



## 2019 Impact Report

Strong Families.  
Strong Communities.  
Since 1906



# Dear supporters,

On behalf of the Neighborhood Board of Trustees, staff, and volunteers we are pleased to share our 2019 Annual Report with you. This last year we faced transitions in our own organization along with a growing set of challenges here in our community and across the country.

In 2018 our long time Executive Director, Mark Okazaki, made the decision to retire after nearly twenty years of dedicated service, and we are forever grateful for his enduring contributions. In preparation for Mark's departure, the Board embarked on the daunting task of hiring our next Executive Director. The board underwent a rigorous process lasting more than twelve months. Our work helped us hear from key stakeholders throughout every stage of the hiring process. The work was well worth the effort, and in September we welcomed Janice Deguchi as our new Executive Director! Janice brings decades of expertise, community connections, and a deep commitment to our work. We are incredibly excited to have Janice lead us into the next phase of our work.

Along with our own organizational transitions, we witnessed seismic shifts happening in our own communities. The pervasive, ongoing challenges of racism and poverty have never felt more pressing and urgent. Since our creation in 1906 Neighborhood House has worked tirelessly to fulfill the dreams of our founders to "tikkun olam, repair the world." And we continued that mission last year, partnering with over 16,000 clients, almost all of whom were people of color, immigrants, or low income individuals. We will continue our work with unrelenting focus and determination for a healthy, diverse, and welcoming community, free of poverty and racism, where all people thrive.

In ongoing service,  
Marissa Chavez, Board President & Janice Deguchi, Executive Director

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King County Superior Court

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Community Volunteer

Cynthia Wang

IBM

16,000+

community members  
served in 2019.

55%

of these community members  
identify as female.

82%

of these community members  
are Black, Indigenous,  
and people of color.

45%

of these community members  
are children and young  
adults under 18.

15%

of these community members  
are 55 years old  
or older.

53%

of these community members  
are immigrants or  
refugees.

47%

of these community members  
who are 25 or older  
have a high school degree.

72%

of these households  
are at or below the  
Federal Poverty Level.

2,762

community members received  
case management for  
multiple services.

1,460

community members received  
referrals to external services  
and resources.

30+

locations within housing, schools,  
clinics, and other community sites  
across Seattle and King County.

280+

full-time staff  
who speak over  
45 languages.

73%

of our staff are  
Black, Indigenous, and  
people of color.

430+

volunteers who  
contributed over  
40,000 hours.

# Early Childhood Education



Our early childhood education department consists of over a hundred teachers, assistant teachers, home visitors, and parent-child specialists that support families through their children's early development, coordinate health screenings, and cultivate school readiness and literacy. We focus on providing culturally-sensitive care and programs to families, parents, and their children, from ages 0 to 5.

930+

children enrolled in  
early childhood programs.

508

children engaged in our  
home & center based programs.

432

children were taught in  
preschools and Head Start.

380+

families received  
parenting support.

## Amal's Story

Neighborhood House provided developmental delay screenings and prenatal services to over 700 children in 2019. One of our families had recently moved to the Seattle area when we met them last year. Amal\* was two years old and she was not walking yet. Her parents did not know about early intervention services available to them when they previously lived in the Midwest. When they enrolled in the early childhood program through Neighborhood House, a home visitor recommended this service that exists to support development delays in babies and young children, and could offer assistance free of charge. With the support of her parents and a few months of therapy, Amal was able to walk on her own.

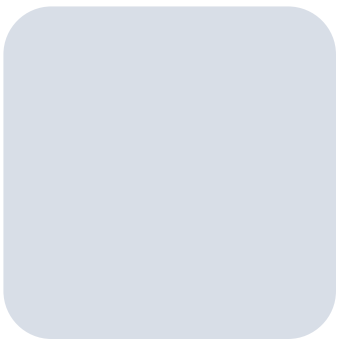
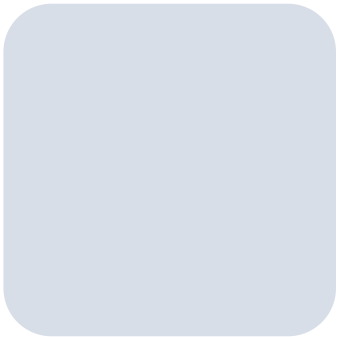
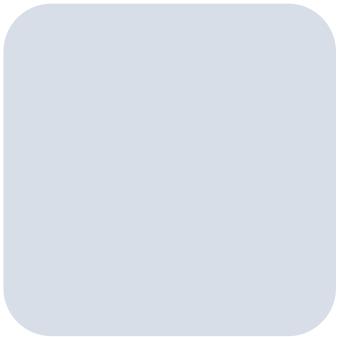
Shortly after, her mother decided to quit her job when she became pregnant with Amal's sibling. She enrolled in Neighborhood House's prenatal program so that the family could get the support they needed. When she was ready to get back to work, her Neighborhood House contacts helped her find a new job. When the mother found out she needed to have a major eye surgery, they helped her navigate her new employer's insurance to cover the costs of the necessary procedure. Neighborhood House was there not only for Amal but guided her parents through the resources they needed for their family to thrive.

\*Name has been changed.





# Youth Programs



Our youth programs and resource centers provide a safe space for children and young people to reach their potential as students and community members. Neighborhood House program specialists and tutors work with 6 to 18 year olds through after-school mentoring, college readiness support, and engagement in STEAM (Science, Tech, Engineering, Arts, and Math) activities. We also work with young adults aged 14 to 21 who have left the traditional school system to set and achieve educational and career goals.

317

young people attended  
after-school centers.

174

young people participated  
in summer programs.

302

young people said NH  
programs improved their  
self-esteem.

84

young people received  
support to prepare for  
post-secondary education.



# Employment & Adult Education

158

community members  
participated in specialized  
vocational training.

245

community members  
received assistance with  
long-term job placements.

204

community members  
participated in classes  
to prepare for citizenship.

161

community members  
attended classes  
to improve their English skills.

Our employment and adult education services connect community members with meaningful employment at liveable wages and other opportunities to build critical skills. Employment case managers and economic empowerment coaches help set goals and viable steps to achieve them. We also team up with local community colleges and other partners to connect individuals to vocational training, internship programs, and help with job placement. Our citizenship and English language classes provide pathways to future opportunities for immigrants and refugees.

# Housing Stability

Housing programs at Neighborhood House help people stay in their homes or quickly find a new place to call home. We provide emergency rental assistance, financial counseling, and connection to other necessary services, such as employment navigation, to remain stably housed. Our programs and case managers also build partnerships with school districts to prevent homelessness among children and their families, and run programs to support college students and prevent homelessness among youth.

433

households  
received rental assistance.

95

households  
received eviction counseling.

125

households  
were placed into  
permanent housing.

42

households  
received assistance with  
utilities and move-in fees.

## H's Journey

Our employment programs work with community members to provide culturally and linguistically appropriate services by connecting those seeking long-term jobs to apprenticeships, trainings, resume development, and interview skills coaching. H\* came to Neighborhood House with a history of short-term jobs and side gigs. As someone who moved to the US at a later age, she had put off pursuing a formal education and wondered what opportunities were available to her. She had also been discouraged before due to the foundation she thought needed to be financed to be successful. From payment for formal education programs to reliable transportation to get to work on time, the multiple steps were discouraging.

We talked to her about her past experiences and asked her about her goals for the future. H was a people person and enjoyed being able to help others. The possibility of a role in the medical field had always been on her mind. H's employment specialist worked with her to apply for a rigorous education program that would be able to certify her to work in patient administration. H was accepted and throughout the weeks of training, Neighborhood House was there to offer support, including connection to rental resources so she could maintain her housing status and bus passes to get to her other part-time job.

The program helped her with identifying potential employers and after interviewing, H accepted an offer at a local health clinic. When we last checked in on her, she had successfully been at the job for three months. She was searching for a new apartment closer to her office and dreaming about the future of her career.

\*Name has been changed.





Birch Creek Career Center



# Aging & Disability Services





Neighborhood House resource specialists care coordinators, and Medicaid case managers offer a variety of support programs to individuals with disabilities, older adults, and their families. We assist in planning for critical needs, identifying resources, connecting to services, and navigating the long-term care sector. We believe that our community members should be able to remain in the communities they love, regardless of physical or cognitive limitations.

1,162

seniors maintained an independent living situation.

1,932

individuals with disabilities maintained an independent living situation.

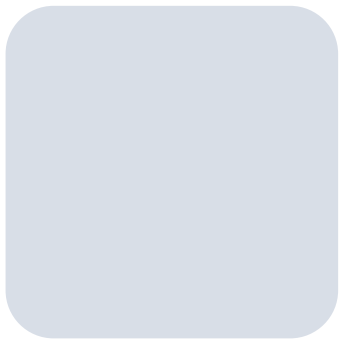
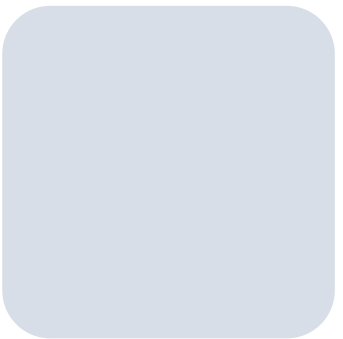
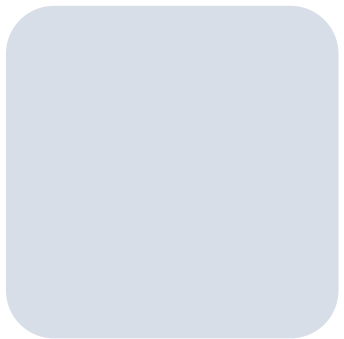
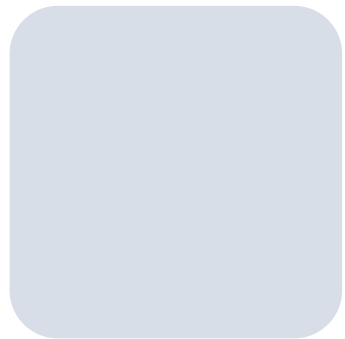
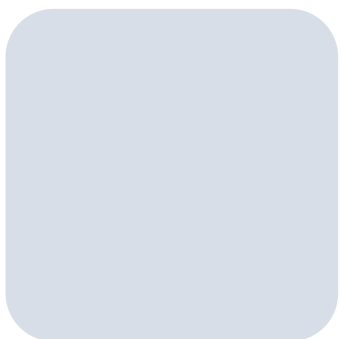
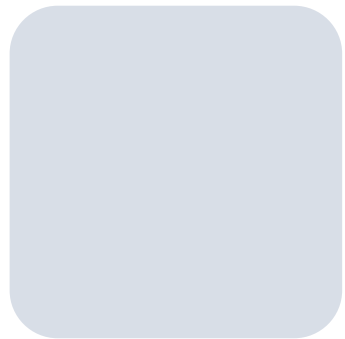
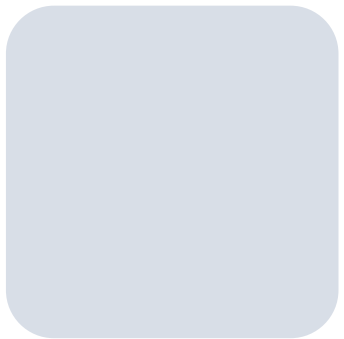
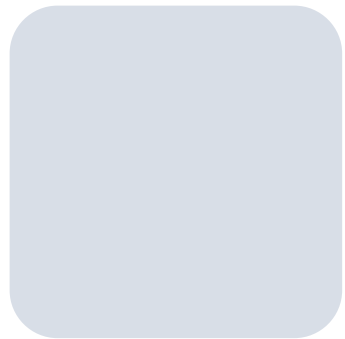
354

community members were connected to Social Security payments.

899

community members received regular home visits.

# Community Health



Our team of community health case managers and patient navigators work to ensure that those in our region who most need it are connected to services to get healthy and stay healthy. These programs include programs to stop the spread of HIV and hepatitis; collaboration with Navo to provide substance abuse and mental health treatment; media campaigns to prevent and reduce substance abuse among young adults; and partnerships with the Seattle World School to provide health care to students.

527

community members  
received STI/HIV screenings and  
counseling sessions.

1,500+

community members  
attended health fairs  
in their neighborhoods.

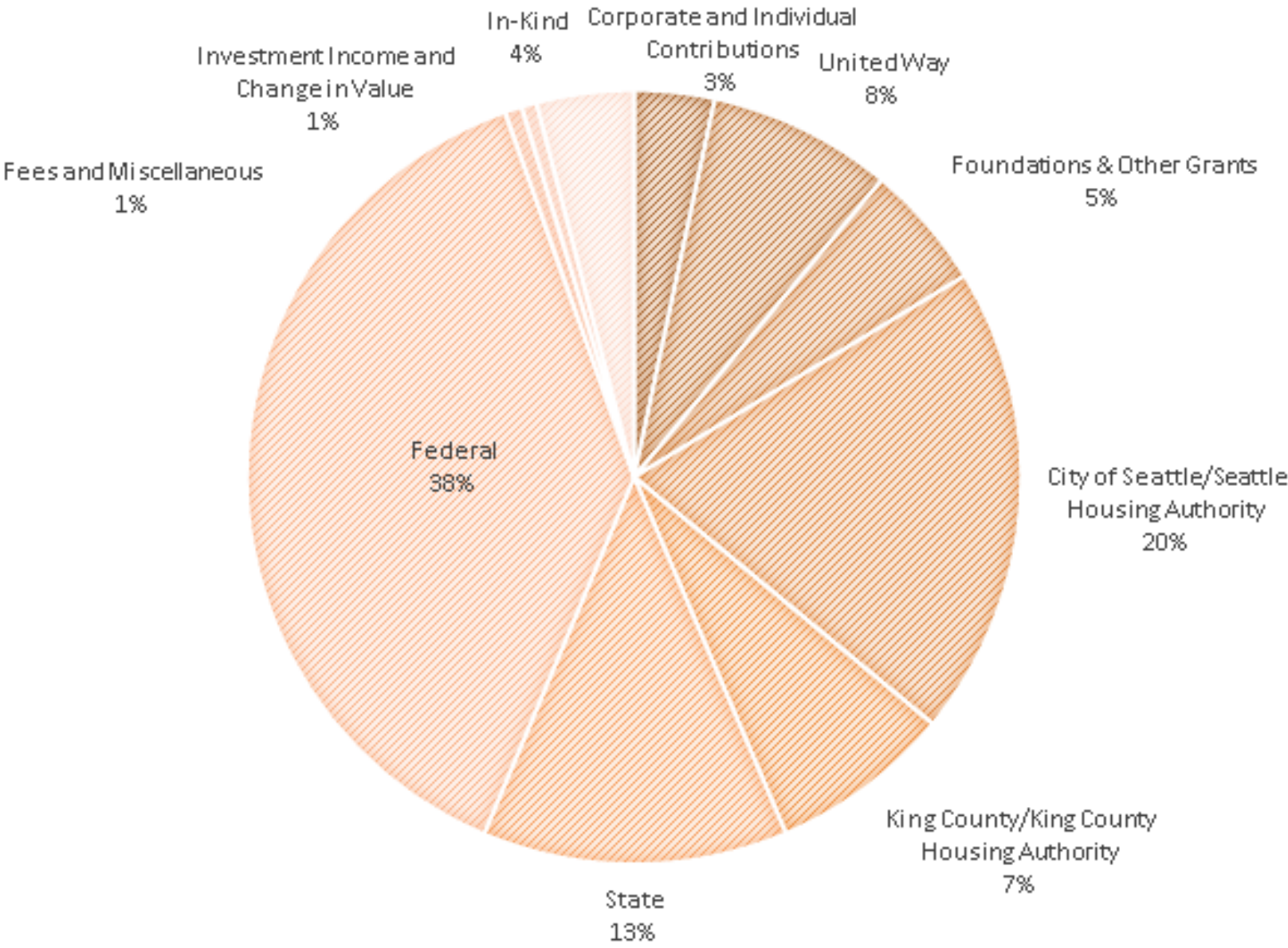
400,000

young adults viewed  
media campaigns aimed  
to prevent substance abuse.

250+

Seattle World School  
immigrant students received  
health care navigation and services.

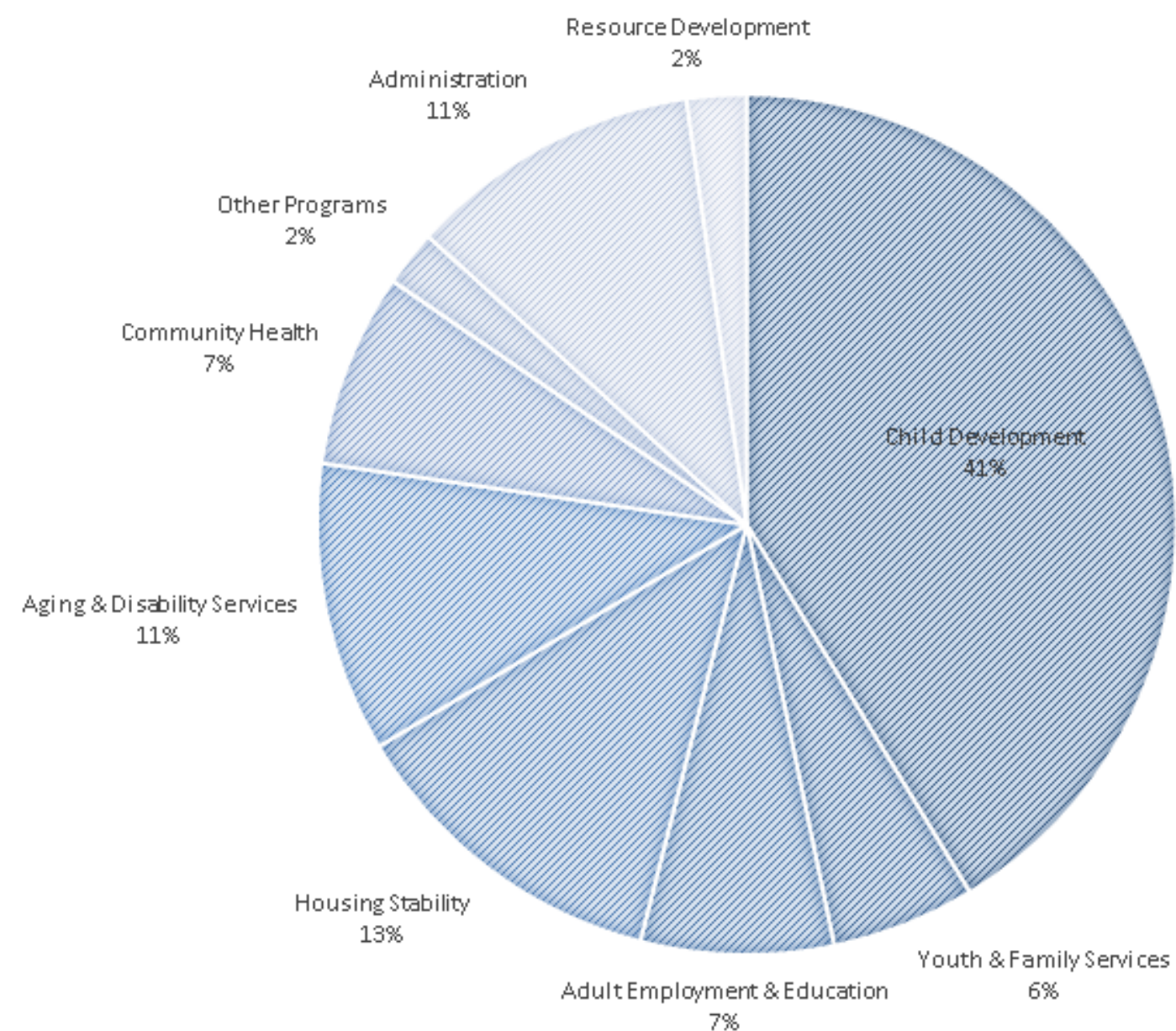
# Revenue



Operations	2019 Audited	2018 Audited
Revenue by Funding Source		
Corporate & Individual Contributions	714,808	656,676
United Way	1,643,344	1,452,102
<sup>1</sup> Foundation & Other Grants	1,118,318	1,659,271
City of Seattle/Seattle Housing Authority	4,206,905	3,460,571
King County/King County Housing Authority	1,620,545	2,036,033
State	2,721,225	2,933,704
Federal	8,164,361	7,658,088
Fees & Miscellaneous	152,194	136,122
Investment Income & Change in Value	135,709	(11,636)
In-Kind	865,827	835,430
<sup>2</sup> (Less Revenue From Capital Projects)	(230,300)	(80,300)
Total Operating Revenue	21,112,935	20,736,062



# Expenses

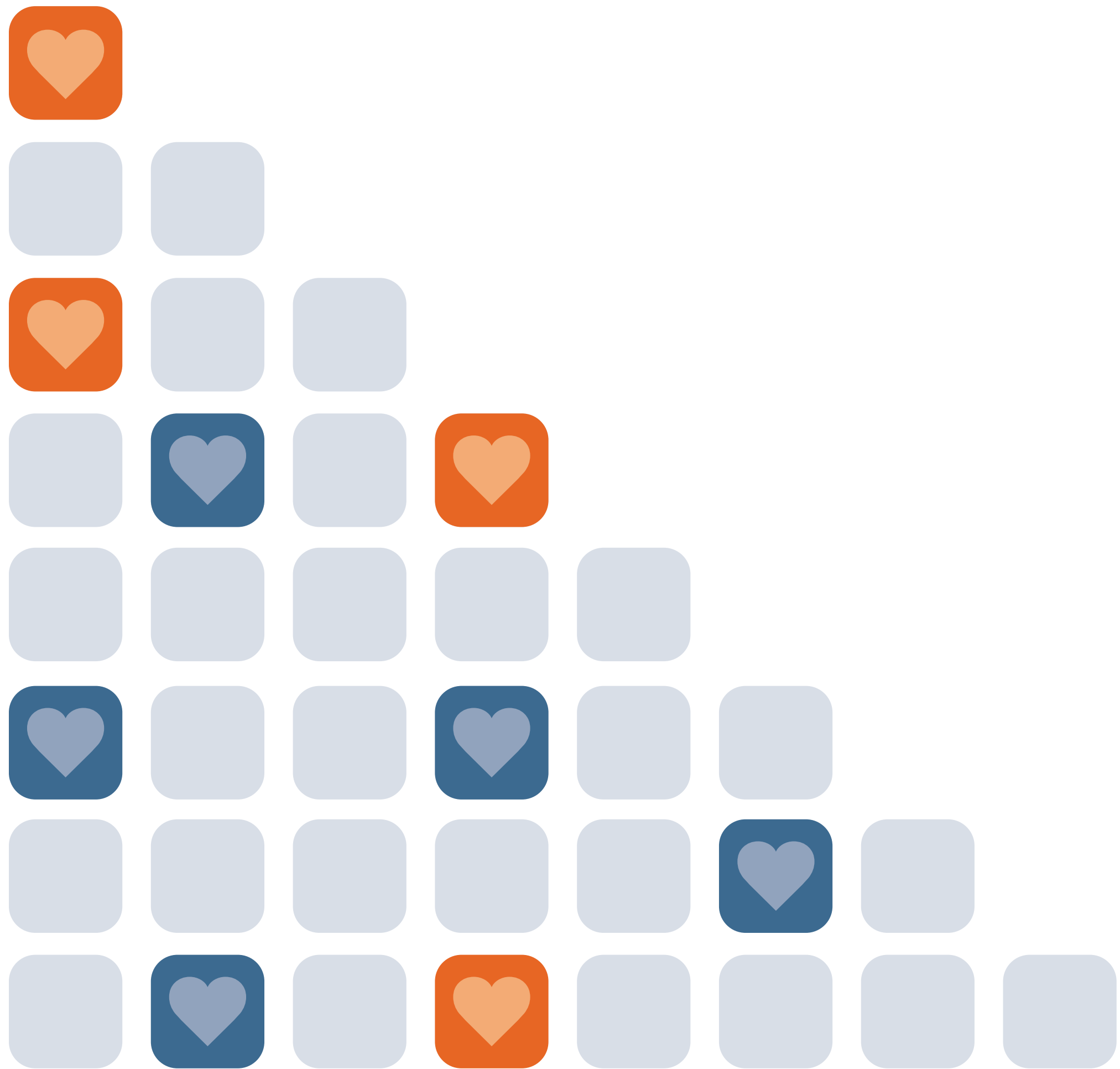


Expenses	2019 Audited	2018 Audited
Child Development	8,975,330	8,951,830
Youth & Family Services	1,178,048	1,051,286
<sup>3</sup> Adult Employment & Education	1,576,438	2,383,023
Housing Stability	2,690,628	2,511,675
<sup>3</sup> Aging & Disability Services	2,369,977	1,640,898
Community Health	1,586,417	1,253,016
Other Programs	458,387	460,737
Administration	2,401,822	2,126,840
Resource Development	488,474	489,450
(Less Building Depreciation)	(442,935)	(441,534)
Total Operating Expense	21,282,585	20,427,221

1 Includes large contributions for Housing and Youth Programs in 2018.

2 Loan Forgiveness in 2018 and 2019. Minor Renovation in 2019.

3 Growth in progress for seniors and health; reductions in programs related to employment.



Neighborhood  
House

1225 South Weller Street, Suite 510  
Seattle, WA 98144  
[www.nhwa.org](http://www.nhwa.org)  
[See a list of our supporters.](#)