



*Child Enrichment Services  
Family Support Services  
Senior Enrichment Services  
Shelter and Emergency Services*

# Annual Report

## 2024



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# Letter from Leadership

Dear Friends and Supporters,

In 2024, Neighborhood Alliance moved from planning to practice – from vision to doors opening, meals delivered, and systems strengthened. It was a year defined not by what was coming next, but by what was completed, expanded, and put to work for our community.

A defining milestone of the year was the completion of The Ben and Jane Norton Center, a non-congregate emergency shelter designed to meet people where they are – with dignity, privacy, and flexibility. This space expanded our emergency response capacity and allowed Neighborhood Alliance to operate beyond traditional shelter models, particularly during periods of extreme weather and heightened need. The Norton Center did more than add square footage. It represented a shift in how emergency shelter could function – safer, more adaptable, and better aligned with the complex realities faced by individuals experiencing homelessness.

While meeting immediate needs remained essential, 2024 also reinforced the importance of long-term investment. Through a new partnership with Rock 'N' Read Lorain, Neighborhood Alliance expanded access to books and literacy-focused enrichment for children, supporting early learning and helping families build strong foundations for the future. These accomplishments were made possible by extraordinary community investment. In 2024, momentum accelerated across our capital campaign, fueled by significant leadership gifts and broad-based support. Contributions helped move long-planned projects across the finish line and positioned Neighborhood Alliance to respond more effectively to real-time needs.

Throughout the year, Neighborhood Alliance strengthened partnerships, expanded programming, and remained a trusted presence during moments of crisis – particularly during extreme weather events when shelter capacity and rapid response mattered most.

At its core, 2024 was a year of delivery. Plans became places. Commitments became services. And community support translated into tangible impact for individuals and families across Lorain County.

Thank you for your role in making these outcomes possible. Your support ensured that when the need was immediate, the response was ready.



Sincerely,

A handwritten signature in black ink, appearing to read 'Alicia Foss', written over a white background.

Alicia Foss President/CEO

# About Neighborhood Alliance

**OUR MISSION: Helping communities grow stronger by meeting critical needs and empowering individuals and families**

Neighborhood Alliance has been compassionately caring for the community since 1927. We are helping our community grow stronger by caring for our clients' most basic needs. We provide emergency shelter, homeless outreach, daily meal delivery, nutrition services including an emergency food pantry and socialization activities for seniors, childcare and child enrichment programs, and access to family support programs such as Help Me Grow for those in need.

We are empowering the people of our community with the tools to create a better life for themselves. With our inspired mission of strengthening neighborhoods, we continue to expand programs and services to address the diverse and changing needs of families and individuals in Northeast Ohio.

## Children

Programming for infants, toddlers, preschoolers (kindergarten readiness), and for school-age children before and after school.

## Family

Facilitated in-home parenting education and developmental support for families with children prenatal up to three years old.

## Seniors

Active Senior programming and Home-delivered meals to Homebound Seniors throughout Lorain County.

## Unhoused

24-hour, 7 days a week extended stay family shelter, with additional services available to address the various needs of the residents.

# Key Accomplishments

## Completion of the Ben and Jane Norton Center Shelter Expansion



In 2024, Neighborhood Alliance completed the Ben and Jane Norton Center wing of the Haven Center, significantly expanding the shelter’s capacity and enhancing the quality of care provided to individuals and families experiencing homelessness. This expansion allows for safer, more dignified spaces designed to better support stabilization, privacy, and long-term recovery.

### At a Glance

- Expanded shelter capacity
- Increased family room inventory
- Enhanced accessibility, safety, and program functionality
- Increased privacy for residents
- Reduced congestion in shelter living spaces
- Long-term investment in homelessness response



*"You have been a true blessing. In our time here, things kept getting better—even the food! We're leaving with keys to our own apartment, new friendships, and gratitude for the guidance and support that helped us move forward. Because of you, we'll be celebrating our wedding anniversary in our own home."*

*- Former Shelter Resident*

*"Everything you do makes such a meaningful difference. The staff are incredibly kind, patient, and engaging with children of all ages, and they show genuine care and understanding for my autistic son. I am so grateful for the support we've received and would wholeheartedly recommend this program to my pregnant friends."*

*- Help Me Grow Participant*

*"Thank you—you have no idea how much this program has meant to me. When I was too weak to sit up or prepare a meal, you truly felt like angels coming to my rescue. I've gone from 64 pounds to over 100, thanks to the nourishing, delicious meals you provide. After cancer, Crohn's, the loss of my husband, and the depression that followed, this support has helped me regain so much of myself. Living alone, even the brief conversations with your wonderful delivery staff brighten my days. Please know how deeply grateful I am to everyone whose hands make this gift possible."*

*- Home Delivered Meals Recipient*

*"I am truly impressed with this program and the wonderful people who make it possible. They have supported my granddaughter since she came home from the ICU as an infant, helping guide her development and giving us the tools and resources we needed along the way. I am deeply grateful not only for the support we received, but for the opportunity to be part of such a special program."*

*- Early Intervention Family*

*"My experience with Neighborhood Alliance has truly been one of compassion, understanding, and open communication. From the very beginning, the daycare staff worked closely with me, and together we've overcome many challenges. Every concern I've brought up was not only heard but handled with care and intention. I've always felt that my daughter and I were supported, and that kind of commitment has made me feel confident and deeply grateful. I am genuinely satisfied and thankful for our journey here."*

*- Childcare Parent*

# Financial Statements FY2024

## Revenue - \$7,546,618

### Government Agencies

\$3,299,169

### Program Fees

\$937,125

### Contributions

\$265,974

### Foundations, Grants, and Contributions

\$380,276

### Capital Campaign

\$2,423,306

### Investment Income

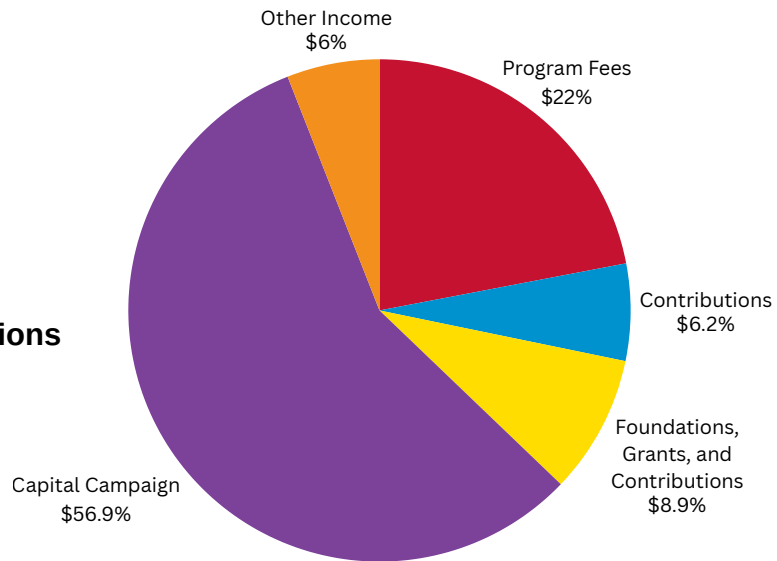
(\$5,389)

### Gain on Sale of Property and Equipment

(\$7,820)

### Other Income

\$253,977



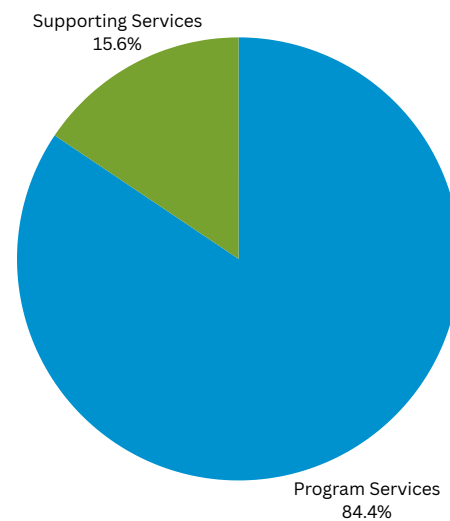
## Expenses - \$5,807,696

### Program Services

\$4,902,509

### Supporting Services

\$905,187



# Thank you to our supporters!

\$25,000+



Wardens and Vestry of St. Andrews  
Elyria Charities  
Redeemer Lutheran Church  
Ben Norton

\$5,000-\$24,999

Alyce and Ann Metka Foundation  
Garland Fussell  
Robert and Lynn Miller  
Avon Lake United Church of Christ  
Yost Family Foundation  
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