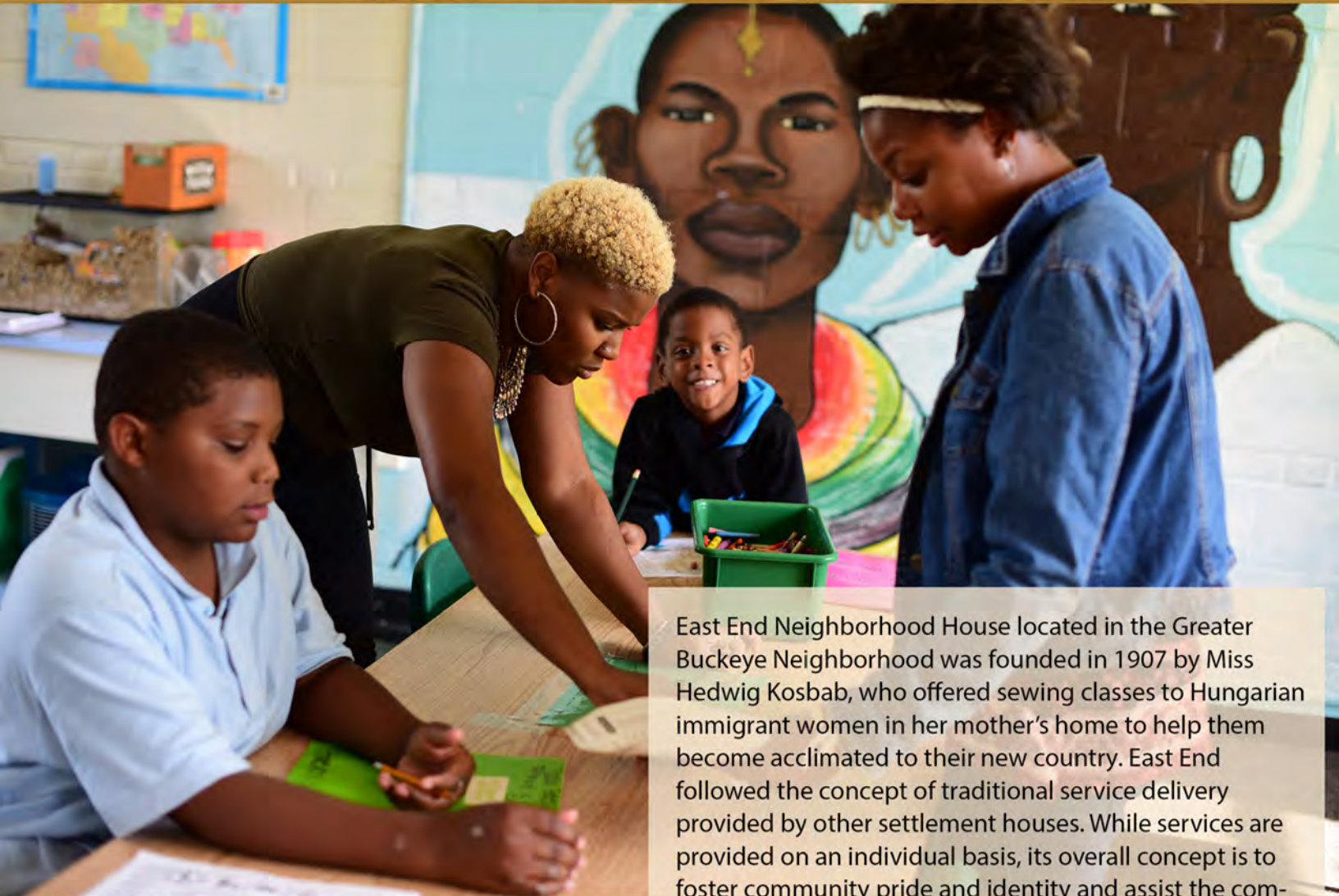


2016-2017



Since 1907
**East End
Neighborhood House**
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East End Neighborhood House Annual Report

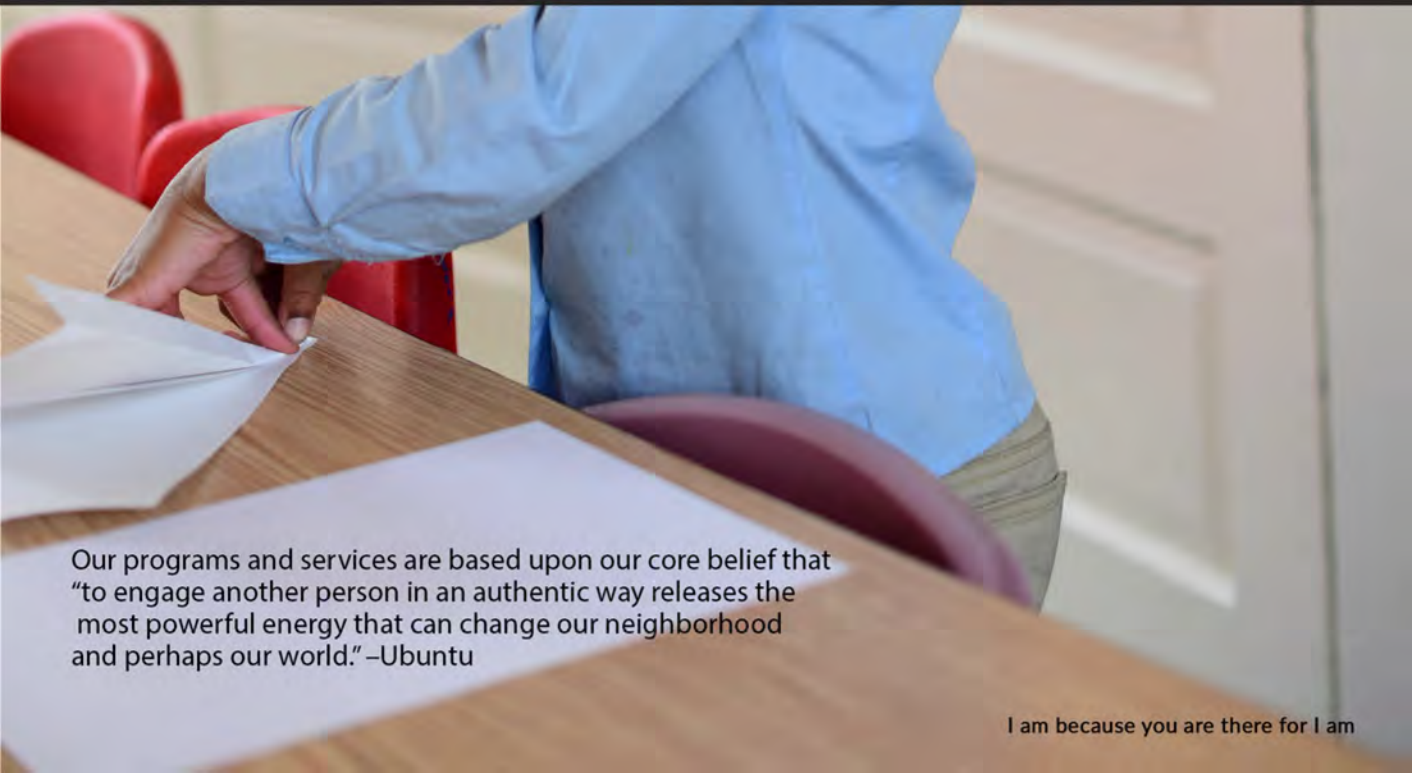


East End Neighborhood House located in the Greater Buckeye Neighborhood was founded in 1907 by Miss Hedwig Kosbab, who offered sewing classes to Hungarian immigrant women in her mother's home to help them become acclimated to their new country. East End followed the concept of traditional service delivery provided by other settlement houses. While services are provided on an individual basis, its overall concept is to foster community pride and identity and assist the community in collectively resolving their own problems. East End Neighborhood House services 1,200 individuals per year; with 25 staff members and \$2m budget from diverse funders local and national.



“Today East End’s mission is to provide the families of our community culturally competent and compassionate social services, education, and activities so that each member from child to senior- can become self-sufficient and thrive! We dream of a strong community where every member is empowered through tools, knowledge and support to be productive, loving and resilient. **”**

ZULMA ZABALA, JD, MPA
President and Chief Executive Officer



Our programs and services are based upon our core belief that “to engage another person in an authentic way releases the most powerful energy that can change our neighborhood and perhaps our world.” –Ubuntu

OUR VALUE SYSTEM

Six important values provide focus to practice

1

Compassionate Practice- acknowledge origin of challenges to engage authentically without judgement and to follow an equitable approach.

2

Opportunities for prevention- identify periods in a family/individual's journey that while challenged by social determinants of poverty, can still be salvaged or otherwise supported to avoid systematic involvement.

3

Wrap-Around Services- continuously evaluate our own programs to ensure that they align with mission and the needs as defined by those we serve. Simultaneously, maintain and nurture networks of others in service, to ensure that we connect families/individuals to other city and county-wide services, that we may not have in-house.

4

Family Voice and Assets- Always engage the voice of the served to support their goals for self-sustainability and always highlight their personal and holistic assets to nurture leadership.

5

Community Development - Actively engage as a community with those served and our neighbors to ensure we develop a community of caring individuals and families where everyone can thrive.

6

Advocacy- Engage locally, at the state and nationally so that we can continuously educate on challenges, rights, opportunities for change on behalf of those we serve.

Specialized services available:

- Educational, cultural, artistic and socialization opportunities for successful child and youth development.
- Food security, social activities, resources access, transportation and special respite space for Elders/ Seniors. Also, an intergenerational National Program to help low income retired seniors and children with special needs to come together for educational achievement and relationshipbuilding.
- Family support, resources, tools, guidance and access for those facing social determinants stemming from poverty and/or challenged economic status; ultimately to help them avoid system involvement.
- In 2018, leadership development for community involvement of those served to build collective voice, and resources will include entrepreneurial development with neighbors to build collective wealth!

-A MESSAGE FROM OUR BOARD CHAIR

"EAST END HAS SERVED ALL PEOPLE BOTH HISTORICALLY AND NOW. EAST END CAPTURES THE SPIRIT OF UBUNTU THAT CAN CRATE DIALOGUE AND ACTION THAT IS BOTH CHALLENGING AND EXCITING WITH DIVERSE GROUPS, CENTERS AND ORGANIZATIONS. ON RACE EQUITY MATTERS: THE DIALOGUE WOULD BE A GREAT START AS STATE CUTS ALIGN WITH EQUITY BASED ISSUES THAT ARE OFTEN ROOTED IN RACIAL INEQUITIES SYSTEMATICALLY; OFTEN DUE TO THE OVER REPRESENTATION OF MINORITIES THAT ARE DIRECTLY IN THE LINE OF FIRE. EAST END HAS BEEN A BEACON OF GREAT SERVICES FOR FAMILIES AND DIVERSE INDIVIDUALS THAT HAVE LIVED IN THIS NEIGHBORHOOD, I ENVISION THAT MOVING FORWARD IT WILL CONTINUE TO PROVIDE SUCH SERVICES! HOWEVER, I AM ALSO EXCITED TO SEE HOW IT CAN AS NEIGHBORHOOD INSTITUTION, BECOME PART OF THE DIALOGUE AND THE WORK STILL NEEDED TO TAKE PLACE ON BEHALF OF EQUITY AND TRUE COLLECTIVE SUSTAINABILITY."

- PETER WHITT BOARD CHAIR

Peter Whitt



East End Neighborhood House

I am because we are... UBUNTU



East End Neighborhood House has been an anchor for this community since 1907!

Since 1907

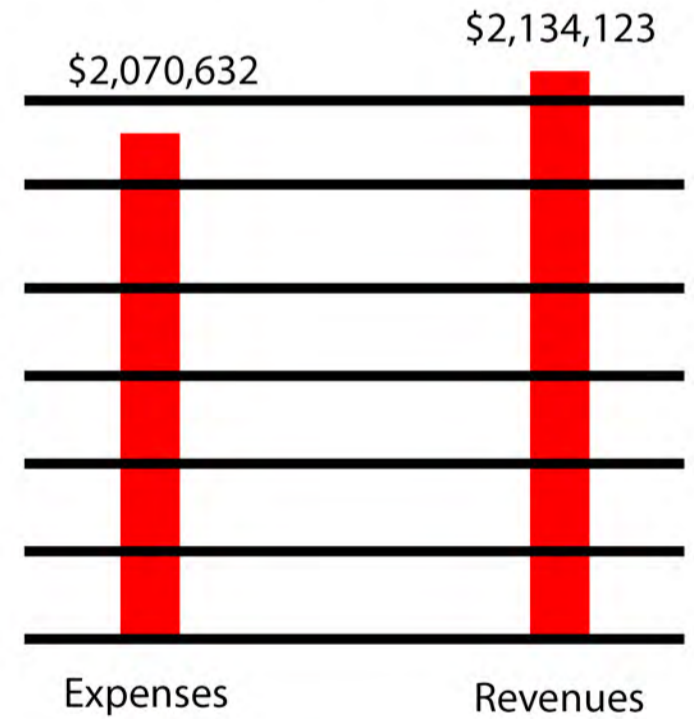
2016 EENH Finances Sum.
Reflects Audited Financials for 2016

Auditor's Highlights:

There were no accounting issues or audit adjustments for 2016. EENH's largest contracts FGP, F2F, Cuyahoga county Vouchers, provided respectively 20.7%, 17.2% and 13.3% of total of EENH revenues for the year end 12/31/16. Loss of a major contract in 2015, that was 13.6% of such budget continues to impact 2016. General capacity funds by three local/national foundations assisted with the efficiency of continued operations and the non-interruption of critical components of this valued neighborhood center.

The organization also holds an Investment Balance of \$43,702; mostly permanently restricted, as an endowment with the Cleveland Foundation.

Net Assets at the end of the year:
\$58,009



East End participates in the Fund for Shared Insight, Listen for Good (L4G), signature national feedback initiative. L4G builds the practice of feedback loops in the social sector and philanthropy, especially aiming to amplify the voices of those least heard. Survey Results for 2016-17 continue to demonstrate that East End Neighborhood House is a valued organization by its community.

HALLMARKS OF OUR APPROACH AND HISTORY CAN BE CATEGORIZED AS THE THREE C'S:

Cultural Competency and Humility:

What we are known for, serving people as who they are and where they come from without judgement and to drive equity work; now this practice including the humanistic philosophy of Ubuntu.

Collaborations:

East End services as a lead agency in for various projects and opens its doors to collaborate with others to provide services, advocacy and activities.

For example, working with:

- Council of Neighborhood Leaders and its' Collaboratives to keep African American children from disproportionately representing the child welfare system
- South East Senior Collaborative, a network of senior centers out of settlement houses to meet the needs of 700 seniors collectively in the face of challenging funding sources
- The LGBT Center to raise needed awareness and include services to the LGBTQ community
- The R.I.S.E. Collaborative- a network of social service providers, faith- based organizations, small businesses, neighbors, and community leaders meeting and collaborating monthly to share resources, practice and advocacy to support families.

Co-Location and networking:

Where we can't provide a service but instead build networks of service providers or more intently help a service co-locate to the neighborhood by providing space for rental on annual or event basis and market-base price.



FAMILY-TO-FAMILY PROGRAM

RESOURCES, SUPPORT AND ADVOCACY FOR FAMILIES

330 TOTAL FAMILIES SERVED 2016-2017

311 REFERRALS 2016-2017

101 PREVENTIONS WALK INS 2016-2017

	CMHA	Aged Out Youth
(2016)	67	6
(2017)	45	11



Family-to- Family Examples of Impact and Outcomes

DCFS Referral:

Ms. A. has been involved with Child services since 2013. She has struggled with Mental health and substance abuse issues. Her children were removed October 2015 after previously being under court ordered protective supervision.

Mom had struggled for nearly two-years but finally was engaged by EENH caring Wrap Specialists with engaged with mental health, substance abuse and parenting services staying under our guidance and support until successful completion in 2017.

She secured housing in February before her third child was born in June of this year. Mom has come a long way, and has discovered new strengths. With community support she will continue to make strive for a better future and to be an asset to this community. *"DCFS Referral Family"*

Community Referral:

Mom #2 house caught on fire and the family lost everything she had in her possession. When she came to EENH staff she already didn't have any substantial furniture except for beds. She was not working and having difficulty paying her bills. She too was placed in a proactive plan of action and with guidance is now in a new place of her own and doing well in a new job.

Staff believes:

"The growing number of families we welcome to East End demonstrate that having a safe and resourced neighborhood center in the community with caring staff, and guidance is valuable."

Rachell Redcross, MSW/F2F

WHAT FAMILIES SAY

"I AM TREATED WITH RESPECT AND DIGNITY"

"I FEEL CONNECTED TO EVERYONE AT EAST END, MY KIDS ARE WELCOMED!"

Family-to-Family Special Events

EENH staff helped coordinate various Foster/Adoption Recruitment events: such as the Gospel Fest, Movie Night, Families Harvest Celebration.

Foster Parent Picnic coordinated by staff to support existing community foster parents.

EENH staff collaborated with DCFS around the County's Race for Homes/ Foster Adoption Recruitment Event.

Staff took part of the 7th Annual Cuyahoga County Conference on Social Welfare.

HIGHLIGHTS

The National Pan Hellenic Council of Greater Cleveland (Black Greeks) Thanksgiving Turkey Give-away serviced 40-Families with turkeys

Shoes & Clothes for Kids was hosted on site April, June, August, November & December - We Serviced over 400 Children

Coats for Kids was held on October 10th, - We serviced over 30 families

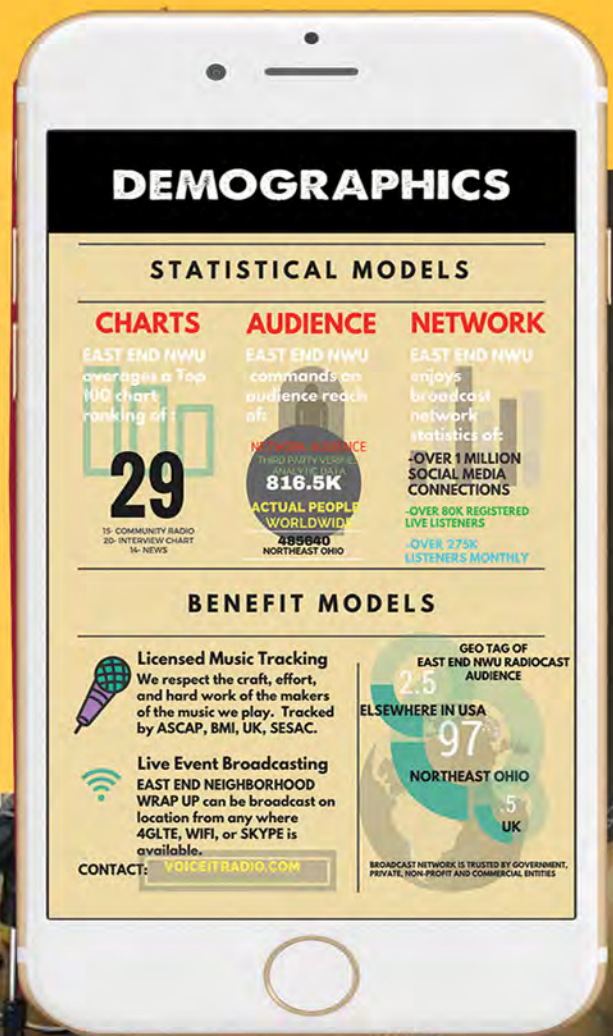
Toys-4-Tots We Serviced over 74 families

Horizon Kinship/ Foster Care Cluster Group Meets every 3rd Wednesday and is going strong

EAST END Neighborhood Wrap Up

East End Neighborhood Wrap Up is a weekly dialogue facilitated by East End Neighborhood House, which has served children, seniors, and families in the Greater Cleveland community for over 100 years.

Every Friday show hosts Zulma Zabala and James Jones will discuss current events, issues relevant to our communities, and provide insights of featured guests for the listeners' benefit. We hope you'll join us live, every Friday from 5pm-6pm as we learn, laugh, and lift each other up.



VISIT ONLINE

www.VoiceltRadio.com

Foster Grandparent Program:

A National Intergenerational Program funded by Corporation for Community Service trains low income seniors to volunteer their time to mentor and support children that have special needs.

Total of Families Served Overall

95 FGP volunteers serviced 324 children @ 22 volunteer sites during the 2016-2017 school year.



Impact/Outcome example:

The teachers at schools and early childhood programs, with an FGP volunteer in their classroom report being grateful to have the volunteers in their classrooms, it allows them to specialize the lessons, and have extra eyes to watch the children.

FGP provide the extra attention the students need when the teacher is too busy. FGP volunteers time save the public system from having to spend money on extra eyes in the classroom.

Special Events:

Breast Cancer Awareness program was presented to the FGP volunteers. Petrina Patterson, Outreach Coordinator for University Hospitals presented information to the seniors regarding breast cancer and breast health. Presentation included hands on demonstration with a breast model to show how to do a breast self-examination and what a lump feels like.

Highlights:

For our Annual FGP Recognition Luncheon we were honored to have **Councilwoman Yvonne Conwell** as our guest speaker for this event, who shared the value of traditions, care and love for child development.

Ubuntu Parent Leadership Initiative

This Initiative identified 20 parents willing to be coached for successful personal development and to eventually become peer leaders to engage future participants and work towards group sustainability.

Today 12 remain active, Outreach identified 47 parents who took part of assessment process, 22 unduplicated Individuals We gained 4 community adult supporters from the community, who although not parents are engaged with the parents as community supporters.

Initiative's Special Events: Day Retreat- the Business of You; Movie Day/discussion; Weekend Leadership Training

Impact/Outcome example:

Updated personal plans, group cohesiveness and sustainable peer support was created. 3 of our participants changed employment, 1 enrolled for GED, 2 interested in College Education and in 2018 12 women will enroll 2018's initiative offering entrepreneurial development in collaboration with ECDI, culminating with a micro-loan for implementation.

"I FEEL MORE POSITIVE AND FOUND A SENSE OF PEACE."
SHEENA 2016 SPEAKING OF THE LEADERSHIP WEEKEND TRAINING SHE ATTENDED.



We are in the process of collocating or collaborating with other quality-caring youth services!

Contact Director of Community Engagement and Outcomes for more information.
216-791-9378

COLOCATION-Initiatives!

As a sustainable strategy for youth services East End has embarked on a plan to plan a Youth Collaborative engage with other providers in its neighborhood and/or servicing the Buckeye neighborhood to provide an array of youth services. As a MyCom lead agency, we recognize that there is a growing collective concern by neighbors about the youth in our community. East End's stability, history, and leadership presents as the obvious partner to house co-location services; create SAFE space designed by youth voice and network youth advocacy!

A Partner: My Brother My Sister, Engages Buckeye-Woodland Youth

MBMS a 10- year-old Peer Leadership/Mentoring organization, has partnered with East End Neighborhood House In 2017 to deliver their nationally evaluated model to middle schoolers and high schoolers primarily from the Buckeye neighborhood. Their Hip Hop Group Therapy sessions engage students in dialogues around violence, social matters, education and peer pressure. The group's founding principles are #CLC/ Community Love and Culture. Currently MBMS Global, boast over 100 members, 99% graduated from high school and college, some gaining their master's degree. Now the East End Buckeye Chapter has engaged 15 students, this chapter including middle school youth. with Graffiti Arts and plan to visit a Historically Black College spring of 2018, another important element of the services provided by MBMS.

The Star Rated Early Learning and Youth Development Center

TOTAL OF ALL FAMILIES SERVICED:

145

FAMILIES WITH CHILDREN

8

SPECIAL EVENTS

45

FIELD TRIPS

Family Nights at Cavalier Games and Monster Games; Community Lunch and Care Package Give Away; Education Resource Fair, Sip and Paint Night; Cavs Court Opening and Basketball Camp; Walk for 1 Million Steps to Prevent Falls; Odd Squad Camp;

45 Field Trips including locations such as visiting Metroparks; Make Believe and the Library, the Zoo; USA Skates; Bowling; Lake County Baseball Game; Great Lakes Science Center; Natural History Museum; Western Reserve Historical Society.

Highlights:

High Quality Caring Staff. Cultural based programming including leadership skills, social-emotional development, conflict resolution, and community involvement. School to home learning strategies with strong parent partnerships and active Parent Committee .

Nutritious Meals prepare on site

Collaborations with other providers/advocates i.e. Hathaway Brown and Djapo Performing Arts Institute, and other local schools and artists.

Parent/teacher conferences occur twice a year, to keep family fully engaged in their children's learning journey.

Impact/Outcomes:

18 Preschool graduates in 2017 and 14 in 2016.

Successful kindergarten transitions

High level assessments delivered (DECA, ASQ, Teaching Strategies Gold Assessment)

5 Star, Certified UP-K and Pre-4Cle Site

Students continue to meet developmental stage success at 90%.

SENIOR PROGRAM

The Wisdom Keepers Center
"Where our seniors stay active and engaged."

We service a total of 90 seniors in this area, approximately 22,000 lunches either home delivered or served congregate style on site. East End also instituted two new initiatives this year: 1. Extending day service to include dinners for seniors on site; serving 8,820 dinners for the year! 2. Respite Care/Drop-In Senior center: Where seniors can choose to come to the center and determine their own activities, while receiving special services.

Special Events and services:

The GOODTIME III Boat Ride, the Amish Country, George Forbes Camp, Senior Walk, the Fall Prevention Walk, and Basketball Games. Education/ awareness building sessions on: Dementia/Alzheimer Care; Fall Prevention practices; Diabetes etc.

Impact/Outcome example: 90% of our senior report satisfaction with services. This year seniors we met through our new respite program shared great relief for having a place where they can just stop by and receive special services including health and beauty (i.e. haircuts, shaving and manicures); wellness checks and simple social activities like watching movies and or playing board games.

Other Highlights:

The Senior center served valuable for community service volunteers to serve their hours and learn about community work and collective responsibility. A collaboration with senior centers from other Settlement houses, (HCS and MHT) remains strong after a decade as they share funding, staff knowledge and support with one another to service an almost centennial population on the South East of Cleveland.

A Letter from our President and CEO, Mrs. Zulma Zabala:
Habari Gani! means, what's the good news! Here at East End Neighborhood House we say the good news is every day when we are being our best selves to serve those who need us most during their most challenging times. We are Ubuntu Spirit: seeing people as they are compassionately. Whether one is a senior, a child or a parent; an individual or a family in need, East End's team places YOU in the center of all decisions, and the good news then is as we say in the neighborhood that "we got you"! In 2016 we embarked on our Collective Impact Plan 1.0, which for the first time placed East End Neighborhood House in the center of the plan. We collectively asked ourselves, what does East End need to be here for another 100 years? Are we still an anchor to this community? Can we help beyond those we serve as clients by helping other providers like us to be our collective best entities?



We joined the National Listen 4 Good Campaign by the Rockefeller Philanthropists and we went deep in our questioning! We weren't afraid to know the truth! You told us, that we were still doing a great job, that we remain relatable, engaging and caring! You trust us and generally you feel you could come to us almost about anything! But while the praise of us as an organization was great, we dug deep into the "almost". What couldn't you tell us, what else did you need, what did we miss?

By the end of 2017, you've told us we are diverse within our predominantly African American community. We are seasoned seniors, almost in your centennial years and your needs are different. Our parents, you told us that your jobs, if even available, are demanding, low paying lacking or stifling! You have dreams, you're glad we asked and now want to reach for the stars, but how? Some of you boldly stated "we are LGBT and we know you are caring and have great services, but is it ok for us to tell you and be the whole of who we are? We asked, and you told us, you educated us!

And while dialogues about race matters took center stage in the neighborhood, city and county you thanked us for our long history of commitment to cultural competency, humility and collaborations. We have unapologetically maintained race, culture, diversity matters and in our own commitment, we learned we too could grow deeper with voices amongst us from our LGBT brothers and sisters. We said no more ignorance and joined forces with new friends to raise awareness through the LGBT 101 sessions with The LGBT Center!

We also went to Columbus on behalf of services you told us mattered! East End staff became more visible; boldly spoke on your behalf and joined in various conversations! Our series of Coffee and Conversations with the CEO where we spoke of State of Nonprofits and the history of Settlement Houses Still Standing, we spoke on behalf of like organizations and we pressed for accountability of support of the work! We uniquely shared your voice through our internet radio show- "East End Neighborhood Wrap Up" and told the world what we care about collectively to change our corner of the world.

Moving forward with Collective Impact Plan 2.0, we aim to create wealth with our community forming new partnerships to help our parents become entrepreneurs and choose how they want to lead their lives! We will unveil the Ubuntu Gathering Green space and finally begin strategizing social enterprising for East End's sustainability! We will share with you, for a small fee, how we can collect our own data and tell our own stories! We must be in the gap for each other to serve each other, as East End has been serving YOU since 1907!

REMEMBER "I AM BECAUSE WE ARE, THEREFORE I AM" UBUNTU!! HUMBLY, ZULMA

"I AM BECAUSE WE ARE, THEREFORE I AM" UBUNTU!! HUMBLY, ZULMA