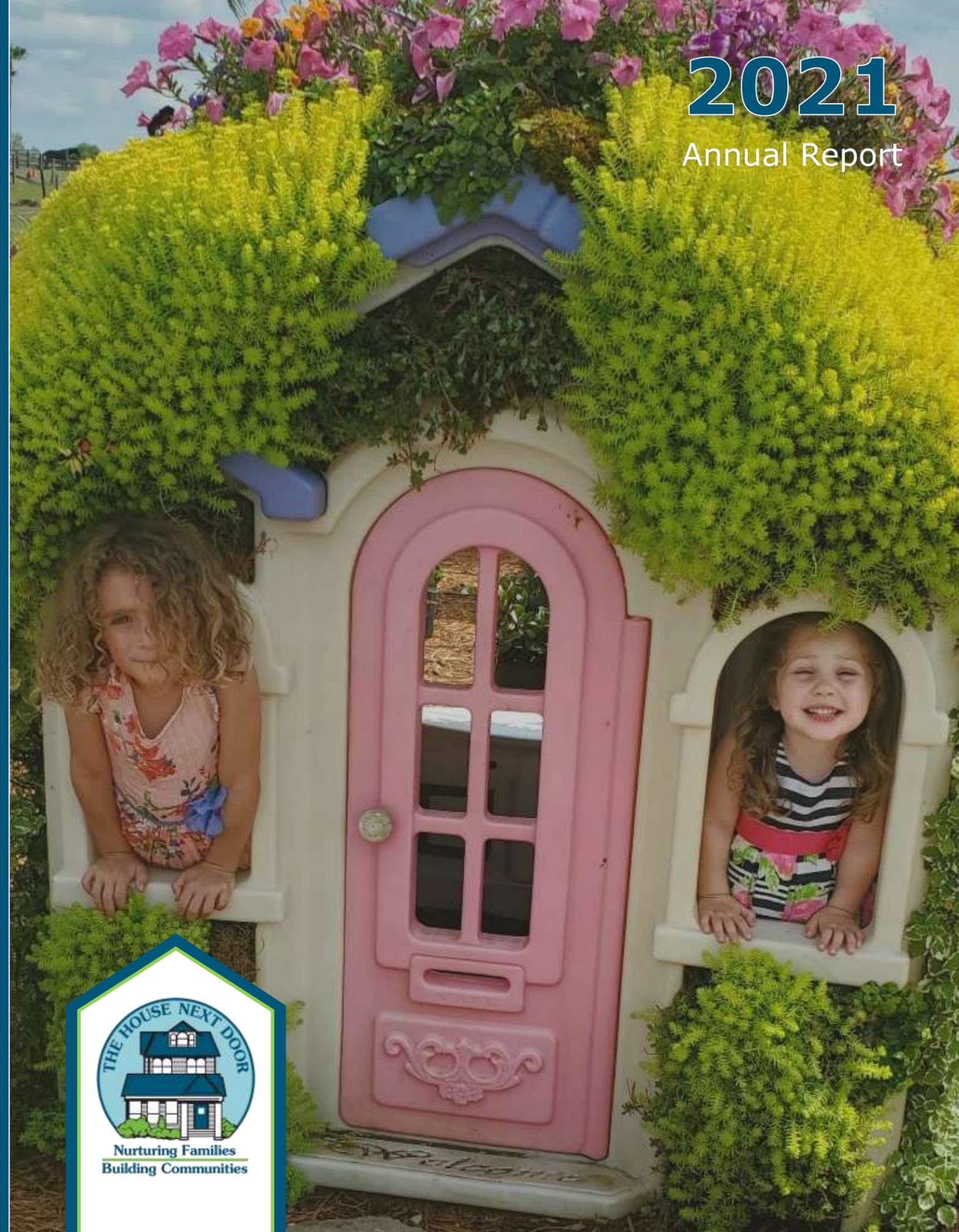
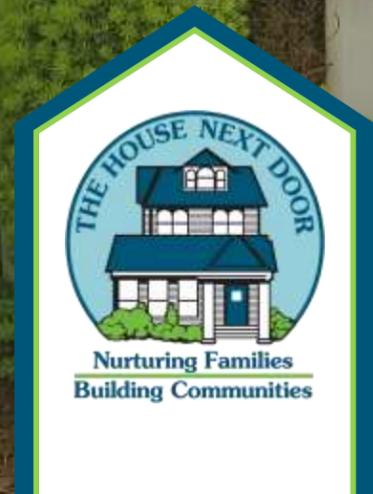


2021

Annual Report



About The House Next Door

For over 40 years, The House Next Door's programs have made a positive difference in the lives of families who otherwise would be unable to receive the assistance they need. We provide a variety of family centered programs including individual, marriage and family counseling, in-home family support programs, parenting programs, after school support and mentoring, and school based programs for children that are struggling in the regular classroom setting.

Additionally, we have a Child Development Center, the Child Care Food Program, and the West Volusia Hospital Authority health card. As you can see, we are all about family. The core component of all the programs at HND is to strengthen the family unit. This in turn strengthens our community.

A message from our Board President



Dear Friends, Supporters and Community Partners,

This space is reserved for our current Board President to pen a letter summarizing the accomplishments of the past year. This year that task is particularly easy and at the same time particularly hard.

Throughout a worldwide pandemic, the shutdown of almost everything, and growing isolation, fear and sadness across the whole world, The House Next Door never missed a beat. Through it all, The HND did what needed to be done to continue to provide services to our community and, equally as important, jobs and paychecks to our employees. Our leadership managed to stay on top of the quickly-shifting sands of CDC guidance and PPP requirements while at the same time reassuring our clients and employees, figuring out how to provide services via telehealth, and navigating in person meetings when appropriate and necessary. We even pulled off a virtual 5K fundraiser this past year. All of this is nothing short of AMAZING!

A large part of the strategic plan of The HND, developed over two years ago, was increased inclusivity. Toward that end, The HND created an Inclusivity Movement. No one could have imagined that the necessity and importance of that initiative would be brought into sharp relief by the horror of the murder of George Floyd. And yet, our leadership, amidst the challenge and trauma of COVID, stepped up once again. This past year, the Management and Supervisor Teams embarked upon an experiential learning experience by reading a chapter of the book "So You Want to Talk About Race" each week and allowing the book to guide the Supervisor Team in difficult conversations, to encourage individual team members to lean into the uncomfortable moments and to build a robustly inclusive work environment. This work is ongoing, of course, and will never be finished.

Two new staff awards were created this year: the Cynthia Blomquist Quality Client Care award, named in honor of the very first employee hired by The HND whose passion was to always provide the highest quality care to our clients. Mary Thierry is the recipient of this award this year for her commitment to continuously exceeding HND standards of quality. The second new award is the Ella Bryan HND Values award, named in honor of Ella's passion and belief in every person's value. Dana Braun is the recipient of this year's inaugural Ella Bryan HND Values Award. Finally, the Ann Grell Employee of the Year Award, named for our co-founder and first Executive Director, was awarded to Joyce Cox.

I would be remiss if I did not acknowledge that while our leadership, under the steady hand of Jennifer Nadelkov, and all of our employees, were the heroes this year. They would not have been able to do the heroic work they did without the continued support of our community partners, sponsors, supporters and friends. This year more than ever the mission of The HND—to strengthen families—was critical. Well done!

Board President
Pam Masters

2020-2021 by the numbers

4,528 assessments	\$4,441,025 total budget	573,618 meals served
2,326 WVHA applications approved	672 home visits	86% client success
735 family therapy sessions	11,177 group counseling hours	7,678 individual sessions

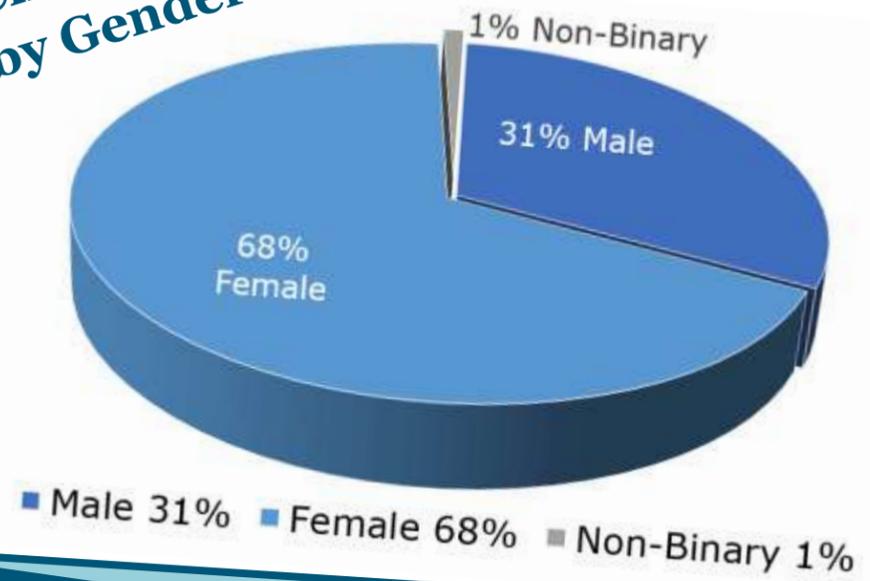
Artist: Shayla



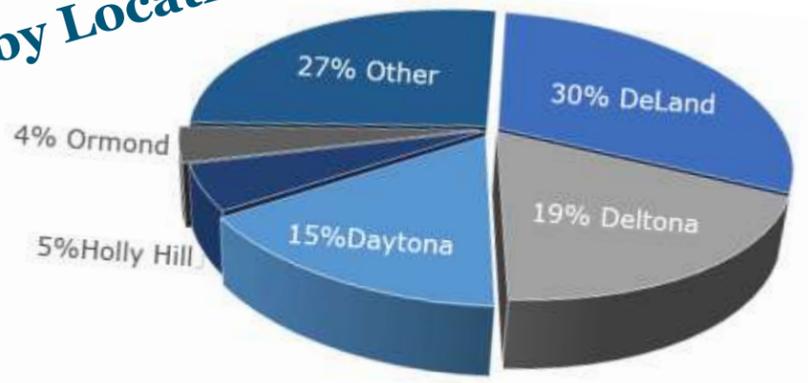
Client Demographics by Age



Client Demographics by Gender

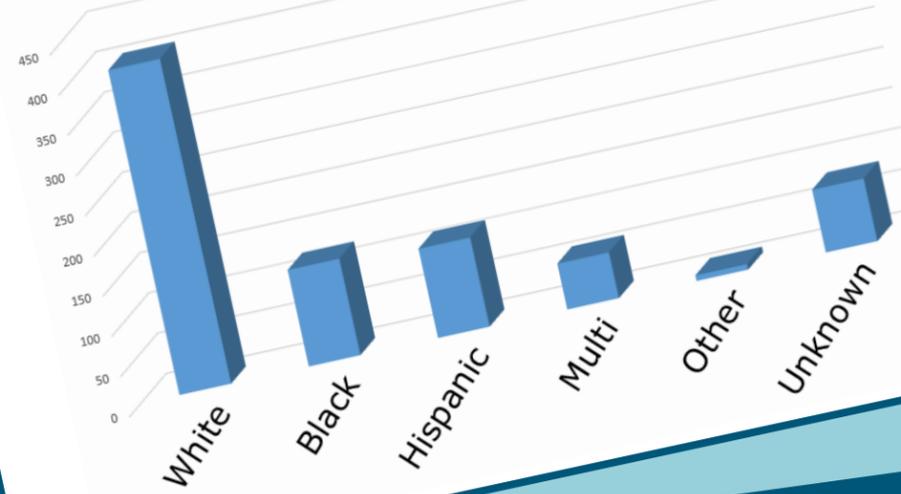


Client Demographics by Location



■ DeLand
 ■ Deltona
 ■ Daytona
■ Holly Hill
 ■ Ormond
 ■ Other

Client Demographics by Race



Client Success Stories

"I am an artist. One day while selling my art at a local festival, I had a panic attack that landed me in the hospital. I thought I was having a heart attack but the doctor said my heart looked fine. He suggested that I go see a therapist. I ended up at The House Next Door.

My therapist helped me to talk about some difficult things that were happening and taught me a bunch of relaxation skills and coping strategies. I quickly got back to doing what I love. I still get anxious sometimes but now I have some tools I can call on to keep me grounded."

- Therapy Client

"I wish my child can come during the school year because she has improved so much at home with communicating and getting along with siblings."

- Homework Club Summer Camp Client



"I entered therapy looking for improved connectedness and effective receptiveness.

I was shocked to hear how much my son was experiencing that I did not know.

Grateful for being able to see and feel more clearly. **There is HOPE!**

For someone who is "anti-therapy", I would say give it a chance.

Education and personal insight are invaluable. You get what you put into it."

- Therapy Client

"At first I didn't want to go to therapy. I didn't feel comfortable sharing my personal experience with a stranger (therapist). But I decided to take a chance. I came to therapy this time with an open mind, honesty and the willingness to share everything. **I feel better after talking to my therapist after each session.**"

- Therapy Client

"Our CARES Coordinator was amazing. He was very helpful and always allowed me to vent. He provided some good information that I will use in the very near future."

- CARES Client

"I believe therapy helps people with the problems they have.

I liked therapy. It helped me with some of my trauma. You can only know if therapy can help you if you try it and see how it affects you."

- Therapy Client



"When I started services, I was at an all-time low. I had lost custody of my children and was living in motels. When I walked into HND I expected the staff to judge me and treat me with the 'tough love' approach that community agencies use. That didn't happen! **Everyone at House Next Door from the front desk staff, to the parenting staff, to the therapist, treated me with respect.**

It made it so much easier for me to learn and to grow when I didn't feel like I was being judged. When I was reunited with my kids, I brought them into The HND to visit the staff. I don't know who had a bigger smile that day as we posed for a photo, me or the staff members!"

- Parenting and Therapy Client

Artist: Aliandra



"My child attends the Homework Club and she absolutely loves coming to be with her friends each day."

- Homework Club Client

"My whole family came into services at The House Next Door after my partner went to jail for sexually abusing two of my children. We all had very specific needs and the team of therapists that we worked with collaborated so that each of our needs was addressed. As the mom, I needed support but there was also times when I needed a reality check, and my therapist gave me that reality check in a kind way. As we were going through services, we all made funny superhero names for our therapists. **I still feel like the team we worked with are super heroes for helping to guide us through the toughest time in our lives.**"

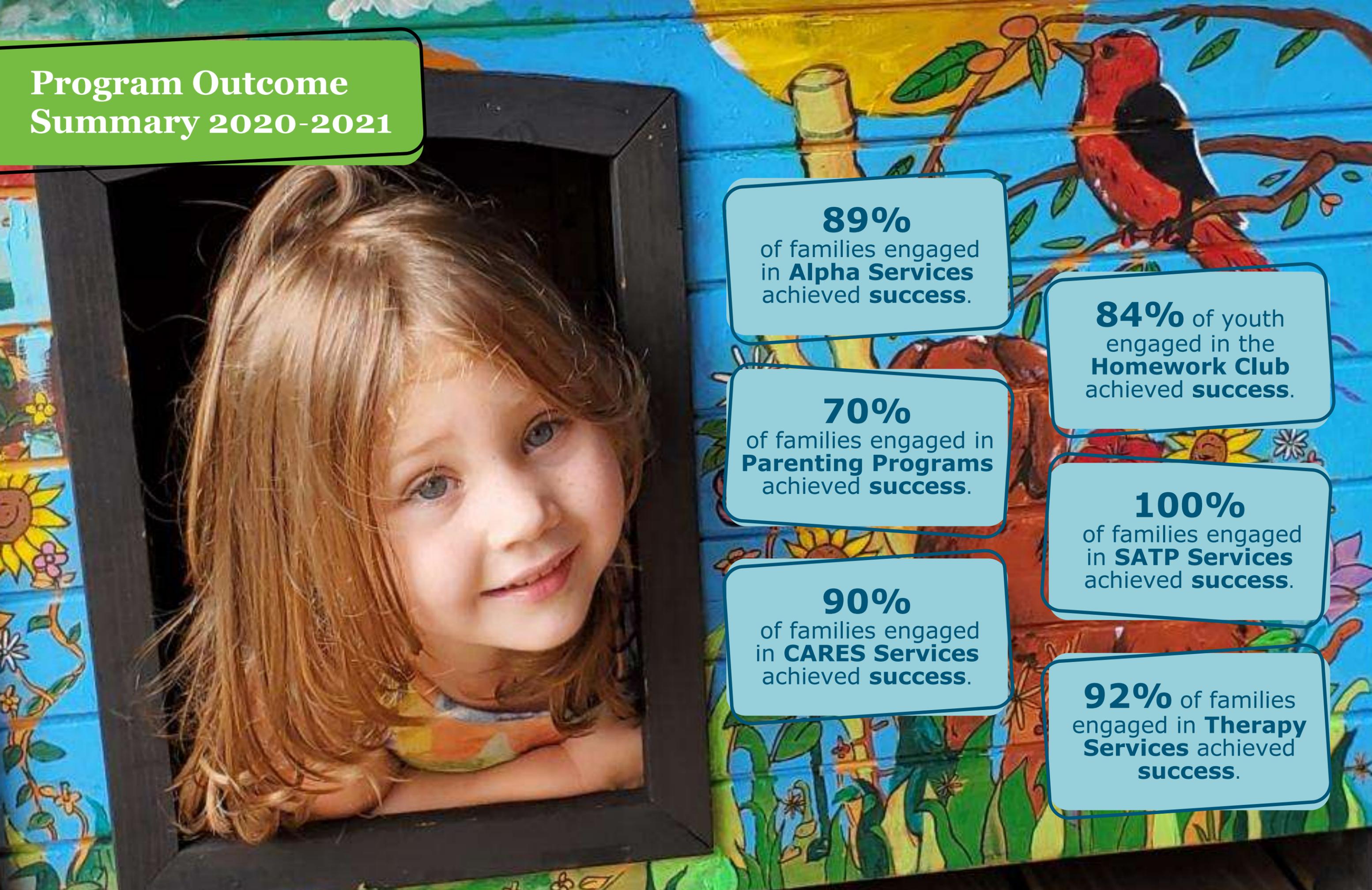
- SATP Client

"As a 32-year-old mother, I entered counseling when I lost custody of my two year old child due to past trauma of sexual abuse and substance abuse. **My therapy helped me to change my self-doubt, negative thoughts, thoughts of self-harm to gain confidence**, be able to leave the past and forgive the abuser for my peace of mind. I was able to

exercise calm, stand up and face my fears and express myself. My letter to my mother opened communications for us. With the case manager and therapist as my support and accountability people, I have obtained housing."

- Therapy Client





Program Outcome Summary 2020-2021

89%

of families engaged
in **Alpha Services**
achieved **success**.

84% of youth
engaged in the
Homework Club
achieved **success**.

70%

of families engaged in
Parenting Programs
achieved **success**.

100%
of families engaged
in **SATP Services**
achieved **success**.

90%

of families engaged
in **CARES Services**
achieved **success**.

92% of families
engaged in **Therapy
Services** achieved
success.

Innovative Initiatives:

Inclusivity Movement Progress

This past year our Supervisor Team dove into an experiential learning experience in our advancement of our Inclusivity Movement. The Supervisor Team read a chapter a week of "So You Want to Talk About Race?" and then processed the chapter in the supervisor group.

The Supervisor Team committed itself to having difficult conversations, leaning into the uncomfortable moments and learning how to be more inclusive. Their next task is to lead the teams that were assigned to them at our Annual Staff Appreciation event to help create an agency Inclusivity Statement.

Step One: Agency wide, supervisor led teams will create five bullet points that they want to be considered for the agency wide Inclusivity Statement.

Step Two: Leadership Team will take all of the bullets from Step One and condense into five bullets.

Step Three: Management Team will take the five bullets and create one cohesive Inclusivity Statement.



Innovations at The Little House Next Door

So many things have happened at The Little House this past year! The City of DeLand generously donated 14 computers for our VPK program. We implemented the Funny Daffer curriculum in our infant through three classrooms which has been selected by the Florida Office of Early Learning as approved curricula that meets the School Readiness Program performance standards. VPK Graduation was only open to parents for in person attendance, but we live streamed the event on our Facebook page so that grandparents and other relatives could attend virtually. Thank you to Ms. Mary and Miss Chelsea for planning such a great event on our playground. Over the summer, we also allowed our staff to work 10 hour days in order to have a day off during the week. It was a huge hit with our staff who enjoyed the extra time to refresh!

Annual 5K Fundraiser Goes Virtual

We usually have an annual in person 5K fundraiser, but due to COVID, the event was switched to a virtual 5K for 2021.

Knowing that 2020 was a rough year for a lot of businesses due to the pandemic, we introduced a new lower sponsorship level of only \$100 for 2021 to encourage businesses and even families and individuals to sign up for a sponsorship. This increased our number of sponsors by more than 30% and increased the total amount raised by this event by \$2,000 over the previous year!

We look forward to partnering with all of our new and returning sponsors for more events in the future. Thank you for your support!

Statue Rededication Ceremony

The statue that was at our 121 Pennsylvania Avenue location has been moved to our Administrative Offices and restored.

We held a Statue Rededication ceremony on April 16th to celebrate.

Watch the entire ceremony on our YouTube channel here: <https://youtu.be/QIvvGa8jdFE>



Wild Game Feast

The DeLand Breakfast Rotary has worked to improve the community by supporting non-profit organizations throughout West Volusia County, FL through the annual Wild Game Feast. After canceling the 2020 event due to COVID, The Wild Game Feast was back for 2021!

The Wild Game Feast is the DeLand Breakfast Rotary's primary fundraiser, raising more than \$2 million, that has helped hundreds of local nonprofit organizations, community groups, and projects achieve their missions through funding and gifts. The House Next Door is proud to have our staff volunteer at this annual event every year!



2020-2021 Events



Annual #HND5K Fundraiser

Our 4th Annual Family 5K presented by AdventHealth was held as a Virtual 5K this year!

The event included both a virtual opening and virtual award ceremony on our YouTube Channel. We also had a drive-thru pick-up event in the parking lot of First Presbyterian Church DeLand where participants could come pick up their medals, shirts, and stickers.

Thank you to all of our sponsors, participants, and donors for helping to make this event a success, and raising \$22,130!

We are looking forward to seeing everyone in person next year!





Back together again!

After over a year of monthly all staff meetings on Zoom, our staff were finally able to get together in person at the beautiful Brannon Center in New Smyrna Beach for a well deserved staff appreciation event! We listened to a Volusia County history presentation by James Zacharias, the Senior Curator of Education and History at the Museum of Arts and Sciences Daytona Beach, enjoyed a catered lunch, worked on a group art project, and just enjoyed spending time together in-person.

Both of our Boards were also able to get together for a House Next Door Board Luncheon at the wonderful Venue 142 in DeLand to get to know each other and celebrate what our Boards and staff have been able to accomplish this past year as well. They did a team building activity, got to know each other better, and celebrated accomplishments. We also did a raffle at the end of the event to give away the lovely centerpieces that were donated by local florists for the event. Thank you to Dorothy's Florist, Dottie's Florist, Floral Boutique, and Impekable Flowers for your generous donations!



2020-2021 Award Winners

Gail Hallmon Champion of Families Award

Congratulations to Barbara Gomez, our Gail Hallmon Champion of Families Award Winner! The Gail Hallmon Champion of Families Award was created in recognition of Gail Hallmon, who has dedicated decades of volunteer hours championing families in our community. Gail treats her volunteer work with as much importance and deserving the same level of commitment as her professional work. She spent many years championing families through her volunteer work with Parent Craft, as a Girl Scout Leader, taking PTA leadership positions, mission trip work with First Presbyterian Church, IDignity, and countless other community events.

To be eligible for this award, the recipient must have demonstrated over a significant period of time, dedication to the promotion of nurturing and empowering families in our community, combined with community service geared toward families.

Our recipient this year championed families in her previous roles at HND, in our community, and throughout the world. For more than 30 years she has served families all over the world meeting community need. Wherever they might be living around the world, she and her husband always provided an extra plate at the table for anyone that might need it. One of her most well-known missions is her work teaching English to Spanish speakers. Please join us in congratulating our 2019/2020 Gail Hallmon Champion of Families Award winner, Barbara Gomez.



Cecil Paul and Maria Jones Community Hero Award

Congratulations to Dr. Primrose Cameron, our Cecil Paul and Maria Jones Community Hero Award Winner! The Cecil Paul and Maria Jones Community Hero award was created in recognition of Paul and Maria Jones. The Jones' have dedicated decades of volunteer hours meeting our community's needs and have been steadfast supporters of HND. The recipient of the Cecil Paul and Maria Jones Community Hero award must have demonstrated, over a significant period of time, dedication to the promotion of nurturing and empowering families in our community, combined with a strong sense of civic duty.

This year's recipient is a motivational speaker, empowerment coach, and author, who truly believes in assisting men and women towards the path of personal fulfillment. She has been an educator, counselor, and mentor for over 20 years. She is the founder of the Sisters Build Network, CEO/founder of Sisters Build Network for Girls, Inc. (SBN4G), and the founder of the Calling a Few Good Men Conference. Her volunteerism in our community dates back over twenty years. She spends countless hours providing services to children in grades 3-12 and their families. Her focus is on mentoring young girls 11-14 and 15-19 towards leadership and personal development. This identifies with the importance of helping young ladies develop their leadership capabilities, promoting positive images of women, and imparting a goal for academic excellence. As the founder of Sister Build Network, our recipient has provided mentorship to women of all ages in the United States and abroad. Please join us in congratulating our 2019/2020 Cecil Paul and Maria Jones Community Hero award winner, Dr. Primrose Cameron.



Outstanding Volunteer Award

This year's Outstanding Volunteer Award Winner goes to Board Member Jacob Wilkerson. Jacob is always willing to help, and really went above and beyond helping The House Next Door this year. When we encountered a problem while moving our Statue from our old DeLand Service location at 121 W Pennsylvania to our Administrative Office at 804 N Woodland, Jacob stepped in and helped get our statue moved. He was also able to get landscaping donated to the area surrounding the statue at the new location from All Pro Land Services. Please join us in congratulating our 20/21 Outstanding Volunteer Award Winner, Jacob Wilkerson.

Artist: Kyle



Ann Grell Employee of the Year Award

The Ann Grell Employee of the Year award was created to recognize an employee that goes above and beyond in all aspects of their job. Ann Grell Co-Founder and First Executive Director of HND was a pioneer in advocating for families. With a shoestring budget, a clear vision and a heart for her community, Ann laid a strong foundation for HND. After many years of leading the agency, she went back to school to obtain her Masters in mental health from UCF and worked in our therapy department as a therapist and later as a supervisor. In every role that she has held, Ann is an inspirational force that lovingly encourages each of us to go above and beyond to better ourselves, our agency and our community.

Our employee of the year for 2020/2021 is certainly an agent of the House Next Door, not just her specific department. In her current role she takes very seriously being a positive gateway to access services for our clients and community at large. Never willing to shy away from a challenge our employee of the month takes on new tasks with a smile and never complains about the time it takes to complete. She makes sure that she is available for all staff, not just the staff within her specific department. Thinking not just of herself, she works tirelessly to make sure that our community has access and availability to the services that can best fit their needs, going as far as assisting clients in obtaining referrals outside of our agency. She goes above and beyond to make sure that she is present and willing to assist everyone within the department. During a very challenging year she went above and beyond during the holidays to make sure that all staff felt included by crocheting a handmade ornament for all staff in the agency. Please join us in congratulating our 20/21 Ann Grell Employee of the Year Joyce Cox.



This year we created two new staff awards. As with all of our notable awards we name them after individuals who are a significant part our House Next Door story.

Cynthia Blomquist Quality Client Care Award

Cynthia Blomquist was the very first employee hired by The House Next Door. The history of our agency was positively shaped by her dedication, out of the box thinking and exceptional work ethic. As the first employee she embraced the notion of supporting the family unit and believed in the power of the family structure. At the heart of work was her passion to always provide the highest quality of care to our clients. This passion continues to be present in her work today in the insurance field. Cynthia provided quality client care, before standards of care existed. Her passion laid the groundwork for what we today refer to as HND standard of care.

The Cynthia Blomquist Quality Client Care award was created this year to recognize and celebrate a staff member who has gone above and beyond to provide high quality care to our clients. The recipient of the Cynthia Blomquist Quality Client Care award must have demonstrated throughout the past year, dedication to providing high quality care, embraced meeting the client where they are, and helped the client decrease risk factors while increasing protective factors, combined with providing HND level of high standard of care.

This year's recipient is a shining example of quality client care. Her clients come from a population that have more than their share of hurdles to overcome. She graciously and respectfully assists each client in completing required paperwork. She continuously meets and exceeds HND standard of high-quality client care. Please join us in congratulating our 20/21 Cynthia Blomquist Quality Client Care award winner Mary Thierry.



Ella Bryan HND Values Award

Ella Bryan dedicated her life to strengthening and supporting families. Working through The House Next Door and her church, she made a difference for thousands of families through the years.

With a loving heart she listened to children, parents and staff with compassion, never passing judgement. Ella had a gift for seeing your potential and making you believe in it too. She was a tireless mentor, always there with an encouraging word and giving strength with her faith in you. If Ella was awake she was working to make a change in her community and to strengthen the individuals who lived within it. A humble woman, she was always willing to extend her hand not only to help, but in friendship. Her passion and belief in each person's value led her to a leadership position in the Florida Alcohol and Drug Abuse Association (FADAA) on the State level. She believed with all her heart that we would find the answers and make the needed changes working together – families, professionals, communities.

The Ella Bryan HND Values Award was created this year to recognize and celebrate a staff member who demonstrates our values. The recipient of the Ella Bryan HND Values Award must have demonstrated the following values: Family is the foundation, advocated for change, made a difference, instilled hope, listened with compassion, inspired growth, empowered our community and showed strength in diversity. Our recipient this year exemplifies the qualities of the Ella Bryan award in her caring, empathic interactions with staff. She listens with her heart and always goes the extra mile to support staff. Much like Ella Bryan, she is humble and works diligently to support our staff in making positive change in our community. She is passionate about the agency and the work we do, compassionate with us when we make mistakes or make her job a bit more challenging, and helps set the workplace culture so that we can live by our values everyday. Please join us in congratulating our 20/21 Ella Bryan HND Values Award winner, Dana Braun.

On site reviews were held by the following funders last year:

- Department of Children and Families Childcare Center Licensing
- Department of Health Child Care Food Program—Centers
- Department of Health Child Care Food Program—Homes
- Department of Health Sexual Abuse Treatment Program
- County of Volusia—Trauma Counseling
- Community Partnership for Children—CARES Program
- Lutheran Services for Florida—ADM contract which funds Therapy, Alpha, Parenting, and the Homework Club
- Boys & Girls Club—the Homework Club
- Volusia/Flagler YMCA—TEAM



All audits were completed with no significant findings and **all contracts are in good standing.**

Contracts

The House Next Door currently has 17 contracts:

- West Volusia Hospital Authority (2)
- County of Volusia (3)
- Lutheran Services of Florida
- Seventh Judicial Courts
- Community Partnership for Children
- Office of Attorney General
- Department of Health (3)
- Early Learning Coalition
- United Way of Volusia & Flagler Counties (2)
- Boys & Girls Club of Volusia
- YMCA of Volusia & Flagler Counties

Financial Highlights

Fiscal year July 1, 2020–July 30, 2021

Support & Other Revenue

Revenue from governmental agencies	\$3,644,496
Grants-other	\$49,138
United Way	\$73,713
In-Kind contributions	\$137,200
Contributions	\$92,071
Charges for services	\$220,388
Investment Income	\$16,478
Other	\$207,541
Total Support	\$4,441,025

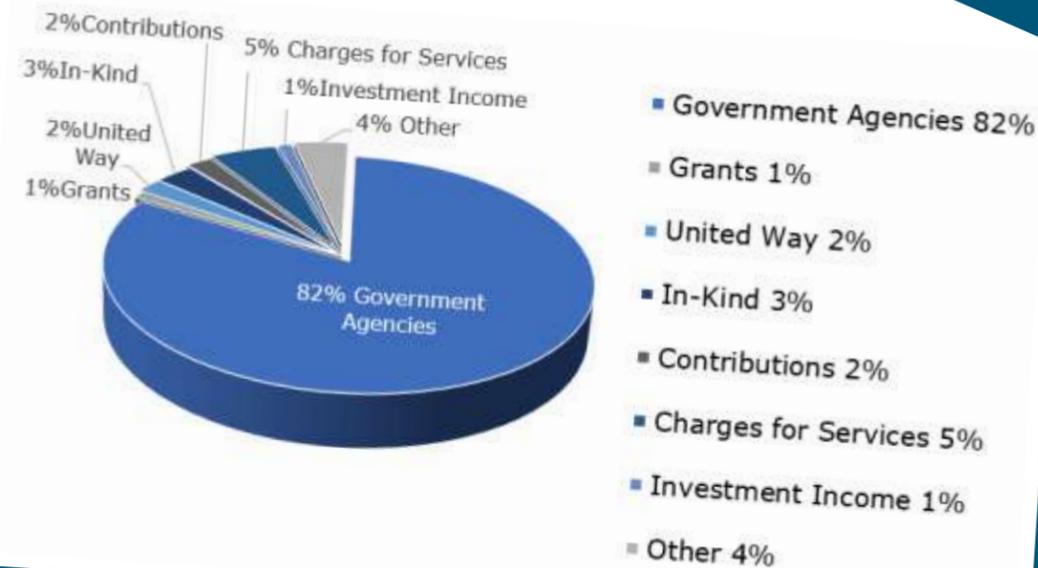
Expenses

Program Services	\$4,182,578
Fundraising	\$74,567
Administration	\$144,295
Total Expenses	\$4,401,440

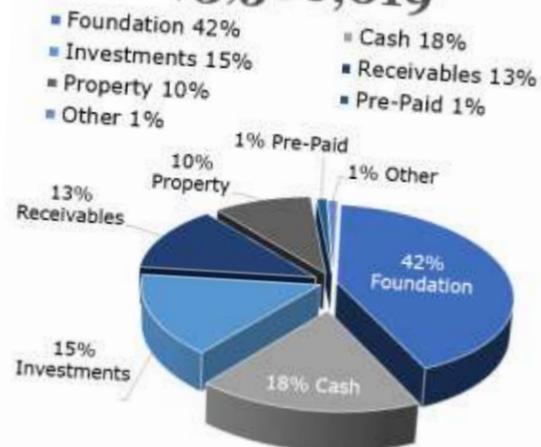
Net Assets Change \$491,900

Net assets, beginning of year	\$3,094,199
Net assets, end of year	\$3,586,019

Support

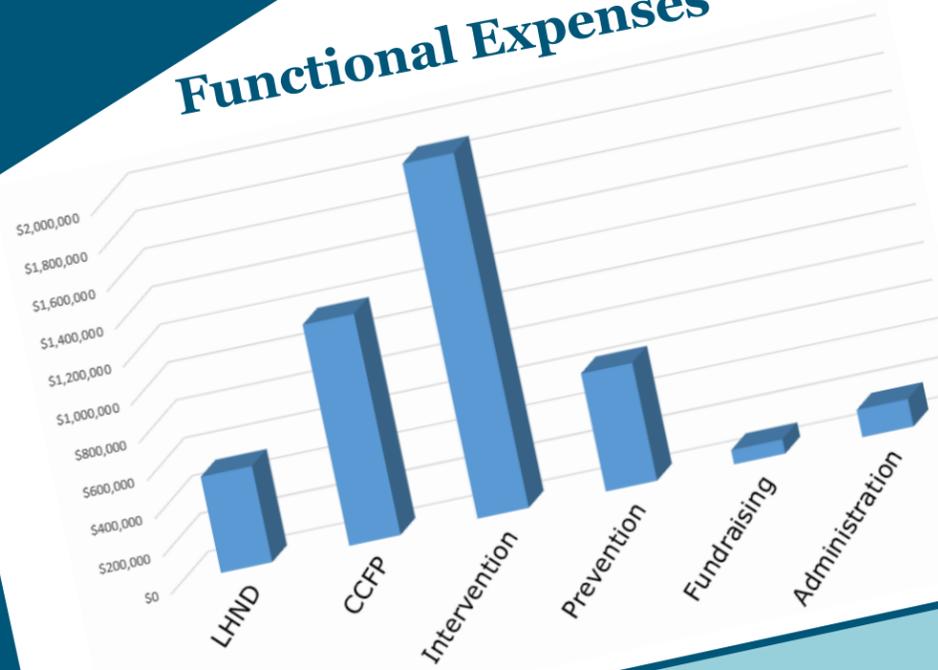


Total Assets \$3,586,019



Total Liabilities \$256,763

Functional Expenses



2020-2021 Board of Directors

Pam Masters
Board President

Mark Hayward
Board Vice President

Kyle Glass
Board Treasurer

Claudia Roth
Board Secretary

Meaghan Sistrunk
Officer at Large

James Baker
Board Member

Anita Bradford
Board Member

Hector de Jesus
Board Member

Paul Jones
Board Member

DJ Lebo
Board Member

Sue Monti
Board Member

Nicole Stumbo
Board Member

Daniel Thorne
Board Member

Kathy Venice
Board Member

Jacob Wilkerson
Board Member

Tom Robertson
Foundation Board
President

Matt Branz
Foundation Board
Vice President

Mary Jeanne Ludwig
Foundation Board
Treasurer

Ann Grell
Foundation Board
Secretary

Cynthia Blomquist
Foundation Board Member

Cynthia DeLuca
Foundation Board Member

Zonovia Proctor
Foundation Board Member

Our Management Team

Jennifer Nadelkov, Chief Executive Officer

Gail Hallmon, Chief Operations Officer

Kevin Reid, Chief Financial Officer

Morgan Perun, Senior Director

Stacy Brown, Associate Director

Tanya McKenzie, Associate Director

Our Community Partners



Florida Wealth Counseling, LLP
Certified Public Accountants



**Robertson
Advisory**
TOM ROBERTSON, CFP®PPC™



FlaglerCares

Abundant Life Ministries-Hope House, Inc.
Serving Humanity With Love



Thank you for the generosity that was shown to our families in need this holiday season. Special thanks to AdventHealth, DeLand Breakfast Rotary, and Latitude Margaritaville Angel Tree!

- Adams Cameron Foundation
- AdventHealth
- Alex Dobrev
- Alison Boscovich
- All Cares Act
- Bill McCabe
- Blake Thomas
- Brown & Brown
- Bruce & Sally Rogers
- Caton Hosey Insurance
- Christopher Cowell
- Clay Electric
- Cobb & Cole
- Cynthia Blomquist
- Cynthia Ferrara
- Daniel Thorne
- Dawn Critchley
- DeLand Breakfast Rotary
- Early Learning Coalition
- Equivale
- First Presbyterian Church DeLand
- Florida Healthcare Plans
- Florida HMS, Inc
- Ivan Fleishman
- Jeff Evans
- Jordan Clinic
- Kaiser Buick GMC
- Kathy Napier
- Kathy Venice
- Kemp Realty Group
- Lois Davies
- Margaret Jones
- Mainstreet Community Bank
- Maria's Travel
- Mark Hayward
- Masters Electric
- Masters Lighting
- Michael & Nancy Shayeson

Thank you to Our Donors!

- Mid-Florida A/C
- Monti Consulting, Inc.
- Norma Hinderaker
- Oliver King
- Pam Masters
- Paul & Maria Jones
- Publix
- Retail First
- Robert & Candace Lankford
- Rosemary Braun
- S.R. Hebert
- Seville Slaughterhouse
- Simply Healthcare Plans
- Sonia Mori
- Southwind Management
- Susan & Dan Vaughn
- Suzanne Anderson
- SYKES
- The Neighborhood Center
- Tony Pearson
- Trent Smith
- United Way
- Women United

Thank you to all of our 2020-2021 fiscal year donors!
**Donors listed above made donations of \$100 or more.*



The House Next Door grew out of community partnerships in response to local needs.

Nurturing and empowering families to help build stronger communities.



We understand that life has difficult transitions and challenges. Everyone needs a helping hand sometimes.



We are here to offer that hand.

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 (386) 734-7571
 thehnd.com

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