year due to the implementation of the Affordable Care Act and the impending expansion of Medicaid in Washington state, including the requirement that most individuals in the United States have health coverage beginning January 1, 2014. Neighborhood House recognized the impact of health reform on our communities and undertook advocacy efforts to help Washington's Health Benefit Exchange, state agencies, and the legislative branch establish policies that help improve healthcare access for low-income, immigrant and refugee individuals.



Our work with HIV/AIDS education and testing as well as our campaigns to curb underage drinking, drug and tobacco use continued in 2013 through Neighborhood House's Project HANDLE. We expanded our drug and alcohol prevention coalition to Aki Kurose Middle School to help reinforce healthy practices among the school's culturally and racially diverse student body. We launched our new "206 Rising" prevention campaign that promotes the positive choices youth make and highlights the fact that most youth do not use drugs or alcohol.

**100%** of our Head Start and Early Head Start families received support to get their children up to date with child wellness exams, appropriate immunizations and oral health care.

**500** people received substance abuse and HIV/AIDS treatment assessment, assistance and referrals, with 410 individuals taking advantage of our Rapid HIV Testing program.

**727** senior and disabled individuals accessed important health and other services to live more independently and reduce their isolation.



# Early Childhood Education

Neighborhood House's early learning services span from prenatal families to children age 5, working with over 2,000 families, to ensure the healthy development of their children. Our home visiting programs show parents how to support learning at home using techniques, books, and educational toys to introduce children to new ideas and words. Our preschool programs include literacy activities as well as social and emotional experiences that help children prepare for Kindergarten.

sun shine  
wet play cold day  
something house nothing sit  
little bit went bump jump step mat cat  
hat looked saw wet sun sunny good fun funny  
tricks mother mind make not play fish here I not  
know say mother out house day fish no cat go cat hat not  
play here about he mother out now no fear have tricks bad  
cat hat why can lots good fun if wish game call up fish put down  
said this no fun down fish I not fall have no fear cat not you fall hold  
up high stand ball book one hand cup hat but not look me now cat  
cup cake on top hat hold two books hold fish toy ship milk dish hop up  
down ball not all oh no me look now fun have know how up cup milk cake  
hold books fish rake toy ship little man tail red fan can fan hop ball all  
what cat fell head down with bump up there ball we all things fall  
fish fell pot not good game lit not like little bit you did fish  
cat house look sank ship deep cake shook house bent  
rake mother not out house fish pot like lot cat hat  
fish not away go show game know ran out  
fast fox back box red wood shut hook  
look trick cat top tip hat game  
fun box cat box two  
things

\$\$\$\$\$



Research has found that while a child from a high income family will have **45 million** words spoken to them by the time they are 4, a child from a low income family will only have **13 million** words spoken to them.

\$



I  
green eggs  
ham not like here there  
not here there not anywhere  
like green ham not you like house  
you mouse house not mouse here there  
them anywhere not eggs ham like Sam  
would eat box with fox box not fox not house  
mouse not eat here there not eat anywhere  
I eat ham would could you car eat not  
like see you like tree not would  
could not in a tree. Not in a  
car! You let me be. I  
do not like

# Early Childhood Education



**618**  
families received early  
learning services through  
our home visiting and  
preschool programs.

Neighborhood House's child development programs start with expectant parents, providing them with breastfeeding and prenatal support with a primary focus on supporting the parent-child relationship. Our home visiting services provide child development and parenting information to parents of young children to create safe, stimulating home environments and connect families to medical, dental and other resources and supports. Our preschool program provides high quality education to children so that they have the social and cognitive skills and knowledge they need to be kindergarten ready.

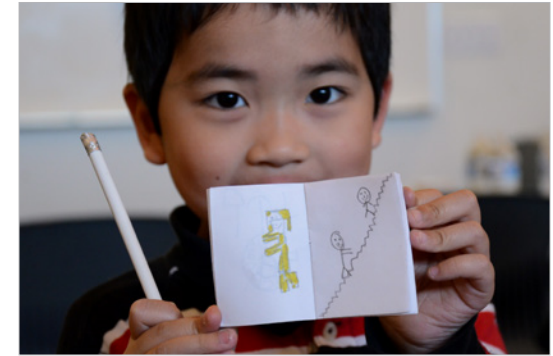
Together, these programs and services help to close the achievement gap, making sure children are healthy and that they have the tools and knowledge needed to be successful in school. Our child development services also help parents feel empowered as their child's first educator and supports them as they help their children begin their academic pathway.





# Early Childhood Education 🏠

Our child development services expanded in 2013 in both scope and reach. Neighborhood House's Early Head Start program, which provides home visiting services to prenatal families and families with children ages birth to three, grew to serve an additional 71 families in South King County. Additionally, we began working with Public Health-Seattle & King County to provide a Breastfeeding Peer Counseling program to women enrolled in the Women, Infants and Children's (WIC) Program. Our Breastfeeding Peer Counselors work out of 11 public health clinics throughout King County to share the benefits of breastfeeding via classes, individual meetings and home visits with pregnant, breastfeeding and postpartum mothers.

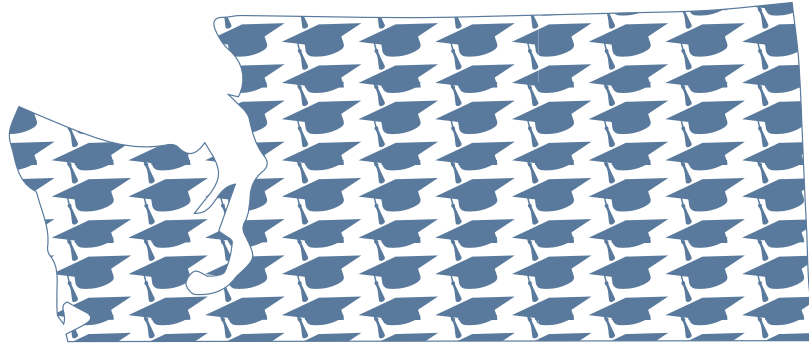


**267** limited-English-speaking families received intensive support to understand the school system, keep track of their children's progress and communicate with school staff.

**226** parents and caregivers participated in activities and support groups to help them better support their child's learning and development.

Over **600** mothers learned about the benefits of breastfeeding to support the healthy development of their children.





It is estimated that in just four years, **67%** of the jobs in Washington State will require a college degree or a career credential.



Neighborhood House's youth programs give children the skills they need to succeed both in and out of the classroom. Building on youth's interests, we help them learn about and explore career and educational pathways, working with them and their families to plan for their future. From case management services for high risk youth, to after-school tutoring, to youth leadership programming, we serve over 400 youth ages 6-21 each year, putting them on the path to postsecondary success and helping them build a bright future for themselves.

# Youth Development



Support for young people shouldn't end after a child starts kindergarten. Neighborhood House's youth development programs support children for the many hours they're not in school; we're with them after school, on the weekends and in the summer. We give children the skills they need to succeed both in and out of the classroom, knowing that out-of-school time is where youth begin envisioning their futures.

**87** high risk and out of school youth received comprehensive case management services, helping them start to get back on track towards college and career success.

**122** High Point teens participated in after-school and summer activities to engage their fellow community members and improve their neighborhoods.



**214**

young people  
participated in our  
after-school youth  
tutoring programs in  
South King County.

# High Point PROMISE



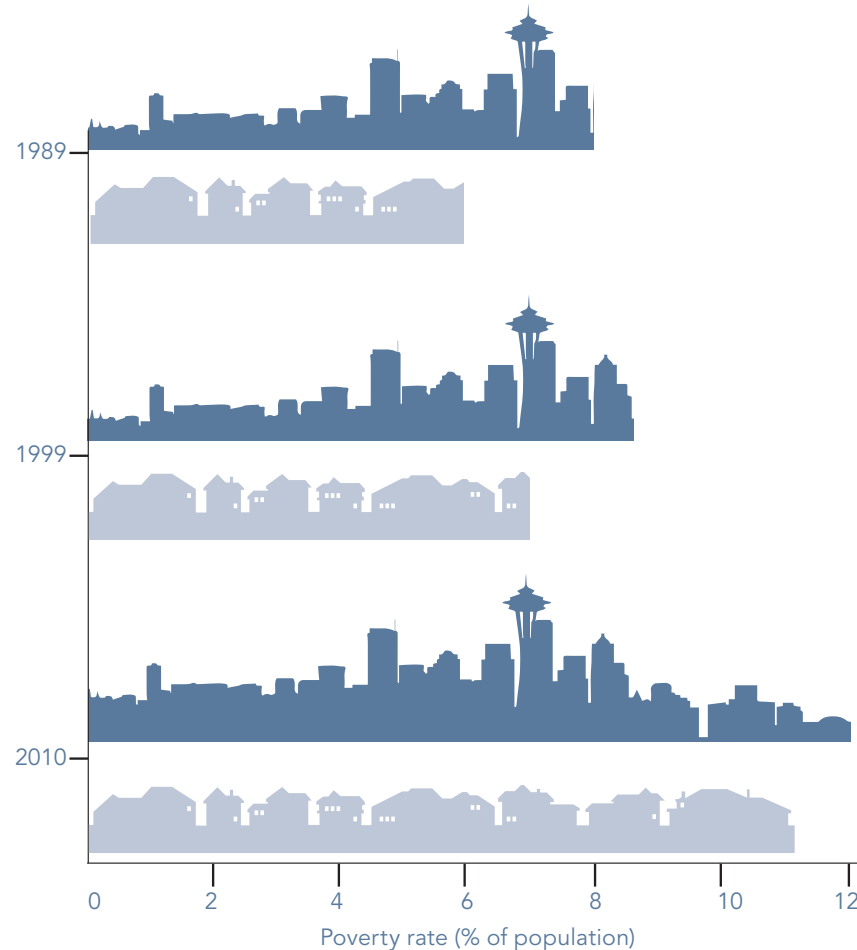
Neighborhood House's High Point Promise Initiative is working to create a birth-to-college continuum of support for children and families in West Seattle's High Point community to ensure that young people graduate from high school and are college and career ready. Last year marked the start of our High Point Promise Family Engagement Project funded through the Bill and Melinda Gates Foundation. This project is designed to increase family engagement in children's learning, growth, and development by supporting parents and guardians in the many roles they have, from being their child's first teacher and primary caregiver, to being an advocate for their needs and a source of emotional support and guidance.

College readiness was a heavy focus of our High Point Promise work in 2013. We partnered with local colleges and universities throughout the state to provide workshops, trainings, and field trips for children and their parents. These partnerships helped High Point families understand what young people should be taking in high school to prepare themselves for college, learn about college admissions requirements and processes, and know how to apply for and access scholarships and financial aid. In 2013, we also saw the community of High Point becoming more active and engaged with community events like our Back to School Fair, our community dinners, and the Annual High Point Promise Graduation ceremony. These events brought hundreds of neighbors together to support High Point children and youth.



# Services for Self-Empowerment

Over the past 20 years, poverty rates have increased in King County, particularly in the suburban areas of King County where the **poverty rate doubled**.



Neighborhood House services have expanded significantly in South King County over the past several years to address the geographic shift in need. We provide services out of offices in subsidized housing communities in Auburn, Kent, and White Center. We also have staff located at public health clinics throughout King County.

To move clients permanently out of poverty, we work with each client comprehensively, identifying their immediate needs as well as their long term goals so that we can find the mix of services that will help clients escape poverty. In 2013:

- We helped 472 people make progress towards U.S. citizenship, with 148 naturalizing.
- 559 individuals received job skill training, with 367 job-seekers succeeding in finding employment. And, our employment clients increased their hourly wages by an average of 17% per hour.
- 1,117 households were connected to eviction prevention services. We moved 62 homeless households into stable, permanent housing and helped another 57 find employment.

# Services for Self-Empowerment



## Our Self-Sufficiency Initiative

Although economists have declared the Great Recession over, cuts to government benefits, combined with low education levels, lack of marketable job skills, and limited financial management skills, have made it challenging for immigrants, refugees, and other low-income populations to rebound. Their needs cannot be fully addressed through a discrete, one-time transaction such as helping compile a resume or covering rent for one month. Building on our Self-Sufficiency Framework, 2013 sparked the creation of Neighborhood House's Self-Sufficiency Initiative. Our goal is to guide our work as the agency takes a critical step away from short-term, "Band-Aid" solutions, and instead in the direction of permanently moving people out of poverty. Our holistic approach will work across all programming for adults, including family stability, well-being, employment, career stability, and financial empowerment to build the skills, attributes and resources our clients need for long-term success.

## Employment and Adult Education

Our diverse employment programs are woven into the fabric of the region's workforce development system. We operate specialized employment programs for recently arrived refugees, homeless populations, residents of public housing, and individuals seeking advanced careers in healthcare, thus enabling us to serve a variety of job seekers. With customized training and support, we help clients be competitive in today's workforce, and stay in contact with them after they're placed into jobs, allowing us to plan for future advancement opportunities as they arise.

## Housing Stability

Neighborhood House's housing stability services continued to expand in 2013, leading to the creation of our Housing Stability division. We focus on creating long-term stability; moving families into permanent housing while also providing employment services that help them into living wage jobs so they can support their families.



# Services for Self-Empowerment



## Family Support

Families and individuals often come to Neighborhood House in times of crisis. Our family support services help to address the crisis, build skills and connect clients to resources that increase their independence and remove barriers to self-sufficiency. From case management services, to emergency assistance, to citizenship classes and application assistance, we helped 4,569 people by connecting them to resources that fulfilled their housing, health and other basic needs.

**559** individuals increased their job skills through training and 367 job-seekers succeeded in finding employment.

**138** homeless households were assisted through our Housing Stability division.

**2,173** immigrants and refugees from 165 countries accessed basic services, learned about life in the United States, gained English language skills, and/or were assisted in finding jobs.

**472** people made progress towards U.S. citizenship, with 148 naturalizing.

## Asmara



Asmara stands with her two tutors, proudly showing off her naturalization certificate.

Asmara\*, a refugee from Eritrea, was not allowed to attend school in her native country so she was excited about attending classes to learn the English and civics needed to pass the naturalization test. Nothing was going to hold her back.

When she couldn't find childcare for her son, she brought him with her, and when her instructor identified that Asmara had a reading disability similar to dyslexia, it only made her work harder.

\*Name changed to protect identity

For over a year, Asmara attended classes twice a week for three hours each time. Afterward, she'd spend an additional hour with Neighborhood House's volunteer tutors who helped give her individual support with reading and writing.

After five quarters of extremely hard work, Asmara had dramatically improved her skills and her instructor decided it was time for her to apply for naturalization. Determined to do well, Asmara practiced with her tutor to prepare for the interview component of the naturalization process, doing 29 mock interviews until she was confident that she'd mastered it.

Thanks to her deep commitment and hard work, Asmara passed her test her first attempt. The very next day, she came back to class armed with plates of food to share and a big reason to celebrate.

Asmara's story is a great example of how dedicated volunteers and supporters enhance our programs and help us empower our clients in reaching their goals and dreams. We thank you for making stories like Asmara's possible!





# Support for Seniors



**28%** of low income seniors report feeling isolated, compared to the national average of 15%.



Our diverse staff provide first language assistance to seniors, helping to build the trusting relationships that enable us to act as a bridge to more mainstream services like healthcare. Our staff are able to visit them in their homes, and also work to connect seniors with neighbors of all ages so that they feel part of their community. This includes senior lunches, tea times, neighborhood nights and other activities. We also support and build connections between family caregivers so that they can be healthy while caring for their loved ones. Last year, we helped over 700 seniors access services that helped them live more independently and reduced their social isolation.

# Support for Seniors



**562** seniors were assisted with support services such as access to healthcare or food that helped them remain independent, healthy, and in their homes.

**153** family caregivers received support as well as information and resources to allow them to better care for their elderly and/or disabled family members.

Many of the seniors served by Neighborhood House struggle with the long term impacts of living in poverty. Many cannot afford an adequate diet, are at risk of losing heat during the winter and may skip medications to save money. These factors add to isolation and depression, and can often make them less likely to reach out for assistance.

Neighborhood House provides first language assistance to seniors, often visiting them in their homes and helping to build the trusting relationships needed to link them to critical services like healthcare. We want seniors to feel connected to their communities, so we coordinate senior lunches, tea times, neighborhood nights and other activities that help them meet their neighbors and get more involved. We also support and build connections among family caregivers so that they can be healthy while caring for their loved ones.

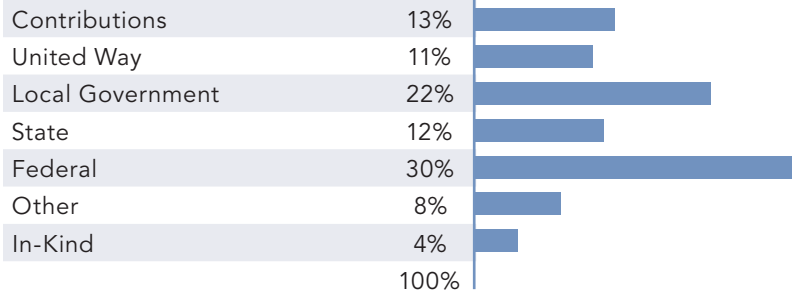


**727**

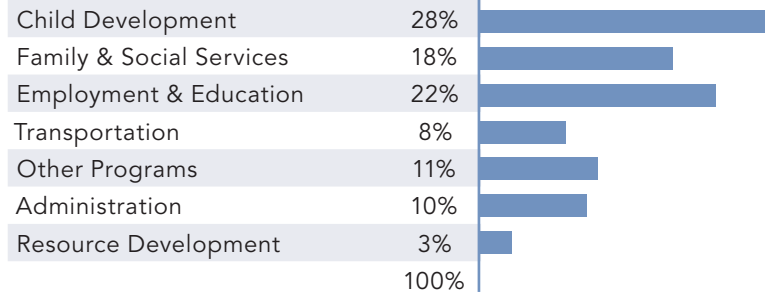
senior and disabled individuals were assisted in accessing resources to help them live more independently and feel more connected to their community.

# 2013 Financials

## Revenue 2013



## Expenses 2013



**2013 total  
ending net assets:  
-\$150,906<sup>2</sup>**

## Revenue by Funding Source

	2013	2012
Corporate and Individual Contributions	626,688	812,196
United Way	1,509,269	1,504,194
Foundations & Other Grants	1,252,541	902,072
City of Seattle/Seattle Housing Authority	1,804,386	1,477,912
King County/King County Housing Authority	1,330,768	957,317
State	1,628,410	1,657,043
Federal	4,165,629	4,066,998
Fees and Miscellaneous	478,595	614,757
<sup>1</sup> Investment Income and Change in Value	578,641	535,749
In-Kind	631,435	650,499
(Less Revenues For Capital Project)	(326,939)	(319,016)
<b>Total Operating Revenue</b>	<b>13,679,424</b>	<b>12,859,721</b>

## Expenses

	2013	2012
Child Development	3,975,282	3,355,343
Employment & Education	3,108,480	2,601,867
Family & Social Services	2,510,932	2,508,138
<sup>2</sup> Transportation	1,219,367	1,356,638
<sup>3</sup> Other Programs	1,558,747	1,619,724
Administration	1,362,359	1,221,893
Resource Development	439,201	455,380
(Less Building Depreciation)	(344,037)	(344,011)
<b>Total Operating Expense</b>	<b>13,830,330</b>	<b>12,774,972</b>

<sup>1</sup> Includes New Market Tax Credit Financing income

<sup>2</sup> In the fall of 2013 the agency closed its Transportation program, incurred one-time costs in close-out.

<sup>3</sup> Includes New Market Tax Credit Financing expense and building depreciation

# Thank You to our 2013 Contributors

## Individuals

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