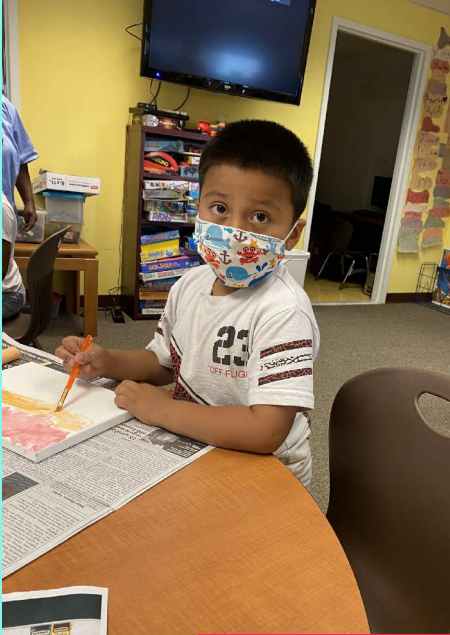


Annual Report



FY 2021



53 Years of Service to Talbot County



Neighborhood Service Center, Inc.



DATA-DRIVEN

— DECISION MAKING —

As the lead agency on poverty and the designated Community Action Agency for Talbot County, Neighborhood Service Center, Inc. "NSC" understands the health and well-being of low-income residents of Talbot. In fact, NSC served approximately **sixty-four percent** of the 9.6% or 3,612 of Talbot Residents living in Poverty in 2021.

Since 1969, NSC has consistently served residents of Talbot County, even though, the request for services has increased greatly in every area. Last year alone, NSC served throughout the 17 towns/districts in Talbot County (from the most populated (centrally located) areas of Talbot to the least populated/ remote areas.

The pandemic, in addition to the current economic conditions have contributed to new first-time households seeking assistance, which is why we are so very appreciative of our strong partner support from Talbot County Government and the Maryland Department of Housing and Community Development for their guidance and backing in securing the Emergency Rental Assistance Program to assist households experiencing crisis as a result of COVID-19.

As apart of our efforts to eliminate poverty, NSC added its Career Pathways Program for Youth ages, 16 - 24 that are out of school and work so that they can find educational and employment opportunities. In addition, NSC has enhanced its Mobile Food Program, which delivers to seniors, the disabled, those living in remote areas of Talbot without transportation, and also to those affected by COVID-19.

Other highlights:

- NSC was approved for a \$200,000 Maryland Capital Grant to rehabilitate NSC's "Caldwell Project, located at 34 S. West Street. We are especially appreciative of Dock Street Foundation's support in securing the purchase of the property;
- NSC received 38 laptops from the Federal Surplus Program. These laptops were used to enhance our youth program, provide technology for our board members and staff members; as well as assist individuals without access to laptops to apply for jobs and write resumes;
- NSC completed its renovation project of its 6 South Street Property and filled all of its vacancies. This project was made possible through Talbot County Government and the DHCD's Community Development Block Grant;
- NSC actively participated in the COVID-19 Task Force in Talbot County: and
- Updated our Strategic Plan!

As we move towards 2022, NSC has some very exiting projects in-store to include Resources workshops, narrowing the digital divide in computer and internet access for low-income families; updating our Community Needs Assessment and preparing to explore the feasibility of building our new center, "The Self-Sufficiency Center" .

#1

Increase affordable-living opportunities

Explore possibilities for the re-use of shelter ; enhancements to affordable living units

#2

Advocacy for Living-Wage Jobs

Through NSC's partnership with Maryland Community Action Partnership, we advocate for livable wages for low-income community members as well as for those working on the front lines of community action!

#3

Connecting Wrap-around Services

Through our 2GEN Program, NSC is able to connect families with services to reduce barriers to self-sufficiency.

#4

Transportation Solutions

NSC purchased vehicles through its partnership with DHCD. This has allowed us to provide mobile food services to those affected by COVID-19, seniors, the disabled, and those living in remote areas of Talbot County.

#5

Enhancement of Youth Services

NSC provided remote after school homework assistance and increased pathways to youth, ages 16-24

Marilyn M. Neal

Executive Director

2021 Board Members

— Tripartite Board —

Elected Official Representatives

Honorable Megan Cook, Treasurer

Honorable Frank Divilio, Chairman

Honorable Ron Engle, Member

Sheriff Joe Gamble, Member

Delegate Johnny Mautz, IV, Member

Community Representatives

Ms. Shanika Brooks, Member

Ms. Sandra Butler, Member

Bishop Marvin Jenkins, Vice-Chairman

Ms. Geraldine Wilson, Member

(1 vacancy)

Private Sector Representatives

Ms. Lesley Israel, Member

Mr. Lonnie Green, Member

Ms. Kate LaMotte, Member

Mr. Graham Lee, Member

Mr. Trevor Newcomb, Secretary

Leadership is the Capacity to Translate
Vision into Reality.

—Warren G. Bennis —

Individuals and families should have the basic necessities to thrive.



Neighborhood Service Center, Inc.- Poverty Solutions in Talbot County



2,295

Unduplicated number of individuals served.



1,213

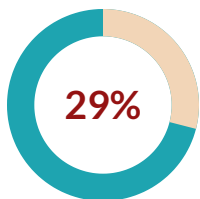
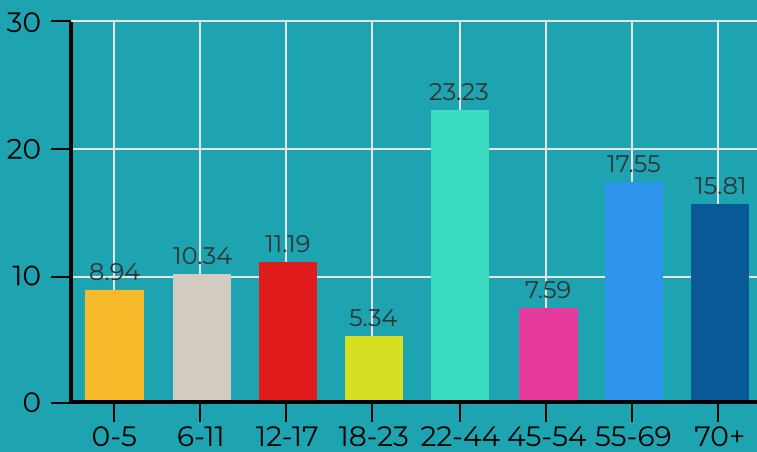
Households Served



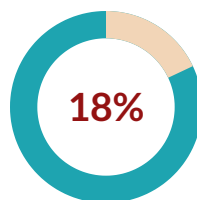
1/16

Talbot Residents Served

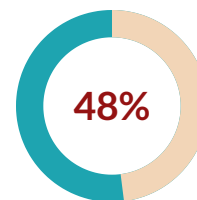
Customers by Age



up to 50% of Poverty Level



Disabled



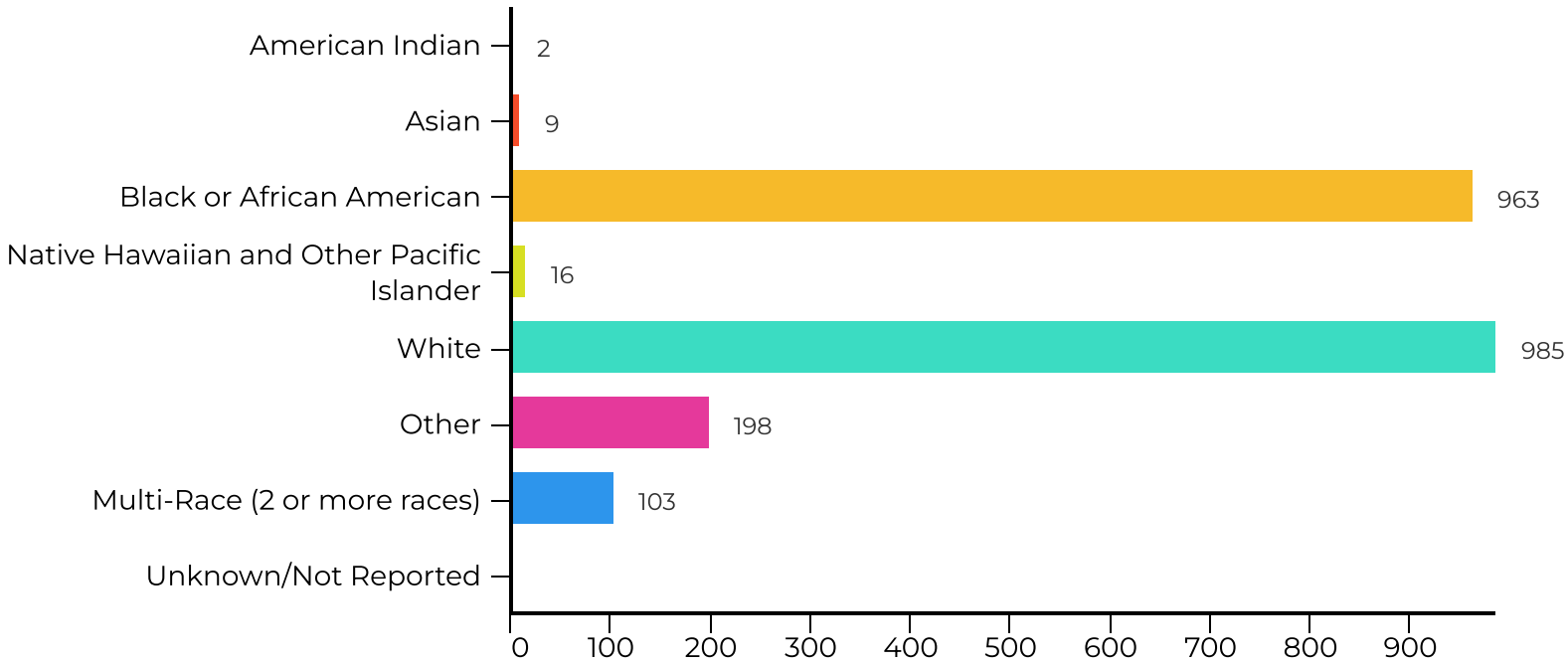
Have Medicaid Insurance

Household Demographics

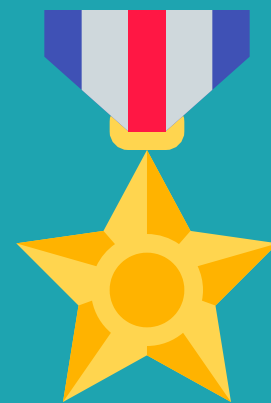
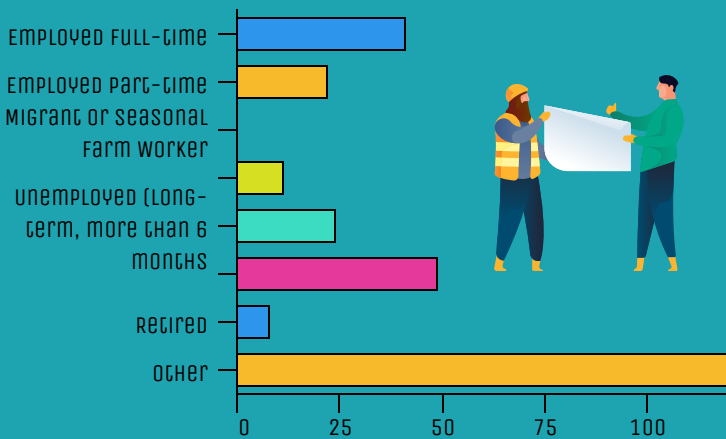
Our Vision

Talbot County individuals and families are empowered to become economically self-sufficient.

Marilyn M. Neal, Executive Director

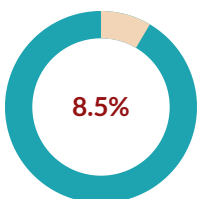


Employment Status

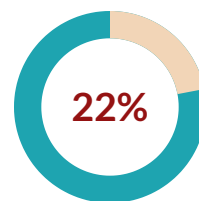


2.6%

of Customers Served were Veterans

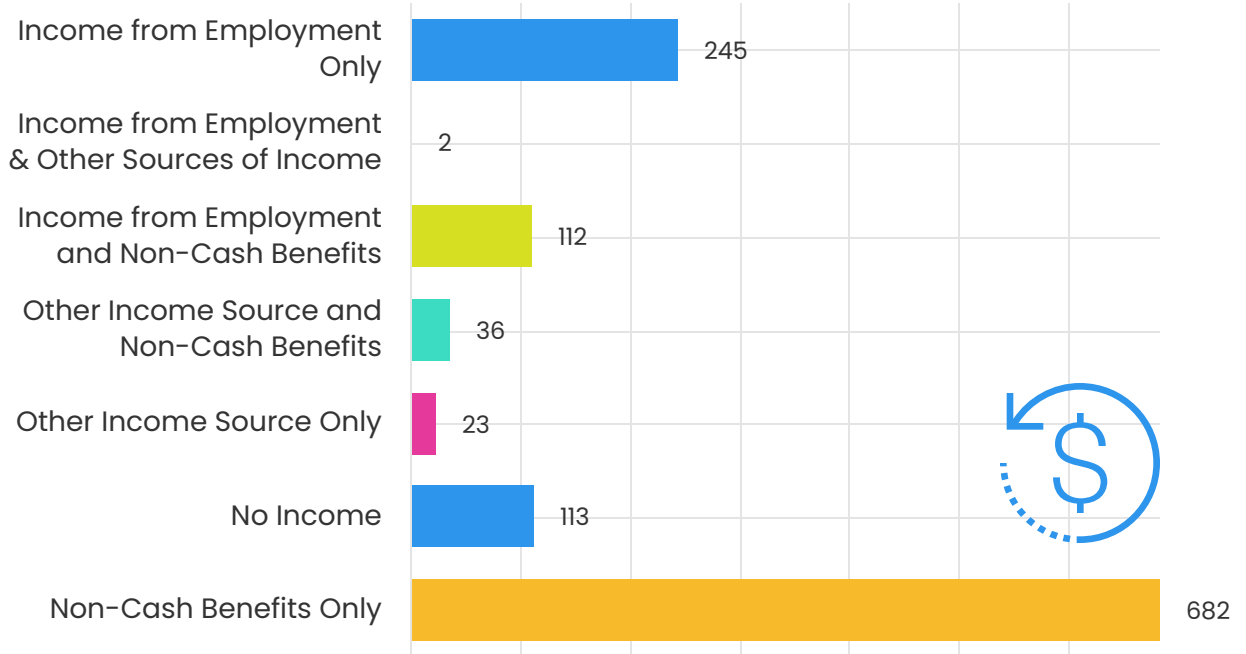


Hispanic, Latino, or Spanish Origin

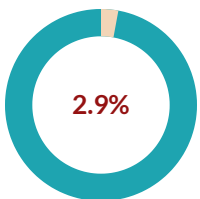
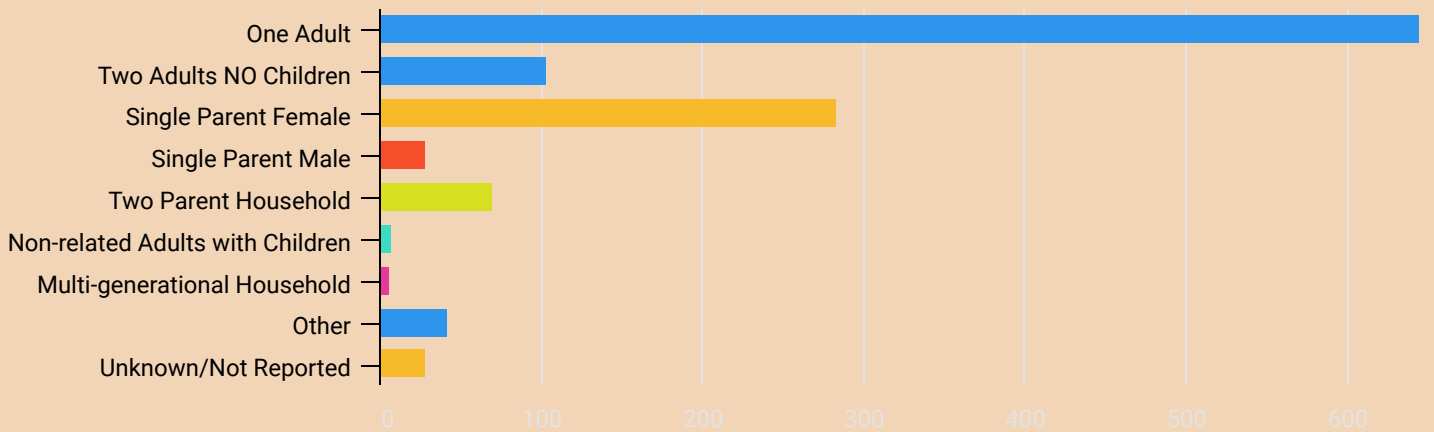


Were without Health Insurance

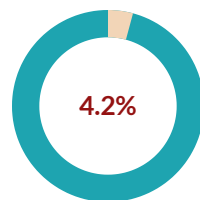
Sources of Household Income



Household Level Characteristics

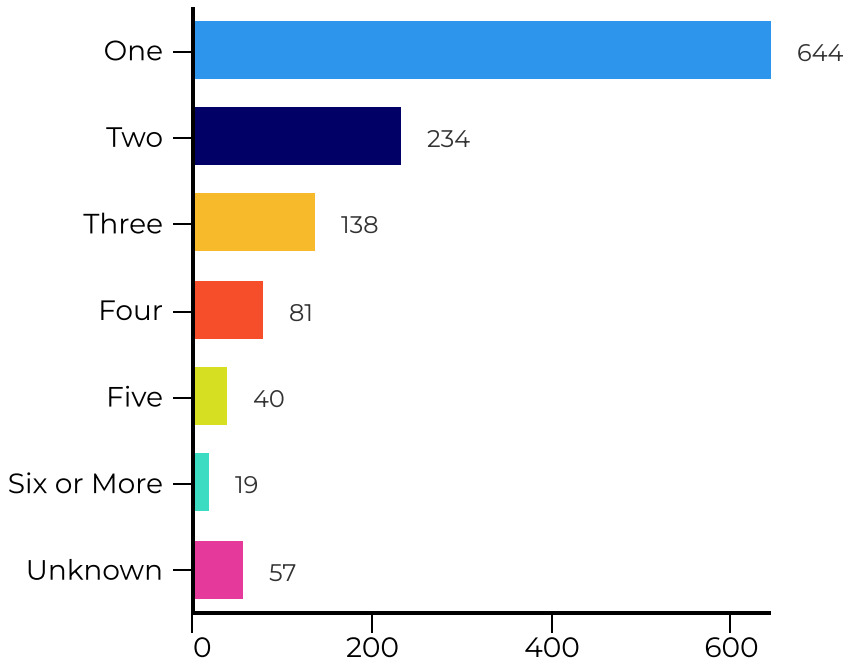


Households Received Child Support



Households Received Unemployment Insurance

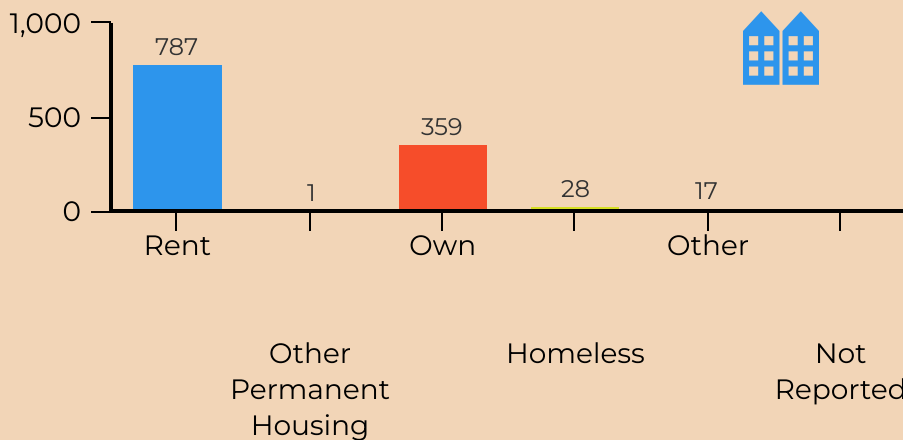
Household Size



The Self-Sufficiency Standard is the amount needed to meet each basic need at a minimally adequate level, without public or private assistance.

This standard is based on household size by household income.

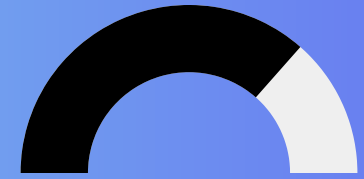
Housing by Household



At NSC, we encourage our customers to reduce housing costs to at or below 30% of their total household income.



Talbot Maryland



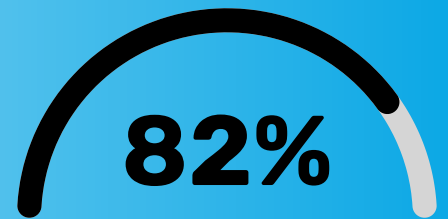
73%

of our services were
provided in the
Town of Easton

Town	Number Of Services
Bozman	30
Claiborne	7
Cordova	148
Easton	2,675
McDaniel	20
Neavitt	3
Newcomb	15
Other	39
Oxford	21
Queen Anne	13
Royal Oak	41
Sherwood	8
St. Michaels	268
Tilghman	74
Trappe	252
Wittman	34
Wye Mills	20

NSC is active in over 17 communities in Talbot alone.

FY 2021 Impact Services



82%
of our customer
households received
more than one
service.

Services	Number of Services
Affordable Housing	26
Arrearage Assistance	113
After School Program Activities	15
Case management	2295
Complimentary Holiday Basket	267
CSBG Cares Supplemental	70
Mobile Food Pantry	353
Emergency Utility Disconnect Payment	115
ERAP	75
Emergency Clothing	350
Eviction Prevention Payment	44
Eviction Prevention Counseling	359
First Month's Rent	7
Financial Capability Training	15
Food Pantry	396
Heating Assistance	1077
Home & Auto Repairs	3
Homeless Prevention Assistance	79
Job Placements	2
Job Referrals	5
Landlord/Tenant Mediations	359
On the Job Work Experience	13
Rapid Rehousing	29
Rental Assistance	4
Security Deposit	8
Temporary Hotel Placement	11
Utility Payment	1066
2 GEN	21
Responsible Fathers	4
Summer Youth Program	15

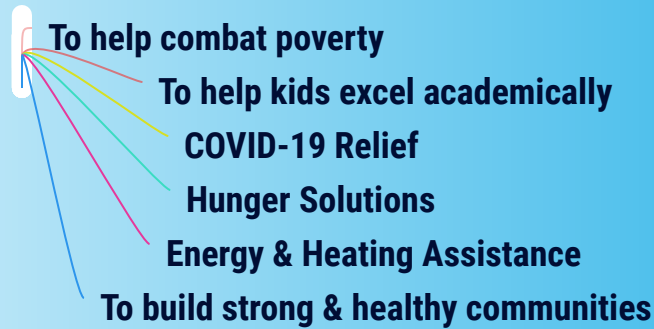
REDUCING POVERTY



FY 2021 Community Action Budget

- To help combat poverty
- To help kids excel academically
- COVID-19 Relief
- Hunger Solutions
- Energy & Heating Assistance
- To build strong & healthy communities

\$4,401.876.00

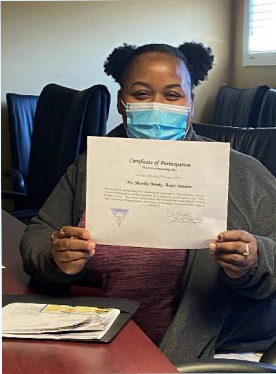


Serving Talbot County Residents for 53 years

Volunteer UPDATE

2021

WANT TO DONATE YOUR TIME?



Neighborhood Service Center, Inc. applauds its many volunteers. Featured above is NSC's newest Board Member/Volunteer, Ms. Shanika Brooks. Since its founding, NSC volunteers have been instrumental in serving the low-income families of Talbot County. NSC Volunteer Opportunities:

- Youth Program Math & Reading Tutors
- Food Pantry Organizers
- Mobile Food Pantry (Delivery Assistance)
- Front Desk
- Resource Day
- Holiday Give-a-Way
- Fundraising Committee
- Board of Directors

NSC welcomes and encourages community members as volunteers to assist program directors in all service areas. Volunteers answer phones, assist in the food pantry and with donations. Currently more than 20 volunteers provide over 70 hours each month. If paid at just minimum wage that amounts to a savings to the Neighborhood Service Center of \$875.00 in salaries each month.

Currently, NSC is accepting limited volunteers at a time, due to COVID-19 restrictions. If interested in volunteer opportunities, contact NSC at (410) 822-5015.

844

Volunteer Hours

20

Volunteers



2021 Partnerships

With the support of partners, NSC is able to use its resources to assist in addressing some of the causes and conditions of Poverty in Talbot County, Maryland.

Partner support assisted in the following projects during FY2021:

Addressed the needs of low-income individuals, including the homeless and the elderly

- Employment (Job opportunities for staffing of programs)
- Housing
- Better use of available income
- Food & Nutrition
- Emergency Services
- COVID-19 Relief

NSC and its partners worked together to achieve the following goals for low-income individuals and families:

- Increased self-sufficiency
- Improved living conditions
- Ownership and pride in their communities
- Strong family support systems

- Acme
- All Faiths Chapel, Tunis Mills
- American Legion Blake Blackstone, Post 77
- The Bridge Radio
- Brighter Christmas Fund
- CAPLAW
- CBIZ
- Christ Church of Easton
- Community Foundation of New Jersey
- Dept. of Housing and Community Development
- Dock Street Foundation
- Easton Farmer's Market
- Easton Rotary
- Easton Utilities
- The Frederick W. Richmond Foundation
- Harris Teeter
- The Henker Group
- Holy Trinity
- Maryland Community Action Partnership
- Mid-Shore Community Foundation
- National Community Action Partnership
- Office of Home Energy Programs
- Olive Garden
- Panera Bread
- RBS Wealth Management
- Seip Family Foundation
- Shore United Bank
- Talbots
- Talbot County Chamber of Commerce
- Talbot County Government
- Talbot County Department of Health
- Talbot County Department of Social Services
- Teddy Bear Fresh
- Tidewater Rotary of Easton
- Trinity Cathedral
- United Fund of Talbot County
- Upper Shore Aging
- WAWA
- White Stone Fund, Inc.
- Willow Construction

