



2020 IMPACT REPORT
Building a Stronger Community
Now and for the Future



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A MESSAGE From our Executive Director

It has been a year unlike any other in our lives. While it was challenging for our programs, staff and our clients, we made it. We adjusted service delivery overnight and within days made our operations virtual and mobile. Like the rest of the world, we rose to the challenge while helping to ensure that families and individuals received necessary services and support. We sat on “Zoom” meetings and sessions all day long, interacted through live Facebook events reading, baking, entertaining children and adults, finding available resources, and reaching out to the members of our community. We taught virtual classes and conducted drive-bys delivering care packages to families—because that is who we are. This has been a particularly difficult year for our clients. We are honored that we are able to offer some relief for them.

We were happy to re-open our daycare in June, albeit on a smaller scale as our community experienced the height of the pandemic and we needed to ensure our children and staff were safe. While we always knew that our staff were outstanding, this past year proved it. Staff pulled together, worked together, made the best out of an impossible situation for the children and families. Despite the unknowns, despite the possibility of exposure for themselves and their families, they showed up and did what they do best—teach and care for our children.

The reality is that the pandemic took a toll on the mental wellbeing of all of us. Our behavioral health programs have experienced a tremendous increase in the need and request for services but once again our amazing team has pulled together to meet the needs of so many.



In addition, staff have been there for each other. Some of us lost family members, some of us were more alone in isolation than others as their families were far away or sometimes nearby, but couldn't see them. We couldn't socialize the way we normally do and it was a constant struggle to get basic needs met. We pulled through the worst of times and are moving forward towards better days.

Since the Center was founded in 1905, I have often wondered what it was like for the missionaries during the first pandemic involving the Spanish flu in 1918. While there are few documents to know exactly what they went through, what we do know is they were there doing their best to respond to the needs of the community, just as we did a century later in 2020. Even through the pandemics of 1918 and 2020, the Center has remained steadfast in our mission and response-continuing to move ahead with the thoughtfulness needed to effect positive outcomes.

There has been a high price to the cost of this pandemic, but we have been blessed that so many of our supporters never turned their backs to doing what they could to help us all through these difficult times. While the pandemic has certainly put a strain on the agency financially, especially on our child care and preventive programs which rely so much on fundraising in addition to Government budget constraints, we remain strong. Through all of these obstacles, The Neighborhood Center has continued to endure and I might argue that we've grown stronger as an agency because of them. The road to recovery for all of us will be a long one, but with faith, strength and togetherness we will come out stronger.

Wishing you all a healthy 2021!

Sandra L. Soska



OUR MISSION:

To enrich the lives of individuals and families through cooperative opportunities, resources, and advocacy which embrace diversity, promote empowerment, and foster responsible citizenship.

www.neighborhoodctr.org

OUR AREAS OF SERVICE:



Childcare & Family Services

These programs provide an array of child care and preventative services for youth and families. Our programs promote the social well-being of children and families by helping to build connections to home, school and community. Given the right tools and supports, families can help themselves to achieve a better future.



Behavioral Healthcare Services

We provide professional, state-of-the-art mental health, clinical, and crisis services for children, youth, adults and their families as well as psycho-social and care management services for adults.

Empowering Individuals During Trying Times

Behavioral Health Clinics

When the pandemic hit, our Utica and Rome clinics pulled together along with management and moved to completely Telehealth in a matter of days.

From March 16th through May 31st the clinics continued to provide care to almost 1500 clients and conducted almost 7,000 appointments. During this time the team supported each other diligently, conducting virtual team meetings daily. The Clinical Supervisors stepped up as leaders in uncharted territory, providing so much guidance and support through such a strange time, and one of them being brand new to the leadership role.

In addition to the obvious challenges, many of our staff also experienced significant personal stress related to COVID, the other tragic events that occurred in the country, and/or personal life events. While they are trying to be strong providers of care to our clients, they are also people who are going through fear, anxiety, anger, loneliness, and sadness. And yet, they rallied and continued on.

As we moved to a hybrid model of Telehealth and Face-to-Face treatment, the team continued to impress by adopting and adapting to the guidelines, managing ongoing worry and fear about the virus, take care of themselves and their families, and try to meet the need for many our clients to get back to in person treatment. In addition, we rather abruptly inherited the Herkimer County children's clinic and have seen a significant increase in referrals and in the general mental health needs of the community, which is likely to continue for some time.

This team has, and continues to meet these unprecedented challenges with hard work, resilience, integrity, and compassion for themselves, each other, and the community. Every single team member has been essential, whether support staff, clinician, or prescriber; and we could not have been so successful without any one of them.

While providing mental health care to 1,500 clients over telephones and video; and struggling with their own experiences, clearly took a toll on our staff at times, they came together, supported one another, and it became clear why they are here doing what they do; which can only be because they care about the people we serve and are passionate about our mission.



MCAT adjusts during pandemic to meet the needs of and continue to build a stronger community

Mobile Crisis Assessment Team

The 2020 year has been a time of significant growth and rejuvenation for the Mobile Crisis Assessment Team. In March 2020, MCAT made a drastic shift to a remote status of working from our homes. Although this was a period of significant change, it was also a period of evolution and strengthening for our program. The need to engage with our team members from far-reaching locations throughout our six-county region required us to strategize more extensive communication that has provided increased support and constructed a team-oriented environment. The ultimate outcome of a remote call center model has shown to be even more productive and has allowed us to utilize telehealth opportunities for clients to engage face-to-face with a provider regardless of the client or provider's location in New York State. Our year yielded an increased number of crisis calls and assessments without the "typical summer lull". Staff continue to participate in ongoing training and supervisions on a weekly and monthly basis for cohesive engagement. In the late months of 2020, our team advanced our technological engagement and reporting with the initiation of a new electronic medical record system which has assisted with documentation audits, streamlined workflows and allots for detailed reporting analysis of productivity and client engagement.

In the summer months of the year, we structured a redesign of the Crisis Case Management and Peer Advocacy components of the Mobile Crisis Assessment Team. This was an opportunity for staff to share their opinions and thoughts about the ways in which we provide care and services to our communities and clients. This redesign allowed us to create a standardization of services, policies and procedures for all team members and has provided a renewed sense of purpose for this component of the program. In January of 2020, we also began the task of crisis intervention reimbursement billing for Medicaid Managed Care organizations.

Our Administrative team has been busy launching a MCAT Binder, Training Portal, virtual orientation and structured internship program for MSW field education students. How many staff through virtual orientation? These initiatives awarded our team an accreditation by the American Association of Suicidology in June 2020. Additionally, the standardization of our program's policies, procedures and training assisted us with the development of syllabi for our onboarding and orientation process with new staff in all employment opportunities with MCAT. Our newly developed position of a Mobile Crisis Outreach and Education Coordinator has been instrumental in this process. This role provides ongoing support to staff to conduct training, engagement and outreach presentations to community partners. We have found this opportunity to be immensely helpful to engage the community and agency partners in the ongoing changes happening in the program. The final months of 2020 brought our team the opportunity to build a pilot Crisis Intervention Team with the Utica Police Department. This initiative will be launched in 2021 and will be an exciting component of our next year's Annual Report.

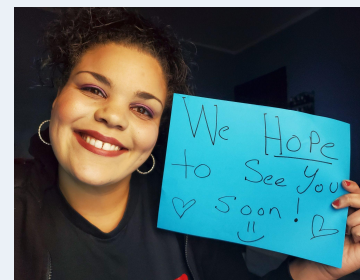
The commencement of a Bridge Scripts program was launched in April 2020 to assist clients with short-term psychiatric medication bridge when between hospital discharge and their initial psychiatric provider appointment. We have had great success in the development and implementation of this program and have assisted over sixty clients with medication management supports and diverted them from the Emergency Department.

Childcare and Family Services

As a parent, you want to do everything to protect your child, to make sure they are healthy, happy, nurtured. How do you do that when you are an essential worker in the middle of a global pandemic and you need child care? Simply put, you work with, question, trust, and question again, your child care provider. As an agency we understand how difficult it is to leave your child in care under the best of circumstances, but during a pandemic...wow...talk about frightening. About a year ago, we made the decision to shut down for two and a half months to ensure we were able to provide the best, and safest care possible for our children, families, and staff. During that time, our management team developed a reopening plan following CDC guidelines and revised NYSOCFS licensing regulations. Our centers were sanitized and disinfected with hospital grade disinfectant, every early childhood classroom was painted, floor molding and carpets were replaced, we cleaned every nook and cranny, purchased a ZONO Sanitizing and Disinfecting cabinet capable of eliminating 99.99% of viruses and 99.9% of bacteria for use on our toys, cots, and other items that need sanitizing. (thank you The M&T Bank/Partners Trust Bank Charitable Fund and The Community Foundation of Herkimer and Oneida Counties). We purchased disinfectant room foggers, our staff were equipped with face coverings, and booties, and are required to conduct daily Covid-19 screenings and temperature checks before reporting to work-frequent hand washing is a must for children and staff. In order to reduce exposure of any germs, viruses, bacteria, we needed to modify the way the our classrooms looked, the number of children we served, the way we served meals, what materials were allowed to be brought in from home.

As parents and grandparents ourselves, perhaps the most difficult change for us and for the families was modifying how children are welcomed into our care. We love having parents talk with the teachers, seeing the classrooms and the artwork that their child created hung on the walls, and getting to know the staff. However, we instituted a practice that allowed for a greeter to meet the parent and child in the vestibule for Covid-19 screening and temperature checks; the greeter brings the child to the classroom in the morning, and brings the child to the parent at the end of the day. While some of this may seem extreme, we need to err on the side of caution when it comes to our children, families, and staff. In order to help parents stay connected and engaged, we have transformed our vestibule into a parent center. In this space, parents will find pictures of the staff, daily schedules, menus, monthly activity calendars, classroom projects and art work, hats, mittens/gloves, a new or gently used jacket or two, in addition to the everyday things like regulations, and sanitizing materials. Daily notes are sent home outlining how the day went for their child, and of course, parents are welcome to call and speak to the teacher at any time!

We all know how difficult this year has been-we are grateful to the parents for working with us, for helping us provide a safe, nurturing and educational place for their child. We are grateful to our staff for all they have done to help reduce the stress and worry of our families while facing those same fears. Alone we are strong...together we are stronger.





At The Neighborhood Center we believe every family and child is capable of doing amazing things. We are extremely proud of those we serve for remaining focused during the pandemic.

This year, we have made a difference in 14,723 children and families lives and they made a difference in ours and our community.

Our programs provide an array of childcare and preventative services for youth and families.

Child Care-Infant, Toddler, Preschool
Served 121 Children

School Aged Child Care
Served 91 Youth and 75 Families

UPK at The Neighborhood Center
Served 68 Children

UPK at The North Utica Senior Center
Served 21 Children

PINS Reduction & Elimination Program
Served 176 Children and 766 family members

Community Health Workers
Served 310 Women and their Families (120 infants born to clients)

Outreach & Prevention
Served 19 Youth and 15 Teens

Project AIM
Served 69 Youth

Transitional Life Skills
Served 12 Youth

Kinship Care Management
Served 40 Families (51 Adults and 67 children/youth)

Utica Children's Center
Served 187 Youth and 88 Families

Rome Children's Center
Served 126 Youth and 88 Families

SOHO Regional Permanency Resource Center
Served 27 Families, 62 Children and 52 Adults

Operation Sunshine
Served 249 Families (381 Adults, 687 Children, 1068 Individuals)

DCR & CACFP
DCR Served 92 providers;
CACFP served 88 Child Care Providers and 10,410 Children

Refugee Health
140 Participants



The Neighborhood Centers Behavioral Healthcare Division adapted in many ways during the COVID-19 pandemic. Our staff continued to meet the needs of our clients and the community by offering telehealth services.

This year our dedicated team has made a difference in the lives of 22,711 adults, children and families throughout six counties.

Our dedicated staff place their focus and care on the emotional, social and physical well-being of the individuals we serve.

Adult Recovery Services (ARS)-Rome
Served 191 Adults

Adult Recovery Services (ARS)-Utica
Served 172 Adults

Assisted Competitive Employment-Utica
Served 5 Adults

Assisted Competitive Employment-Rome
Served 10 Adults

Employment Services Utica
Served 12 Adults

Employment Services Rome
Served 5 Adults

Care Management
Served 794 Adults and 55 Children

Care Management
Served 24 Children

MCAT Oneida/Herkimer County
Provided 11,900 Services

MCAT Chenango County
Provided 2,604 Services

MCAT Delaware County
Provided 1,004 Services

MCAT Schoharie County
Provided 1,559 Services

MCAT Otsego County
Provided 1,966 Services

Utica Behavioral Health Child & Adult Clinic
Served 611 Children, 575 Adults)

Rome Behavioral Health Child & Adult Clinic
Served 503 Children, 691 Adults)

MCAT CRISIS CASE MANAGEMENT/PEER SERVICES:

ONEIDA & HERKIMER COUNTY DELIVERED 3,585 SERVICES

CHENANGO, DELAWARE, OTSEGO, CHENANGO, SCHOHARIE COUNTIES DELIVERED 949 SERVICES

Alumni Impact

Bill Gately, an alumni of the Neighborhood Center, recently wrote to tell us about his experiences and what the Center meant to him and to his family. "The Center was always a safe and friendly place for us children," he said in his letter.

Bill is just one of thousands of alumni who have come to the Neighborhood Center either as a child or teen, or as a client of one of our over two dozen programs. But Bill's message was so thoughtful and heartwarming, we thought we should share it.

"I will always be thankful for my association with The Neighborhood Center," Bill said. Bill, we'll always be thankful that you were here with us.

Dear Sandra,

It has recently come to my attention that Emily Meyers has recently retired. Emily has been a friend of my families since we were children. Her and I graduated from Proctor H.S. in 1974. She has stayed close friends with my sister Carol as she still lives in Utica, though I left there a long time ago.

Hearing of Emily's retirement seemed like a good time to contact you and let you know how the positive influence of the Neighborhood Center has had on my life.



Going to the Mary St. playground as a young child taught me how to interact with and become friends with others from different ethnic and social backgrounds. The Center was always a safe and friendly place for us children - The traits I learned, and that were formed there, on that playground, served me well in the U.S. Air Force and after that in my federal civil service career. I will always be thankful for my association with the Neighborhood Center.

My wife and I have raised three children and we have passed

on to them the lessons we learned when we were children on the playground.

I am enclosing a check in Emily's honor. She is truly an amazing person. I believe God's greatest calling is to Love him, to love your neighbor and to protect the children. You accomplish all these things and though you may not know it, it goes a long way out and around the world from that playground on Mary Street.

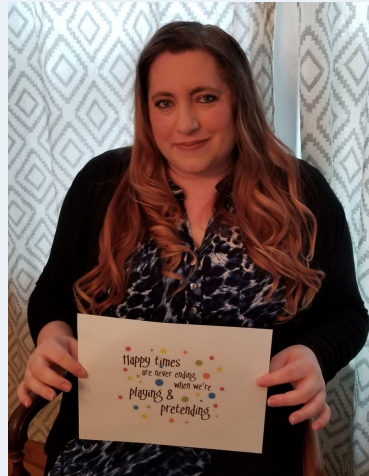
Take Care & God Bless you all
Bill Gately

Around the Neighborhood



Behind the scenes of the meal giveaway made possible by New Hartford Rotary and The Neighborhood Center!

We were able to feed 100 families in our community!



In the beginning of the pandemic our child care staff created a video with words of encouragement for parents and children, and let them know how much they miss them!

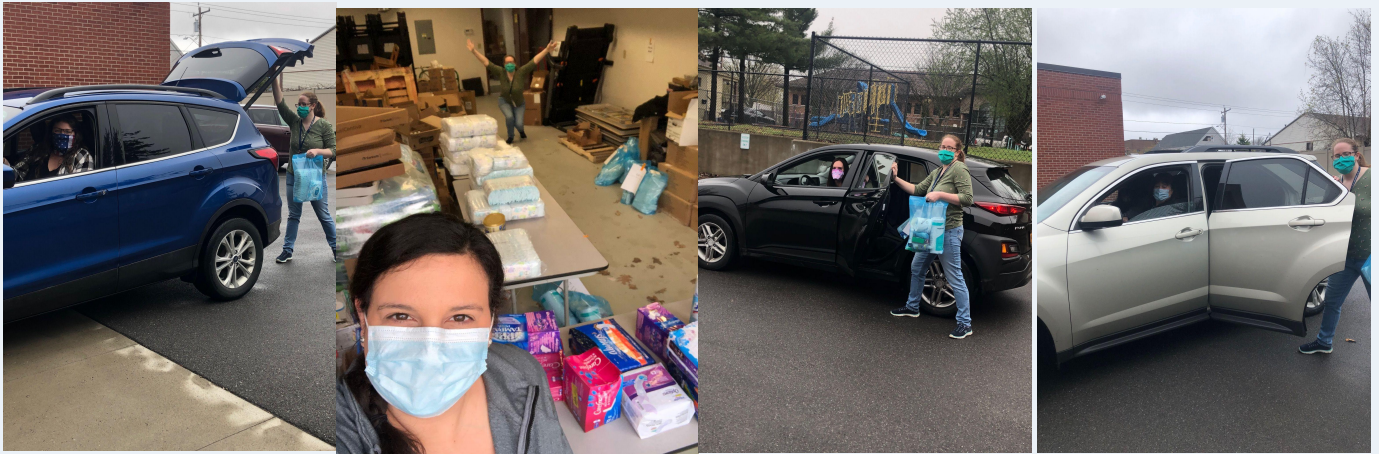


Staff submitted photos with words of encouragement to help brighten someone's day. The photos were posted on Facebook for the community to see.



The Neighborhood Center, Inc. is hosted an art contest open to children 3 – 15 -years-old. 'Art is Essential and So Are You' is the theme, encouraging kids to design Thank You Cards for Essential Workers. There were a total of four artwork winners divided by age that each won a brand-new bicycle donated by the Centers Executive Management Team.

The initiative helped support our community programming.



Supply Giveaway! Our operations looked different last year, but we still continued to adapt and meet the needs of our community.



Our school age and daycare children and staff celebrated Spirit Week and dressed as their heroes!

Our dedicated staff volunteered their time to provide Facebook Live sessions during the pandemic. Each week the community enjoyed Story Time, Baking with Kids, Guided Meditation, Live Music and Coffee Break,, Crafts and Community Resource Updates!





The Mohawk Valley Perinatal Network at The Neighborhood Center has continued to be a leader in our community in providing easily accessible perinatal and family health education, resources, and services. There are three programs under the MVPN at The Neighborhood Center umbrella--Maternal and Infant Community Health Collaborations (MICHC), Health Benefits Navigator, and Healthy KIDS-Connecting Kids. Through funding from the NYSDOH, the MICHC/Community Health Worker Program collaborates with providers and community organizers to help educate and advocate for change while working to improve maternal and infant health outcomes for high needs, low-income women and their families. The MICH/CHW key priorities are reducing the outcomes of preterm birth, low-birth weight and infant and maternal mortality. On an individual/family level, Community Health Workers assist families with access to much needed health and social services and help them engage in healthy behaviors, including breastfeeding and safe sleep. In addition, MVPN at The Neighborhood Center has been assisting individuals and families in Madison and Oneida counties to access affordable health care through the NY State of Health Marketplace. Currently, there are 6 Certified Navigators that can help people apply for health insurance, understand their coverage options, and enroll in a plan that is right for them. New in 2020 is our Healthy KIDS-Connecting Kids Program. The NYSDOH, in collaboration with Health Research, Inc. was awarded one of 39 cooperative agreement awards from the Centers for Medicare and Medicaid Services (CMS) through the Connecting Kids to Coverage Program. The award supports efforts to enroll and retain uninsured and eligible children in Medicaid and Child Health Plus health insurance programs by working closely with school districts and school nurses to help identify uninsured children and conduct outreach events tailored to the community. The Neighborhood Center was offered the opportunity to work with NYSDOH and CMS to ensure children are insured.

Health Benefits Navigators 8/1/19 to 7/31/20

# Enrollments completed last month	# Enrolled YTD	# Applications that had a household member who declined coverage last month	# Declined YTD	# Of consumers referred last month	# Referred YTD
162	1113	12	46	83	646

North Utica Senior Center



There have been some big changes at the North Utica Senior Center. After investigating funding options and internal fundraising capacity, the NUSC Board of Directors voted to seek affiliation with another agency as part of a sustainability plan. The NUSC and The Neighborhood Center explored vision, values, variety, and viability and made the decision to enter into a management agreement in August of 2020. The Neighborhood Center and the North Utica Senior Center are working towards a merger in order to grow services to the community and strengthen partnerships between complementary programs. The sitting NUSC Board of Directors elected new representatives and resigned their positions. Yvonne McClusky retired as the NUSC Executive Director (for the third time!) and Sandy Soroka, the Executive Director of The Neighborhood Center, has taken on that role. Sandy has been with The Neighborhood Center for 22 years, moving into the Executive Director position in 2009. The partnership with The Neighborhood Center will afford the NUSC the opportunity to bring in an array of child care, family services and behavioral health care services, while maintaining, and hopefully expanding, our senior programming.

The center was closed from March 13th, 2020 until early September, in an effort to keep seniors, children, families and staff safe during the Covid 19 pandemic. During this global crisis we continued to check on our seniors and families and we offered our center to the city and county as a resource to use in whatever way can be most helpful to the community at large. We volunteered the use of our space for a United Way Food Distribution site (another site was decided upon). We had hoped to be open for senior programs by this time, but we have not been able to do so completely. We will be opening for smaller groups in May; the ARC is scheduled to return in May as well.

We provided telephone and in-person assistance to seniors regarding who to call for Medicare assistance and assistance with accessing free tax preparation. We created email accounts for seniors and showed them how to use it in order for them to be able to sign up for the Covid-19 vaccine, made appointments for seniors to get the Covid-19 vaccine, provided resource information such as food distribution sites, and where to get a no cost captioned phone for people with a hearing loss/have difficulty hearing on the phone, and as a sounding board and listening ear. We have included those numbers in persons served, but cannot verify their income level, although many disclosed they were on a limited income. We also worked with the North Utica Walgreens regarding vaccines for seniors.

We have helped families access financial assistance through the CARES Act in order to be able to afford the added expense of full time child care. We are fortunate that our Foster Grandmother was able to return to the classroom, providing a welcomed and much needed addition to our group, benefiting the children and as well as Grandma. We were given the opportunity to provide gift bags to over thirty of our seniors. They had the choice to drop in or have them dropped off (safely) at their homes. The conversations, the face-to-face contacts, and being able to connect were appreciated even more than the holiday gifts. As one member said 'it was the most fun gift for me in 2020'!

Behavioral Health Care Collaborative



In 2017, NYS awarded funds to 19 regional networks called Behavioral Health Care Collaboratives (BHCCs) to ensure that behavioral health providers are prepared for the payment changes. The Neighborhood Center, Inc. was \$1.7 million to develop the Mohawk Valley BHCC, a network of service providers in eight counties that will come together to enhance our region's infrastructure to ensure that services are patient-centered, recovery oriented, data-driven, evidence-based, and are delivered in a coordinated way.

In 2020, the COVID-19 pandemic quickly shifted how many providers deliver services, prompting most to adopt telephonic and video capacity overnight. To support partners as they adapted amidst uncertainty, the network supported the development of telehealth policies and procedures that could be customized to fit each organization. This work reduced the load on clinic supervisors and programs directors, so they could focus on supporting their clinicians during uncertain times.

The network also focused efforts on infrastructure to position the IPA favorably in negotiations for contracts with managed care organizations. Given that MCOs are preferring single contracts with larger networks, the IPA set out to increase its size in terms of the number of providers and clients served. It was critical in this work to ensure that our collaborative culture and commitment to rural and smaller service providers remained intact. After many months of discussion, the IPA's Board of Directors voted to move forward with a merger with a contiguous network that shares the same commitment to providers and services. The public announcement is expected in May 2021.

In partnership with our merging network, the network developed a comprehensive 14-county response to the State Opioid Response II RFA released by OASAS for network-based substance use care. In a truly collaborative process, providers came together to review data about network gaps, identified solutions that could be applied in a variety of settings and worked quickly to envision how prevention, treatment, and recovery service providers can form an interconnected continuum of care.

At the beginning of 2020, we were expecting the grant period to end at the end of 2021. Recognizing its importance and the impact of COVID on infrastructure development, the State has extended our project through December of 2023.

Network Partners:

ARC of Herkimer County
ARC Oneida-Lewis Counties
Beacon Center
Conifer Park
Delaware County Mental Health
Herkimer County Mental Health
Insight House
McPike Addiction Treatment Center
Otsego County Mental Health
Rehabilitative Support Services
Schoharie County Mental Health
The Family Counseling Center
Utica Rescue Mission

Affiliates:

Alcohol and Drug Council of Delaware County
Bassett Healthcare
Catholic Charities of Delaware Otsego and Schoharie Counties
Catholic Charities of Fulton Montgomery Counties
Catholic Charities of Herkimer County
Catholic Charities of Oneida Madison Counties
Catholic Charities of the Diocese of Albany
Catskill Center for Independence
Center for Family Life and Recovery
Chenango County Mental Health
Children's Health Home of CNY
Central New York Care Collaborative
CNY Health Homes
Family Resource Network
Friends of Recovery Delaware and Otsego
Herkimer Housing Authority
HFM Prevention Council
House of the Good Shepherd
ICAN
LEAF
Leatherstocking Collaborative Health Partners
Multicultural Association of Medical Interpreters
MHA of Fulton Montgomery Counties
Multilingual Interpretation Services
MV Health System
Oneida County Mental Health
Opportunities for Otsego
Resource Center for Independent Living
Regional Primary Care Network
Schoharie County Council on Substance Abuse
St. Mary's Hospital
Tully Hill Chemical Dependency Treatment Center
Utica Municipal Housing Authority
Women's Employment Resource Center

The year 2020 brought much anxiety and uncertainty for all due to the COVID-19 pandemic. It was a year of “PAUSE”, layoffs, working remotely, mask wearing and social distancing. As always, The Neighborhood Center, Inc. staff grasped our mission and ran with it making the best of the uncertain times.

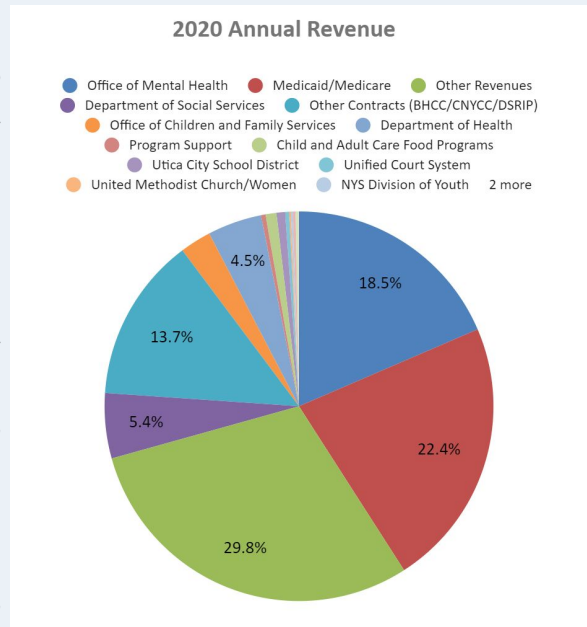
Through the Payroll Protection Program, the agency was able to minimize employee layoffs bringing employees back to work remotely to ensure that our programs continued to offer the services only in a different fashion than we were all accustomed to.

The agency was awarded the CNYCC Fragile Partner grant to assist with the loss of revenue in the clinics.

*The financial information detailed in the 2020 annual report is unaudited financial data.

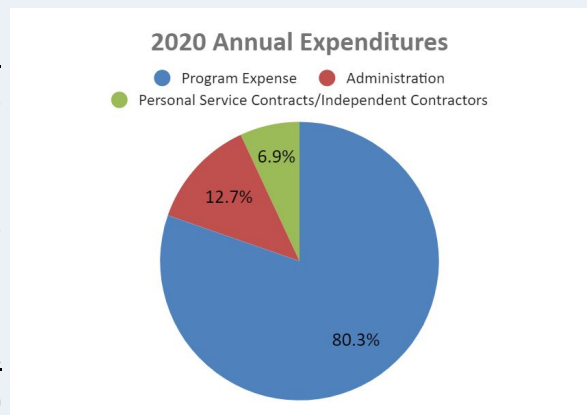
Revenue:

Office of Mental Health	\$3,180,946
Medicaid/Medicare	\$3,838,074
Other Revenues	\$5,107,292
Department of Social Services	\$927,495
Other Contracts (BHCC/CNYCC/DSRIP)	\$2,346,303
Office of Children and Family Services	\$444,772
Department of Health	\$772,594
Program Support	\$64,655
Child and Adult Care Food Programs	\$156,008
Utica City School District	\$122,675
Unified Court System	\$56,819
United Methodist Church/Women	\$22,045
NYS Division of Youth	\$27,808
United Way	\$40,155
Other Grants	<u>\$49,117</u>
	\$17,156,758



Expenditures:

Program Expense	\$11,372,658
Administration	\$1,802,617
Personal Service Contracts/Independent Contractors	<u>\$981,624</u>
	\$14,156,900



Information Technology

As all departments did, we faced significant challenges this year due to the pandemic. Our main goal shifted to providing the best support for our staff and programs as technology became an intricate part of keeping them running while working from home during the pandemic. We were able to make many advances on the technology front.

THANK YOU

A big thank you to our friends and benefactors in 2020!

A generous community helps makes our mission possible every day. Financial gifts from donors across the region help us to continue our mission each day. We are extremely grateful for your support.



AAA New York
 Adam Vogel
 Alan R. Leist Jr.
 Alfia Edmonds
 Amanda Utter
 Amicable Masonic Lodge #664
 Amy Mielnicki
 Anne Yos
 Antoinette M. Covey
 Arianna DeLoach
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 City Liquors
 Claudia Visalli
 Clinton United Methodist Women
 Codey Blowers
 Claudia Visalli
 Colin M. Owens
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 Colleen D'Accurzio
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 Crayola Experience
 Crestwood Golf Course
 Dan Bogdan
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 David and Mary Dacquino
 David Ronan
 David Zumpano CPA/ESQ

2020 Donors (continued)

Deb Lastowicka
Debbie Santa Croce
Deborah A Greer-Gassner
Deborah L Hairston
DeKalb Junction UM Church
Italian Steakhouse
Y Haldenwang
Dolores M Owens
Don Ryan
Doug & Peggy Welden
Eannace Funeral Home
East Utica Optimist Club
Ed Gallacher
Elise Pape
Ella G Quinn
Ellen T Kolek
Elm Park United Methodist Church
Elma United Methodist Women
Elsa Kuchera
Emmie Petronio
Engelbert's Jewelers
Federated Church of West Winfield
First United Methodist Church
First United Methodist Church Oneida
Fitzgerald, DePietro & Wojnas, CPAs, P.C.
Foothills United Methodist Women
Frank Donato
Frank Fazekas
Frank Mondri
Gary and Rose Wileczka
Gary M. Munn
Gary Shankman
George Carpenter
Georgetown United Methodist Church
Gerda Mortelette
Renald
GM Living Trust
Goodfellows
Greg Pierce
Griffiths Family Revocable Trust
Hampton Inn & Suites, New Hartford
Hannafor
Heather Brady
Heather Larabee
Hidden Valley Golf Club
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Howard Feldman
Hughes Elementary School
Ilah Sisson Walsler
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James E. Bauder
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Jana's Way
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Jeffery & Lauren Lottermoser
Jeffrey W Gornick
Jen & Ed Benn
Jennifer Gagnon
Jennifer Waite
Jill Ludemann
Jim Cook
Joan Colgan
Joanne & Robert Byrnes
John J. Zogby
John Van Lente
Jonesville United Methodist Women
Karen Bowen
Karla Y Owens
Kathleen M Gardner
Kay Garfield
Kellie Dunn
Kent Brown
Laura Eannace

Delmonico's
Diana

Gesenia

Lennon's - W.B. Wilcox Jewelers
Lesley Heisler
Lillian D. Matt
Lincoln Davies
Linda Reynolds
Linda Parker
Linda Tuggey
Lisa Faccioli
Lisa Longaretta
Lisa Phillipson
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Mary Ann Hallak-Serwatka
Mary Lou Alexander
Mary Toner
Meelan's Carpet One
Megan Lennon
Melissa Bosco
Meredith Gornick
Michael A Convertino
Michael T's Restaurant
Michaela E. Knapp
Michelle Firlit
Mid-Lakes UMC Mission Committee
Minit Car Wash
Mohawk Valley Bridge Association
Morning Star United Methodist Church
Nancy Culver
Nancy Lasher
National Baseball Hall of Fame
Norma Montagnino-Gemza
Norman Crabtree
North Rose United Methodist Church
Oneida Indian Nation
Nancy Culver
Nancy Lasher
National Baseball Hall of Fame
NBT Bank
Norma Montagnino-Gemza
Norman Crabtree
North Rose United Methodist Church
Oneida Indian Nation
Pamela Vescera
Pamela Wondro
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Patricia A. Monaco
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Randall Caldwell

Section 11

Randi Bell
Randy Wilson
Ray Brother's Barbeque
Richard & Carol Allen
Richard Falvo
Robert K. Hilton III
Robert Nelson
Roger Dziegiel
Rona Lucas
Rose Mizgala Crowley
Rose Shaw
Ross Berntson
Roxann Jennings
Sabrina Lamie
Sandra Fentiman
Sandra Goodeve
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Sherrri Griffiths
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Stittville United Methodist Church
Stone Presbyterian Church
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The Grater Good Utica
The Olde Wicker Mill
The Yahnundasis Golf Club
Theresa Flemma
Todd Vahlsing
Tony Esposito
Tricia Bushee
U.S. Care Systems, Inc.
United Methodist Women
United Methodist Women United Methodist Church of Sandy Creek
United Methodist Women-Waterville
Upper NY Conference of U. M. Church
Utica Cutlery
Utica Zoological Society
Vienna United Methodist Women
Voorheesville UMW
Walmart Distribution Center
Ward Arcuri Law Firm
William J Gately
William McIntyre



Special Events

Gala Di Mistero

As we all traveled through uncharted territory, the COVID-19 pandemic has led a need for social distancing to help prevent the spread.

For this reason, we made the decision to cancel our 2020 Gala. This was a necessary step we took to help keep each other safe during unprecedented times.



We would like to thank the following Gala sponsors who generously donated their sponsorships back to the Center:

Baird
 Abdoo Security & Automation
 Scalzo, Zogby & Wittig
 Tern Construction
 Strategic Financial Services
 The Hartford





18th Annual Virtual Auction

This year’s Annual Auction to support the community programs of the Neighborhood Center was a three-day virtual event. The Auction has been conducted in person the past 17 years, but due to COVID restrictions and limitations this year’s event was virtual.

The Auction was held From Friday, November 20th to Sunday, November 22nd where bidders were able to place their bids on dozens of gift baskets for which the Neighborhood Center Annual Auction is renowned.

A HUGE thank you to everyone that made bids, sponsored, donated and had fun with our Virtual Auction!



Thank you to the following sponsors:

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- Arlott Office Products
- C. Lewis Tomaselli Architects

Silver

- Hilton Estate & Elder law
- Lincoln Davies Building Supplies
- Minit Car Wash
- US Care Systems

Bronze

- Lottermoser Law, PLLC
- Eannace Funeral Home

THANK YOU FOR YOUR SUPPORT!

We cannot express our gratitude enough to the dedicated & committed volunteers that serve on the Center's **Board of Directors** and our Foundation Board,
The Marie A. Russo Neighborhood Center Institute.

**The Neighborhood Center, Inc.
 2020 Board of Directors**

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 Betty Youmans, *Secretary*
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**The Marie A. Russo Neighborhood
 Center Institute
 2020 Board of Directors**

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 Amy Mielnicki, *Vice President*
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 Anne D'Amico
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Senior Management

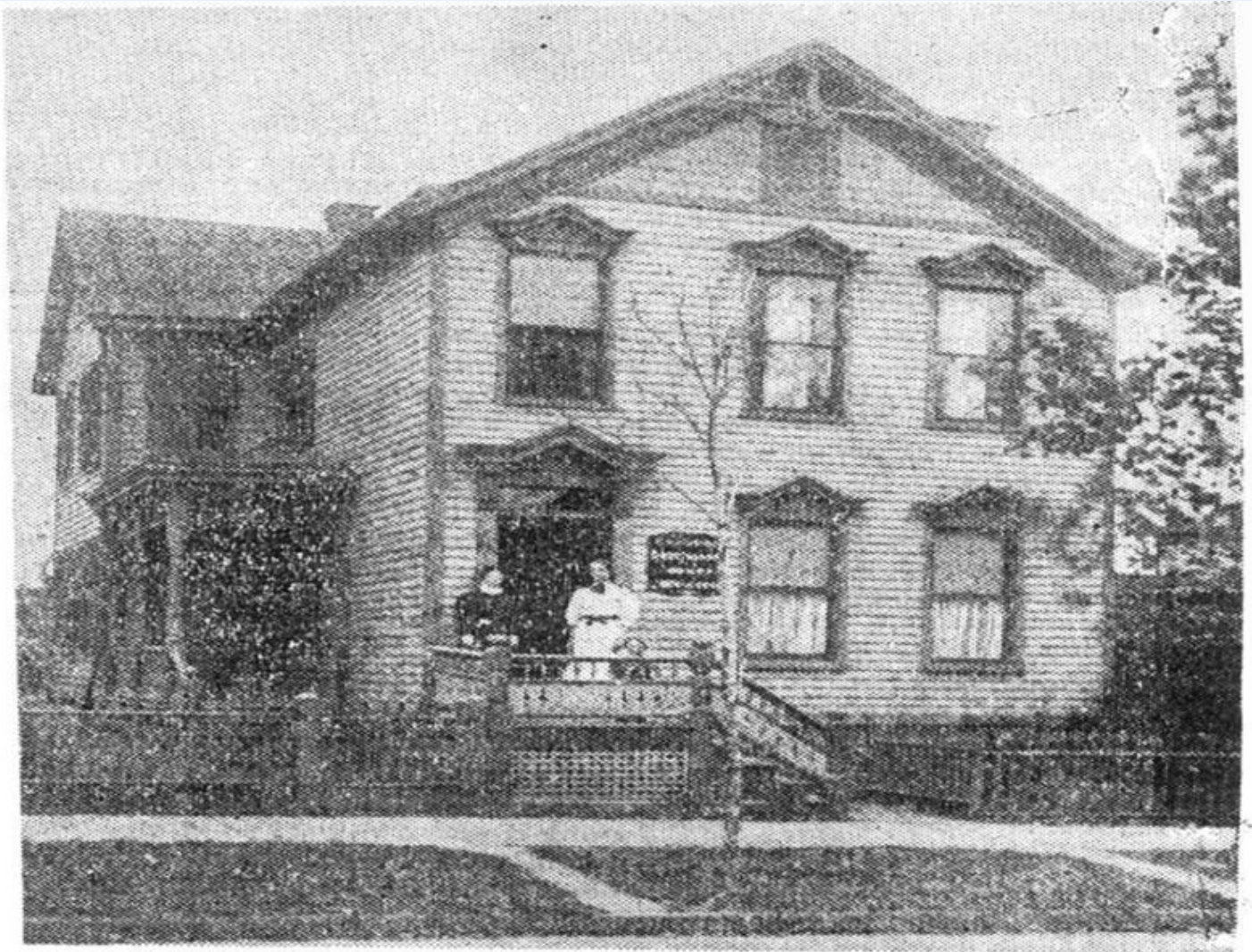
Sandra Soroka, *Executive Director*
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 Patrice VanNortwick *Division Director of Child
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 Kimmerle Booth *Human Resources Director*
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 Healthcare*
 Karole Loucks, *Controller*

What We Value

We celebrate the diversity of our community and seek to foster understanding, acceptance and cooperation; We advocate for human needs at the federal, state and local levels; We work in cooperation with other service agencies and refer clients with special concerns to agencies that can best meet their needs; We encourage independence and self-help; We affirm our heritage as an agency related to the General Board of Global Ministries of the United Methodist Church.

As the statistics in this report illustrate, we continue to have a lasting impact on those that we serve. As we close out 2020, we look forward to our continued growth as a cornerstone of our community.

We've come so far from an Italian settlement house, to a pillar in the community.



In 2020, The Neighborhood Center served over 45,000 individuals and their families through our services.



We are
The Neighborhood Center





Administrative Offices

624 Elizabeth Street
Utica, New York 13501

(315) 272-2600

Visit us on the web at www.neighborhoodctr.org