

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



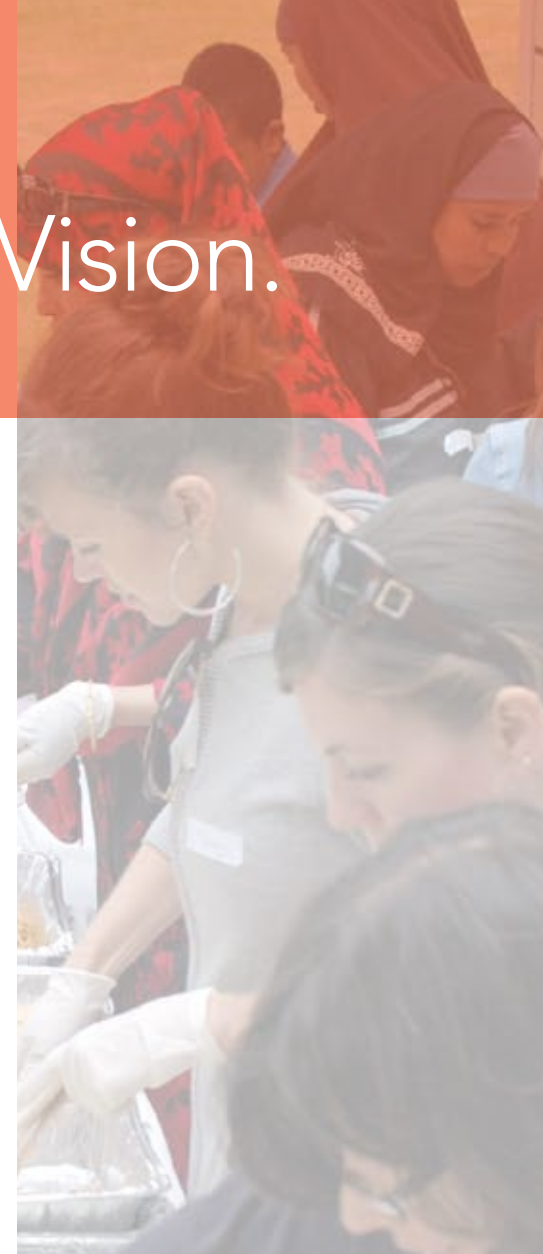
Neighborhood  
House



**2010 Annual Report**  
**What it takes**

# What it takes...

## Compassion. Care. Generosity. Vision.



Dear friends and supporters,

For so many of us, 2010 was a difficult year. The economic recovery is a slow process, and we know that many in our community are still hurting — unemployment remains high, and millions of us are learning to make do with less. The families we serve are especially vulnerable. There are fewer jobs to be had, and less access to services for those who need them the most. That's why Neighborhood House's standing as a multiservice agency is as important as ever — for thousands of people each year, we offer a steady and stable resource in the community.

But even in the dire economic circumstances of the past year, Neighborhood House saw an almost unprecedented level of support from our friends and partners. While budget cuts put funding sources in jeopardy, substantial individual and corporate donations in 2010 proved vital in bridging the gap for many of our services. We also received a near-record amount of volunteer hours last year, demonstrating once again that our supporters are committed to giving of their time as well as money.

This recession has taught us that, even in the most trying of circumstances, kindness and generosity are still abundant. We know what it takes to ensure that our families thrive: it takes a compassionate and caring staff, and it takes a generous and visionary group of donors. With your support, we look to the future as an agency that continues to provide comprehensive services to our neighbors who find themselves in the greatest need.

Sincerely,

Mark Okazaki  
Executive Director

Lori E. Husa  
Chair, Board of Directors



# It takes...



## ...children eager to learn and play.

Vibrant, healthy communities begin with the youngest generation. Our child development program prepares the youngest of us to excel in the classroom and beyond. Home visitors in our Parent Child Home Program promote early literacy and parent-child bonding for the very young, through demonstrations of reading and educational play. Our Head Start program provides preschool-aged children with the tools and education they need to make a fluid transition to kindergarten. Education extends from early learning building blocks like math and reading to important everyday lessons about exercise, nutrition and positive interaction with peers.

## ...youth engaged in the classroom and their community.

Our youth programs don't stop at success in school — we encourage adolescents and teens to go beyond the classroom to become young leaders in their community. Launched in 2010, our Youth Empowered with Leadership Strengths (YELS) program focuses on social action and civic engagement among youth in the High Point neighborhood. Participants take meaningful steps to improve their community by organizing youth forums and neighborhood cleanups, and by partnering in community initiatives such as High Point's P-Patch garden. The Teens Against Drugs and Alcohol (TADA) program recruits young people to serve as peer leaders and role models who teach the dangers of drug and alcohol use. And our tutoring centers go beyond homework help, with activities that promote healthy living and respect for oneself and others.

2010 also saw the launch of the Digital Connectors program at Rainier Vista. Enrollees in the program serve as technology ambassadors that provide basic computer training in their community, while at the same time acquiring valuable leadership and communication skills.





# It takes...

## ...adults who care, dream and succeed.

Whether it's connecting them with job-readiness resources, providing citizenship or ESL instruction, or promoting physical fitness in a fun and comfortable environment, our programs for adults are designed to help them achieve their goals. Programs at our Technology Center at Rainier Vista connect adults to both basic and advanced ESL training, as well as the computer skills necessary to succeed in a tech-minded world. And in a down economy in 2010, our employment program maintained a robust job placement rate.

For those with an eye toward better health, our Be Active Together program offers free exercise classes with energetic instructors in a community environment. Weekly classes, both co-ed and women-only, promote physical fitness for people of all ages.

For our families, we encourage parents to take the lead in being active participants in their child's education. Beyond our parent-child education and family case management services, both our early childhood education and our youth and young adult programs offer numerous opportunities for parental involvement, giving adults the chance to be engaged in the success of their children.

## ...seniors active, healthy and independent.

It is a strong community that treats its elders with respect and dignity. Walking groups and exercise programs help keep seniors active, fit and healthy. To make access to health services easier, our fleet of vans gets older adults and persons with disabilities to important health appointments on time. Social events, including a monthly community kitchen at our Rainier Vista Center and bimonthly neighborhood nights at our High Point Center, ensure that seniors are not isolated from their communities.



# It takes...

## ...a vision for the future.

Neighborhood House recognizes that along with providing strong, community-based programs, we have a responsibility to be good environmental stewards. That's why in 2008 we embarked on a campaign to become a cleaner, greener agency. The cornerstone of the effort is our High Point Center, a state-of-the-art environmental learning center and community gathering place in West Seattle. In 2010, we launched and completed Phase II of our Solar Panel Challenge, bringing the number of solar panels online at the center to 384. That array of solar panels — the largest on a neighborhood center in the state — has already kept more than 34,000 pounds of CO2 out of the atmosphere.

High Point is also home to our High Point PROMISE initiative. Launched in 2010, the initiative is our promise to ensure that all 1,200 children in the neighborhood graduate from college, whatever it takes. That's our vision.

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# CASASTART matches tutor with student for math success



This year Rachel, an AmeriCorps member, enriched our CASASTART program, in the middle school academic tutoring program. Rachel's background in math and communications was coupled with a passion and dedication to our students. But as she learned, it's a challenge to build the confidence that some of our clients need to accept help from a tutor.

One student, Matt, was especially reluctant. He loved basketball and dreamt of playing on the team, but in order to participate in sanctioned athletics he needed to earn a 2.0 grade point average. Matt's hopes of being on the team seemed out of reach with D's and F's on his report card.

## Rachel began by observing Matt in class and devising strategies to help him focus on the work.

His CASASTART case manager thought Matt would hit it off with Rachel. She also hoped the basketball coach might be willing to talk with Matt if he could start raising his grades.

Rachel began by observing Matt in class and devising strategies to help him focus on the work. After class they would head to the library or a quiet corner to tackle some difficult concepts or math problems.

Matt's attitude started to turn around as his effort increased. By the beginning of the second quarter he'd already earned some Cs in his most dreaded subject: math. He started seeking out Rachel on his own and asking for more help. As Matt and Rachel watched his math grades rise, the coach offered an invitation to practice with the basketball team.

It was Matt's case manager who mentioned to Rachel that Matt had never earned a grade higher than a D in his entire middle school career.

By now, Matt began to feel that if he could conquer math, he could achieve anything. And as the holiday break approached; Matt was earning a solid B. An A was possible, depending on how well he could do on the final semester test. Test fears were one of Matt's biggest hurdles.

One day he told Rachel that being a C student was okay, but now he felt like an A student. When grades were posted, it was clear that Matt had overcome his fear. He got an A in math.

His identity is broadening from being "good at basketball" to also being "good at math." For the first time he feels ready for high school next year.

## Matt began to feel that if he could conquer math, he could achieve anything.

## New English skills spell opportunities



Bhutan, a small kingdom nestled in the Himalayas, between India, Nepal and Tibetan China, is often perceived as a tranquil, idyllic land. But it has a history of violent political conflict and persecution of the Lhotshampas. Bhim and his family are members of this Nepali-speaking, predominantly Hindu minority.

During the height of the persecution of the Lhotshampas in the early 1990s, Bhim and his wife Pabi fled with his family to a refugee camp in Nepal. For the next 18 years, Bhim and his family tried to make a home for themselves as they struggled to find a way out of the camp.

"Life in the refugee camp in Nepal was very painful," said Bhim, speaking to David Moser, his Neighborhood House case manager. "For 18 years, my family lived in a house with a plastic roof and no running water." The couple had two sons while living in the camp — Chhabi, born in 1998, and Khem, born in 2003. Finally, in 2009 the United Nations provided travel documents for thousands of Lhotshampas to immigrate to the United States. For Bhim, Pabi and their family, a new opportunity awaited them.

"After we learned we were going to move to the U.S., we were so happy," Bhim said. "And we thought life in the U.S. would be very easy. But now I know that in the U.S. you must work very hard."

Bhim was referred to Neighborhood House by his settlement agency in August of 2009, after just one month in the country. Eager to hold a job and support his family, he knew that the key to surviving in his new country was learning English. He came with a whole-hearted desire to be successful in what he called "this land of opportunity."

Neighborhood House enrolled Bhim in vocational ESL classes and job readiness training, and in computer literacy classes at our Rainier Vista Center. He began to assist the other students in class who were struggling, and volunteered to help translate as well. Soon after, he was placed in an internship, where he was able to practice English and learn work skills at the same time. Neighborhood House provided bus passes to help get Bhim to and from his work site.

His hard work paid off — in May of 2010, Bhim was hired as a dishwasher at Merrill Gardens Retirement Home in Queen Anne. He enjoys stable, full-time employment, with great benefits and health insurance. He's enrolled in night classes to improve his English — in time and as his English improves, his supervisor has said he'll have the opportunity to advance to a cooking position. And the family's journey with Neighborhood House is ongoing — Pabi is a participant in our Refugee and Immigrant Assistance employment program.

Just two years removed from nearly two decades spent in the refugee camp in Nepal, Bhim and Pabi look to a future that is much brighter. "Thank you to Neighborhood House for helping me to help my family in America," Bhim said.

"Thank you to Neighborhood House for helping me to help my family in America."



# By the numbers.

At Neighborhood House, the doors are always open to meet the challenges and needs in our community.

## OUR COMMUNITY

**17,500** people in 2010 utilized our services. **60%** are immigrants or refugees. **639** come from 25 countries, and speak 68 languages. **6,803** people found information, referrals, or assistance for housing, health and basic needs. **194** progressed towards U.S. citizenship. **41** became naturalized citizens.

## EMERGENCY SERVICES

**1,454** crisis calls were resolved, including many that saved families from eviction. **\$134,500** in emergency assistance funds distributed.



## THROUGH HELPLINE

**623** people found short-term emergency services. **216** received utility-cost assistance. **140** received cash assistance for rent. **208** got emergency infant supplies – diapers, formula and clothing. **141** received food or referrals for food help.

## JOBS

**528** received training to advance in their chosen career. **260** found employment. **194** for the first time in America. **20%** was the average increase in our clients' hourly wages.

## PUBLIC HEALTH

**780** adults received training to help with family conflict, substance abuse and risky behavior. **733** men and women received substance abuse and HIV/AIDS assessment, assistance and referrals. **515** used our new Rapid HIV Testing program. **738** men and women participated in activities to improve physical mobility and health.

## LITERACY

**283** people became more proficient in English through free classes.

## FAMILIES

**5,002** people became more self sufficient through “whole family” case management.

**848** families actively engaged with their children’s schools, and helped their children learn more at home. **882** families -- 654 at High Point Family Center and 228 at Rainier Vista Center, attended social activities, learned new skills, or received other assistance.

**385** families found support in their own languages to understand the school system, their children’s progress, and engage with the school staff. **250** caregivers took parenting classes or received intensive coaching.

## FINANCIAL LITERACY

**1,020** people took steps to improve their futures via financial literacy classes and coaching.

## TRANSPORTATION

**331** people who needed transportation got to their job services, training, and child care commitments.

## YOUNG CHILDREN

**100%** of the early childhood education programs were filled and waiting lists were maintained. **93%** of our Head Start graduates were assessed as ready to learn in kindergarten. **100%** of Head Start and Early Head Start students received medical and dental exams. **404** families participated in early learning and educational activities with their children.

## YOUTH and TEENS

**500** participated in community forums to raise awareness about underage drinking and drug abuse. **391** participated in safe and healthy after-school programs at three Youth Tutoring Resource Centers. **341** engaged in life-skills programs to enhance their decision making. **169** at-risk youth benefited from intensive case management assistance. **106** developed leadership skills and a deepened commitment to their community. **30** became peer leaders, receiving training to lead community forums on drug abuse and under-age drinking.



## SENIORS and DISABLED ADULTS

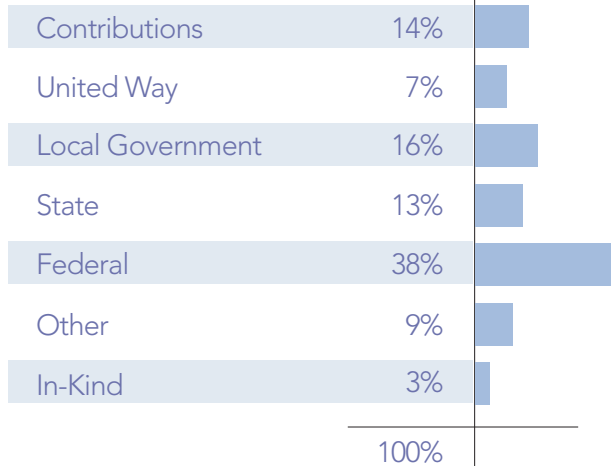
**3,328** people made it to their health and social services appointments with help from our transit system. **194** participated in field trips, luncheons and exercise groups that increased their health and well-being and helped them to remain independent in their homes. **607** reduced their social isolation and achieved more independence through community-based social and health activities. **493** gained access to specialized health-care or nutritional help.



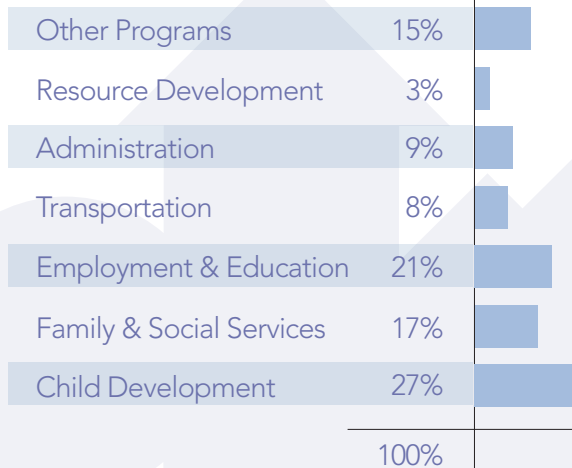
# By the numbers.

# 2010 Neighborhood House Financials

## Revenues by Funding Source 2010



## Expenses by Program Area 2010



## Operations

### Revenues by Funding Source

	2010 Unaudited	2009 Audited
Corporate and Individual Contributions <sup>1</sup>	688,766	*1,202,979
United Way <sup>2</sup>	811,458	459,585
Foundations and Other Grants <sup>3</sup>	893,061	*1,844,275
City of Seattle/Seattle Housing Authority	1,099,034	701,196
King County/King County Housing Authority	737,789	620,962
State	1,469,756	*3,794,468
Federal	4,083,479	*4,628,492
Fees and Miscellaneous <sup>4</sup>	560,648	301,853
Investment Income and Change in Value	490,915	321,247
In-Kind	353,708	*614,650
(Less Revenues For Capital Project)	(390,952)	(3,667,082)
<b>Total Operating Revenue</b>	<b>10,797,662</b>	<b>10,822,625</b>

### Expenses by Program Area

	2010 Unaudited	2009 Audited
Child Development	3,019,195	3,117,970
Family and Social Services	1,821,768	1,766,616
Employment and Education	2,281,265	2,501,453
Transportation	889,799	1,089,490
Administration	1,033,838	1,038,721
Resource Development <sup>5</sup>	340,067	418,440
Other Programs <sup>6</sup>	1,637,430	718,238
(Less Building Depreciation)	(340,169)	(99,470)
<b>Total Operating Expense</b>	<b>10,683,192</b>	<b>10,551,458</b>

\* 2009 includes High Point capital campaign revenues

<sup>1</sup> 2009 end of Basic Health Sponsorship funding

<sup>2</sup> 2010 United Way funding for Parent-Child Home Program

<sup>3</sup> 2009 includes recognition of a multi-year foundation contribution

<sup>4</sup> Includes New Market Tax Credit financing income

<sup>5</sup> 2009 includes Capital Campaign fundraising expenses

<sup>6</sup> Includes New Market Tax Credit financing, building depreciation and other programs.



# ...and it takes you

## Microsoft team springs into action to build new playground.

Nichole Peterson, director of Microsoft's Global Creative Solutions team, had already participated with her team in a Day of Caring event: designing and painting a colorful mural in the play area at our Yesler Terrace Head Start location. But she wanted to go one step further to support Neighborhood House programs — so Nichole challenged her team to raise \$2,500 for our agency, and pledged to personally match their donations up to a total of \$5,000. Her goal was to raise \$10,000, with Microsoft's matching donation, to buy new playground equipment for the children in our Head Start classrooms.

"Well, we didn't hit our \$10,000 goal," Nichole later e-mailed her colleagues. "Nope. Typical Global Creative Solutions style, we went above and beyond. With Microsoft's matching, we're over \$17,400 towards giving these kids a better playground and more."

The generosity of Nichole and her team exemplifies "what it takes" to ensure our families have the resources and support necessary to thrive. And it's a cause in which so many have taken part.

To everyone who gave to Neighborhood House in 2010, we extend our deepest gratitude.

# Thank you to our 2010 contributors

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