# ANNUAL REPORT



Breaking New Ground Together



### **MISSION**

To work together with neighbors to provide services and create opportunities that empower individuals and build strong, interdependent communities.

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### **Andrew Hailstone Recognized for 50 Years of Service to UNC's Board of Directors**





### Leadership Message

Dear Friends,

It has been another exciting year to be a part of UNC. I am always so impressed by the scope of work that this organization accomplishes for our community. Its mission is just as relevant today as it was at its founding 96 years ago. We continue to meet the challenges facing communities, families, youth, and older adults across Northeastern Pennsylvania with our range of programs and wrap-around services. As needs evolve and opportunities arise, UNC is always ready. Looking back on 2019, what came to the forefront is how we have broken "new ground" in so many key areas.

To start, we welcomed Lisa Durkin as the new President and CEO in February. After 20 years at the agency developing and expanding community programming, Lisa now leads the charge to keep moving UNC forward in major issues like affordable housing, education, economic opportunity, health, and immigration.

Our focus on diversity and inclusion is very evident in the Community Education department, where new immigrants and English learners are provided opportunities for personal and professional achievement. UNC started offering an Introduction to Entrepreneurship class to complement its Leadership Development and Education Program. The agency also began providing refugee resettlement services for Northeastern Pennsylvania when another local organization could no longer provide the services for our area.

Technology continues to advance at a rapid pace, so we are preparing our Youth Arts students for life and work in the 21st century. Podcasting was added to the digital media component of the program, and their first podcast, "Spill the Tea," debuted.

After 10 years of revitalization efforts in South Scranton, we proudly unveiled the new Cedar Iron District sign this past fall. This marks a new branding of the area along Cedar and Pittston Avenues, while recognizing its connection to a rich industrial heritage.

Another neighborhood initiative began in the Carbondale area with the groundbreaking of the Fall-brook project, which will provide housing for intergenerational living and will be the future location for the Carbondale Active Older Adult Community Center.

We embark on this new decade with enthusiasm and purpose, realizing that we could not accomplish anything without your support. Thank you to all of our generous donors and supporters: corporate, foundation, and individual. Your gifts help us to grow, change lives, and strengthen our communities. Please take a moment to read about our year, and the work we have accomplished together.

Thad Kenny
UNC Board Chair



# Turning challenge into

### **Refugee Resettlement Program**

After years of helping new immigrants learn English and become acclimated to life in the United States, UNC was poised to quickly and efficiently fill the need for a refugee resettlement program in Northeastern Pennsylvania. In September, the first refugee family, since UNC took over the program, arrived. UNC helped the family of five from Ukraine find a home, set up the household, enroll the children in school, and connect the family to resources in their new community.



Community Education At A Glance

421

students served from

56 countries, speaking

18
different languages

### **Empowering Immigrants to Develop Their Entrepreneurial Spirit**

UNC's new Introduction to Entrepreneurship Class is preparing immigrants to achieve their professional goals of owning a business. An extension of the Leadership Education and Development Program, advanced English learners will be introduced to basics of entrepreneurship and how to connect with local resources required to start a business in the United States.



# opportunity

### **Cedar Iron District Sign Unveiled**

In October, UNC gathered with community leaders, philanthropic foundations, local business owners, and other community partners at the Scranton Iron Furnaces to unveil the new Cedar Iron District signage. The neighborhood along Cedar and Pittston Avenues in Scranton has been branded the Cedar Iron District to recognize and celebrate the neighborhood's industrial heritage during the railroad and ironworks boom of the late 19th century. The sign not only marks the entrance to the South Side of Scranton, it is also a marker of the ongoing efforts to improve South



Side physically, socially, and economically. Since 2009, UNC has been working with residents and local organizations to make South Side a more vibrant, diverse, and welcoming community.



### **Welcoming Guide**

What forms of public transportation are available? How do you access medical care? What is Thanksgiving? These are just a few of the questions that immigrants may have when transitioning to their home in the United States, and specifically, Northeastern Pennsylvania. This year, with funding from the United Way of Lackawanna and Wayne Counties, UNC created a Welcoming Guide to serve as a resource with important information, helpful reminders, and local contact numbers to help immigrant families with daily life in their new surroundings.

### No Time Like the Present to Plan for the Future

Lizbeth Mendoza, along with her husband, son, and daughter, left Mexico four years ago to set out for a better life in America. They now call Scranton home and have wasted no time getting involved in their new community brimming with possibilities. "Scranton is a beautiful city, and we are very happy to be here," said Lizbeth at her recent graduation for completing UNC's Immigrant Leadership Education and Development Program. "I would like to find more ways to volunteer, maybe at a nearby senior center, and continue being part of the community," she continued.

UNC has helped the Mendoza family learn English and adjust to life in South Side. Lizbeth, with her husband and son, completed the five-week, 10-session Leadership Program, and she intends to take the new Entrepreneurship class next year. The course is a perfect fit for her, as she and her daughter work on their start-up origami business, Yasha's Creations. They can now be found showcasing their products regularly at the South Side Farmers Market.



Lizbeth enjoys what she is doing and is grateful for the opportunities that UNC provides to connect and grow. She plans to continue serving on the Welcoming Scranton committee, volunteering for the annual Here We Come A Caroling event, and getting involved in other neighborhood activities. She is certainly a woman that appreciates the present, while working toward a bright future.

## From feedback to action

### **Listen4Good Leads to Healthier, Fresh Food**

When our clients spoke, we listened. UNC participated in the Listen4Good Fund for Shared Insight Program to find out how we could better help the individuals and families we serve. Using a feedback form, clients of Angel's Attic told us they hoped for more fresh food, like produce and dairy. This year, with the generous support of the Commission on Economic Opportunity (CEO) Weinberg Northeast Regional Food Bank, UNC added produce shelving where clients can select fresh fruits and vegetables and two new freezers and a refrigerator to store milk, yogurt, fresh and frozen fruits and vegetables, and meats.

UNC was also able to make an important change to its food distribution procedures. In the past, a family would receive one bag of food per month. Now, because of generous donations and our partnership with CEO Weinberg to end hunger in our community by 2025, UNC's food pantry can serve clients as often as they need.



Food pantry visits increased from **3,817** in 2018 to **11,000** in 2019

### Moses Taylor Foundation Awards \$42,120 Grant for Community Health Planning

Earlier this year, our Community Health Department received a \$42,120 grant from the Moses Taylor Foundation to help us prepare for the healthcare changes now occurring state-wide. The funding has allowed UNC to work with a consulting firm to build upon our existing service coordination role within the community. Consumers who use service coordination are able to age safely in their own homes, rather than having to move to a nursing or care facility.



UNC's 5th Annual Farm to Fork Raised Over \$12,000 for the Community Health Department

6,283
clients assisted
with food, clothing,
housing, utilities,
and other services





381
children served
in our 3 child
care centers

### **Progressive Child Care Awarded 4-STARS**

The Progressive Child Care Center achieved 4-STAR status this year, bringing all three child care centers to this top quality rating by Keystone STARS, a program of Pennsylvania's Office of Child Development and Early Learning. STARS stands for Standards, Training/Professional Development, Assistance, Resources, and Supports. The program promotes quality improvement in early learning and development programs and school-age child care. Child care programs are rated in the areas of staff education, learning environment, leadership and management, and family and community partnerships. Our committed child care team continually strive to meet and exceed these goals.



# Transforming inspiration

### LIT Students Take Leadership to the Next Level



This year, the Leaders in Training (LIT) program added a board of directors, comprised of the students themselves, to lead and shape the group. The new LIT board will help design programs and plan community service projects and field trips.

There has also been a stronger focus on postgraduate mentorship and support for participants transitioning from LIT graduate to young adult leader. Graduates will receive help with resumes, financial aid applications for higher learning, securing internships, and navigating other tasks.



### **Growing Up and Giving Back**

Nadia Haroun-Mahdavi is no newcomer to United Neighborhood Centers. Her first experience at the agency was as a nine-year old Project Hope camper, and she was hooked. She attended summer camp for several more years until age 13, when she signed up for UNC's Leaders in Training program. "What I liked most about LIT was that it gave me a chance to learn about my community and the role I play within it," said Nadia.



At age 16, she happily returned to camp, but this time, as an LIT ropes course facilitator. "Being a part of LIT gave me so many opportunities," she said. "I was able to attend events with noteworthy speakers, participate in really cool service projects, and visit schools to prepare me for higher education."

After graduating from high school and the LIT program, she was accepted to Marywood University, where she is currently pursuing a bachelor's degree. Always having that special connection to UNC, Nadia jumped at the chance this year to return to UNC when a youth coordinator position became available. She is now part of the staff, working with the same programs that impacted her life in such a positive way. She works with students in the Leaders in Training, Youth Arts theater, and Bellevue after-school programs. "I wanted to work for UNC to give back the experience I received as a child," said Nadia. "I want to help kids see a higher potential for themselves and be a useful resource in helping them achieve their goals."

### into impact

### "Spill the Tea" Podcast: A New Digital Media Offering

Our Youth Arts students are now learning about podcasting and video production, as part of the digital media component of the program. In March, they recorded and broadcast the first episode of their original podcast "Spill the Tea," which focused on Black History. A second episode followed in April about UNC's Seniors Got Talent fundraiser, featuring interviews with UNC's Director of Older Adult Programs and a former winner of the show. Episodes are available for listening on SoundCloud.



**399** youth participated in UNC's Leaders in Training, Youth Arts, and Bellevue night programs



### **Keystone College Experts Bring Science Exploration to Project Hope Campers**

Professors from Keystone College visited Project Hope each week this past summer to teach campers about science using fun, hands-on activities and experiments. Campers learned about animals and their tracks, extracted DNA from strawberries, made elephant toothpaste to learn about chemistry, and built catapults to launch pom poms in a lesson about physics.





### UNITED NEIGHBORHOOD COMMUNITY

### DEVELOPMENT CORPORATION

Dear Friends,

This year was another year of growth for United Neighborhood Community Development Corporation (UNCDC). In February, the Madison Avenue Townhomes opened in Scranton, and in August, we broke ground on Fallbrook in Carbondale. Both projects help older adults to live independently, and Fallbrook will offer UNCDC's first housing that was designed specifically for intergenerational living.

We updated several existing UNCDC buildings as well, making sure that our properties are maintained, modernized, and comfortable for residents. We are also in the process of securing funding for several new projects we hope to develop in 2020 and beyond.

Thank you to the Board, staff, and supporters of UNCDC for helping us develop and provide affordable housing in Northeastern Pennsylvania. We look forward to helping our community grow and thrive for many years to come.

Rosemary Broderick Chair

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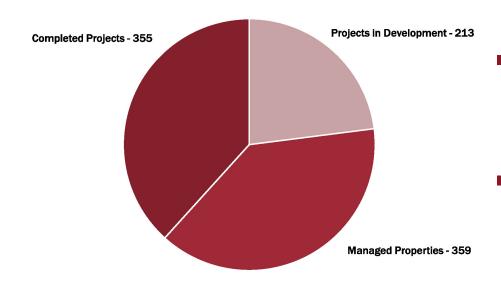
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### **People Housed in UNCDC Properties**



### **7** Completed Projects

4 Projects in Development

3 Buildings Managed through HBS Management Co.

**659** Total Units **230** Senior Housing **429** Family Dwellings

### **UNCDC Breaks Ground on Intergenerational Housing Community**





In August, UNCDC broke ground on Fallbrook, an intergenerational housing community in Carbondale. The project makes use of the former Carbondale General Hospital building and grounds and will provide 36 apartments and townhomes, including units equipped for the elderly, people with disabilities, and units designed for larger extended families. The project includes multi-purpose community rooms, an outdoor walking path and community garden, and a new home for the Carbondale Active Older Adult Community Center.

This intergenerational housing community model is becoming more prevalent as the Baby Boom generation ages and younger parents increasingly work outside the home. By bringing these generations together in affordable homes within the same complex or in the same unit, older adults can maintain their independence, ward off isolation, and help working parents with child care.

### **Madison Avenue Townhomes Opened**

UNCDC's Madison Avenue Townhomes opened for residents in February. The townhomes provide LIFE Geisinger participants an opportunity to live independently but with some health and support services on-site. UNCDC partnered with the City of Scranton, the Lackawanna County Land Bank, the Pennsylvania Housing Finance Agency, and LIFE Geisinger to bring this project to fruition.





# UNCDC Receives \$100,000 Grant for Renovations at Cabrini Apartments

Thanks to a \$100,000 grant in Pennsylvania Housing Affordability and Rehabilitation Enhancement (PHARE) funds from the Pennsylvania Housing Finance Agency, St. Francis Cabrini Apartments in Scranton received a new roof this year and is in the midst of several other updates. A new rear entryway is being installed and the community room is being updated with new paint, flooring, WiFi, and a computer center for residents.

### Listening, Learning, Leading



### **Senator Robert Casey Visited with UNC's Active Older Adults**



### Seniors Got Talent Recognized by National Council on Aging

Seniors Got Talent, a popular annual UNC event that benefits older adult programs and services, received recognition as runner-up in the fundraising category for the National Institute of Senior Centers Programs of Excellence, sponsored by the National Council on Aging. The awards are designed to honor and promote outstanding efforts made by senior centers throughout the nation to offer innovative, creative, and replicable programs for older adults.



### "They hear us..."

Tai chi, yoga, line dancing, health education programs, and parties with live entertainment are just a few of Alice's favorite activities at UNC's Mid Valley Active Older Adult Community Center (AOACC). Eighteen years ago after the death of her husband, Alice moved back to her hometown in Northeastern Pennsylvania after 40 years away. She wanted some activities for herself and decided to try the Mid Valley AOACC.

"I'd always been very active," Alice says. "The most important thing for me at the center is the camaraderie, and the classes are phenomenal. They've helped me physically and mentally. And they really listen to us here. When some people said they couldn't get on the floor for yoga, they added chair yoga. I said I was lacking strength and now they're adding a strength training class. They hear us, and they accommodate us."



### **UNC Receives \$500,000 to Renovate Cedar Iron District Building**

This summer, the state's Redevelopment Assistance Capital Program (RACP) awarded UNC a \$500,000 grant to advance the renovation work of the landmark Peoples Security Bank & Trust Co. building in the 500 block of Cedar Avenue at Alder Street. The project will involve converting parts of the structure for UNC administration offices, in addition to a workforce development space to support and train low- and middle-income women interested in starting and growing their own businesses. The new Cedar Iron District anchor building will serve to create jobs, boost economic activity, and further revitalize the South Scranton neighborhood.



### **Promoting Learning and Leadership**

UNC is dedicated to lifelong learning and leadership development. By staying informed about challenges arising in the community, changing rules and regulations, and nonprofit best practices, we are able to better meet the needs of the people we serve. This year, staff members attended several workshops and trainings, including the Scranton Area Community Foundation's Inaugural NEPA Learning Conference at the Hilton Scranton and Conference Center where hundreds of nonprofit professionals learned ways to increase their effectiveness and broaden their impact.



In addition, two UNC staff members, Director of Community Services

Maura Mark and Housing Development Coordinator Cara Sherman, are members of the Leadership Lackawanna Core Program Class of 2019-2020, a 10-month program that helps participants gain leadership, interpersonal, and managerial skills, as well as an enhanced understanding of the issues relevant to the Greater Scranton area. UNC's Vice President of Programs and Services Jessica Wallo is a member of the third cohort of the University of Scranton's Nonprofit Leadership Certificate Program, which includes courses taught by Kania School of Management faculty, a mentorship experiential learning piece, and a capstone project that requires participants to form a comprehensive plan to solve a current issue faced by the nonprofit organization they represent.



### **Michael Hanley Endowment Fund Established**

UNC proudly established the Michael Hanley Endowment Fund with the Scranton Area Community Foundation to honor the legacy of past President Michael Hanley, who retired in January after serving 30 years at the agency. The new fund will support the charitable mission of UNC and provide an important source of income for future initiatives.

### 2019 Annual Giving

\*Donations listed are from December 1, 2018 through December 1, 2019 and are cumulative for the year.

#### \$25,000-\$50,000

\$5,000-\$10,000

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Elizabeth Burns

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Lackawanna County Department of

**Human Services** 

- Area Agency on Aging
- Office of Behavioral Health/ Intellectual Disability/Early Intervention
- Office of Youth and Family Services
- Special Services

Lackawanna County Interagency
Council

Lackawanna County Office of Arts and Culture

Pennsylvania Council on the Arts Pennsylvania Department of Aging

Pennsylvania Department of Community and Economic Development

Pennsylvania Department of Education

Pennsylvania Department of Health Pennsylvania Department of Public Welfare

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Electric City Bakehouse

Entenmman's

**Entercom Communications** 

Falbo, Solari & Goldberg

First National Community Bank

Food & Fire BBQ-Taphouse Gavigan and Company, P.C.

Gerrity's Supermarkets

Gertrude Hawk Chocolates Harper Collins Publishers

Harvest Seasonal Grill & Wine Bar

Hilton Scranton & Conference Center

**Houghton Chemical Corporation** 

Igourmet

Jack Williams Tire Company, Inc. Janney Montgomery Scott LLC

Keller Williams Real Estate

**Knowles Associates** 

Kreder Brooks Hailstone LLP

Kriger Construction

Landmark Community Bank

Lee Electric Supply Co. Inc. Lucchi Family Cellars

Magic 93

Manning Farm Dairy

Medicus Urgent Care Melone Architects

Mitsubishi Chemical Advanced

Materials

Mohegan Sun at Pocono Downs Morrison Healthcare Food Service

Northeastern Plastics, Inc.

One Point

Penn East Federal Credit Union

Pesavento Monuments, Inc.

Pittston Popcorn

Posh

**Price Chopper Supermarkets** 

Procter and Gamble

Quandel Construction Group, Inc.

Quinn, Mariotti & Abod

**RBC Capital Markets Corporation** 

Roba Family Farms

Saber Healthcare

SaddleView Properties LLC

Scranton Cultural Center

Shadowbrook Inn & Resort

Space Time Mead & Cider Works

**Sprint Print** 

Standard Iron Works

Steppacher Law Offices, LLC

Stirna's Restaurant & Catering

Stone Meadow Gardens

Sugar Plum Chocolates

Texas Roadhouse

The AZEK Company

The Pines Senior Living

Thomas P. Kearney Funeral Home Inc.

Topp Business Solutions

Toyota of Scranton

Traditional Home Health and Hospice

Universal Printing Company LLC

Vape Boss

Viewmont Mall

### **Organizations**

Actors Circle

Allied Services

Boys & Girls Clubs of NEPA

Commonwealth Health

Congregation of the Sisters, Servants of the Immaculate Heart of Mary

Covenant Presbyterian Church

Executives Association United Way

Agency

First Presbyterian Church of Clarks

Summit

Friends of Bridget Malloy Kosierowski Friends of Commissioner Patrick

O'Mallev

Friends of Senator John Blake

Friends of the Poor

Greater Scranton Steamtown Area of

Narcotics Anonymous

**Greater Scranton YMCA** 

Holy Cross High School

Hospice of the Sacred Heart Jewish Family Service of NEPA

Johnson College

Keystone Chapter UNICO National

Lackawanna College

Lackawanna County Prison - AFSCME

AFL-CIO Local 2736

Marywood University

NEPA Center for Independent Living

Outreach

Penn State Scranton

Pocono Arts Council

Regional Hospital of Scranton

Rotary Club of Scranton

Saint Gregory Church

Scranton Lackawanna Human

Development Agency, Inc.

Serving Seniors Inc.

Temple Hesed

The Arc of NEPA

The Catherine McAuley Center

The Greater Scranton Chamber of

Commerce

Trinity Episcopal Church

United Association Local Union No. 524

United Way of Wyoming Valley

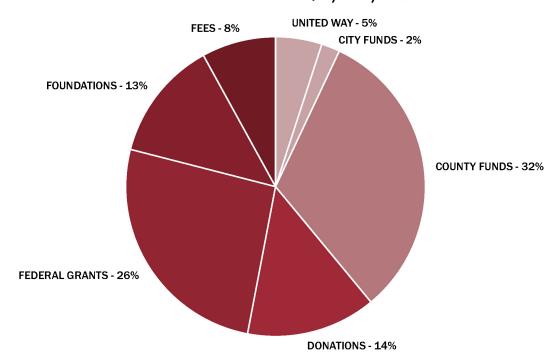
University of Scranton

Valley View Middle School

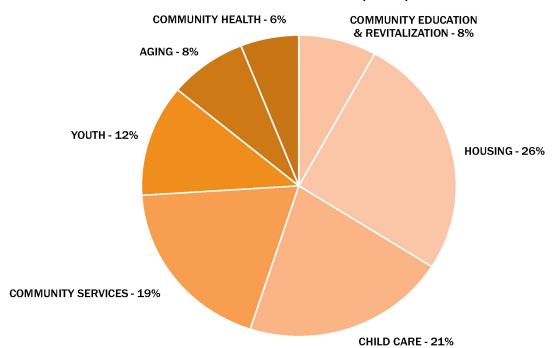
Women's Resource Center

### **Financial Summary**

### **REVENUE - TOTAL \$6,273,949**



#### **EXPENSES - TOTAL \$6,211,452**







### **VISION**

To address emerging social needs and be an innovative leader in building strong interdependent communities based upon our traditional commitment of partnering with individuals, families and neighborhoods.





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