

# Annual Report



FY 2023



## Neighborhood Service Center, Inc.

*Bridging the Digital Divide*



## Spotlight on Opportunity

# 2023



Thank you for dedicating your time to review the FY23 Annual Report of Neighborhood Service Center, Inc. We are delighted to present our diligent efforts in bridging the service gap in Talbot County, Maryland.

During FY2023, spanning from July 1, 2022, to June 30, 2023, Neighborhood Service Center, Inc. served a significant number of Talbot Residents, accounting for 1,938 unique individuals, which represents approximately 1 out of every 19 residents. Notably, 39.53% of these individuals were aged 55 and above.

Since its establishment in 1969, NSC has consistently provided valuable services to the Talbot County community. Despite the substantial increase in service demands across all areas, NSC remains devoted to fulfilling the needs of residents.

During the FY 23 year, NSC extended its services to all 17 towns and districts in Talbot County, including both highly populated central areas and remote regions with low population densities.

We take immense pride in announcing the successful rehabilitation of all our housing units, ensuring the availability of suitable accommodations for families of various sizes affected by the pandemic.

Looking ahead, NSC has planned the implementation of three new programs in the upcoming year. These include the Maryland Digital Inclusion Training program aimed at promoting digital literacy, an Alternative to Incarceration Program designed to provide effective alternatives for justice-involved individuals, and the Teen Dads Program, which aims to support and empower young fathers.

Again, we appreciate your interest in reviewing our annual report and remain committed to our mission of working toward eliminating poverty by empowering individuals and families to become self-sufficient.

A handwritten signature in blue ink that reads "Marilyn M. Neal".

**Marilyn M. Neal**  
Executive Director

# FY 2023 Board Members

— Tripartite Board —

## ***Elected Official Representatives***

Honorable Megan Cook, Treasurer

Sheriff Joe Gamble, Member

Senator Johnny Mautz, IV, Member

Honorable Keasha Haythe, Member

## ***Community Representatives***

Ms. Shanika Brooks, Member

Ms. Lucie Hughes, Member

Ms. Crystal Miller, LCSW-C, Member

## ***Private Sector Representatives***

Mr. Frank Divilio, Chairman

Mr. Marvin Foster, Member

Mr. Lonnie Green, Member

Ms. Kate LaMotte, Member

If everyone is thinking alike, then no one  
is thinking.

—Benjamin Franklin —

# FY 2023



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



**1,938**

Unduplicated number of individuals served.



**1,289**

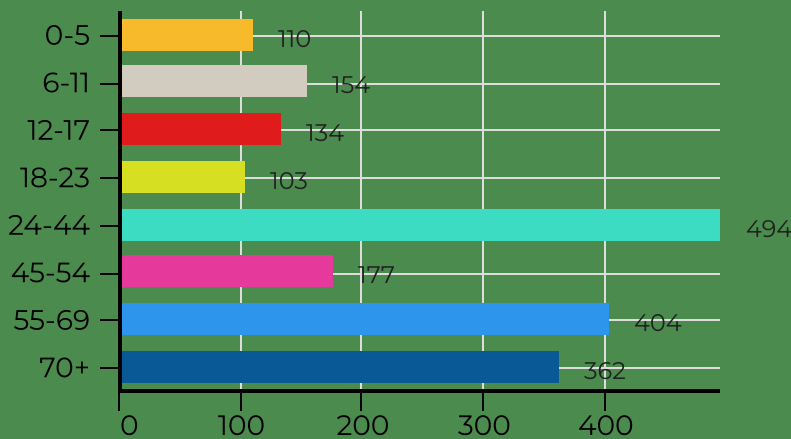
Households Served



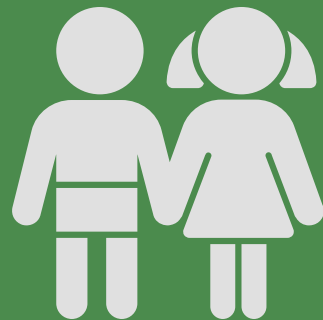
**1/19**

Talbot Residents Served

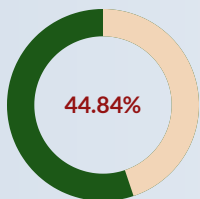
### Customers by Age



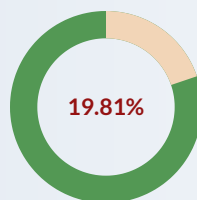
**36.64%**  
Men



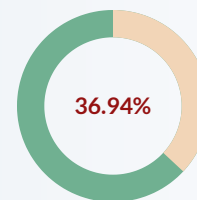
**63.36%**  
Women



up to 50% of Poverty Level



Disabled



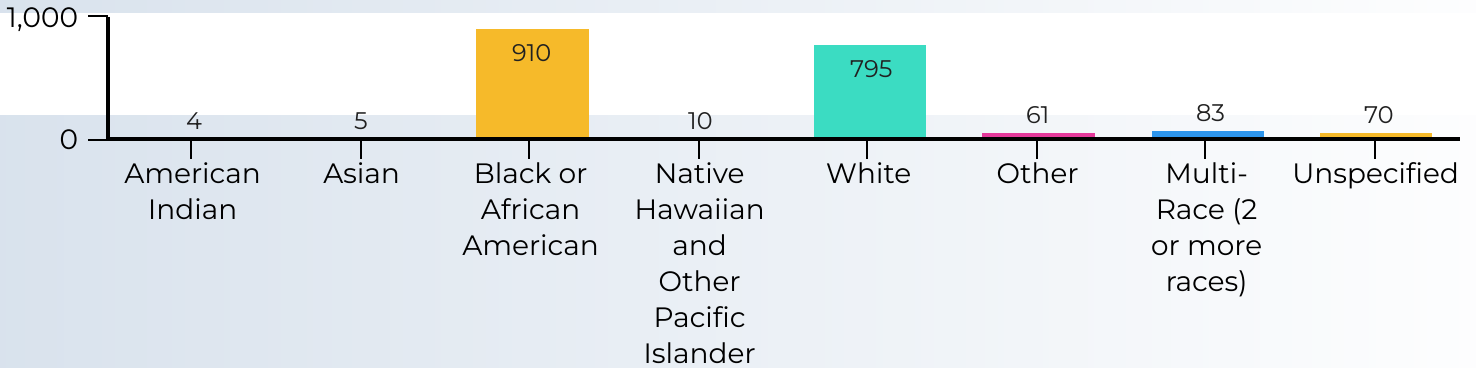
Have Medicaid Insurance

# Household Demographics

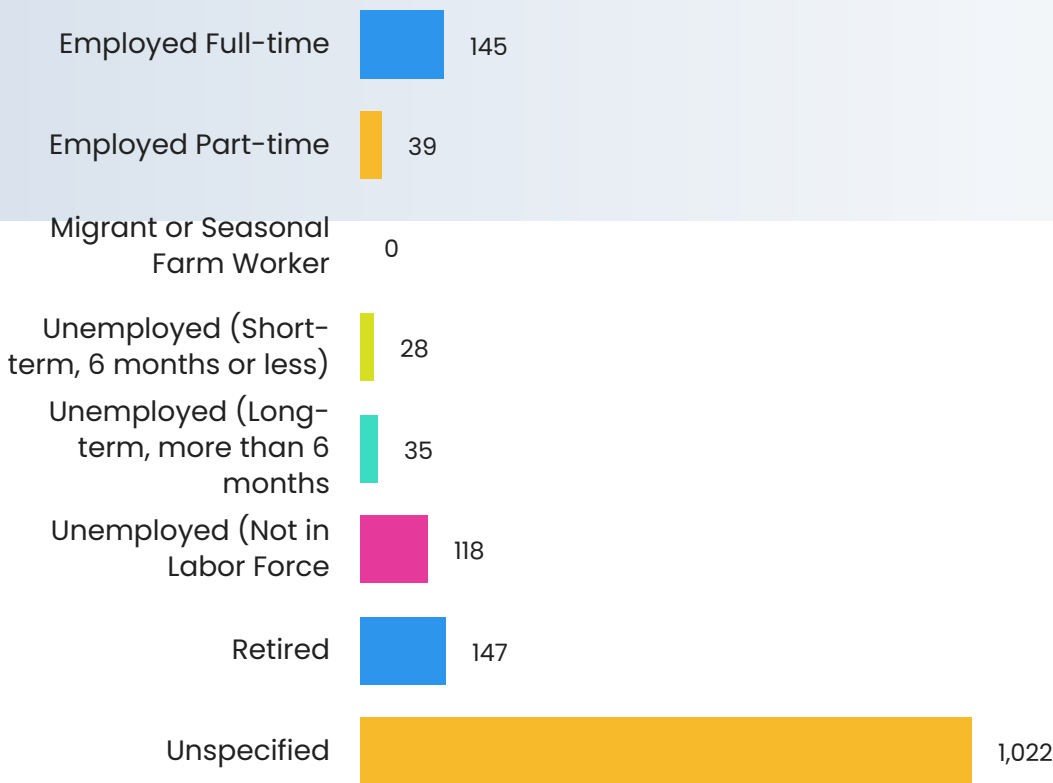
Our Vision

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

Marilyn M. Neal, Executive Director

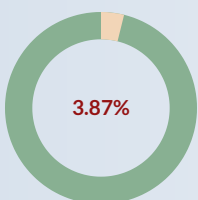


## Work Status

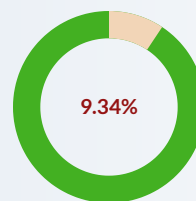


**2.89%**

of Customers Served were Veterans

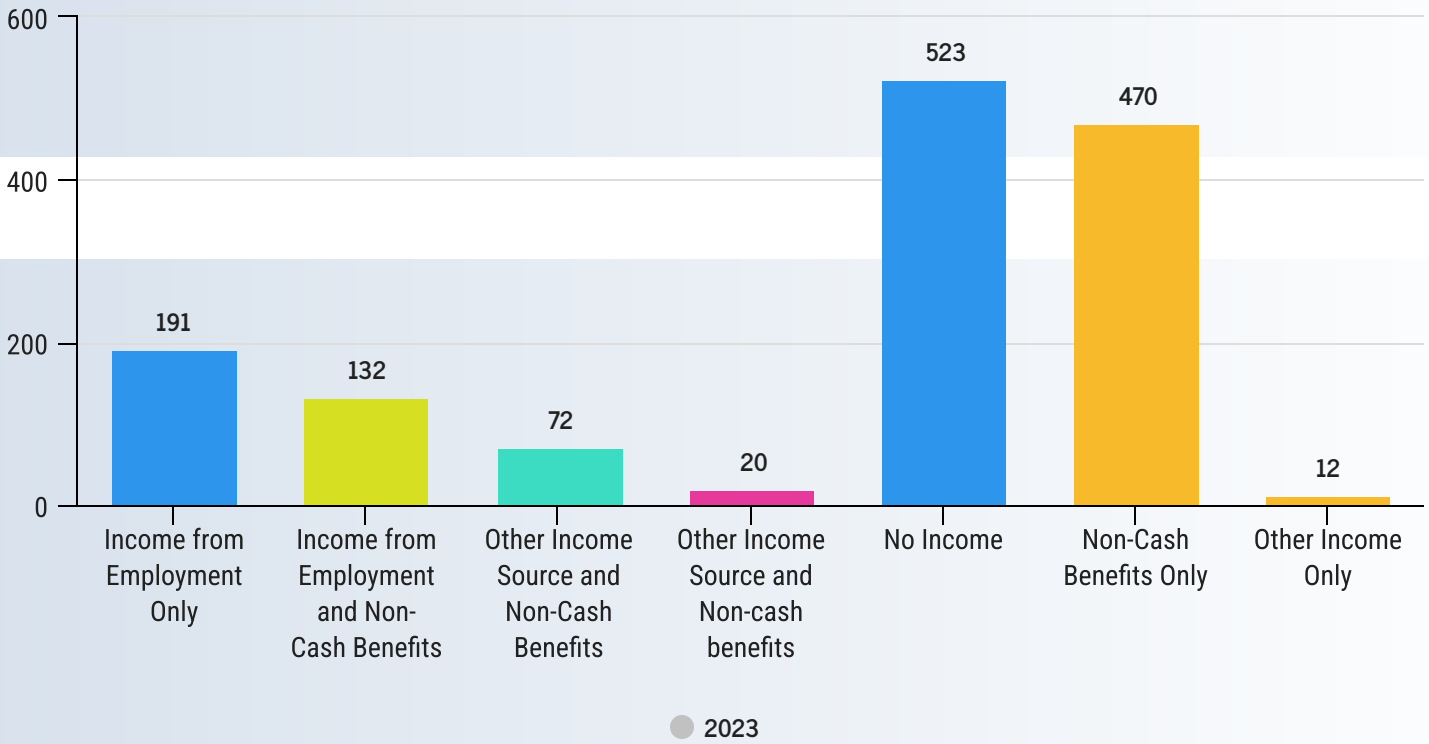


Hispanic, Latino, or Spanish Origin

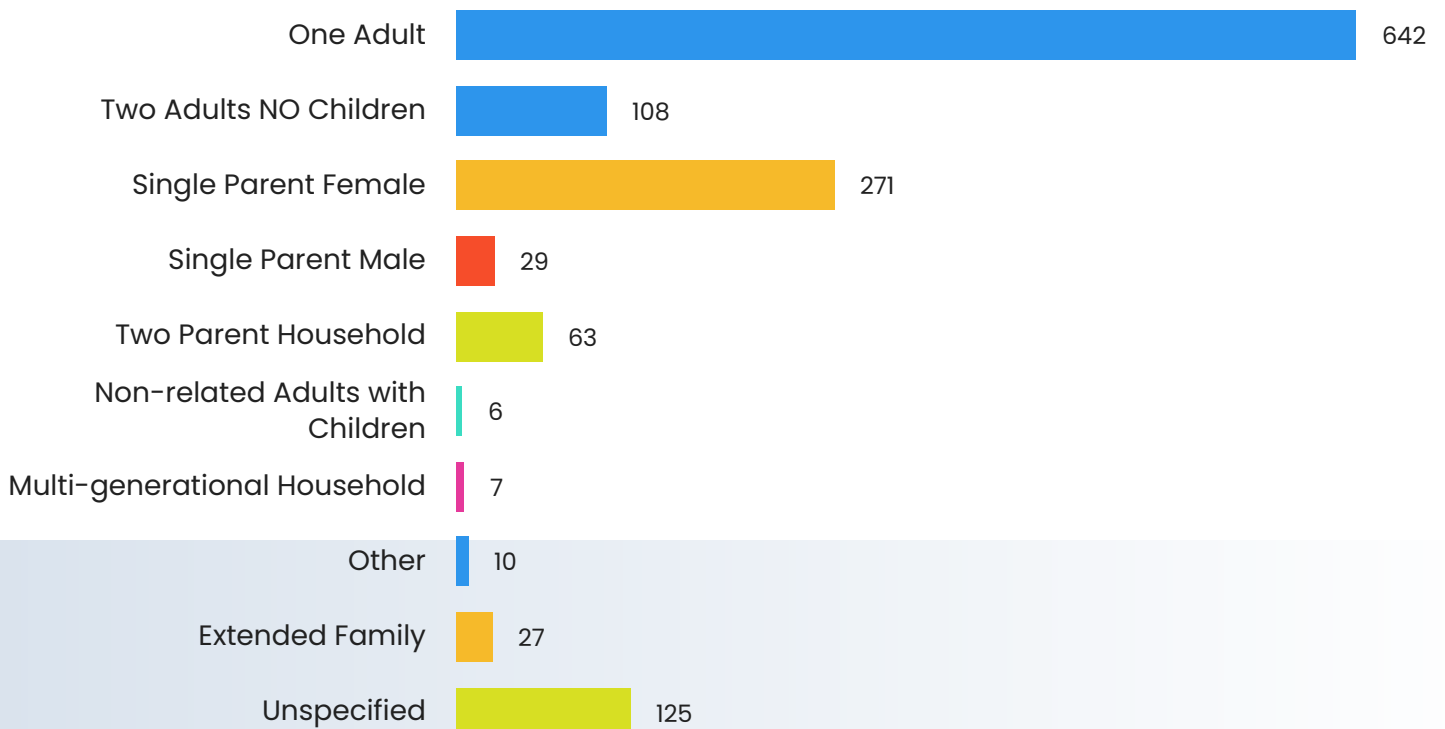


Were without Health Insurance

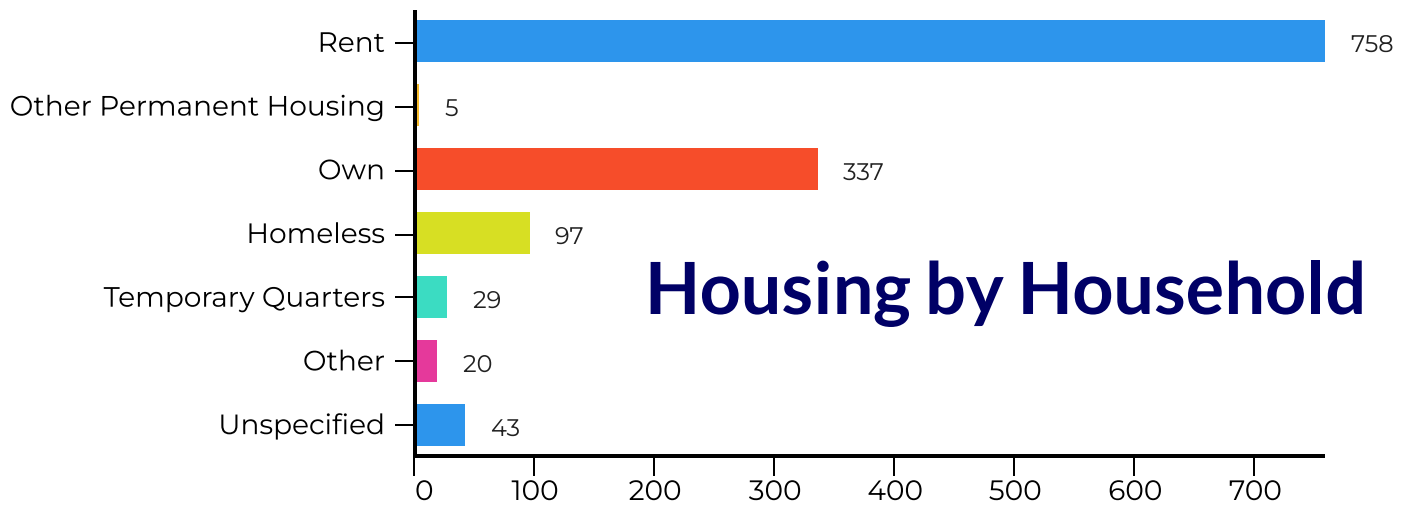
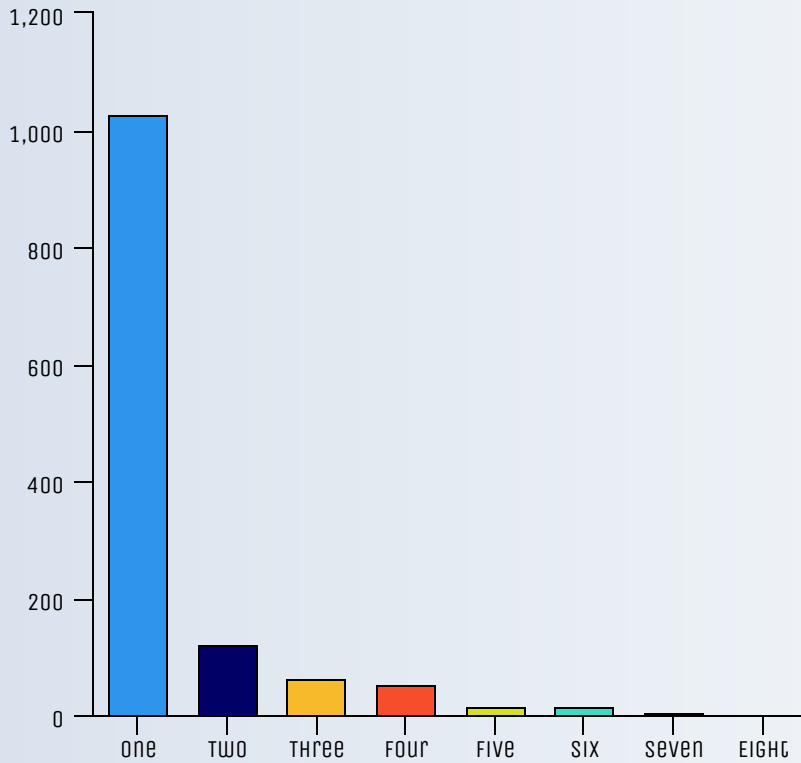
## Customers by Work Status



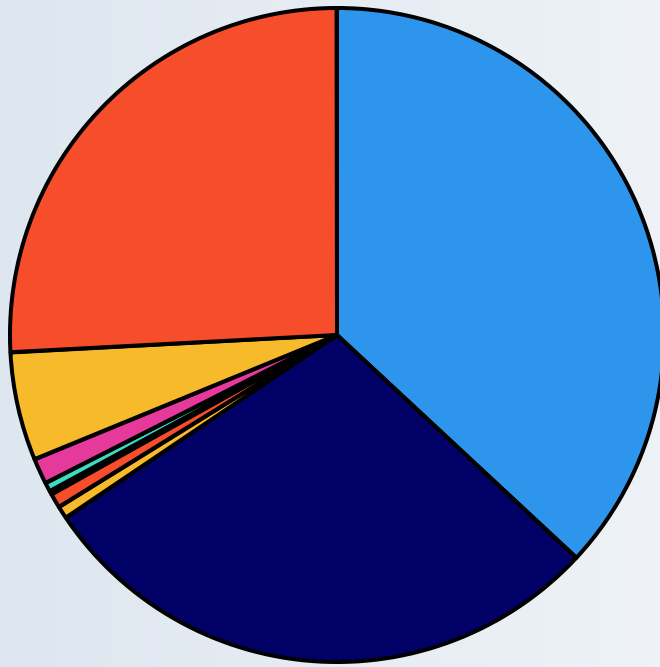
## Household Level Characteristics



# Household Size

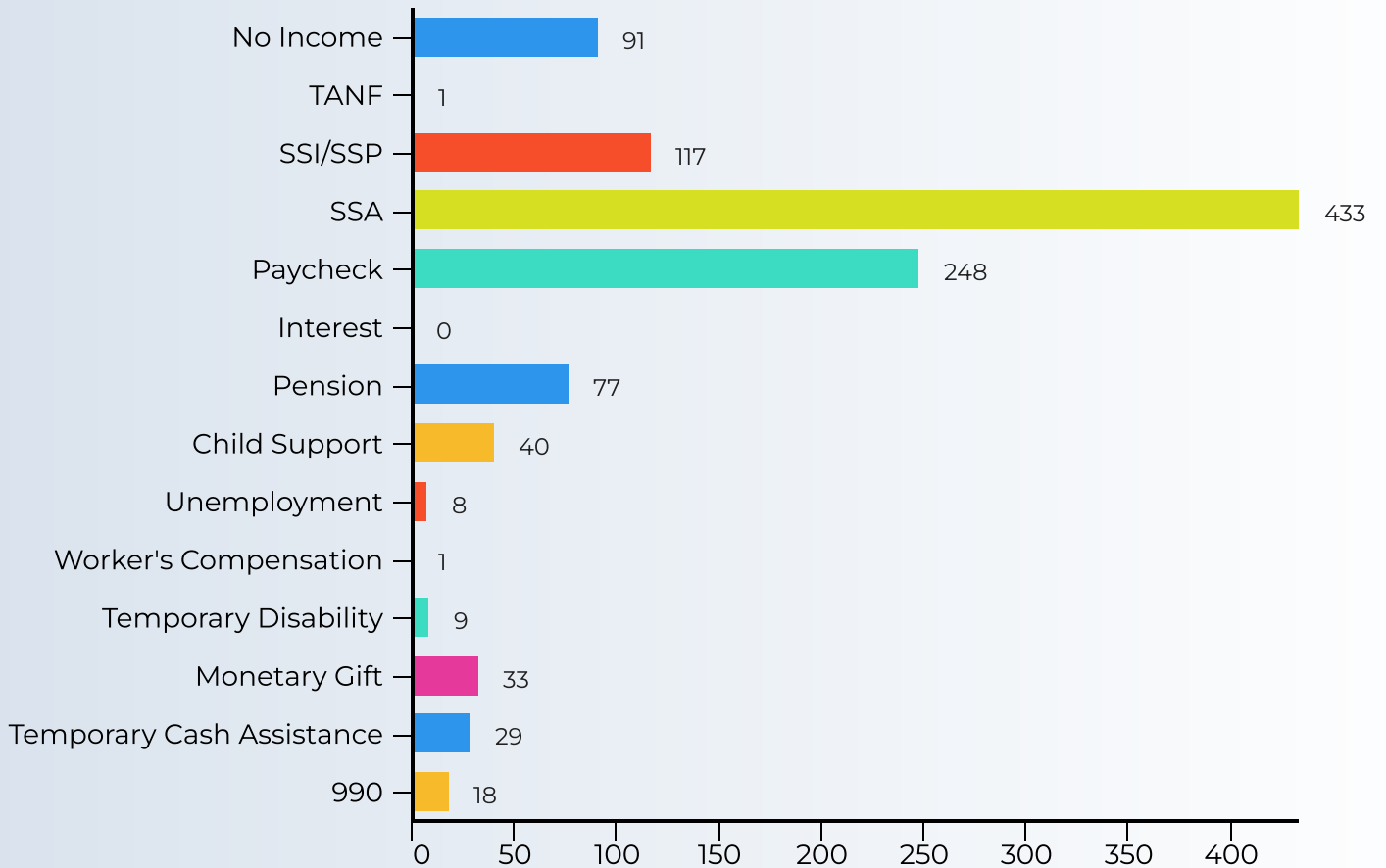






- Medicaid
- Medicare
- State Children Health Insurance
- State Health Insurance for Adults
- Military Health Care
- Direct Purchase
- Employment Based
- Other
- Unspecified

### Source of Income





# Customers Served by Educational Level

**+.28%**

Grade 0-8 (24 + years old)

**+5.57%**

Grade 9 - 12/ Non-Graduate (24 + years old)

**+13.43%**

High School Graduate

**+1.81%**

GED

**1.04%**

12+ Some Post Secondary (24 + years old)

**1.25%**

2 or 4 years of College Graduate (24 + years old)

**0.14%**

Graduate of other Post-secondary School (24+ years old)

**76.48%**

Unspecified (24+ years old)



# Talbot Maryland



**65.8%**

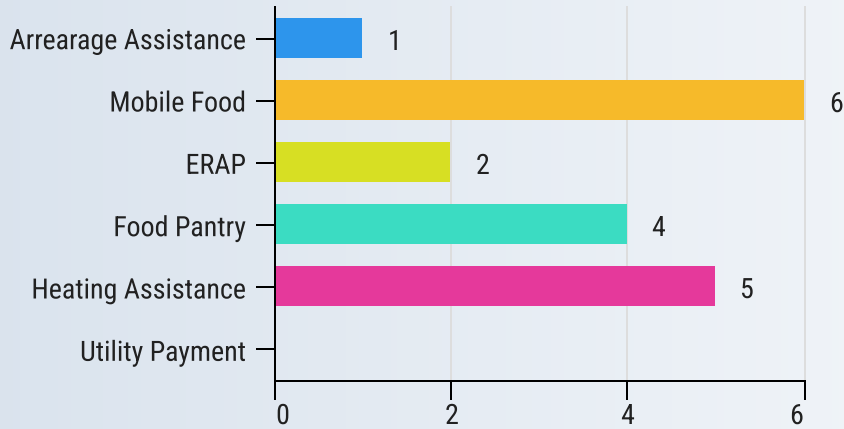
of our services were  
provided in the  
Town of Easton

Town	Number Of Services
Bozman	24
Claiborne	0
Cordova	97
Easton	2048
Greensboro	3
McDaniel	18
Neavitt	11
Newcomb	12
Other	176
Oxford	21
Queen Anne	13
Ridgely	22
Royal Oak	30
Sherwood	4
St. Michaels	248
Tilghman	64
Trappe	262
Wittman	32
Wye Mills	24

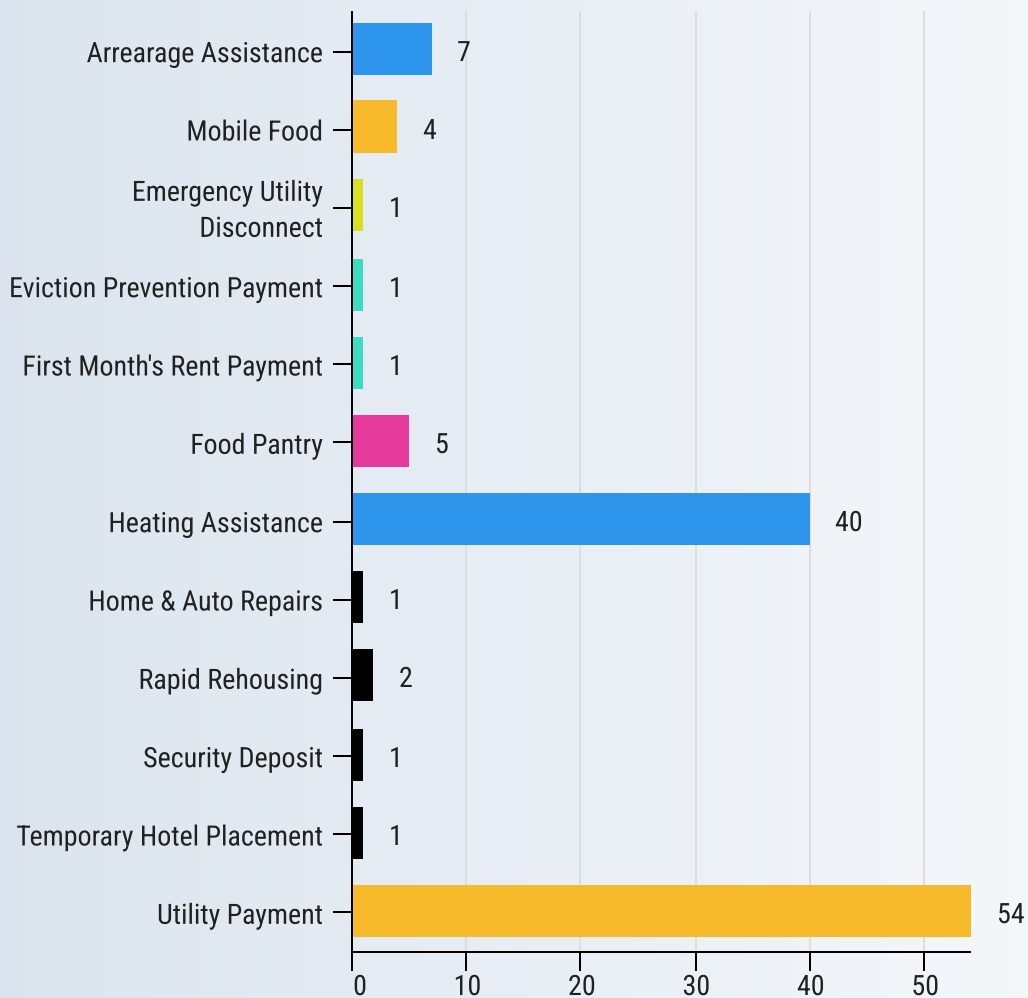
*NSC is active in over 17 communities within Talbot County!*

# Talbot Maryland

## Bozman

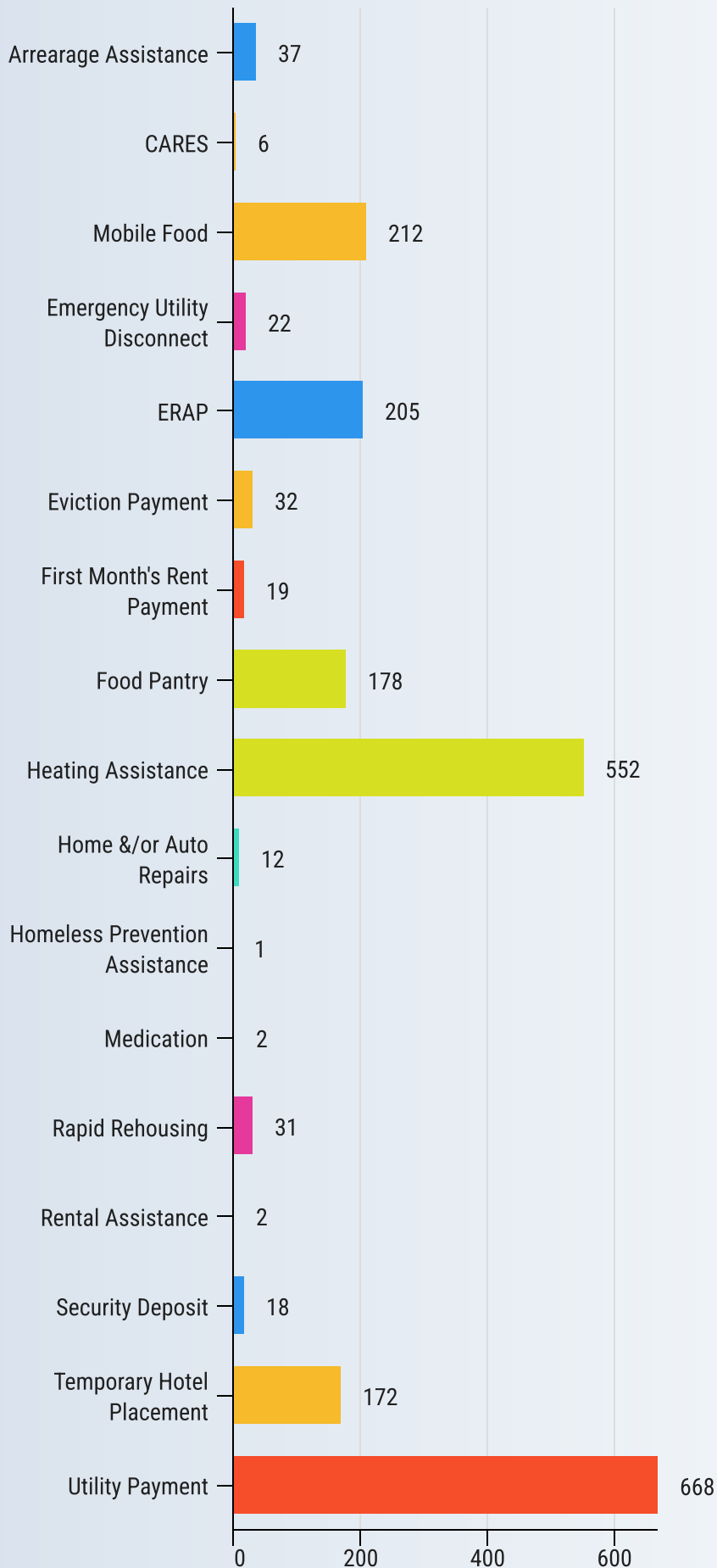


## Cordova



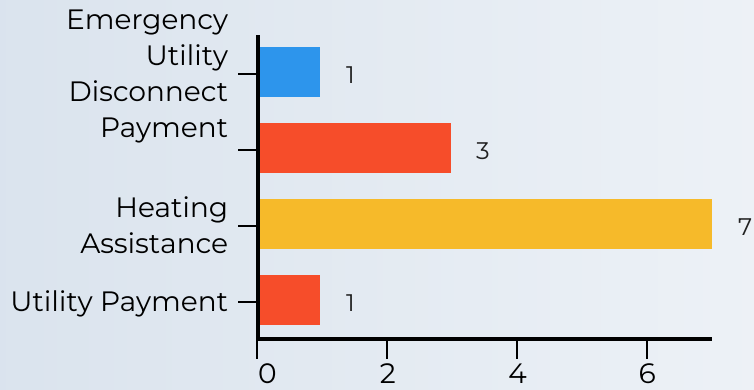
# Talbot Maryland

## Easton

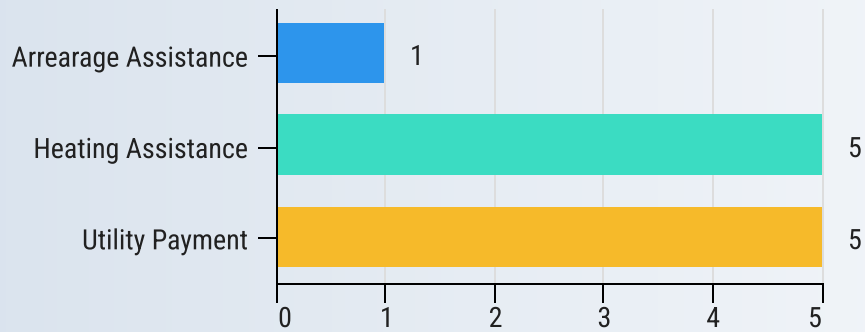


# Talbot Maryland

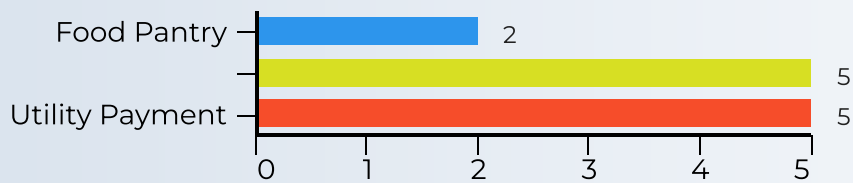
## McDaniel



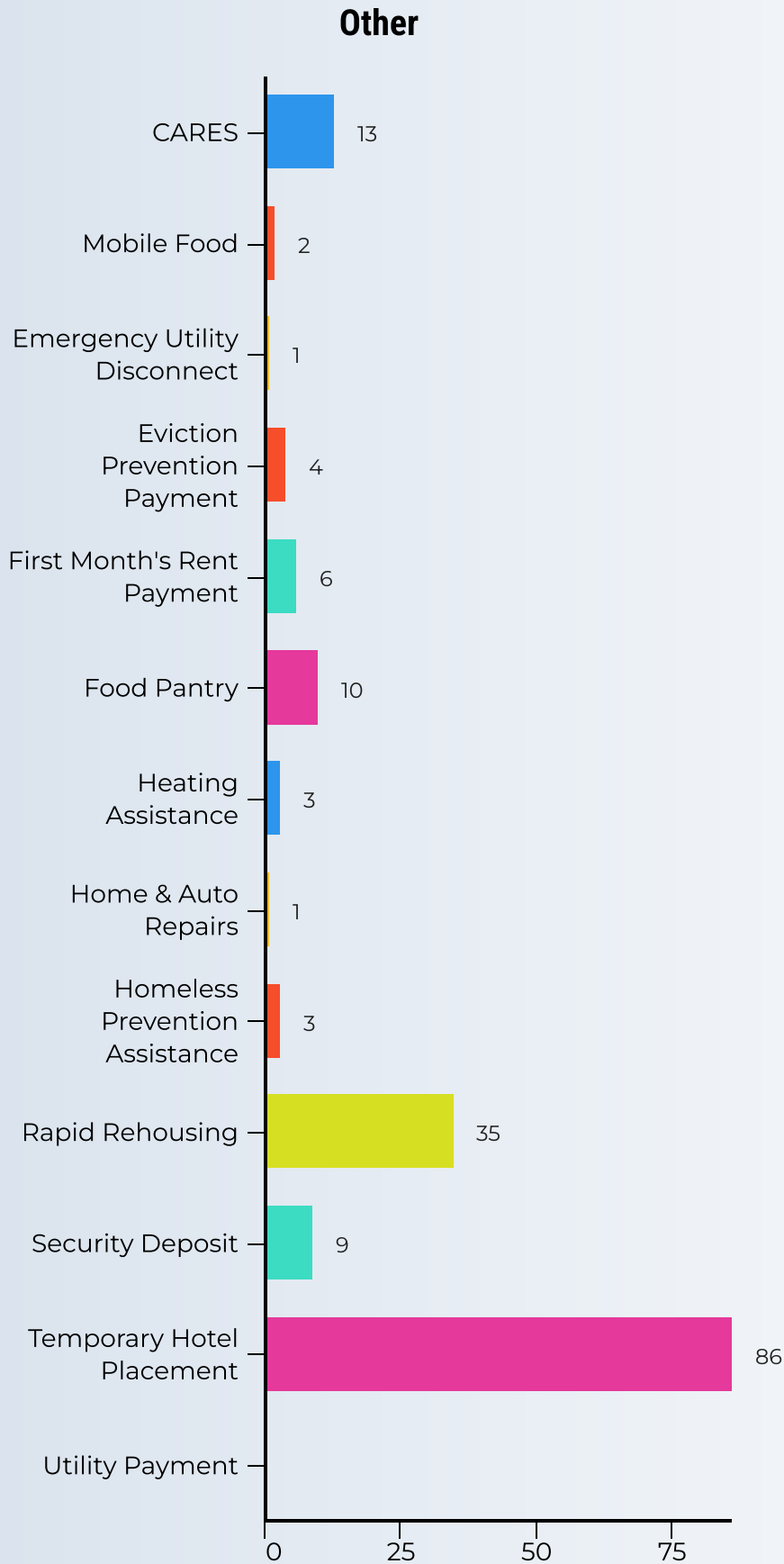
## Neavitt



## Newcomb

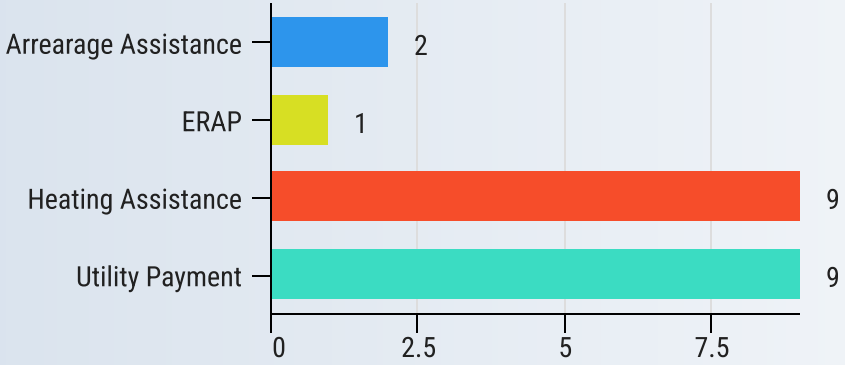


# Talbot Maryland

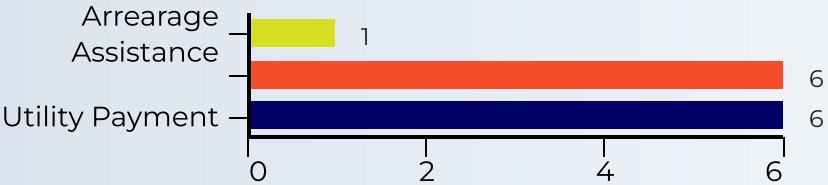


# Talbot Maryland

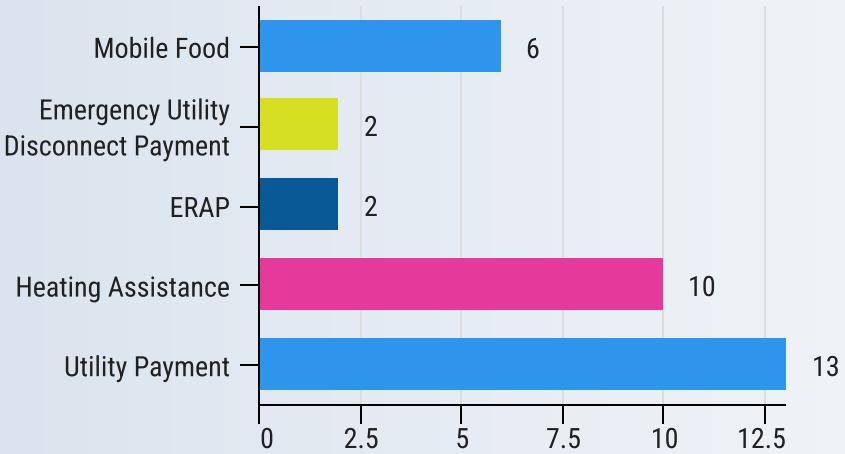
## Oxford



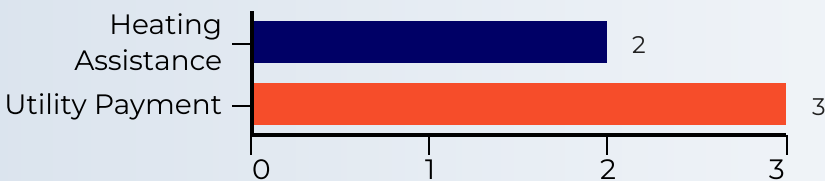
## Queen Anne



## Royal Oak



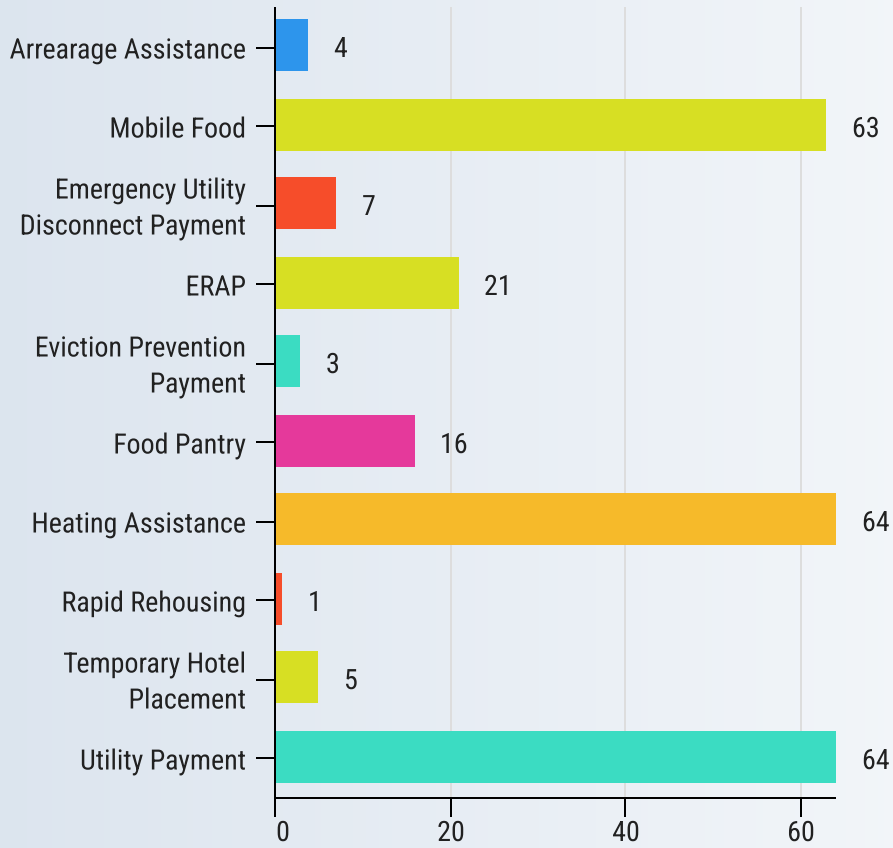
## Sherwood



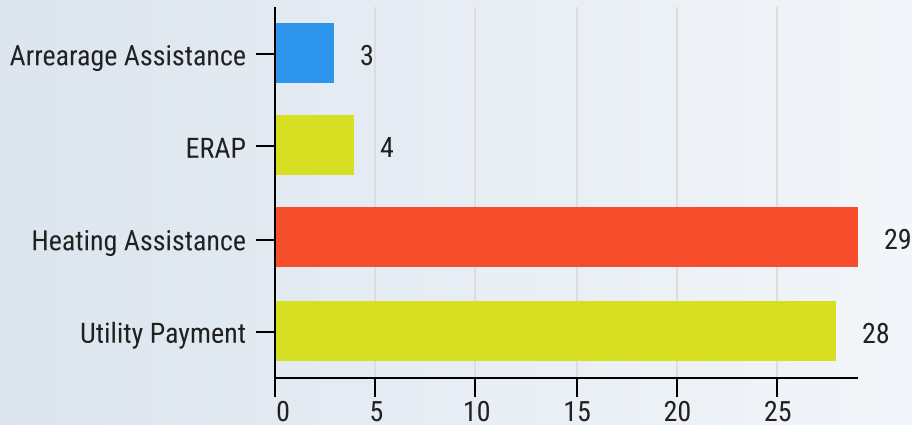


# Talbot Maryland

## St. Michaels

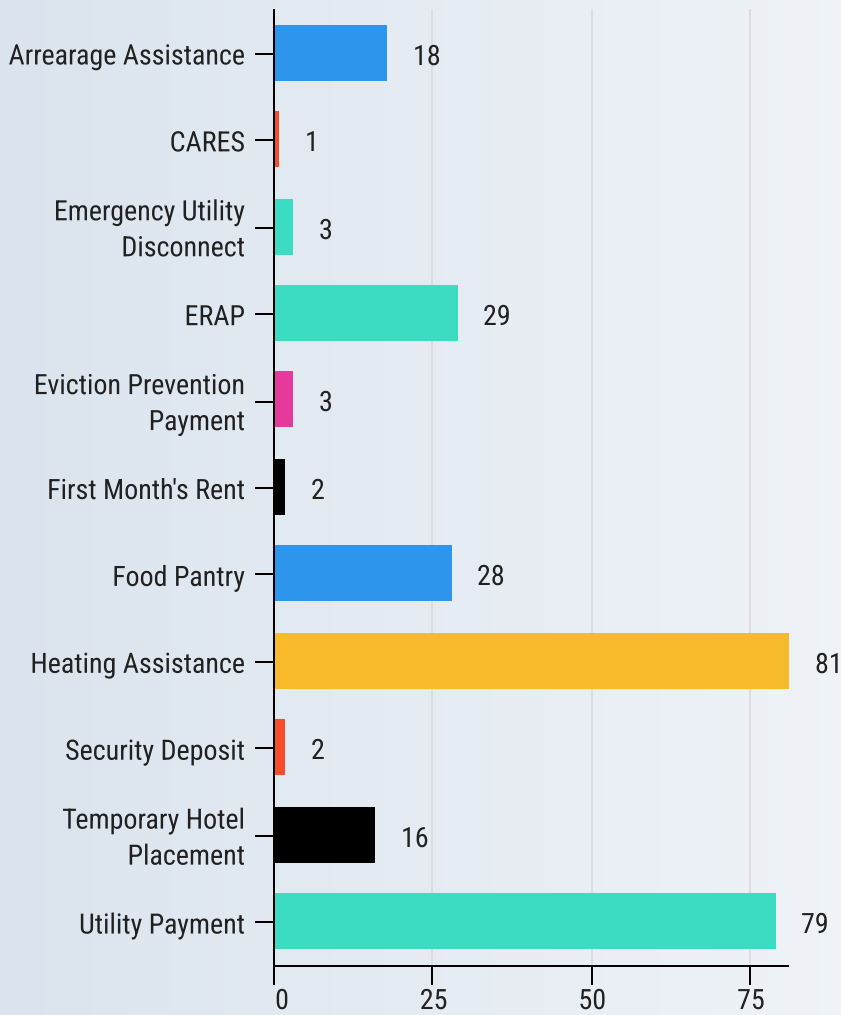


## Tilghman

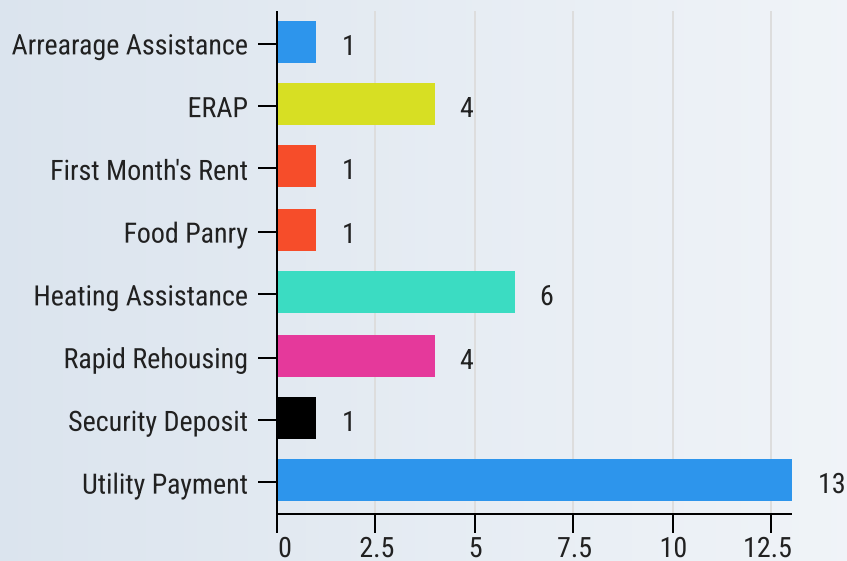


# Talbot Maryland

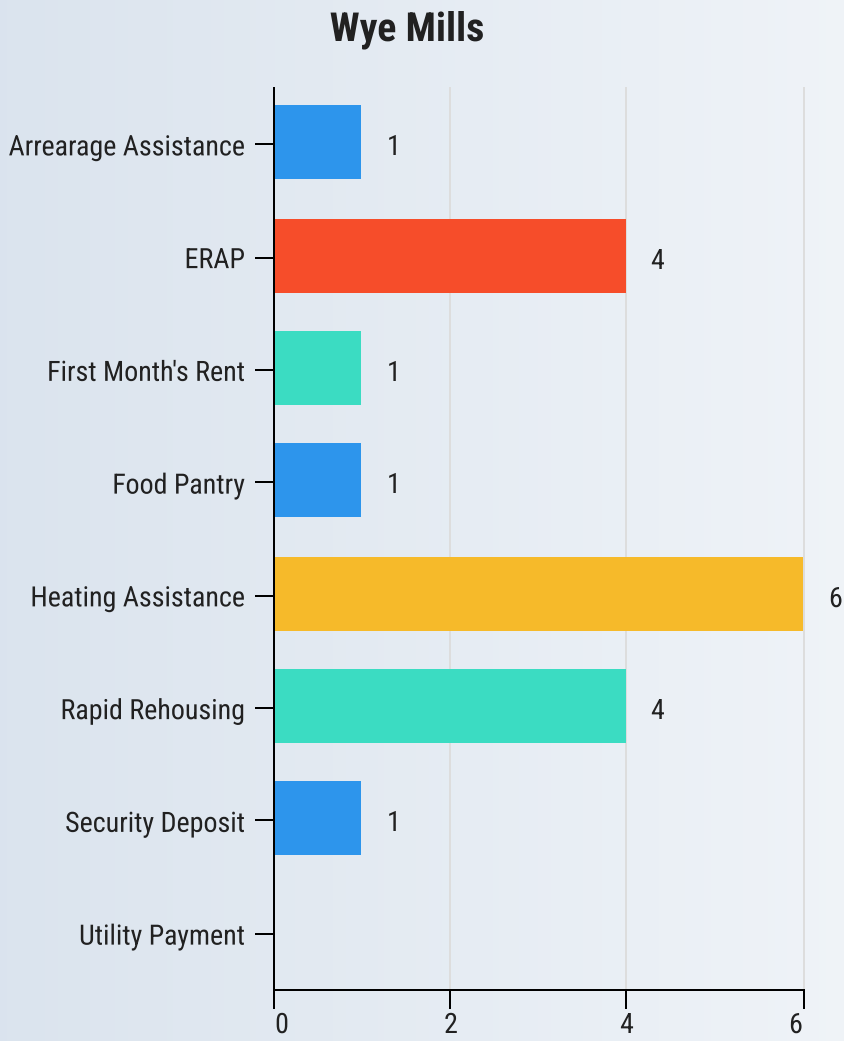
## Trappe



## Wittman



# Talbot Maryland



# FY 2023 Impact Services

<b>Services</b>	<b>Number of Services</b>
Affordable Housing	26
Arrearage Assistance	73
After School Program Activities	15
Birth Certificate	1
Case management	1358
CARES	22
Mobile Food Pantry	293
Emergency Utility Disconnect Payment	38
ERAP	272
Eviction Prevention Payment	43
First Month's Rent	29
Food Pantry	246
Heating Assistance	839
Home & Auto Repairs	15
Homeless Prevention Assistance	4
Rapid Rehousing	83
Rental Assistance	2
Security Deposit	31
Temporary Hotel Placement	283
Utility Payment	833
2 GEN	25
Responsible Fathers	5
Career Pathways	5

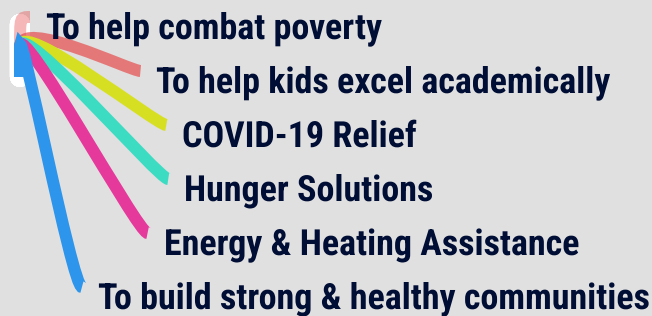
# FIGHTING POVERTY



## FY 2023 Community Action Budget

**\$3,977,561.20**

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



*Serving Talbot County Residents for 55 years*

# Volunteer UPDATE

2023

## WANT TO DONATE YOUR TIME?

Since its establishment, NSC volunteers have played a vital role 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 Support
- Resource Day Assistance
- Holiday Give-a-Way Coordination
- Fundraising Committee Participation
- Board of Directors Engagement



NSC warmly welcomes and strongly encourages community members to volunteer and support program directors across all service areas. Volunteers assist in answering phones, managing the food pantry, and handling donations.

If you are interested in volunteer opportunities, contact NSC at (410) 822-5015.

# 2023 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 FY2023:

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
- Church of the Holy Trinity
- Community Foundation of New Jersey
- Dept. of Housing and Community Development
- Dock Street Foundation
- Easton Farmer's Market
- Easton Rotary
- Easton Utilities
- Immanuel Lutheran Church
- The Frederick W. Richmond Foundation
- Harris Teeter
- Maryland Community Action Partnership
- Mid-Shore Community Foundation
- National Community Action Partnership
- No Kid Hungry
- Office of Home Energy Programs
- Olive Garden
- Panera Bread
- Rotary Club of Easton, Maryland
- 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
- Talbot Family Network
- Teddy Bear Fresh
- Tidewater Rotary of Easton
- Trinity Cathedral
- Upper Shore Aging
- WAWA
- White Stone Fund, Inc.
- Willow Construction

