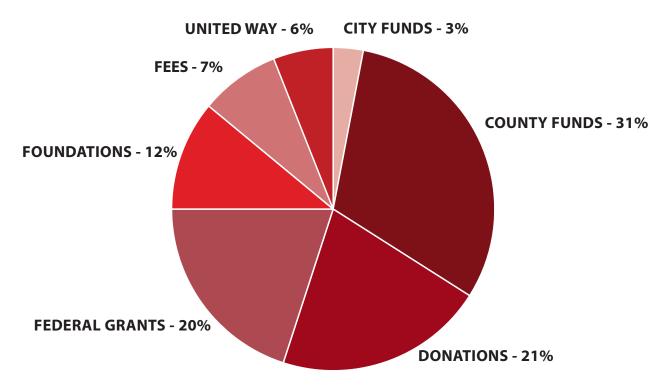


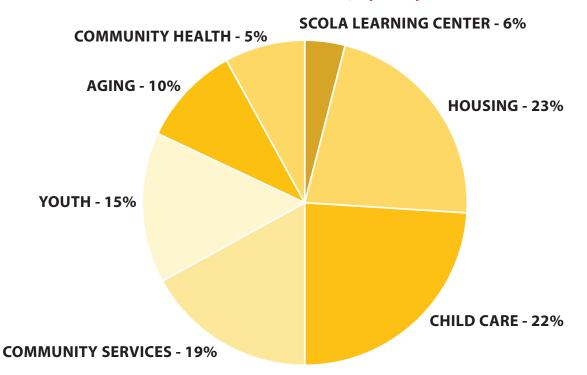


FINANCIAL SUMMARY

REVENUE - TOTAL \$6,998,116



EXPENSES - TOTAL \$6,947,454



Message from the Chairman

Dear Friends,

The annual report gives us an opportunity to reflect, to think back to the highs and lows over the course of the year. This year has seen a number of highs for United Neighborhood Centers.

Our Community Education & Revitalization department has a flourishing new program. The Immigrant Leadership Education and Development Program is designed to assist English language learners, new to our country, with exercising their leadership potential. Participants will become a source of knowledge for other underrepresented groups in their smaller communities and gain experience collaborating with community members they may otherwise not normally interact with. We have held this program three times over the course of 2018 with great success, and we look forward to continuing to strengthen the program in years to come.

Last year, the Community Health Department (CHD) was approved through the state of Pennsylvania to become a Service Coordination Entity for the Medical Assistance Waiver program. The number of enrolled waiver participants increased to 43 during the past 12 months, with continuous and steady growth. Additionally, 75 clients received behavioral health services this year. The CHD will continue to strive to reach new clients in 2019.

Thanks to a new partnership with the Commission on Economic Opportunity/the Weinberg Northeast Regional Food Bank, our food pantry now serves healthier food, including fresh vegetables, fruits, and milk. We are committed to serving more healthy food more often, positively impacting the diets of the families we serve.

Lisa Durkin will be the new President/CEO of UNC, effective February 1. Lisa will fill the position held by Michael Hanley, who will be retiring as CEO after 30 years at United Neighborhood Centers. Mike has long been a pillar of our community, and the service offerings and programs at UNC have expanded significantly under his tenure. Mike will be missed, but we are confident that Lisa will continue to build on the mission and vision of UNC.

These, among many others you will find in this report, mark some of the updates and highlights of 2018 for United Neighborhood Centers. We work to initiate meaningful social change in Northeastern Pennsylvania, and we look forward to continuing that into 2019.

We work together to empower individuals and build strong, interdependent communities, which wouldn't be possible without you. We deeply appreciate your support.

Thad Kenny Board Chair



ABOUT UNITED NEIGHBORHOOD CENTERS



Our mission is to work together with neighbors to provide services and create opportunities that empower individuals and build strong, interdependent communities. The agency accomplishes this mission through six programmatic departments: Community Services, Child Care, Youth Programs, Active Older Adult Programs, Community Education & Revitalization, and Community Health, as well as a Housing/Community Development Corporation. Through this diverse programming, UNC uses an innovative wrap-around approach to address the emerging needs of the community it serves.

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To learn more about UNC and what we do, visit our website: http://www.uncnepa.org





COMMUNITY SERVICES

Through our Community Services department, UNC case managers work to meet the basic needs of individuals facing crisis situations, as well as provide support to help them build long-term stability and independence. UNC is also a provider of onsite support and community organizing services at multiple affordable housing developments in the region.



Our Angel's Attic food pantry and free clothing store had over 200 volunteers this year, who provided over 3,100 hours of sorting clothes, packing food bags, and receiving individual donations in a multi-lingual, intergenerational, supportive atmosphere. These community efforts helped UNC provide food to over 2,900 families this year, a 4% increase from 2017.

UNC housing counselors continue to help more families through housing crises, including evictions, condemnations, and homelessness. Housing counselors served more than 1,100 of our neighbors in 2018, an increase of 11 percent over last year. As the nation's stock of affordable housing continues to decrease, UNC expects our in-person advice and locally-funded programs to be needed more than ever.

BELEVE THE TE GOOD

Earlier this year, a client who was working with our Community Health Department discovered that his current housing situation was at risk. A Community Health nurse contacted the Community Services team, and by working together, they handled the emergency. Within a week, the client and his family were stably housed in an alternate location, registered for the Thanksgiving Food Basket program, and the client's son was enrolled in our youth programs.



UNC Service Coordinators added another housing complex, Academy II in Moscow, to their list of developments, where they help residents get connected with individualized social services, organize programs, and build community, including by throwing a Halloween party.

Youth Programs

At UNC, we are committed to creating quality programming for the young people in our area because we recognize the importance of shaping an individual's future during their adolescent years. We offer opportunities to learn and grow in a safe, supportive environment. Through our programs, participants build confidence and self-esteem, develop their leadership skills, and begin their transition into successful adults.

Approximately 200 youth participated in one or more of the 11 art programs offered throughout the year. Participants presented three free theatrical performances to the community. Photography students took part in First Friday gallery exhibits, selling more than 100 photos, and supported other non-profits by hosting free photo booths or providing event photos and/or videos.





Staff increased the number of structured activities available at the Bellevue Drop-in Center to include Teen Health, Leadership, and Table Talks. One of the most exciting activities this year was an organized basketball game between the teens and nine Scranton police officers. The game allowed both the teens and officers an opportunity to interact in a neutral environment, building relationships of mutual respect and understanding.

We were honored that one of our former youth arts participants, Darren Cementina, performed at the Chocolate & Wine Frolic Goes Broadway in October 2018. Darren is now pursuing a career on Broadway. "Joining the UNC theatre program during my time in high school really helped turn my life around. The people I met there gave me my start as a young actor, and now I'm living my dream in NYC. I'm forever grateful to my roots back home, and UNC will always have a place in my heart."



Thanks to the generosity of Comcast and Metlife our leadership program has gone digital. Tablets, laptops, and smartboard expansion have allowed mobile conferencing, reducing weather related program cancellations and strengthening the group's overall digital literacy skills.

CHILD CARE

Reliable, accessible child care is crucial to the stability of working families. Likewise, the quality of that care is key to the early development of the child. In order to meet this need, UNC operates a network of three child care centers that provide low-cost before- and after-school care, as well as pre-school services. The centers, which are licensed by the Pennsylvania Department of Public Welfare, accept Lackawanna County CCIS and other funding.

All three of our Child Care centers participate in Keystone STARS, a quality rating system for early learning programs and school aged care. In their 4-star rating system, we have earned 4-stars at two of our centers and a 3-star rating at another. At each level, programs must meet certain quality standards in staff education, learning leadership/manenvironments, agement, and family/community partnerships. The higher the STAR level, the higher the quality standards. Our Child Care staff work tirelessly to exceed these standards every day.





In June, the Musical Mission Tour group, comprised of high school-aged students from Clay Church in South Bend, Indiana, spent the day at our child care centers. The students volunteered at each of our three centers in the morning and then put on a production of Seussical Jr. in the afternoon in the Bellevue Center gymnasium. The performance was enjoyed by all!

DID YOU KNOW?

Our child care centers provide transportation for school-aged children within the Scranton, Dunmore, and Riverside School Districts.



This summer, our Child Care centers went on regular field trips. The children enjoyed playing at a number of local parks and pools, sightseeing at Crystal Cave in Kutztown, meeting the animals at the Binghamton Zoo, exploring at the Roberson Museum and Science Center, and more! Everyone was grateful for the opportunity to step out of the classroom and into new experiences.

COMMUNITY HEALTH

In 2014, UNC created its Community Health department (CHD) as a bridge to connect health care and social services, with the goal of improving health outcomes for at-risk individuals. The primary service provided is one-on-one care coordination. The CHD also takes an active role in coordinating health education and outreach programming, screenings, and clinics targeted to reach a broader audience of at-risk individuals.



Through a grant funded by the McGowan Charitable Foundation in partnership with Geisinger Commonwealth Medical Colleage, Behavioral Health Initiative, and Scranton Primary, the Community Health team was able to facilitate a depression and substance use screening to 158 homeless individuals and connect them to appropriate resources within the community. Additionally the service coordination caseload grew to 43 waiver consumers in 2018 since our recognition by the state as a Service Coordination Entity for Medical Assistance Waiver Programs in 2017.

The Community Health Department initiated behavioral health services and pet therapy last year, and those services continued to grow throughout 2018. This year, our social workers provided counseling services to 52 unique clients. The therapy dog, Leo, continues to visit our Active Older Adult Centers on a monthly basis and also attends individual counseling sessions for a supportive and calming presence.

A team member, Laura, has been working with a particularly vulnerable and at-risk consumer for more than two years. The consumer has significant difficulties communicating due to a previous stroke. Laura has always set aside time and patience to support this individual's emerging needs regarding housing, healthcare, and technological assistance with her communication devices. Laura was able to identify that this consumer was eligible for waiver services and assisted the consumer in applying for them. She was approved in November and now, with Laura as her state Service Coordinator, she finally has access to a wide network of supportive services.



The CHD facilitated several Freedom from Smoking tobacco cessation workshops this year. These workshops reached a total of 16 individuals, some of which returned for later workshops to speak on our Quit Panel!

ACTIVE OLDER ADULT PROGRAMS

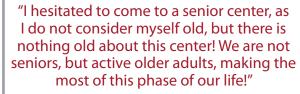
Through a partnership with the Lackawanna County Area Agency on Aging, UNC operates four active older adult community centers to provide educational, nutritional, and social opportunities to individuals aged 55 and older. Transportation is available to and from all of the centers and lunch is served every weekday. Each center offers different activities, which may include health and educational programs, yoga, arts and crafts, and more.

Through a PA Department of Aging Grant, the Mid Valley Center sought to better meet the unique needs of the new generation older adults by making upgrades to the Center. These included a newly renovated fitness area outfitted with new machines, exercise balls, weights and mats, as well as an updated area for group classes. These improvements afforded the older adults the opportunity to invest in their own health and wellness while allowing for more participation in the already popular weekly classes.





This summer, the older adults participated in a musical cabaret called "1940's Canteen." It was a unique collaboration between the professional REV Theater and the Active Older Adult Program of UNC. The musical was made up of recreated experiences of Scranton natives who lived through WWII, on the home front or abroad. The professionals and the older adults entertained a packed house by performing a number of songs and dances from this era.



--C. W., Scranton



In May, to celebrate Older Americans Month, all four Centers held an open house week to highlight the programs and services offered and to celebrate the older adults we serve. Special activities were arranged, health and wellness screenings were offered, and local political officials paid a visit to each center to participate in the celebrations.

CAMP KELLY & PROJECT HOPE

In Camp Kelly's summer programming, there is one goal in mind: to instill confidence in every camper. UNC has worked to develop an environment in which every camper can learn to feel comfortable in their abilities. At a time when human connection happens less and less, Camp is a safe space for youth to gain confidence and social skills alongside peers and positive role models.



"My son loves going. Keep up the good work!"

On August 2, parents of Project Hope campers were treated to "Best of Broadway," a musical revue featuring songs from the musicals *Annie*, *The Sound of Music*, and more. Campers worked with artist in residence Tom Fallon for four weeks. Fallon, an internationally renowned vocalist, was an exciting addition to Project Hope this year.



The Wyoming County Chamber of Commerce used our site to train their third Leadership Wyoming class. The class included employees from 17 Wyoming County businesses including Procter & Gamble, Southwestern Energy, Tyler Memorial Hospital, and Cabot Oil and Gas; they had great feedback about the experience. The participants especially loved the opportunity to do teambuilding on our ropes course! One participant said her Leadership Wyoming team worked better together after a few hours on the ropes course than her coworkers that she's worked with for years. Nearly all of the participants said they would recommend Camp Kelly as a training location for their teams at work.

"My daughter had the most amazing time. She came back more confident and more responsible for herself. I went to Camp St. Andrew as a kid and am so happy that she was able to experience so much of what she's heard about my time there. I can not say enough about Camp Kelly. See you next year!"





We received a grant from Athletes Caring Together (ACT), allowing us to increase the number of camperships awarded to hopeful campers. This year, with ACT's help, we assisted 11 campers with their registration fees, totaling over \$3,000 in camperships.

COMMUNITY EDUCATION & REVITALIZATION

Through our Community Revitalization and Education department, we work to build vibrant and resilient communities that make the most out of residents' talents, energy and ideas. We help build individual skills and coordinate collective action to improve our community's physical appearance, economic vitality, social connections, and an appreciation of the benefits of diversity.

An exciting addition to UNC's programming is a new Immigrant Leadership Education and Development course. The course is designed to assist Scranton-area immigrants and refugees exercise their leadership. Through this program, participants become a source of knowledge for other underrepresented groups in their community and gain experience connecting with community members they may otherwise not normally interact with.





Community Education & Revitalization served more than 430 individuals from 54 different countries and the U.S. territory of Puerto Rico. Students served spoke more than 17 different languages; the most common included Spanish, Portuguese, Arabic, Russian and Farsi.

Five participants from the Leadership Education and Development program came together to create UNC's "Language Lounge" at the second annual Welcoming Scranton celebration. The Language Lounge showcased three different languages and countries: Spanish, French and Gujarati from Mexico, Democratic Republic of Congo, and India, respectively. This student-driven initiative brought community members together to learn new phrases in various languages, share information about each participants' native country, and encouraged cross-cultural dialogue between participants and Welcoming Scranton attendees.



In partnership with PPL, the South Side Farmers Market began offering a produce double dollar program for SNAP recipients. This program allows those shopping with SNAP to double their money, earning up to \$15 per week to spend on produce.

A TRIBUTE TO MICHAEL HANLEY, CEO

During his tenure at United Neighborhood Centers, the agency has grown exponentially. This timeline shows what a great effect Michael Hanley has had on UNC, and therefore on our community as a whole.



Mike begins his career at UNC as Director of Youth Programs at UNC's Bellevue Community Center

Mike becomes Assistant Executive Director of the agency





New administrative office is built on Alder Street in South Scranton

1988

1992

1994

1995

1998

UNC joins the Continuum of Care to combat homelessness in Lackawanna County and starts offering supportive housing programs

Mike becomes Executive Director of the agency



Mike becomes Director of Aging Services Programs

New outdoor adventure course is built at Camp St. Andrew to enhance Project Hope



30 YEARS OF SERVICE

New office for Community Services opens on Olive Street in downtown Scranton

> South Side Farmers Market, the only year-round farmers market in Scranton, opens to address a lack of local access to fresh, affordable food



Oppenheim Center for the Arts opens, expanding arts programs offered for youth

UNC celebrates 90 years of success

2007

2008

2010

2011

2013

2014

2015

201

United Neighborhood Community Development Corporation, the nonprofit housing and economic development subsidiary of UNC, is founded Community Health
Department founded
as a bridge to connect
health care and social
services





UNC merges with the Scranton Council of Literacy Advance (SCOLA), which provides free adult literacy and English as a Second Language (ESL) education

Camp Kelly, formerly Camp St. Andrew, is acquired from the Diocese of Scranton, with UNC taking over operations of overnight resident camps in addition to continuing to run Project Hope

2018 ANNUAL GIVING

14

*Donations are listed as of December 1, 2018 and are cumulative for the year.

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Cooper's Seafood Restaurant

DeSavino & Sons EJ the DJ Entenmman's Entercom **Fidelity Bank** FNCB Bank

Forest City Nursing and Rehab Center Geisinger Commonwealth School of

Medicine Government Gertrude Hawk Chocolates

Hazzouri Dental

Hemmler & Camayd Architects Hiller Plumbing and Heating

Hilton Scranton and Conference Center

Hinerfeld Commercial Real Estate Hospice of the Sacred Heart Houghton Chemical Corporation

Humana

Jack Williams Tire Company, Inc.

Jerry's For All Seasons

John R. Hennemuth & Associates Kearney Funeral Homes, Inc.

Knowles Associates Krispy Kreme

Landmark Community Bank

Lockhead Martin Lynn Sandy's Bakery Manning Farm Dairy Marilake Winery Merrill Lynch MetLife Insurance Co. Metz Culinary Management

Mohegan Sun Pocono Morgan Stanley

Mount Airy Casino Resort Nammo Pocal, Inc. **Nivert Metal Supply**

One Point, Inc. Pesavento Monuments PNC Matching Gift Program Posh Restaurant

Price Chopper Supermarkets

PPL Electric Utilities Corporation

Procter & Gamble Quadrant EPP USA, Inc. **Quandel Construction Group**

Rabel Furniture Inc.

The Scranton Times

Radisson Lackawanna Station Hotel **Retirement Funding Solutions**

Roba Family Farms Saber Healthcare Sprint Print State Street Grill

Stirna's Restaurant & Catering Stone Meadow Gardens

Swingin' in NEPA Texas Roadhouse The Azek Company The Palumbo Group The Pines Senior Living The Scranton Cultural Center

The Theater at North TMG Health, Inc. **Topp Business Solutions**

Traditional Home Health and Hospice

Triguard, Inc.

UPS

Vanston & James Funeral Home, Inc.

Viewmont Mall Walmart Supercenter

WBRE Wegmans Weis Markets

Lackawanna County Office of Arts & Culture Lackawanna County Commissioners

Lackawanna County Department of Human Services

Area Agency on Aging Office of Behavioral Health/Intellectual Disability/Early

Intervention Office of Youth & Family Services

Special Services

Lackawanna County Interagency Council

Lackawanna County Workforce Development Board Pennsylvania Commission on Crime and Delinquency Pennsylvania Council on the Arts, a state agency

Pennsylvania Department of Aging

Pennsylvania Department of Community & Economic

Development Pennsylvania Department of Education

Pennsylvania Department of Health Pennsylvania Department of Public Welfare

Pennsylvania Housing Finance Agency Scranton Office of Economic and Community Development

United States Department of Education

United States Department of Housing and Urban Development

Organizations

AFSCME AFL CIO Local Union 2736

Allied Services

Athletes Caring Together The Church of the Epiphany Covenant Presbyterian Church

Felittese Association

First Presbyterian Church of Clarks Summit Friends of Connors Park Association

Friends of Representative Mike Carroll Friends of Senator John Blake Goodwill Industries of NEPA

Greater Pittsburgh Community Food Bank Greater Scranton Chamber of Commerce

Greater Scranton Steamtown Area of Narcotics Anonymous

Holy Cross High School

Holy Cross High School Student Council Keystone Chapter UNICO National

Johnson College Marywood University

Lackawanna River Conservation Association

Rotary Club of Scranton Saint Mary's Center Scranton Jesuit Community

Scranton Preparatory School St. John Neumann Parish Teamsters Local Union No. 229 The Church of Saint Gregory The Scranton School District The Scranton Social Sports Club

Temple Hesed

United Association Local Union 524

United Way of Greater Philadelphia and Southern New Jersey

University of Scranton

University of Scranton Campus Ministries



SPECIAL EVENTS IN 2019

Seniors Got Talent - April 7
Highmark Walk - June 15
Farm to Fork - August
Chocolate & Wine Frolic - October





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