

NEW COMMUNITY

VISION • DIGNITY • ACHIEVEMENT



ANNUAL REPORT 2021



Our Mission: To help residents of inner cities improve the quality of their lives to reflect individual God-given dignity and personal achievement.

YEAR IN REVIEW



New Community offered vaccines on-site for staff members and residents in 2021.



Families of Extended Care residents were able to see their loved ones in person in 2021.



Youth Services resumed in-person summer camp in 2021.

In 2021, the world continued to be impacted by the COVID-19 pandemic. Vaccines became widely available though there continued to be inequity in the distribution. New Community joined the Newark Equitable Vaccine Initiative to help ensure residents of color had access to COVID-19 vaccines and education surrounding inoculation.

New Community provided vaccine events for residents and staff members at Extended Care Facility and senior buildings to make it easy for vulnerable populations to get protection with vaccination. Safety measures in all buildings, including mask wearing and social distancing, continued to reduce the risk of infection.

Extended Care was able to resume in-person visitation for families as vaccination rates increased and infection rates decreased. New Community's Youth Services Department brought back in-person summer camp for children to enjoy.

The ongoing pandemic also continued to have a major economic impact. To help residents in need, New Community partnered with the City of Newark to help connect residents financially impacted by COVID-19 to the city's Emergency Rental Assistance Program (ERAP), which paid up to 12 months of past-due rent and up to three months of future rent for accepted applicants. The Family Resource Success Center helped community members through the ERAP application process.

The year was transformative for New Community in other ways as well. The organization went through a rebranding process, updating its logo to reflect its many service areas. New Community also celebrated the retirement of its Chief Executive Officer, Richard Rohrman, who served the organization in various capacities for 26 years. The NCC Board of Directors has formed a committee to search for the next leader. Chief Financial Officer Elizabeth Mbakaya is currently also serving as the Interim Chief Executive Officer until a permanent CEO is identified.

What hasn't changed is New Community's commitment to fulfilling its mission: to help residents of inner cities improve the quality of their lives to reflect individual God-given dignity and personal achievement. Dedicated staff members have worked tirelessly throughout the COVID-19 pandemic to ensure the essential services New Community provides are available to the public.

TABLE OF CONTENTS

4

Celebrating CEO Richard Rohrman

5

Corporate Office Renamed

6

The Ongoing Impact of COVID-19

7

Property Management

8

Harmony House

10

New Community Career & Technical Institute (NCCTI)

12

Financial Opportunity Center (FOC)

13

New Community Federal Credit Union

14

Family Resource Success Center

16

Early Learning Centers

17

Youth Services

18

Adult Learning Center

19

Extended Care Facility

20

Family Service Bureau of Newark (FSB)

22

Resident Services

23

Supportive Assistance to Individuals and Families (SAIF)

24

Human Resources

25

Finance

26

Security

27

Environmental Services
Chelsea-Warren Construction

28

Better Life

29

Real Estate Development

30

Supporters & Collaborators

32

NCC Success Stories

34

Board of Directors and CEO

35

Stay Connected

CELEBRATING CEO RICHARD ROHRMAN

New Community hosted a celebration for retiring CEO Richard Rohrman on May 20 to commemorate his 26-year career with the organization and thank him for his leadership.

“Monsignor [William J. Linder] was the founder, the visionary, but you also need people who are nuts and bolts type people to make the organization work. And Rich was that person,” said New Community Board Chairman Dr. A. Zachary Yamba. “And when he became the CEO, he carried New Community to other heights.”

New Community Board Member Diane Johnson added, “The founder may have taken it from ashes to hope. But I know that Richard Rohrman has taken it from hope to reality. Richard is someone who has been dedicated and committed and passionate about not only the legacy, but has taken us forward. Under his leadership, we have done very, very well.”

Rev. Louise Scott-Rountree spoke on behalf of Newark’s mayor at the event.

“As I stand here today on behalf of the mayor of this great city, Ras J. Baraka, and over 300,000 residents, I say thank you. Thank you for your perseverance when you could’ve turned your back and said I’m done,” she said.

In addition to being an advocate for affordable housing, Rohrman has also been passionate about promoting homeownership. To help individuals who face challenges with down payments and closing costs, Yamba announced the creation of the Richard Rohrman New Community Fund for First Time Home Buyers. Board members presented Rohrman with a check in the amount of \$35,000 raised as a start for the fund. Money received in support of this initiative will be awarded as grants to qualifying first time home buyers from the service areas of Newark, Orange and Jersey City to help offset down payments and closing costs.

Rohrman said his time at New Community has greatly impacted his life.

“This has just been an incredible, enriching experi-



Retiring New Community CEO Richard Rohrman, left, accepts an award from Chief Financial Officer Elizabeth Mbakaya and Chief Operating Officer Fred Hunter during his retirement celebration. Photo by Lloyd G. Holmes.

ence for me to be a part of New Community for these 26 years,” Rohrman said. “I’ve had the opportunity to meet and become friends with people of such different backgrounds and nationalities and with such different life experiences. It’s just given me a great respect of people for their kindness, their openness and their perseverance.”

Rohrman recalled first coming to New Community when he was in his late 20s and being part of a building boom for the organization. He said having grown up in a suburban community and attending Catholic schools for his education from grade school through college provided him with a much different experience than the individuals who were being served by New Community.

“Monsignor opened my eyes to a much different reality than I had lived. He just showed me what he and New Community were doing to change the City of Newark and they were just working at such a feverish pitch. And I’m just so grateful that I was able to work so closely with Monsignor and learn from his vision and his deep passion for the people of Newark,” Rohrman said. “And then again much later, after experiencing this initial building boom, I was able to work again with so many talented, hardworking people to renovate the same housing and restructure NCC and set it up for its future.”

CORPORATE OFFICE RENAMED



New Community renamed its corporate office location Monsignor William J. Linder Plaza in honor of its founder. There is a new sign in front of the building, located at 233 West Market St., Newark, and a bronze plaque inside displaying the new name.

Monsignor Linder founded New Community in 1968 along with members of the community following the 1967 Newark Rebellion. The mission was to help residents of inner cities improve the quality of their lives to reflect individual God-given dignity and personal achievement. That goal has remained unchanged for more than 53 years. As an organization, NCC has helped countless individuals and families at all stages of their lives with services ranging from housing and shelter to childcare and education to nursing home care and mental health services.

“This dedication of the plaza in the memory of Monsignor Linder is just a small token of our appreciation and affection for all that he did for the City of Newark and its residents. Clearly this in no way reaches the magnitude of his deep commitment and sacrifice for the City of Newark,” said New Community Board Chairman Dr. A. Zachary Yamba. “We want to make sure that people who pass by or come to this building for functions will remember Monsignor



Linder and what he meant to the City of Newark.”

New Community Chief Financial Officer/Interim Chief Executive Officer Elizabeth Mbakaya believes the naming is appropriate.

“Monsignor Linder worked tirelessly to ensure that New Community was successful and lived up to its mission. Having his name at our corporate office is a fitting tribute to recognize all he did for the organization and the people it serves,” she said.

New Community Director of Mission Frances Teabout believes the name will serve as inspiration.

“Monsignor William J. Linder Plaza will not only stand as a memorial to Monsignor Linder and many others who worked tirelessly to fulfill our mission, but it will also serve to constantly remind us and future generations of the importance of helping others improve their lives,” she said.

Monsignor Linder served as New Community’s CEO until 2013 when he transitioned to the chairman of the Board of Directors. He served as the board chairman until his passing on June 8, 2018.

THE ONGOING IMPACT OF COVID-19



Essex County Executive Joseph DiVincenzo, United Way of Greater Newark President and CEO Catherine Wilson, New Community Chief Operating Officer Fred Hunter, University Hospital President and CEO Dr. Shereef Elnahal, Newark Department of Health and Community Wellness Director Dr. Mark Wade and IHOP Multi-Franchise Owner and Cornbread Co-Founder Adenah Bayoh, left to right, at the kickoff to the Newark Equitable Vaccine Initiative. Photo by RyArMo Photography Studio.

The COVID-19 vaccine became widely available in 2021 to help curb the spread of infection and lessen the severity of illness. New Community took steps to help ensure members of the community understood the importance of vaccination and had the opportunity to be inoculated. The organization joined the Newark Equitable Vaccine Initiative, which aimed to increase vaccine access to residents of color. NCC's Health and Human Services Department was instrumental in the kickoff event, held in March, by registering people for vaccine appointments and checking them in. NCC also provided transportation for residents interested in attending.

Aside from the formal initiative, New Community also arranged for residents and staff members at Extended Care Facility and the senior buildings to get vaccinated on site to eliminate any transportation barriers. First and second doses, along with boosters, were provided over the course of many months.



Graduates of the Clinical Medical Assistant program at New Community Career & Technical Institute were hired to help administer vaccines to University Hospital staff members in the facility's Ambulatory Care Center at the start of 2021.

During the year as infection rates declined, New Community began resuming some pre-pandemic activities including in-person summer camp, visitation at Extended Care and the after school program.

Throughout the year, New Community also offered COVID-19 testing on site for residents and employees, particularly when the Delta and Omicron variants caused spikes in infections.

Safety measures including mask wearing and social distancing continued to be implemented in 2021 at NCC facilities to ensure everyone's health and safety. They will continue to be evaluated as conditions change.

PROPERTY MANAGEMENT

New Community offers a wide variety of affordable apartment residences for individuals, families, seniors and persons with disabilities.

New Community has been in existence for over 30 years in the housing market and is a mainstay in the City of Newark. Properties consist of Project Based Section 8 Housing Contracts and the Low Income Housing Tax Credit programs, where income limits cannot exceed 60 percent of area median income in Essex County.

NCC has received numerous awards in recognition of contributions to the stability of Newark housing. Customer service and attention to detail is a top priority. The goal is to provide the best in affordable housing for the residents of Newark.

The majority of NCC housing is conveniently located in the Central Ward of Newark with additional properties located in Jersey City and Orange, N.J. Properties are surrounded by various eateries, supermarkets, hospitals, daycare centers, state and local social service agencies and entertainment venues. The close proximity of properties to these retail and services makes it very convenient and accessible for residents.

As we work through the impact of COVID-19, the effects are immeasurable on our properties and residents' lives. During the initial mandatory "stay in place" and shutdown of Newark, the majority of our residents complied and accepted that this would be the new "norm" for several months. Our staff continued to work at the sites providing messages and follow-up by way of our intercom systems with our senior residents in our high-rise buildings. Our residents received daily meals along with various vegetables, canned goods and other items from our pantry. While safe practices such as wearing face masks, maintaining social distancing and providing hand sanitizer throughout our buildings were established, our maintenance personnel continuously maintained common areas and elevators were frequently cleaned and sanitized.

As we fast forward to the availability of the COVID vaccinations, we coordinated with the health care providers and local health departments to schedule and provide the appropriate spaces so that our residents could receive the first and second doses of the vaccinations. As we moved along and out of the shutdown, we continued to maintain a face mask requirement within our buildings, we continued to provide frequent sanitizing and cleansing of our common areas and we allowed for more restricted visitation days for our residents. We continue to work with the state and local health departments to continue providing vaccination opportunities.

As a community, we came together to provide services to our residents along with continuing to provide food donations and other assistance as frequently as possible. There are numerous people to thank for the opportunities and continued services for our residents.

2021 Numbers

- 12 Properties
- 1,710 Apartments
- 26 Employees
- 10 Average Years on the Job

Tenant Income Limits

- 86% Extremely Low Income
- 13% Very Low Income
- 1% Low Income

HARMONY HOUSE

Harmony House is New Community's transitional housing facility for homeless families. But it provides much more than shelter. With 24-hour security, the capacity to house 102 families in individual apartment units and a host of on-site social services, Harmony House helps families move from homelessness to permanent housing and from dependency to self-sufficiency. On average, residents stay at Harmony House for between six and nine months.

BY THE NUMBERS

Total Population Served in 2021: **347**

Infants (ages 5 and under): **66**

Children (ages 6-12): **89**

Youth (ages 13-17): **34**

Adults (ages 18 and over): **158**



In 2021:

- **42 children** were referred to the Family Crisis Intervention Program (FCIP) at the Family Service Bureau of Newark (FSB).
- **62 adults** were referred to FSB.
- **25 residents** were referred to New Community Career & Technical Institute (NCCTI).
- **30 residents** participated in Financial Opportunity Center (FOC) programs.
- **85 residents** obtained employment.
- **45 residents** attended or completed an education program.



Updated Equipment

Harmony House employees were able to get updated computers in 2021 thanks to funding from Victoria Foundation. Pictured is Case Manager Angela Hall enjoying her new workstation.

Resuming Activities

While the COVID-19 pandemic continued to impact our lives, some activities that were canceled in 2020 resumed in 2021. This included accounting firm Withum providing Thanksgiving meals to the residents of Harmony House. Although the families couldn't gather for the in-person celebration that took place pre-pandemic, they enjoyed the individually wrapped meals in their homes.

Independence360, a comprehensive program serving adults with autism and related developmental disabilities, once again packed baskets of Thanksgiving supplies for the residents of Harmony House. Program participants were able to deliver the baskets in person. In 2020, a staff member delivered the baskets and those in the program participated virtually.



Withum Partner Mike Pintabone, left, delivered Thanksgiving meals to Harmony House on Nov. 22 on behalf of his colleagues. Harmony House staff members and New Community Chief Financial Officer/ Interim Chief Executive Officer Elizabeth Mbakaya, right, accepted the home cooked meals, which were distributed to residents.



Above: Residents of Harmony House were able to pick up individually wrapped traditional Thanksgiving meals thanks to accounting firm Withum.

Below: Harmony House residents pick up baskets donated by Independence360.



Independence360 program participants delivered baskets to Harmony House with supplies to make a traditional Thanksgiving meal on Nov. 22.



New Community Career & Technical Institute



New Community Career & Technical Institute (NCCTI) is an accredited post-secondary career and technical school.

NCCTI has its accreditation through the Council on Occupational Education (COE). The school focuses on helping students secure permanent employment, via internships and through building partnerships with local employers.

As an accredited post-secondary school, NCCTI offers financial aid to eligible students.

Because of the COVID-19 pandemic, NCCTI continued to operate on a hybrid schedule for its health care classes to keep the number of students in the classroom lower, allowing for social distancing. Students attended classes in person two days per week and completed online assignments the other three days. The school continued to require masks at all locations to prevent the spread of infection.

Even though the pandemic continued to have an impact, NCCTI successfully educated students and enhanced learning. The school entered into a partnership with Habitat for Humanity of Greater Newark to offer its Building Trades Specialist students the opportunity to hone their skills on active worksites building homes for others. Beginning in March, Building Trades students spent one day per week at Habitat of Greater Newark sites.

For more information about NCCTI, visit the school's website at newcommunitytech.edu.



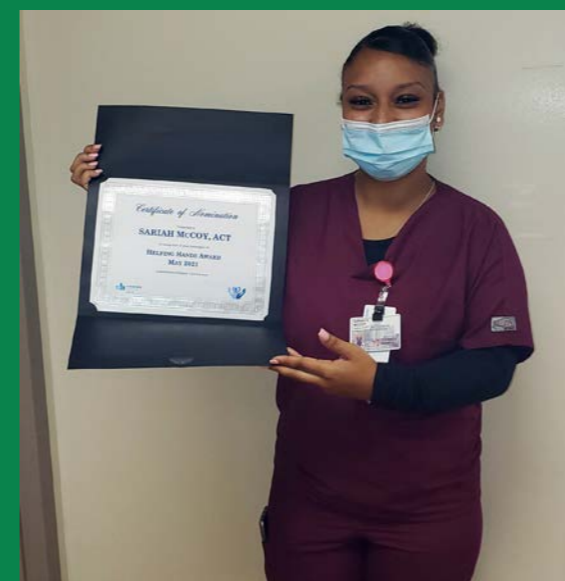
NCCTI Building Trades Specialist students gaining real world experience at Habitat for Humanity of Greater Newark sites.

2021 Numbers

- 135 Students Enrolled
- 49 Students Graduated
- 32 Job Placements in Field of Instruction

APPROVED PROGRAMS

- Automotive Technician
- Diesel Technician
- Building Trades Specialist
- Clinical Medical Assistant (CMA)
- Patient Care Technician (PCT)
- Community Healthcare Worker (CHW)
- Culinary Arts Specialist
- Business & Computer Technologies
- High School Equivalency (HSE)



EMPLOYER PARTNERSHIPS

- Barnabas Health Medical Group
- Clara Maass Medical Center
- East Orange General Hospital
- Ford
- Gourmet Dining
- Newark Beth Israel Medical Center
- Newark Community Health Center
- New Community Corporation
- New Community Extended Care Facility
- New Jersey Coalition of Automotive Retailers (NJ CAR)
- Reydel Volkswagen
- Route 22 Toyota
- Saint Barnabas Medical Center
- Saint Joseph's Medical Center
- Sansone Auto
- United Airlines
- University Hospital
- Volvo

FINANCIAL OPPORTUNITY CENTER (FOC)

New Community's Financial Opportunity Center (FOC) is a career and personal finance service center that helps low- to moderate-income job seekers build smart money habits. It began offering services in 2016.

The FOC continued offering remote support in 2021, in addition to in-person meetings with students of New Community Career & Technical Institute (NCCTI). FOC staff members also continued to conduct financial literacy workshops remotely and shared information about topics and online events.

The FOC is staffed by three employees: a Financial Coach, a Job Developer/Employment Coach and an Income Support Specialist.

The Job Developer/Employment Coach helps clients access employment opportunities by re-working or writing resumes, improving interview skills and developing connections to local employers. The Financial Coach helps job seekers create a budget and improve credit scores and connects clients to saving or credit building programs that increase financial capability. The Income Support Specialist provides supportive services for students that need transportation, childcare and a host of other supportive services that are available.

The work completed at the NCCTI Financial Opportunity Center is funded by Greater Newark Local Initiatives Support Corporation (LISC), with generous support from Citi Foundation and Capital One Bank.

At a Glance in 2021:

- 40 Job Placements
- 48 Credit Score Increases
- 44 People with Increased Net Income
- 37 People with Increased Net Worth



New Community Federal Credit Union (NCFCU) serves low- to moderate-income and minority communities beyond the reach of most banks and mainstream credit unions.

NCFCU provides members a fee-free ATM, where members have access to cash 24/7, 365 days a year in a safe and convenient environment with fraud alert, if their card is compromised.

NCFCU served **3,746 members** in 2021 and provided **22 new loans**. Most were small amounts or short-term loans, which are vital for the underserved community we work with. The average median income of members is below the county median income.

In 2021, **33 clients received first-time home buyer, post-purchase and financial counseling.**



SERVICES PROVIDED TO MEMBERS (AT LITTLE TO NO COST):

- Money Orders
- Wire Transfers
- Same Day ACH
- Cashier's Checks
- Online Statements
- Mobile Banking
- Bill Pay

OPERATING HOURS:

- Monday to Friday:
9 a.m. to 3 p.m.

WEBSITE:

- www.newcommunityfcu.org

FAMILY RESOURCE SUCCESS CENTER

The Family Resource Success Center serves as an information and referral hub for the services that NCC offers.

Additionally, it links visitors to services available through local, state and federal government agencies, as well as non-governmental, nonprofit and other social service agencies.

Services include financial literacy, SNAP (food stamps), energy assistance, homelessness assistance, substance abuse services, lead abatement assistance, diabetes supplies, eyeglasses, rental assistance, health care services, prenatal programs and free tax preparation.

Because of the ongoing COVID-19 pandemic, free tax preparation services were offered via drop off only instead of the in-person appointments that were offered pre-pandemic. The center also offered a fully automated free tax preparation option.

The center received a \$5,000 grant from United Way to operate the free tax preparation as part of the IRS Volunteer Income Tax Assistance (VITA) program. The grant allowed for the hire of a part-time tax coordinator and a preparer.

Applications for free tax prep and utility assistance were emailed to clients who dropped them off at the center once they were completed to be processed. Personnel made accommodations for those without access to technology.

The Family Resource Success Center, along with New Community Career & Technical Institute (NCCTI), completed and submitted a proposal to the City of Newark to help administer the city's Emergency Rental Assistance Program (ERAP). The city awarded \$20,000 to New Community to help administer the ERAP, promote awareness of it to the community, provide application assistance to tenants for successful completion, participate in weekly meetings with the city, serve as a liaison between tenant and customer service and make follow-up calls to residents in the Central Ward whose applications needed additional information in the system.



Family Resource Success Center Director Joann Williams-Swiney, left, helps Newark resident Anisha Mohammed apply for Newark's Emergency Rental Assistance Program (ERAP).

The Newark ERAP began on July 26 and the portal closed on Sept. 12. Services continue in 2022 via follow-up calls to non-responsive residents.

The FEMA Emergency Food and Shelter Program (EFSP) provided \$40,000 and \$10,000 was awarded through the CARES Act. The Family Resource Success Center was able to purchase much needed supplies and equipment for New Community's Emergency Food Pantry, which usually cannot be purchased due to lack of funding. All funds were not used, providing for a credit for NCC's pantry to use at the Community FoodBank of New Jersey. The pantry had a total of \$4,200 to use for the purchase of food items.

FAMILY RESOURCE SUCCESS CENTER NUMBERS

Total Services Rendered: 2,344



City Of Newark ERAP Application Assistance

- Newark Residents: 169
- NCC Residents: 59
- Revisits for upload: 20
- Unresponsive calls made: 92



Free Tax Prep: 340



Utility Assistance: 219



Homeless Prevention/Rental Assistance: 394



Food Stamp and Benefit Sign-up: 21



Case Management & FOC Follow-up: 37



Food Pantry: 3



Housing Resources: 36



Training Referrals: 3



Health Services: 5



Counseling Services Referred to FSB: 10



Homeless Shelter Placement: 13



Furniture: 31



Referred to DEFAB (Welfare): 32



Other Referred Services: 42



Holiday Turkey Baskets: 25



NCCTI (FOC) Case Management Benefit Screening & Follow-ups: 126



Children Who Received Holiday Gifts: 327



Gift Cards Given from FEMA Grant: 310

EARLY LEARNING CENTERS

New Community's two early childhood learning centers provide critical services to the youngest members of the community.



Educational instruction at the two centers in Newark – Community Hills Early Learning Center (CHELC) and Harmony House Early Learning Center (HHELC) – is supplemented with summer enrichment programs, daily nutrition and family worker support.

In 2021, the ongoing COVID-19 pandemic continued to pose challenges. While the centers were open for in-person learning, when case numbers increased, the centers closed for a period and relied on virtual tools as they did in 2020.

Children and staff members wore masks for safety but they were still able to enjoy various holidays, Week of the Young Child, graduations and outdoor activities.

CHELC served **33 infants and toddlers** and **74 pre-K students** for a **total of 107 children** in 2021. HHELC served **23 infants and toddlers** and **14 pre-K students** for a **total of 37 children** in 2021.

YOUTH SERVICES

New Community Youth Services offers youth-centered and family-oriented activities throughout the year. The programs and events promote academic learning, STEAM (science, technology, engineering, the arts and mathematics), family engagement, leadership development and recreation.

Youth Services was able to bring back in-person summer camp for 2021 after having to go virtual for the 2020 summer. Its after school programs resumed face to face with the reopening of in-person learning at Newark schools. With funding from Victoria Foundation, the department was able to purchase Chromebooks for the children to use.

The ongoing COVID-19 pandemic prevented the traditional Halloween party, but the department held a Community Trunk or Treat event instead. The traditional Breakfast with Santa was also altered slightly offering grab-and-go meals and presents for children.

Face masks and social distancing were practiced at all Youth Services events for everyone's safety.

Despite challenges, the department served **722 youth** in 2021 with the following programs:

- After school programs (in-person and virtual)
- Saturday Fun Club
- In-person Summer Camp
- Teen Empowerment Network (T.E.N.)
- Project VIP (Volunteering is Priceless)
- Virtual Learning Support Program
- Community Trunk or Treat
- Holiday Breakfast and Toy Giveaway



Chromebooks were available to children thanks to funding from Victoria Foundation.

ADULT LEARNING CENTER

The NCC Adult Learning Center serves students 16 and older and out of the school system with a comprehensive array of day, evening and Saturday educational programs, along with free workshops and services.

In-person classes remained suspended for 2021 because of the COVID-19 pandemic. All services were offered through Google Classroom and Google Meets at their regularly scheduled times. Some of the other programming offered was also conducted virtually.

Free Services

- Back to School/Christmas Gifts: **216**
- Mammograms: **43**
- Flu Shots: **10**
- Nutrition: **22**
- ShopRite Gift Cards: **17**
- Immigration Workshops: **12**
- Prevention Health with Focus on Cancer/Medicaid Literacy: **4**
- Division of Consumer Affairs/NJ Office of the Attorney General: **4**
- Principles of Personal Finance: **4**
- Mental Health: **3**
- Healthy Living: **2**
- **Total: 337**



Number of Students

- English for Speakers of Other Languages (ESOL): **201**
- Adult Basic Education, Pre-High School Equivalency (HSE), HSE: **218**
- Civics: **25**
- Computers (Google Docs): **30**
- **Total: 474**

EXTENDED CARE FACILITY

New Community Extended Care Facility is a 180-bed skilled nursing facility in Newark that serves inner city residents (including seniors, disabled adults and those with mental health challenges).

The facility specializes in offering resident-centered care for individuals with Alzheimer's disease and dementia. In addition, programs are being developed to admit and manage individuals with chronic substance abuse challenges.

As the COVID-19 pandemic continued to pose a threat to the health of people in the community, New Community Extended Care staff worked very hard to ensure that there was no loss of life to this virus for both residents and staff for all of 2021 and that the infection rate was also curtailed.

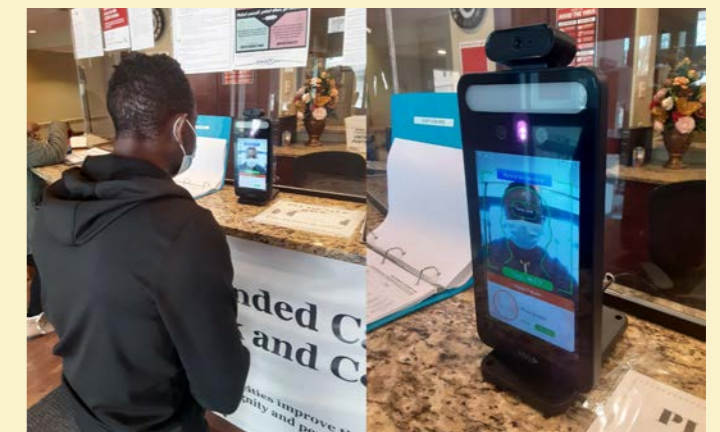
Extended Care hosted COVID-19 vaccine events which allowed both residents and staff members to get vaccines and, when available, booster shots. The facility encouraged everyone to get vaccinated.

Extended Care adhered to procedures to prevent the spread of the virus. Extensive testing of staff members and residents was implemented to quickly detect and isolate anyone who tested positive. A temperature scanning station from Medline was installed, which allows for contactless temperature readings of those entering the facility. The device sets off an alert if the individual has an elevated temperature or is not wearing a mask.

The ultimate goal of ensuring quality care through provisions of person-centered care was met as the facility maintained an overall four-star rating and received the highest rating of five stars for quality measures. Ratings are determined by medicare.gov.

Extended Care services include but are not limited to offering resident-centered care for individuals with Alzheimer's disease and dementia.

In addition to the traditional sub-acute and long-term care services provided, the facility also offers hospice and respite care. Excellent rehabilitation services are available, along with a successful structured activity program for individuals with Alzheimer's and dementia care needs. Spiritual care is extremely important at Extended Care, regardless of an individual's religious beliefs. The facility has a renovated chapel which is available for use by leaders of various faiths who may visit residents.



The temperature scanning station from Medline.

FAMILY SERVICE BUREAU OF NEWARK (FSB)



The Family Service Bureau of Newark (FSB) offers comprehensive mental health and substance use treatment services to families and individuals who reside in Essex and West Hudson counties. Fully licensed therapists treat faceted mental health and addiction struggles.

FSB is dedicated to preserving, educating, supporting, strengthening and enriching family life through prevention, intervention and community education programs that assist families, children and individuals in realizing their full potential.

FSB has been serving the needs of its communities since 1882. It is a licensed Outpatient Mental Health and Substance Abuse Treatment Center, providing psychiatric evaluation and intervention and medication monitoring. FSB aims to provide consumers with the appropriate resources to improve their quality of life.

Since the beginning of the COVID-19 pandemic, FSB has adopted a hybrid treatment model, providing both telehealth and in-person services to provide clients with safer environment options for the continuation of treatment. This innovative treatment modality has helped maintain attendance and client engagement. FSB also offers NCC employees free and safe treatment through its Employee Assistance Program (EAP). Throughout 2021, senior residents in NCC housing and families of NCC's transitional housing unit, Harmony House, were also assisted with mental health and substance abuse services.

During the ongoing COVID-19 pandemic, there has been a significant demand for mental health services that FSB has met. FSB works and provides culturally and linguistically appropriate services to the Spanish-speaking population. Moreover, the division provides services to youth in collaboration with six Newark Public Schools through its Family Crisis Intervention Unit (FCIU). In response to the COVID-19 pandemic, FSB provided support and crisis intervention through the New Jersey Hope and Healing initiative, funded by FEMA.

FSB NUMBERS

- **Total Intakes: 372**
 - Mental Health Intakes: 310
 - Kearny: 128
 - Newark: 182
 - Substance Abuse Intakes: 62
 - Kearny: 22
 - Newark: 40
- **Mental Health Individual Sessions: 4,976**
 - Kearny: 3,005
 - Newark: 1,971
- **Mental Health Group Participants in Newark: 90**
- **Psych Evaluations: 245**
 - Kearny: 182
 - Newark: 63
- **Medication Monitoring: 970**
 - Kearny: 765
 - Newark: 205
- **Substance Abuse (SA) Individual Sessions: 726**
 - Kearny: 391
 - Newark: 335
- **Substance Abuse Group Participants: 667**
 - Kearny: 552
 - Newark: 115
- **Family Sessions: 89**
 - Kearny: 42
 - Newark: 47
- **Family Crisis Intervention Unit (FCIU) Case Openings: 38**
- **Family Crisis Intervention Unit (FCIU) Case Closings: 57**
- **NCC Employee Assistance Program (EAP) Active Clients: 37**
- **NCC Employee Assistance Program (EAP) Sessions: 61**



RESIDENT SERVICES

The Resident Services Coordinators, who are part of the Property Management Department, provide personalized attention as liaisons for specialized care and services for seniors, disabled adults and low-income families.

In 2021, the department was able to adapt and implement services on a scaled-back level to the residents. Resident Services provided the following:

- **15,150 calls/services** related to wellness or health care for the residents.
- **1,228 received services** through third party, local agencies.
- **991 residents** participated in the medical services that were provided in-house.
- **10,184 services** were provided to residents, including financial assistance, transportation, mental health services and long-term care. Resident Services Coordinators maintained daily contact and wellness checks with residents during the year.
- **18,615 meals or commodities** (canned goods, frozen foods, senior care packages, etc.) were distributed to residents.
- **2,248 hours of Home Friend services** were provided to residents enrolled in the program. Home Friends staff members provide light household chore assistance for eligible seniors.
- **4,090 canned goods, frozen foods and dry goods** were provided to residents from the New Community Emergency Food Pantry which is stocked with donations from the Community FoodBank of New Jersey.



Services include:

- Social and recreational activities
- Translation assistance
- Workshops on life skills, including household maintenance, parenting and budgeting
- Job training and development
- Transportation
- CARES Act rental assistance services
- Access to general and mental health doctors and agencies

SUPPORTIVE ASSISTANCE TO INDIVIDUALS AND FAMILIES

Supportive Assistance to Individuals and Families (SAIF) is a two-year program that provides resources to families and individuals who have received public assistance for 48 months or more. It offers intensive case management with a continuation of services for WorkFirst NJ recipients.



Intensive case managers meet with clients to identify and work through their barriers. They connect clients to resources such as housing, job training programs and permanent employment.

SAIF continued connecting with clients by phone instead of in person in 2021 for everyone's safety.

In 2021, SAIF served **633 clients**. The program provided **5,285 pandemic and other resources**.

HUMAN RESOURCES

NCC's Human Resources Department provides employment services to all of the organization's services areas.

2021 brought some optimism with COVID-19 cases declining, however the unpredictable virus evolved into the new Omicron variant, which quickly reminded us that COVID-19 would be around for the remainder of 2021. Although mass remote work was not initiated, NCC maintained all safety protocols throughout 2021. The virus did affect many employees, but not as acutely as previous variants. Once again, the Human Resources Department had to shift to employee safety and management of employee leaves.

These shifts, as a result of COVID-19 over the last two years, have changed the NCC Human Resources Department possibly permanently. NCC, like other employers around the country, saw the result of the national great resignation and shift in individual employee future career outlook. Considerable time of the department's focuses moved toward recruitment and collection of data related to employee transitions.

In light of these changes, the department continued to provide services to the corporation and its employees. In 2021 we also started the important initiative of revamping the employee handbook. This project includes revising and updating all employee-related policies, particularly critical as the employment landscape has changed throughout the last two years.

As we are hopeful the virus is in decline, we can look forward to increasing in-person employee engagement, such as employee appreciation, health fair events and in-person training sessions. We look forward to re-establishing these events that are long overdue.

2021 Numbers

- Employees: **433**
- New Hires: **81**
- Applicants: **1,167**
- Newark Residents: **219**
- Newark Residents Hired in 2021: **38**



HR Provides:

- Organizational development
- Risk management & compliance
- Recruitment & orientation
- Employee relations & events
- Compensation planning
- Benefit administration
- Employee development & training
- Performance management
- Labor relations

FINANCE

New Community Corporation's Finance Department handles the financial needs of the organization.

In 2021, the Finance Department had **62 separate operating entity monthly reports**, **40 tax returns** filed and **26 audits** completed.

2021 Numbers

- Total Revenue: **\$67,673,754**
- Total Capital Expenditures: **\$1,920,729**
- Total Assets: **\$326,207,730**
- Total Utility Bill: **\$3,198,810**
- Total Medical Benefits: **\$4,019,718**
- Property Taxes Paid to City of Newark: **\$2,047,603**
- Total Insurance (Property and Liability): **\$2,769,060**
- Annual Payroll: **\$15,595,329**



SECURITY

New Community's Security Department is responsible for maintaining the safety of property and people at the organization's sites.

In 2021, members of the NCC Security Department continued to take pride in making the tenants, clients and partners of New Community feel safe by providing quality safety and security services despite the COVID-19 pandemic.

The department continued to modify security services to reflect the COVID-19 pandemic by ensuring staff wore proper personal protective equipment (PPE) and that tenants, guests and employees adhered to the social distancing guidelines, along with additional mitigating measures.

Guided by New Community's ethics and values, the department continued to provide expert security services to New Community's buildings and facilities to keep everyone safe.

2021 Numbers

- Security Employees: 81
- Incident reports: 216
- Task Force Site Checks: 2,248
- Transports: 55
- Post Inspections: 4,512



Captain James Massey.



Security Operations Manager Derek White joined New Community on June 1, 2021.

ENVIRONMENTAL SERVICES

The Environmental Services Department services and maintains all of New Community Corporation's housing and commercial properties on a day-to-day basis.

Department personnel provide turnover of vacant units, renovate spaces for commercial use, maintain grounds, service facilities during inclement weather (including snow removal) and assist with pickup for the NCC Emergency Food Pantry.



2021 Numbers

- Completed Work Orders: 5,510
- Total Employees: 46
- Superintendents: 13
- Administrative Staff Members: 5

CHELSEA-WARREN CONSTRUCTION

Chelsea-Warren Construction, a subsidiary of New Community, manages NCC construction projects.

In 2021, the company was involved in the following activities in the NCC network:

- Supervised and managed capital improvements on all NCC housing properties and commercial entities.
- Began the planning stages for the next rehabilitation project to be completed at two more NCC residences: Orange Senior in Orange and Hudson Senior in Jersey City.
- Worked on new initiatives for future development, including potential projects at the Homes Court site and five two-family houses for first-time homebuyers in Newark.

BETTER LIFE

Better Life, which began serving members of the community in 2018, has three distinct offerings: an engagement center, respite services and supportive housing.

New Community built, owns and manages the Better Life building and contracts with Collaborative Support Programs of New Jersey (CSPNJ) as the service provider.

The Better Life Engagement Center welcomes any individual experiencing homelessness. Staff members help visitors obtain documents, find permanent housing, search for jobs, write resumes and prepare for interviews. Visitors receive food, water and coffee and can participate in group activities. In 2021, the center was able to reopen and provide pre-COVID shutdown services but on a limited scale. The facility continues to assist an average of 210 unduplicated individuals that visit the Engagement Center.

Essex County Wellness Respite Services, which were also impacted by the ongoing pandemic, is located on the first floor of Better Life, along with the Engagement Center.

The second floor of Better Life provides supportive housing units for chronically homeless individuals. There are 20 units that receive Project Based Vouchers (PBVs) for the residents. These PBVs are administered by the Newark Housing Authority, as the Contract Administrators. CSPNJ provides direct case management and supportive housing services to the residents, however, and unfortunately, services were severely curtailed during the pandemic. The residents were assisted by way of telephone wellness checks and where needed, 911 would be contacted in the event of an emergency.



REAL ESTATE DEVELOPMENT

The department of Real Estate Development is driven by NCC's mission to improve the quality of life of residents by creating affordable housing that rebuilds communities and recreates stable neighborhoods.

In 2021, NCC was active in identifying and beginning to undertake new real estate development projects and continuing efforts on proposed projects. The process from concept to completion is long and arduous. NCC has a number of opportunities to implement real estate developments, especially in the NCC footprint. NCC has a long and successful history in developments that make a difference in the lives of inner city residents and that focus on very low-income individuals and families. These developments focus primarily on quality affordable housing but have also included a charter school, workforce development training center and an extended care facility.

NCC is currently developing a 120-unit housing project on the Homes Court two-acre site. The development will include 40 one-bedroom and 80 two-bedroom units including 10 special needs units for the physically challenged. The project will also include community space and on-site parking. NCC has identified the sources of capital and will be submitting applications to the New Jersey Housing and Mortgage Finance Agency and New Jersey Economic Development Agency for financing in 2022.

NCC continues efforts to provide substantial capital improvements for two of its senior projects: Hudson Senior in Jersey City and Orange Senior in Orange. The two projects have 170 senior units in total. This renovation is made possible by participating in a conversion under the Rental Assistance Demonstration program for Project Rental Assistance Contracts projects. NCC is currently in discussions with the Department of Housing and Urban Development on the capital needs of the projects. Preliminary approval of rent increases to fund the capital needs and a possible refinancing have been received and formal final approval is expected shortly. NCC hopes to begin the capital improvements on these projects before the end of 2022.

NCC has also begun an initiative to provide homeownership opportunities for first-time homebuyers. NCC has acquired four parcels on 15th Avenue in the Central Ward of Newark from the City of Newark. On these parcels, NCC will build two-family units with one unit owner occupied and the other unit rented. NCC brings the building expertise of Chelsea-Warren Construction Company, an NCC affiliate, to the project. In addition to the four 15th Avenue projects, NCC is also developing a two-family unit at 20 Bathgate Place, Newark, which NCC owns. In this important initiative to begin the process of reversing the position of lack of equity capital to people of color, NCC is to sell these units to first-time homebuyers with moderate incomes. Financial and management training will be provided as well as down payment assistance. Construction is scheduled to start in the spring of 2022 and be completed within 12 months.

The implementation of new real estate development requires imagination and effort. NCC, which has a grand history of inner city development, hopes to add to that portfolio in 2022.

SUPPORTERS & COLLABORATORS

New Community wouldn't be able to provide its services without the support of others. We want to thank all of our supporters and collaborators who have helped make our mission a reality, including the following:



SUPPORTERS & COLLABORATORS



NCC SUCCESS STORIES

New Community helps change the lives of many people. Here are some successes of 2021.

New Community Career & Technical Institute Helps Formerly Homeless Student on Path to Success



Jerrell Mann first became aware of New Community in 2018 when he became a resident of Better Life, which provides supportive housing units for chronically homeless individuals.

Mann noticed people coming to Better Life's engagement center to eat. He knew how to cook and offered to help with food preparation. He started volunteering at the facility and Better Life Director Shareatha Webster suggested Mann pursue a culinary arts degree so he could help in an official capacity. She told him about the Culinary Arts Specialist program offered at New Community Career & Technical Institute (NCCTI), which is within walking distance of Better Life.

He was unemployed and decided to seize the opportunity and enroll in NCCTI's Culinary Arts Specialist program.

He finished the class portion of the Culinary Arts Specialist program and completed his internship at Better Life, where he served as the lead cook.

New Community Helps Young Woman Achieve Dream of Automotive Career



Maa Efi Nyarkoa Ampiauw has always been interested in cars and decided she wanted to become a professional technician. Thanks to New Community and her hard work, she has achieved her goal.

Ampiauw first came to the United States from Ghana in August 2017. She moved to Newark with her grandfather and enrolled in New Community's Adult Learning Center. After successfully completing English for Speakers of Other Languages (ESOL) Levels 1 and 2 and the High School Equivalency (HSE) course, she enrolled in the Diesel Technician program at New Community Career & Technical Institute (NCCTI), where she learned the skills necessary to become both a diesel and automotive technician.

She graduated from the program in March 2020 just as the COVID-19 pandemic took hold on the area. Despite that challenge, Ampiauw began her job search and didn't give up. Her persistence paid off. Staff at NCCTI helped arrange an interview with Bridgestone-Firestone and she was hired as an automotive technician at the Linden location in January 2021.

NCC SUCCESS STORIES

Extended Care Rehab Helps Patients Recover and Return Home



Josephine Jackson-DeVore benefited from Extended Care's rehabilitation services in 2021. She had been a patient at University Hospital in Newark for a bladder infection when she fell. Hospital personnel suggested she participate in rehabilitation to help strengthen her and prevent future falls. She decided to become a patient at Extended Care because it was close to her home and her sister had a positive experience as a patient there for about nine months in 2016.

She is happy with her decision.

"The staff was absolutely wonderful. They were very supportive, encouraging and respectful," Jackson-DeVore said. "The place was clean. They were very, very attentive to the COVID requirements. Every time I turned around, someone was sweeping or wiping down or checking to be sure that I had enough masks and things of that sort. It

was just an overall very positive experience."

After less than a month, Jackson-DeVore was back home. She said the rehabilitation she received at Extended Care not only helped her improve her strength and balance while walking, but the therapists also provided exercises to help her with an old arm injury that she had sustained after a fall in the New York City subway.

New Community Career & Technical Institute Graduate Becomes Union Member and Entrepreneur



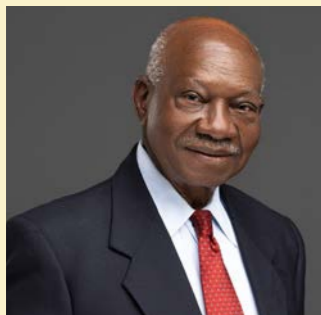
Lamont Rouse was working at Wendy's when he decided he wanted to further his education and pursue a career in an area other than food service. After doing some research, he found New Community Career & Technical Institute (NCCTI). He decided to enroll in the Building Trades Specialist program, which led to him joining a union and doing construction work with his own business.

When Rouse was halfway through the Building Trades program, school staff members began helping him pursue employment opportunities. Because of the school's relationships, Rouse was given the option of being connected to a roofers union or painters union. He chose the latter and interviewed with the International Union of Painters and Allied Trades. The interview went well and he was accepted as a first-year apprentice.

As part of the union's three-year apprenticeship program, Rouse earns a \$4 per hour pay increase every six months. Because the union rotates apprentices for opportunities, he also has his own construction business to have work in between union jobs.

BOARD OF DIRECTORS AND CEO

The New Community Board of Directors is made up of 11 members. NCC has a Chief Executive Officer.



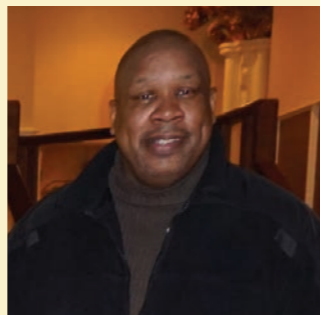
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Board Member



The Honorable Jerome St. John,
Board Member



Ms. Madge Wilson
Board Member



Mr. Richard Rohrman
Retired Chief Executive Officer



Ms. Elizabeth Mbakaya
Interim Chief Executive Officer

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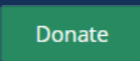


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Our Mission: To help residents of inner cities improve the quality of their lives to reflect individual God-given dignity and personal achievement.