

2023 Annual Report
Building Community Together
A Year of Impact



*Grand Reopening of the Center for
Neighbors in Need*



FEED THE HUNGRY



HOUSE THE HOMELESS



PREVENT HOMELESSNESS



Mission To feed the hungry, house the homeless, and prevent homelessness.

Vision To be an integral part of collaborative efforts to serve the homeless, to feed the hungry, and to prevent homelessness.

Values To serve those in need with respect and integrity in an effort to give hope to those in need.

History

Over 54 years ago a dream was fulfilled when the Neighborhood Center of West Volusia opened its doors on August 11, 1969. Located at the corner of South Adelle and West Voorhis Avenues, the Neighborhood Center was the brainchild of the West Volusia Council on Human Relations.

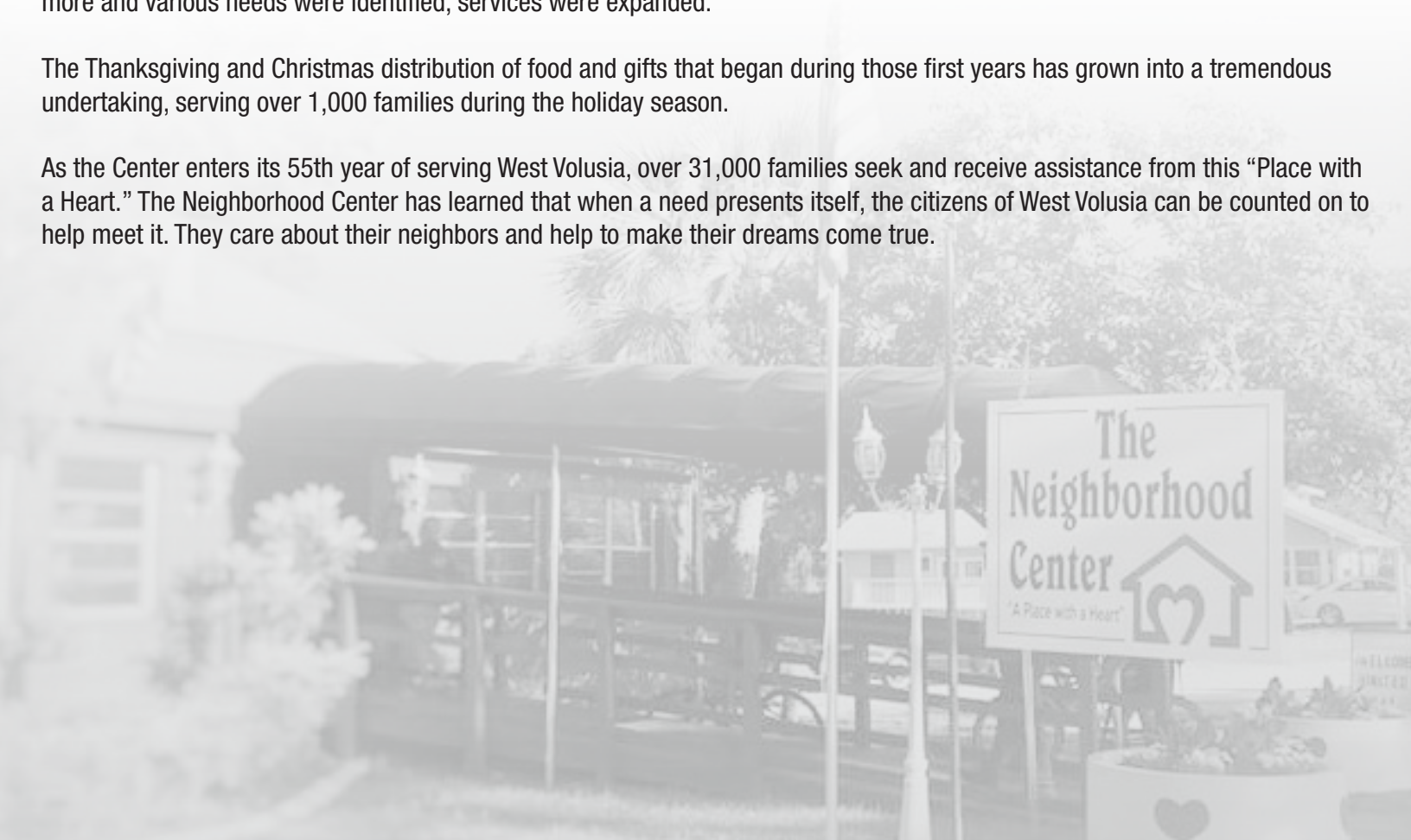
The Council was formed in 1963 to help promote racial harmony within the community but soon faced more significant problems that crossed all racial lines. More material and emotional support was needed for individuals facing financial challenges in West Volusia. Thus, the Neighborhood Center was born.

That dream became a reality due largely to the efforts of the late Norah Hagman, often referred to as the “founder” of the Neighborhood Center. Mrs. Hagman was the first director of the Neighborhood Center.

The original purpose of the Neighborhood Center was to provide information and help for individuals facing financial crisis. As more and various needs were identified, services were expanded.

The Thanksgiving and Christmas distribution of food and gifts that began during those first years has grown into a tremendous undertaking, serving over 1,000 families during the holiday season.

As the Center enters its 55th year of serving West Volusia, over 31,000 families seek and receive assistance from this “Place with a Heart.” The Neighborhood Center has learned that when a need presents itself, the citizens of West Volusia can be counted on to help meet it. They care about their neighbors and help to make their dreams come true.



Message from the CEO

We are delighted to present our 2023 Annual Report and share the critical role charitable giving plays at the Neighborhood Center of West Volusia (NHCWV) today and moving forward. The annual report showcases partnerships, collaborative efforts, and achievements and outlines our plans for the future.

Your support is more critical than ever as the NHCWV continues to expand its role in fighting hunger and homelessness in Volusia County. In 2023, we opened our Center for Neighbors in Need, an expanded space where we can assist more families facing hunger and financial crisis in our community. We began our Mobile Food Drop Program, which increased our food distribution to an additional 4,500 individuals. We've broadened our offerings at the Bridge Shelter, now providing a daytime center open daily from 1-4 pm. Here, individuals can seek refuge from the weather, recharge their phones, and access various resources.

NHCWV has celebrated many successes this fiscal year largely because of loyal and generous supporters like you. In 2023, we distributed over 312,516 meals out of our food pantry, housed 408 individuals in our housing programs, and provided 778 households facing financial crisis with utility and rental assistance. Every figure served represents a life we've profoundly touched for the better.

We are excited to begin renovations of our Family Emergency Shelter, which is scheduled to open in 2024. This initiative will furnish five extra family emergency shelter units for families grappling with financial hardships. Additionally, we've initiated the development of a site plan for a tiny home garden community, aiming to offer more affordable housing options for both individuals and families

We exist to be in partnership with our community – bringing together caring people who want to lead change and mobilizing the resources necessary to make a meaningful difference. We hope we can continue to count on you as we move into a new chapter in the NHCWV's rich history. There are exciting days ahead.

Thank you for your support.

In community,

Savannah-Jane Griffin

Savannah-Jane Griffin
Chief Executive Officer



2023 Board of Directors

Will Hollis, *President*

Solomon Greene, *Vice President*

Derek Mears, *Treasurer*

Sonni Stover Wimer, *Secretary*

Susan Hall, *Executive at Large*

Mario Davis | Giovanni Fernandez | Kenneth Harley

Marla Rawnsley | Sundria Ridgley | Rick Rintz

Nancy Shayeson | Elizabeth Skomp | Gery Walker

Emeritus Board Members

Al Powers | Kandy Queen - Sutherland | John Simmons



2023 Leadership Team

Executive Leadership:

Savannah-Jane Griffin, *Chief Executive Officer* | Waylan Niece, *Chief Operating Officer* | Christine Green, *Chief Financial Officer*
Debra West, *Chief Development Officer* | Amber Finnicum-Simmons, *Chief of Staff and Community Engagement*

The Bridge Shelter: Kimberly Noel, *Director of Operations* | Erica Rainey, *Director of Community*

Community Engagement: Madelyn Rivest, *Director* | **Facilities:** Jacob Rainey, *Director*

Grants: Joshua Vizcaino, *Director* | **Housing:** Sofia Rivas, *Director*

Prevention Services: Lara Poertner, *Director* | **Thrift Store:** Ed Noel, *Manager*

2023 Staff Awards

The Neighborhood Center of West Volusia employs compassionate, skilled professionals who are committed to excellence, enjoy teamwork, and contribute daily to our mission and culture of caring. Starting in 2022, staff awards were selected from a collection of peer nominations open to all Neighborhood Center team members. The 2023 recipients are truly outstanding, and we are excited to spotlight their contributions!

Above and Beyond Award

Recognizes an employee who has gone above and beyond to demonstrate initiative, teamwork, and leadership in their support of the mission.

2023: Thomas Duckett, *Lead Bridge Shelter Coordinator*

Spirit of Home Award

Recognizes an employee that welcomes inclusivity and builds community among the NHCWV clients, volunteers, and employees.

2023: Christine Murphy, *Lead Bridge Shelter Coordinator*

Collaborator of the Year

Recognizes an employee who has partnered with another department, staff leaders of another program, or with a partner agency to support the mission in new and creative ways.

2023: Nicole Bailey, *Lead Bridge Shelter Coordinator*

Shirley Tousley Employee of the Year

First awarded in 2017, this highest employee honor highlights the work of an employee who has demonstrated an extraordinary commitment to the mission and embodies our values of respect, integrity, and collaboration through their thoughts, words and actions.

2023: Christine Green, *Chief Financial Officer*



Thomas Duckett



Nicole Bailey



Christine Murphy



Christine Green

Impact Report

Homeless Prevention Services

Total Homeless Prevention Services - **29,133**
Utility Bill Assistance - **498 Households**
Rental Assistance - **280 Households**
Medical Referrals - **4,761** Vouchers to the West Volusia Hospital Authority
New Intakes - **1,206**

Food Pantry Assistance

2,921 Seniors & 1,885 Children
34,724 Food Bags x \$35 = **\$1,215,340**
34,724 Food Bags = 9 Meals/Bag = **312,516 Meals**

Monthly Food Drops with Second Harvest Food Bank of Central Florida - **1158 Households / 4499 Individual**

Housing

Permanent Supportive Housing - **71 Individuals**
Permanent Housing - **38 Individuals**
Rapid ReHousing - **164 Individuals, 87 Fleeing Domestic Violence**
Transitional Housing - **135 Individuals**
Housing Provided - **408 Individuals**

Bridge Shelter Services

Individuals Sheltered - **196** | Meals - **45,075**
Haircuts - **1132** | Laundry - **817** | Showers - **2,531**
Extreme Weather Shelter - **719**

Thrift Store

Provided at no cost to clients, over **3,298** items = **\$10,295** (*at store value*) of clothing, furniture and household items.

Toy Giveaway

Between Toys for Tots and our own Toy Drive, we were able to extend joy to over **300 families** during the Christmas season by providing them with toys.

Message from the CFO

86% of All Revenue into Programs and Services!

2023 has been an exciting year for the Neighborhood Center of West Volusia both financially and programmatically. As an organization dedicated to serving the needs of our community, we are proud to report significant progress in our efforts to assist vulnerable individuals and families.

First and foremost, we have experienced significant financial growth this year. Thanks to the generous support of donors and community partners, our organization has had an over 6% increase in donations and an 8% increase in Grants and Contracts. These contributions have allowed us to expand our programs and services, by increasing food distribution, providing additional rapid re-housing to a larger number of shelter and transitional residents, as well as increasing our number of transitional housing beds. We were also able to secure funding to raze our old Family Emergency Shelter to make room for our future tiny home village and ready our signature “red house” for the new Family Shelter.

As we are committed to our community, we also remain focused on improving the lives of our dedicated staff. In 2023, we were able to continue the upward trend of providing a living wage by increasing salaries by 3% and providing a free health care option. The motto of “if we take care of our own, they can take care of others,” has never been truer than here at The Neighborhood Center of West Volusia.

Though we ended the year in a slight deficit, less than 4% of overall budget, we were able to adapt to the challenge and provide critical services to over 31,000 Volusia County residents. We also continue to dedicate 86% of every dollar to direct care services and keep administrative costs below the non-profit industry standard of 15%. However, our success continues to depend on our philanthropic neighbors and the community’s on-going generosity.

As we look ahead, we remain committed to our mission of improving the lives of those in need. With the ongoing support of our community, we are confident that we can continue to make a positive impact and empower individuals to overcome challenges and achieve their full potential.

Christine Green

Christine Green

Chief Financial Officer

Community Partners

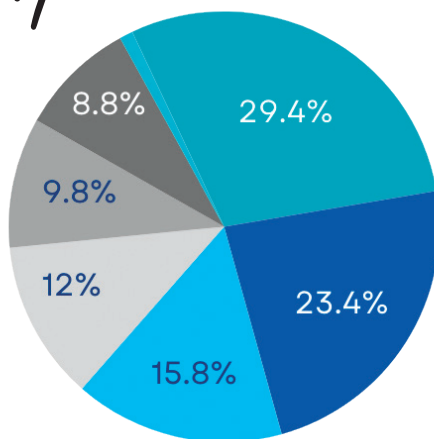
We express our deepest gratitude to all our community partners who contribute to our mission, some of whom are listed below, alongside a vast network of churches, civic groups, and businesses. Their collective efforts enable us to better serve and uplift our community daily.



Financial Report

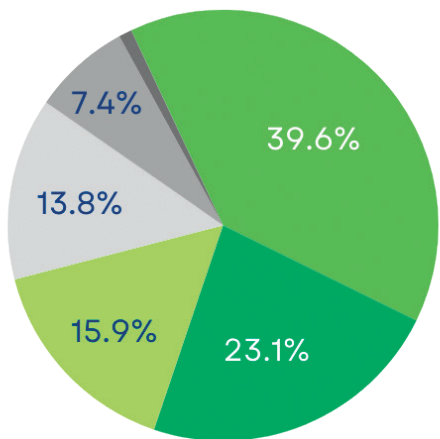
Income

Total Revenue: \$3,789,404



- Federal & State Grants 29.4%
- County / Local Grants 23.4%
- Donations / Contributions 15.8%
- Rental Income 12%
- Thrift Store Sales 9.8%
- Other Grants / Contracts 8.8%
- Other Revenue 0.8%

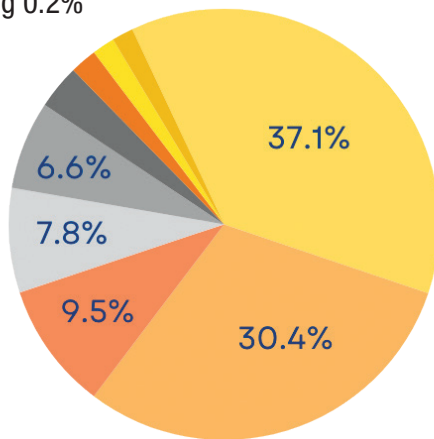
Expenses by Program



- Housing Services 39.6%
- Shelter Services 23.1%
- Prevention 15.9%
- Admin Costs 13.8%
- Thrift Store 7.4%
- Fundraising 0.2%

Expenditure

Total Expenses: \$3,851,482



- Direct Client Aid 37.1%
- Direct Care Salary Costs 30.4%
- Admin Salary Costs 9.5%
- Operating 7.8%
- Capital Projects 6.6%
- Repairs / Maintenance 3.3%
- Contact Services 2%
- Equipment / Furniture 1.7%
- Insurance 1.6%



ROBED IN LOVE

A Celebration of our Partners and Volunteers

A history of the event:

This unique event conveys the belief that everyone deserves a safe and secure place to call home. The robes evoke a sense of comfort, contentment, and coziness. Inaugurated in 2018, this awards breakfast commemorates the indelible impact of the late Ed Lacey and his wife

Pauline on the DeLand community through their remarkable philanthropy. Their transformative generosity has left an enduring mark, notably through the establishment of the Lacey House for women and children at the Neighborhood Center. The Lacey's pioneering spirit earned them the inaugural Love Local Award, celebrating their unwavering dedication and inspirational character, which ignites support for noble causes.

Robed in Love has since honored notable figures such as DeLand Mayor Bob Apgar, Boulevard Tire CEO Earl Colvard, Michael and Nancy Shayeson, Marilyn Wilber, The Journey, Tanna Gartside and Michael Pleus.

General overview of the event:

Three captivating speakers took the stage to share their stories. Rajni Shankar-Brown, President of the National Coalition for the Homeless and Ph.D. Professor holding the Endowed Chair of Social Justice Education at Stetson University, delved into the impact of domestic violence on homelessness. Additionally, Kimberly Noel and Michael Elliott courageously recounted their journeys of triumph over homelessness and addiction.



The awards ceremony commenced with the presentation of The Ed Lacey Big Heart Award, bestowed upon members of Saint Peter Catholic Church in recognition of their longstanding financial contributions and dedicated monthly meal support at the Bridge shelter.

Next, the Humble Heart Group Award was presented to Jane Gates and The First United Methodist Church of DeLand's Mercy Hour and Interfaith Kitchen Mission teams, honoring their impactful volunteerism and steadfast community support.

The pinnacle of recognition, the esteemed Love Local Award, was bestowed upon Gery Walker, a dedicated board member whose unwavering efforts and exemplary character have inspired others to rally behind the Neighborhood Center. Gery's pivotal role in establishing Wine to Water, the organization's largest annual fundraising event, and her decade-long commitment to various supportive roles within the agency, earned her this prestigious honor. Additionally, Dr. Rajni Shankar-Brown was honored with a Love Local Award for her steadfast support of the Neighborhood Center and her advocacy efforts at both the local and national levels in combating homelessness and ensuring access to basic human needs for all individuals.

These remarkable honorees, serving as beacons of hope, shine a light on the pressing needs within our community, motivating others to join in the collective effort to support those in need.



Highlights

Monthly Mobile Food Drops with Second Harvest Food Bank of Central Florida

This year, an exciting new collaboration began with our partners at Second Harvest Food Bank of Central Florida. Beginning in February, we offered an additional monthly opportunity to any resident or household facing food insecurity, on top of our regular food pantry access. Over eight months, 1,158 households visited the Neighborhood Center campus to receive an assortment of produce, bakery, meat, and dairy items. This total reflects nearly 4,500 individuals.

Because the need for food is growing, we are proud to share that beginning in February 2024, we will now offer monthly food drops twice per month on the second and fourth Tuesday. Identification documents are not required, and anyone is welcome to attend both food drops each month in addition to the food pantry. For more information, follow us on Facebook and Instagram to stay up to date on the latest food drop news.



Emergency Weather Shelter

The Bridge Shelter opens as an emergency weather shelter for neighbors who need shelter from extreme weather. In 2023, over 700 individuals received shelter support, including a safe, dry, and warm place to sleep, showers, laundry, and meal services during their stay. This assistance would not be possible without the dedicated service of our employees and volunteers.

In August, through partnership with the City of DeLand, the Bridge opened as a cooling shelter for the first time, inviting neighbors into the Community Room after lunch from 12 - 4 pm to take a respite from the heat. Since then, we've broadened our offerings at the Bridge Shelter, now providing a day center open from 1 - 4 pm each day offering life skills and enrichment classes led by community partners and volunteers.

Anyone is welcome to attend daily lunches at the Bridge, Monday through Friday at 12 pm and 1 pm on weekends. To learn about the current schedule of activities, contact the Bridge at 386-734-8120 ext. 601.



Center for Neighbors in Need Re-Opening

In October, shortly following the first anniversary of the Thrift Store's relocation to Spring Garden Avenue, we joyously marked the grand re-opening of our space at 428 South Woodland, now named the Center for Neighbors in Need. This newly designated space now serves as the home for both our Prevention Services and Administrative teams.

Residents in need of groceries, hygiene products, pet food, or financial assistance with rent and utilities are welcome to visit us from Monday through Thursday, 9 am-12 pm and 1-4 pm, as well as Fridays from 9 am-12 pm. Our dedicated case managers are available during these hours to provide support and assistance to those seeking help.



News and Features

Empty Bowls 2023



The Fifth Annual Empty Bowls of West Volusia took place on Thursday, January 26th, at the DeLand High School Cafeteria located at 800 N. Hill Ave., DeLand, from 5:30 - 7:30 p.m. The event was a resounding success, with tickets selling out quickly.

Attendees, including families, were treated to a heartwarming meal with soups generously donated by local restaurants. This communal dining experience not only satisfied appetites but also contributed to the ongoing effort to combat hunger in West Volusia County. Each participant received a beautifully crafted ceramic bowl as a token of appreciation for their support, along with a serving of soup, bread, dessert, and beverages, including water and tea. Additionally, attendees received a raffle ticket for the chance to win enticing gift baskets donated by local businesses.

The event was a tremendous success, raising over \$26,000 to support food programs and initiatives aimed at preventing homelessness in the community. This remarkable achievement reflects the collective commitment and compassion of the community toward addressing the pressing issues of hunger and homelessness. Special thanks were extended to the fifteen local restaurants and businesses that contributed their delicious soups, pies, bread, butter, and beverages, making the event both delicious and impactful.



Wine to Water 2023



In 2013, Wine to Water was established with the primary aim of assisting vulnerable local families and individuals struggling to cover their water bills. Over the past decade, this signature annual fundraiser has garnered immense support from the community, evolving to provide financial aid not only for water bills but also for utilities and other essential services aimed at preventing

homelessness. By aiding families and individuals in maintaining their homes, the event has effectively saved significant amounts of money and countless hours that would otherwise be required to stabilize them in new living arrangements.

This collaborative effort involves The Elusive Grape and the Downtown Rotary Grillmasters, along with other DeLand-area Rotary Clubs, which generously underwrite the event's hosting costs. In 2023, owing to its considerable growth, the event transitioned from its longtime venue at The Elusive Grape in downtown DeLand to the rustic and picturesque Granville Farms in Lake Helen. This new location offers more space and scenic surroundings, providing guests with an enhanced experience while still enjoying the same delectable heavy hors d'oeuvres, wine selections, and warm hospitality that have been hallmarks of the event for years. Additionally, attendees were delighted by the inclusion of a silent auction and a photo booth, adding to the festive atmosphere.

The 11th Annual Wine to Water proved to be the most successful yet, raising over \$86,000 to support its noble cause. This remarkable achievement underscores the unwavering dedication of the community toward addressing the needs of its most vulnerable members and ensuring their continued stability and well-being.



Thrift Store Impact



The relocation of The Neighborhood Center Thrift Store to its new, more prominent space on South Spring Garden Avenue in DeLand in October 2022 has had a significant impact on the agency's operations. This strategic move has facilitated greater accessibility for both customers and clients alike, allowing the store to continue fulfilling its mission effectively.

Beyond its role in retail, The Neighborhood Center Thrift Store serves as a vital resource for supporting center clients in need. In addition to selling furniture, clothing, and household items, the store offers vouchers that can be redeemed by clients for essential items such as clothing and furniture. This initiative plays a crucial role in assisting those facing financial hardship, ensuring that they have access to the basic necessities required for daily living.

In 2023 the Thrift Store provided at no cost to clients, over 3,298 items of clothing, furniture and household items. Furthermore, to enhance convenience for customers and donors, the store provides a convenient pick-up service for

larger items, available by appointment. This service not only facilitates the donation process but also contributes to the sustainability of the store's operations. Overall, The Neighborhood Center Thrift Store's relocation and ongoing efforts have strengthened its ability to support both its clients and the wider community, underscoring its commitment to making a positive impact in the lives of those in need.

Awards



The Central Florida chapter of the Association of Fundraising Professionals (AFP) honored the Neighborhood Center with two prestigious awards at the National Philanthropy Day celebration in November. Gery Walker, a longstanding Board member and leader in the Rotary Club of DeLand, received the Excellence in Volunteerism award, of which one volunteer is selected each year from the entire Central Florida region. Additionally, the Neighborhood Center was recognized as one of three recipients of the Diversity, Equity, and Inclusion honorees alongside Synchrony Financial and VyStar Credit Union. Thank you to the Central Florida AFP for these incredible recognitions, we are so grateful for the opportunity to share our work with partners across the region.

On the Horizon...

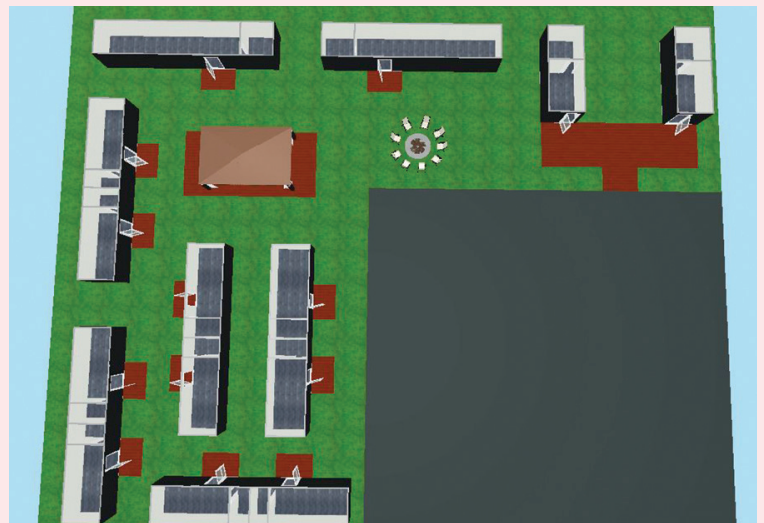


Family Emergency Shelter

The Neighborhood Center of West Volusia opened the first family emergency shelter in Volusia County in 2013, and we are excited to re-open this crucial facility in 2024 within the iconic red house on Woodland Boulevard. Once renovation is complete, up to five families can be sheltered at a time. The shared space will contain two full bathrooms, a full kitchen, and living room. All family residents will receive dedicated case management to support their search for stable housing. Stay tuned for updates about our grand re-opening later this year!

Tiny Home Community

After clearing the land that housed our previous family emergency shelter, we are ecstatic to begin putting the plans together on a new tiny home garden community. This will increase the number of affordable housing units we can provide for families and individuals. The image below showcases the potential of this project.



Client and Volunteer Testimonials

“

I never realized a way to leave my abuser until I found the support of the people at the Neighborhood Center, who gave me hope and the means of a way out. I feel comfortable and safe for the first time in my life. I am learning to leave it all in God's hands. It has been one year in September [2022] since I left my abusive situation. I am a survivor.

- **Suzie**, a graduate of the NHCWV Housing Program

”

“

In my life I have never been close to being homeless but it happened. I had no idea of the resources available to someone in my situation.

It worked tremendously and I thank you.

- **Karl**, a graduate of the NHCWV Housing Program

”

“

The Neighborhood Center staff are very caring and kind. They are this way with the volunteers, and they are this way with their clients and guests. It is always a pleasure to be around them.

- **Dianne**, an NHCWV volunteer

”

“

I had a wonderful time meeting new faces, and giving back to those who are facing present hardships. I love the mission of this organization and appreciate all they do in turn providing opportunities for others to walk alongside them and be a part of a bigger picture.

- **Jessica**, an NHCWV Independence Day barbecue volunteer

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For More Information Visit:

www.nhcwv.org

Email: info@nhcwv.org

Or Call: 386-734-8120

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