

# NEIGHBORHOOD HOUSE, INC

---



## ANNUAL REPORT

REPORT FOR OCTOBER 2021



# STRONG

[WWW.NEIGHBORHOODHSE.ORG](http://WWW.NEIGHBORHOODHSE.ORG)

# ABOUT US

## Our Mission:

On a foundation of Christian principles, Neighborhood House provides transformational programs that positively impact low to moderate income individual, families and communities.

## Our Vision:

To create positive change by offering the community a wide variety of programs and services including crisis alleviation, case management within the Family Services Program, Neighborhood Empowerment Center, Financial Literacy Counseling, Early Learning and School Age Programs with before and after-school care and Comprehensive Housing Counseling.

## OUR DEPARTMENTS

Family Services & Homeless Prevention

Housing Counseling &  
Foreclosure Prevention

Youth Development

Neighborhood Empowerment Center

Neighborhood House  
Early Learning Center





# OUR BOARD

Dr. Freeman Williams  
Rev. Joseph Archie  
Mr. Freddy Lee Allen Jr.  
Rev. Anthony Arrington  
Rev. Kevin Benjamin  
Ms. Lovedy Berkley  
Ms. Sara Cavanagh  
Mr. Timothy George  
Mr. Wayne Marshall

Mrs. Norma Zumsteg  
Mr. William Pelham  
Rev. Chris Pennington  
Mr. Randy Redcay  
Ms. Marie Reed  
Mr. Marvin Thomas  
Ms. Angela Taylor  
The Hon. Ferris Wharton



# Our Staff and Volunteers

---

**Ms. Alison Windle,**  
Executive Director

**Ms. Staci Price,**  
HR Generalist/Executive Assistant

**Mr. Darryl Dickerson,**  
Business Manager

**Mr. John Henry Reed,**  
Housing Counselor

**Ms. Kelly Lacy,**  
Family Services Director

**Ms. Nike Marshall,**  
Development Coordinator

**Ms. Marilyn Hendershot,**  
Family Services & Homeless  
Prevention, Middletown Coordinator



**WILMINGTON**

---

NEIGHBORHOOD HOUSE



# Our Staff and Volunteers (cont'd)

---

**Ms. Jasmine Bowers,**  
Daytime Reception, Wilmington

**Mr. Will Evans,**  
Evening Reception, Wilmington

**Ms. Sandra Pugh,**  
Administrative Assistant,  
Middletown

**Mr. Terrell Brown,**  
Facilities Maintenance Technician

**Mrs. Rhodah Harrell,**  
Early Learning Center Administrator

**Ayanna Williams-Olaniyan &  
Esther Lauser**  
NDEHS Family Service Specialists



**WILMINGTON**

---

# Our Staff and Volunteers (cont'd)

## Youth Development Department:

**Ms. Joanne Parker-Henry**  
School Age Administrator

**Cynthia Williams**  
Assistant Supervisor

**April Broomer**  
Education & Family Liaison

**Joselyn Harris**  
School-Age Assistant

**Isiah Mitchell**  
School-Age Site Assistant and Coach

**Sefton Morris**  
School-Age Site Assistant and Coach



# **Our Staff and Volunteers (cont'd)**

---

**Youth Development Department:**

**Extended Hours Program:**

**Jacovian Butler  
Shaquille Davis  
Elijah Dockery  
Charisse Dryden  
Patty Warren**



**YOUTH DEVELOPMENT**



# Our Staff and Volunteers (cont'd)

## Early Learning Center:

**Felda Renee White – Lead Teacher**

**Nicole Robinson – Teacher Assistant**

Looping 1

**Antranise MaRiah Wright – Lead Teacher**

**Tiana Nieves Danner – Teacher Assistant**

Looping 2

**Jeanna Bowers – Lead Teacher**

**Alyssa Houghtling – Teacher Assistant**

Multiage

**Carlotta Walker-Banks**

Cook

**Leah Leader**

Teacher Mentor Coach and Curriculum  
Coordinator



# Our Community Partners

In addition to a strong staff and Board of Directors, we are supported by dedicated and loyal community partners like Mt. Joy UMC, The United Way, The Delaware Stars Program, The Christina School District, University of Delaware, Wilmington Parks and Recreation, the Peninsula Delaware Conference of the United Methodist Church and countless other organizations and individual supporters.



# Program Agenda

## Welcome and Opening Remarks

*Dr. Freeman Williams*

## Opening Prayer

*Rev. David Buchanan*

## Introduction of Board Members

*Dr. Freeman Williams*

## Recognition of Special Guests

*Alison Windle*

## Introduction of Staff

*Alison Windle*





# Program Agenda

## Installation of Officers

*Mrs. Norma Zumsteg*

## Recognition of Graduating Board Members

*Dr. Freeman Williams*

## Blessing of the Food

*Rev. Kevin Benjamin*



# Board Meeting Schedule 2022

---

**November 23, 2021**

Full Board -Regular Meeting

**December 21, 2021**

Board and Staff Christmas Party

**January 25, 2022**

Full Board - adoption of new budget

**March 22, 2022**

Full Board - Regular Meeting

**May 24, 2022**

Full Board - Regular Meeting

**July 26, 2022**

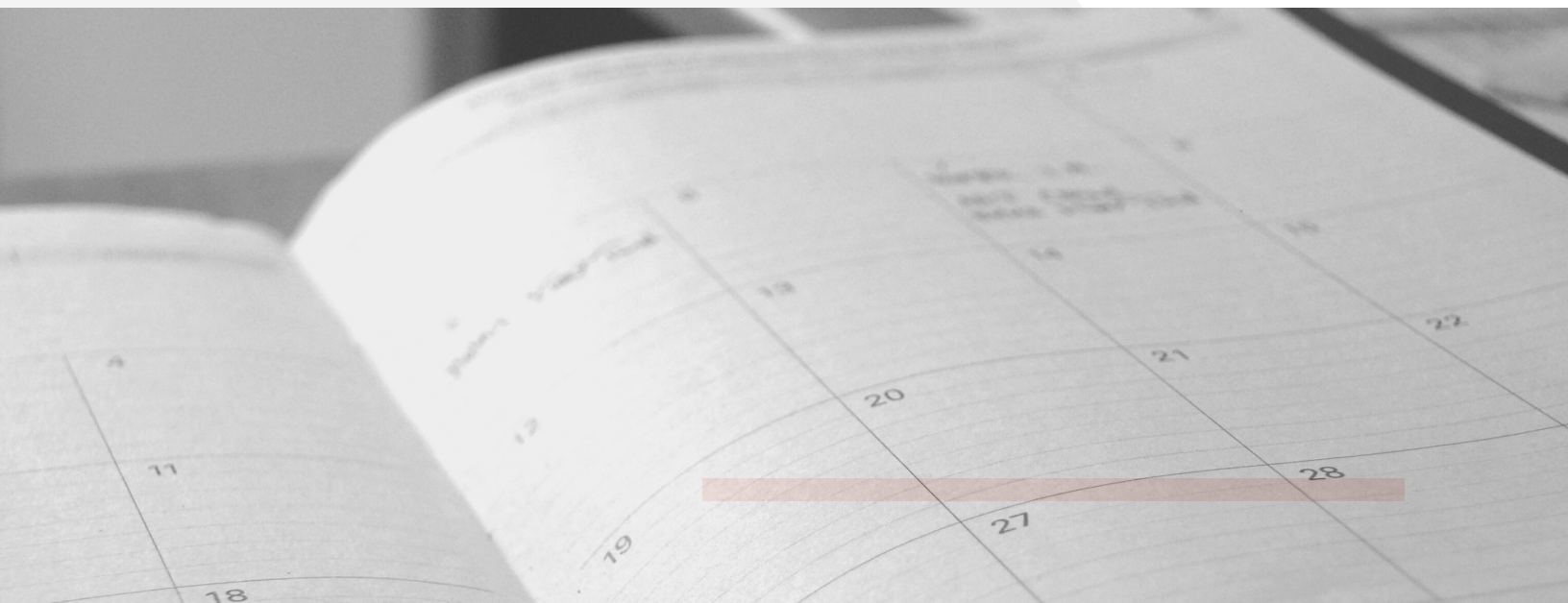
Full Board - Regular Meeting

**September 27, 2022**

Full Board - Regular Meeting

**October 25, 2022**

Annual Meeting and Luncheon



# EARLY LEARNING CENTER

This has been some year! The global pandemic of 2020 has been painful in so many ways and for so many people, yet at the Neighborhood House Early Learning Center, there is so much to be grateful for. For one, I am thankful to be part of a team of committed educators who have rose above the challenges of the pandemic and its impact on everyday life. In April 2020, the Early Learning Center closed for 3 months after we received word that Governor Carney decided to close all child care centers. The Governor then asked centers to apply to become emergency child care sites and only open with his office's approval to serve children of essential staff. We did not have enough families to remain open and quickly rolled out a plan to engage the children through virtual learning.

In June, we reopened the center with most of our families returning and others opting to remain virtual. As we all know, the pandemic has been an evolving situation and one that has tested and stretched us. We have found ourselves concerned about the health and wellbeing of the children, families and staff. I cannot forget to mention the tireless efforts of our teachers who have gone above and beyond the call of duty.

They are our heroes and I am grateful for their commitment to our program. All this would not be possible without the support of the entire Neighborhood House community and New Directions Early Head Start..

I am pleased to report that during the months we closed, we were successful in offering 27 families an opportunity for virtual learning. So, how did Toddlers and Infants participate in this kind of learning? With the guidance of our Curriculum Coordinators, Coaches and Mentors, our Teachers created individualized experience plans for each child and set learning goals through activities that were easy to do at home. We were careful to plan activities that involved each family's routines and using materials found around their house like making a puppet from a pair of socks. Examples of these activities included Teachers having story time through Zoom, and a lunch get together over Zoom. Families happily shared pictures of their children engaged in play and other activities at home.

We have embraced the new normal of operating with the challenges of the pandemic. We are marching on and looking forward to a better and brighter year. We appreciate the trust the families have given us and for their patience and understanding. We continue to be guided by our mission of providing high quality care and working with families to positively impact the growth and development of their children.



# FAMILY SERVICES

Our Family services and Homeless Prevention department is designed to assist families and individuals in crisis to meet their immediate basic need for food, clothing, heat, electricity diapers, school supplies and co-pays.

We help the individuals and families that come to us look at their spending and find ways to leverage their earnings and create budget to cover their expenses. We assist where we can by supplementing the needs like food and helping to pay past due utility bills.

During the holidays, our Family Services Staff and Volunteers organize distribution of gifts and food baskets for Adopt-A-Family so the individuals and families we serve can enjoy holiday festivities like everyone else.

Some of our community partners are:

- Bethesda United Methodist Church
- Aldersgate United Methodist Church
- Buttonwood United Methodist Church
- St. Paul's United Methodist Church
- MOT Big Ball
- Food Bank of Delaware
- Coverdale Farms

**Middletown Staff, Volunteer and Donors**

Our department is small, but we serve Wilmington, as well as Southern New Castle County.

The services we offer are as follows:

Food Closet

Utilities

Rent

Clothing

Emergency Housing

Baby Boomers Diapers

Personal Hygiene Supplies

Furniture

Employment Prep

Gift Cards

Book Bags

Summer Camp

Eye Glasses

Bus Tickets

Easter Food Baskets

Thanksgiving Baskets

Christmas Dinner Baskets

Adopt-A-Family

Prescriptions



## FAMILY SERVICES (CONT'D)

Here's a snapshot showing how many clients we served during f2020 in Wilmington and the MOT area:

SERVICES PROVIDED	WILMINGTON	MIDDLETOWN	TOTAL
Food Closet	149	135	284
Utilities	85	42	127
Rent	7	13	20
Clothing	10	2	12
Emergency Housing	0	4	4
Baby Boomers Diapers	2	3	5
Personal Hygiene Supplies	0	0	0
Furniture	1	1	2
Employment Prep	0	1	1
Gift Cards	15	2	17
Book Bags	0	14	14
Summer Camp	0	0	0
EyeGlasses	0	1	1
BusTickets	0	0	0
Easter Food Baskets	0	0	0
Thanksgiving Baskets	40	102	142
Christmas Dinner Baskets	0	11	11
Adopt-A-Family	63	101	164
Prescriptions	0	0	0
<b>TOTAL</b>	<b>372</b>	<b>432</b>	<b>804</b>



Wilmington Food Pantry

# YOUTH DEVELOPMENT

During the pandemic, we implemented our School-Age Virtual Learning Program. Our program adhered to DELACARE regulations offering virtual learning (7:30 AM -2:30 PM) and after-school activities (2:30 PM to 4:30 PM).

Each day, the same group of children were assigned to the same staff in the learning spaces or classrooms. Mingling of groups is restricted and the children remained socially distanced (6 feet apart) in shared spaces. Regular cleaning, sanitizing and handwashing were conducted by staff as required and a cleaning company sanitized "hot spots" at the end of each day after programming.

Pre-packaged State meals were provided by Wilmington's Department of Parks & Recreation. Other food preparation was restricted to assigned staff, as appropriate. All childcare staff and children were provided and required to wear protective cloth face

*Kids deserve the right to think they can change the world.*

*-Lois Lowery*

face coverings (face masks) while on-site). Parents were (and are still) required to complete a daily questionnaire at drop off and pick-up at the facility entrance.





# YOUTH DEVELOPMENT (CONT'D)

## Participation Numbers (Duplicated)

School-Age (before and after school	8,200
Summer Enrichment	2,035
Extended Hours, Events, Trips, etc.	7,517

---

<b>Total (Duplicated Numbers)</b>	<b>17,752</b>
-----------------------------------	---------------

---

November 1st Thru December 18th (2019) = 3,022 + 17,752  
**Revised Total (Duplicated Numbers) = 20,774**

## Success Measures (Average Percentages)

Completed Yearly Program.....	<b>91%</b>
Daily Attendance.....	<b>80%</b>
On Grade Level.....	<b>95%</b>
Advanced (Promoted).....	<b>100%</b>
Honors (as of MP3).....	<b>10%</b>
Suspensions.....	<b>12%</b>
No Suspensions.....	<b>88%</b>
Parent Engagement.....	<b>77%</b>



# HOUSING

Our CMS- Client Management System is Launchpad with Salesforce. Victoria Thomas our Data/Compliance Specialist is receiving training and license to input our client data into the system for compliance with HUD. This CMS will be changed to COMPASS with NeighborWorks in April 2021. We are expecting to get new and improved training with this new CMS. COMPASS will allow our HUD 9902 numbers to be generated into HUD's system for easy access. The 9902 reports are done quarterly to give HUD our client numbers and data points important for Congress and future funding.

Homebuyer Education changes- Staff is in training for enrollment into the Homebuyer Education online course with [www.ehomeamerica.com](http://www.ehomeamerica.com) website. The clients will pay for the training and NHI will be reimbursed via direct deposits. All other housing agencies are already enrolled into providing online training. This is something we wanted to put aside for a while, so we were offering face to face HBE classes. But due to the pandemic we all have to make changes to better meet the need of our clients. Ehomeamerica is an approved online course with HUD.

DEHAP- Delaware Emergency Housing Assistance Program During the month of March till August 2020, we received 939 applications for rental assistance. We were able to approve and assist 117 who avoided eviction and stay in their rental units, because they met all required eligibility for the funding with DSHA. We received \$15,785 from DSHA for processing these approved applications.





## HOUSING (CONT'D)

DEMAP- Delaware Emergency Mortgage Assistance Program - We processed 99 applications for this DEMAP program, 30 were approved with funding to bring their mortgage current and met the eligibility required by DHSA. This program ended on December 30, 2020. We received a check in the amount of \$6,250 for staffing for this program and will get reimbursement of \$250. per approved cases, as of date we received \$2,500 and expecting another \$5,000.

Delaware Department of Justice -Mediation hearings- mediation cases in New Castle started August 26th, the first matters were scheduled for those cases that were postponed in March 2020. We conducted these conferences via Zoom, starting as early as 8:30 and ending at 5:00pm. These cases are getting harder as clients now are required to mail, fax or email us their documentations. We typically have 6-9 cases during mediation. Mediation is held every 1st and 3rd Wednesday of the month.





# EMPOWERMENT CENTER

The Neighborhood Empowerment Center (NEC) began 2019 season with in-house Microsoft Office User Training and a series of Financial Literacy Workshops. Classes were scheduled as follows:

- Microsoft Word Certification – August 26, 2019 -October 9, 2019, 6:30PM -8:30PM, Tuesdays and Thursdays, Weekly
- Microsoft Excel Certification (2016) – January 6, 2020 – February 5, 2020, 6:00PM – 9:00PM, Mondays and Wednesdays, weekly
- Microsoft PowerPoint Certification (2016) – March 9, 2020 – April 15, 2020, 6:00PM – 9:00PM Mondays and Wednesdays, weekly

The Microsoft Word and Excel classes ran successfully. A majority of our students were just getting comfortable with using the computer. The demographic that expressed interest and attended in our training classes were age 40+, and taking the class to gain skills to transition from non-office related roles, or retirees interested in learning how to use the computer as a general interest.

On March 19th, the COVID pandemic shut-down the program. The instructor, (Travis Smith) did attempt to meet with the class virtually on March 23rd to continue to class. This attempt added an additional set of challenges to teaching the class. The program (and program space) is currently being redesigned to cover the health and safety needs and learning styles of our community members.



# EMPOWERMENT CENTER (CONT'D)

## **The Financial Literacy Program,**

sponsored by the City of Wilmington, Santander Bank, Wells Fargo, and NWM Got Soul (a Mount Joy Ministry), has continued to serve the Community through monthly virtual workshops on Budgeting, Credit Building, Insurance, and Home Ownership. Each of these workshops is designed to build one on the other. (So, participants should take Budgeting before Credit Building if they are planning to purchase a home. Then, taking the Home Ownership workshop to round out the series fulfills meeting their financial goals. (We had at least two participants follow this path and purchase homes since starting the workshop series with NWM.)



The Empowerment Center Programs were promoted on social media (Facebook, Twitter), on our website (Neighborhoodhse.org), email, on flyers left in our lobby and youth department, by word of mouth, handed out by NWMs Street Team, and for a period of time – by radio promotion (free PSA across 5 stations in Delaware and Pennsylvania).

NWM sponsored the following:  
Radio spots (cost of studio time and recordings run October – December 2020) - \$500  
5000 printed flyers and design work and distribution (October 2020 – December 2020 (distribution of flyers) Design work for online continued at no additional cost to NHI through 2021) - \$1200+



**Today's Luncheon was provided by:**  
**Chef Angell**  
**<https://www.signaturesbyangell.com/>**



**This event was sponsored by:**







Every day, you  
help to build a  
stronger  
community.

We're proud to support Neighborhood House Inc for driving the change that makes each day better than the one before.

**Contact Monica L. Burch**

SVP and Market Manager

215-585-4606

[monica.burch@pnc.com](mailto:monica.burch@pnc.com)

[pnc.com/communitydevelopmentbanking](https://pnc.com/communitydevelopmentbanking)



©2021 The PNC Financial Services Group, Inc. All rights reserved. PNC Bank, National Association. Member FDIC  
CON PDF 0618-0106

# FIND US HERE!



**Neighborhood House, Inc.**  
1218 B Street  
Wilmington, DE 19801  
Phone: 302-658-5404  
Fax: 302-652-3983

or

**Neighborhood House, Inc**  
811 N. Board Street  
Suite 219  
Middletown, DE 19709  
Phone: 302-378-7217  
Fax: 302-378-7277

[info@neighborhoodhse.org](mailto:info@neighborhoodhse.org)  
[www.neighborhoodhse.org](http://www.neighborhoodhse.org)



@NeighborhoodHouseIncDelaware



@NHI\_DE



[www.linkedin.com/company/neighborhood-house-inc](http://www.linkedin.com/company/neighborhood-house-inc)

**WWW.NEIGHBORHOODHSE.ORG**