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 and Supporters,

It has been a pleasure to serve as The House Next Door Board Chair for the past year. We have experienced many changes, beginning with the retirement of our long time CEO. Our Executive Committee worked diligently to ensure organizational stability through our CEO transition.

Our facilities also experienced a transformative year. We opened a second office to house the West Volusia Health Card program expansion. A new partnership with First United Methodist Church allowed us to move our Deland service site from Pennsylvania Avenue to Alabama Avenue.

We had a busy year securing new sponsorships, partners, grants and other funding opportunities to fuel HND’s work and our capacity to serve our community. One of our most treasured accomplishments was our reaccreditation by COA (Council on Accreditation).

Our Strategic plan was a joint effort between our operating and foundation boards, agency leadership, and staff. Guided by our Strategic Plan, we are looking forward to expanding HND’s presence and positive impact in Volusia and Flagler Counties.

Finally, we are excited to announce the winners of our annual awards. The Cecil Paul and Maria Jones Community Hero award was presented to Larry Kent. Our Gail Hallmon Champion of Families Award was presented to Karin Flositz.

We are able to provide high quality services due to the support of our staff, community, funders, partners, and sponsors. Thank you for all that you do to support our mission and for helping us to nurture social and emotional growth for families in our community.

Board President
Meaghan Sistrunk
The House Next Door is fully accredited for the following services:

- **Child & Family Development (CFD) and Support Services (CSE)**
  - Alpha; Making Changes; Step by Step

- **Early Childhood Education (ECE)**
  - The Little House Next Door

- **Family Preservation and Stability (FPS)**
  - CARES

- **Services for Mental Health/Substance Use – Clinical Counseling (MHSU)**
  - Therapy; Sexual Abuse Treatment Program

- **Youth Development (YD)**
  - Homework Club; TEAM

The House Next Door, Inc. completed their 2019 Accreditation cycle with outstanding results. The agency was found to be in full implementation or substantial implementation of all standards. Areas for opportunities listed in the report as “NONE”.

* Final accreditation report available on the following pages.
Organizational Strengths
(from final accreditation report)

Administrative and Management Standards
Ethical Practice (ETH), Financial Management (FIN), Governance (GOV), Administration & Management (AM) (for Public State Systems), Human Resources (HR), Performance and Quality Improvement (PQI), Risk Prevention and Management (RPM)

ETH The organization has developed and adheres to a code of ethics that delineates their interactions with consumers, public agencies, stakeholders, the governing body, and their own team. They are unwavering in adhering to the code of ethics. The organization has a stellar reputation in the community.

FIN Consistent with the organization’s culture of honesty and ethics, the staff and board are committed to sound financial practices. There are clearly defined lines of authority and responsibility. Strong internal controls were noted. A yearly audit takes place and recommendations from the external audit are implemented in a timely manner.

GOV The governing body possesses the skills and expertise to effectively govern. Individuals with leadership ability and policy development skills as well as relevant business and financial experience are represented. The board and the CEO have access to relevant local organizations and have public respect and recognition.

HR Personnel records are well organized and complete. The organization has created an atmosphere where staff members feel very supported and are recognized for their accomplishments. The organization has also created a wellness plan that has been implemented for all staff and provides an excellent support for self-care.

PQI There is an organization-wide approach to PQI that is inclusive of all staff. Data is measured and assessed in all service areas. Quality improvement processes have led to a meaningful change in HR practices. The public is made aware of PQI data through the annual report.

RPM The organization's leadership incorporates PQI data and processes with risk prevention and management strategies to create a culture that identifies risk and learns from challenges. Potential risks are reviewed in the areas of property, income, reputation, human resources, and more.
**Service Standards by Program**

**CFD**  Well-trained, enthusiastic, and compassionate team members deliver an evidence-based program to families at a variety of settings throughout the target areas. Data is collected to assess the effectiveness of the service.

**CSE**  This program has dedicated, caring, and well-trained team members. A strength-based, trauma responsive, and culturally responsive means of service delivery is used through the Positive Action curriculum. Data is collected and analyzed through performance and quality improvement.

**ECE**  The organization provides a needed early childhood education service for the community. The classrooms are inviting, well decorated, and age appropriate. The outdoor play areas are safe and well cared for, as are the toys, books, and games in the classroom. The staff members are well trained, compassionate, and enthusiastic in their interactions with the children. Parents and caregivers who were interviewed were pleased with the program.

**FPS**  This program demonstrates a strong fidelity to the wraparound model and is providing strength-based, trauma-informed planning with families. The staff members have fully embraced a family focused model that has shown strong efficacy in their work and positive outcomes for families.

**MHSU**  The strong use of evidence-based models in the area of trauma-informed care is evident and many clinicians have received specialized training in this area. The program has comprehensive and thorough clinical records. The organization’s sexual abuse treatment program also shows a strong commitment to trauma victims.

**YD**  The collaboration with community partners is very strong in this program. This is demonstrated by the close working relationship with PAL and the use of shared space.

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**Service Delivery Administration Standards**

Administrative and Service Environment (ASE), Behavior Support and Management (BSM), Client Rights (CR), Training and Supervision (TS)

**ASE**  The organization has strong documentation of safety planning for both clients and staff. Risk assessments are completed on all clients. Safety training materials are utilized to enhance de-escalation skills and reduce the safety risk for staff.

**BSM**  There is a strong culture at the organization that supports positive and strength-based approaches with clients. Trauma-informed approaches are very strong and are evident throughout all program models.

**CR**  Client rights are respected by the staff. This starts at the admission process and is well documented in the organization’s records. The use of co-documentation in the mental health services is an excellent example of allowing clients to have active participation in their treatment and reflects strong respect for clients’ rights.

**TS**  The organization has developed a strong training program that provides a strength based and trauma-informed care approach. The organization also utilizes interns to enhance their clinical services staff and provides clinical supervision for staff and interns.
“This agency has had a significant impact on my family”

84% of engaged clients were successful

1,681 clients served
18 contracts
52,213 client service hours
$4,906,764 budget
“At first I didn’t think that I needed or would benefit from therapy services. My therapist has been very helpful & taught me how to be a better parent. Thank You.”

“These sessions helped my granddaughter with coping skills and controlling her behaviors. It also helped her to relax and think before reacting when the pressures were against her.”
What our clients have been saying about us...

“I love The House Next Door because they help me cope better with what I am doing in my life.”

“I am grateful for the help I have received with this office and my counselor.”

“This Program has worked for me. Staff and Interpreter have helped me overcome my problems.”

“The services are outstanding and the staff are very helpful and understanding.”

“Staff was absolutely great. I felt I really could express myself and she helped me through any problem I was facing.”

“I’m so excited about putting to use what I’ve learned.”

“This was a wonderful and very enlightening experience.”
Program Outcome Summary 2018-2019

93% of families engaged in Alpha Services achieved success.

93% of families engaged in Making Changes achieved success.

85% of families engaged in Step by Step achieved success.

66% of families engaged in CARES Services achieved success.

91% of youth engaged in the Homework Club achieved success.

86% of families engaged in SATP Services achieved success.

98% of families engaged in Therapy Services achieved success.
The West Volusia Hospital Authority Health Card Program is for people who have lived in West Volusia for at least three months with an income below, equal, or up to 150% of the Federal Poverty Level Guidelines for their family size.

3,600 Residents of W. Volusia applied for a Health Card that was processed by our staff.

“Wonderful organization making a positive difference in many families lives.”

“Great help for families. Friendly compassionate staff willing to go the extra mile to assist.”

Our teachers at The Little House Next Door Child Development Center participate well beyond the educational requirement per the state. They seek to strengthen their skills in the classroom and interactions with children and families throughout the year by attending seminars as well as onsite and online training focusing on specific development for children within the infant to five year range.

100% of our teachers met training requirements

43% of our teachers exceeded training requirements

The Little House Next Door

The House Next Door is contracted with the Florida Department of Health to sponsor licensed child care homes and childcare centers in Volusia, Marion, Brevard, Flagler, and Putnam Counties. The Child Care Food Program makes sure that nutritious meals and snacks are served and that good eating habits are taught in child care settings.

725,327 healthy meals served in our CCFP program.
Innovative Initiatives:
All support our trauma informed care efforts

Agency wide wellness plans:

Our shift to agency wide wellness plans supports our trauma informed care efforts. Our employees are our greatest asset.

We know the difficult work they do and to support them we work with our staff to achieve overall wellness. We were able to implement 100% staff participation in creation of an individualized wellness plan.

The plan addresses the six areas of wellness and is shared with the staff member’s immediate supervisor. During weekly supervision and/or team meetings, the supervisor checks in on how the staff member is doing with their overall wellness.

We believe this will lower the stress of balancing work and family as well as reduce turnover.

Communal work area: As we transitioned to our new service site on Alabama Avenue, we searched for innovative ways to allow cross learning and resource sharing between departments. After visiting the DuPont Service Center in Jacksonville, we began creating our vision for communal work spaces. We paid great attention to detail to ensure that our staff had individualized work stations that were bright, airy, and allowed for collaboration. To reinforce teamwork, we created a picture wall celebrating events the staff have engaged in together. We also created a living wall consisting of a variety of plants. Additionally, a corner of the room hosts an oversized chair hammock that serves as a Wellness Wheel for staff to take a break in between sessions. The center of the room hosts an open, casual meeting space with a small coffee table and four round chairs to allow for mini meetings and brainstorming sessions.

Co-documentation: In our client centered and trauma focused work, a reoccurring challenge is always the paperwork required by funders. As this can often be a frustrating process for our clients, we began looking for ways to include them in the process. We began using a process called co-documentation, which entails data collection and reporting being done in collaboration with the client. This ensures that our clients are not wondering what is being reported about them. Rather, our clients are a part of creating the reports and documentation. This collaborative effort creates an inclusive process that also increases the accuracy of documentation.
2018-2019 Award Winners

The Champion of Families Award was created this year to recognize and celebrate those who have gone above and beyond to be a champion of families within our community. The recipient of the Champion of Families Award, Ms. Karin Flositz, has 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.

This year, The House Next Door awarded the "Cecil Paul and Maria Jones Community Hero Award" to long-time benefactor, Larry Kent. The award was created this year in recognition of Paul and Maria Jones, who have dedicated decades of volunteer hours meeting our community’s needs and have been steadfast supporters of The House Next Door.

The Gail Hallmon Champion of Families Award
Dinner Next Door

Thank you to Cook’s Buffet, Café and Bakery for your continued support through hosting our annual Dinner Next Door.

We raised $1,600 through the Dinner Next Door in the 2018-2019 Fiscal Year.

Star and Michael Cook Sr. have been hosting this fundraiser for The House Next Door every year since 2012.

Thank you to Michael Cook Jr. for continuing to host this event benefiting The House Next Door.
Thank you to AdventHealth DeLand for their continued support providing Christmas gifts to our families! This year marks 15 years since the Hospital began providing Christmas for some of our families.

Also, thank you to PALL Corporation and to Jane Bradford’s Book Club who have continued to provide additional gifts for our families over the past few years.

Thank you to the “Ho, Ho, Ho Girls” of Ormond Beach for providing Christmas presents to some of our families on the East side of the County for the first time this year. We look forward to working with you again next year!

Over the past 28 years, with the purpose of putting “Service Above Self,” 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. 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! We received $25,000 in funding for the 2018-2019 fiscal year from the DeLand Breakfast Rotary.

We held our 2nd Annual Family 5K Fun Run/Walk at Gemini Springs on March 2, 2019 presented by AdventHealth!

The morning opened with a prayer by Pastor Owen Stricklin of First United Methodist Church of DeLand. Alyssa Brown, 7th grader at Deltona Middle School, did an amazing job of singing the “Star Spangled Banner.” Lourdes Leon, of Family Health Source, led the runners and walkers in a Zumba warm up routine, and Deland High School cheerleaders did a great job of cheering everyone on!

Thank you to all of our sponsors and vendors for helping to make this event a success, and raising $18,650!

We are looking forward to next year!
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

“The House Next Door is awesome.”

“You are amazing.”

“This was a wonderful and very enlightening experience.”

“I am grateful for this program because it helped me deal with certain issues a lot better than before and I was able to exercise some of the things we talked about in sessions and see the results.”

“You keep helping other people.”
**Financial Highlights**  
Fiscal year July 1, 2018, through June 30, 2019

### Support and Other Revenue
- Revenue from governmental agencies: $2,862,236
- Grants—other: $715,005
- United Way: $96,020
- In-kind contributions: $199,840
- Contributions: $95,915
- Charges for services: $782,318
- Investment Income: $120,605
- Other: $34,825
- **Total Support**: $4,906,764

### Expenses
- Program Services: $4,183,974
- Fundraising: $93,498
- Administration: $470,596
- **Total Expenses**: $4,748,068

### Net Assets Change
- Net assets, beginning of year: $3,006,304
- Net assets, end of year: $3,165,000
- **Net Assets Change**: $158,696

### ASSETS & LIABILITIES
- **Total Assets**: $3,460,248
- **Total Liabilities**: $295,248
2018-2019 Board of Directors

Meaghan Sistrunk
Board President

Pam Masters
Board Vice President

DJ Lebo
Board Treasurer

Kathy Venice
Board Secretary

Mark Hayward
Officer at Large

James Baker
Board Member

Anita Bradford
Board Member

Dr. Patrick Coggins
Board Member

Tom Robertson
Foundation Board President

Paul Jones
Board Member

Matt Branz
Foundation Board Vice President

Sue Monti
Board Member

Mary Jeanne Ludwig
Foundation Board Treasurer

Joshua Mott
Board Member

Ann Grell
Foundation Board Secretary

Claudia Roth
Board Member

Cynthia Blomquist
Foundation Board Member

Jacob Wilkerson
Board Member

Cynthia DeLuca
Foundation Board Member

Kyle Glass
Board Member

Our Community Partners

Our Management Team

Jennifer Nadelkov, Chief Executive Officer

Gail Hallmon, Chief Operations Officer

Henry Estrada, Chief Financial Officer

Morgan Perun, Senior Director

Bernadette Dimitriadis, Director of Child Development Services

Brandi Helsby, Associate Director

Stacy Brown, Associate Director
Thank you to Our Donors!

- AdventHealth
- Boston Coffeehouse
- Boulevard Tire Center
- Brown & Brown of Florida
- Clay Electric
- Cobb Cole
- DeLand Rotary
- Duke Energy
- Farmworkers Association of Florida, Inc.
- FL Health Care Plans
- Gallery Homes of DeLand
- James Moore, & Co.
- Jane Shang
- JAS Construction Group
- Lacey Family Charitable Foundation
- Main Street Bank
- Maria's Travel
- Masters Electric
- Mid Florida A/C
- Monti Consulting
- National Christian Foundation
- NE FL Health Services
- Odyssey Reinsurance Co.
- People Helping People
- Persimmon Hollow
- SMA Healthcare
- Southwind Management Co.
- State Farm
- SYKES
- Theresa Wahl
- Walmart #860

Our Staff in the Community

Places that our staff have volunteered over the past year:

- Mom’s Club of DeLand
- DeLand YMCA
- iDignity
- Food Pantries
- Nursing Homes
- Beach Clean Ups
- Eagles Children Community Events
- Moose Lodge
- Children Community Events
- God's Bath House
- Interfaith Kitchen
- Homework Club
- Keep DeLand Beautiful
- Youth Sports Teams
- Girl Scouts
- Music Lessons
- Breast Cancer Walk
- Kairos Prison Ministry
- BCU
- AMI Kids
- Odessa Chamberlin Center for Health and Equity
- Our Churches
- Our Children’s Schools:
  - Freedom Elementary
  - Children’s House Elementary
  - Woodward Elementary
  - Kid’s City Preschool
  - Bunnell Elementary
  - Volusia Pines Elementary
  - Turie T Small Elementary