

NEW

COMMUNITY

VISION • DIGNITY • ACHIEVEMENT



Annual Report

2020

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

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2020: A Difficult Year Worldwide

New Community kicked off 2020 with positive steps for employees. Effective March 1, NCC raised its minimum wage for those not covered by collective bargaining agreements and instituted a 401(k) retirement savings plan with an employer match to help employees plan for the future.

Then later in March, the onset of the COVID-19 pandemic brought unexpected challenges to New Community, as it did to organizations worldwide. We as an organization had to adapt to the changing conditions and implement new protocols to ensure the safest environment possible for our staff members, residents and clients.

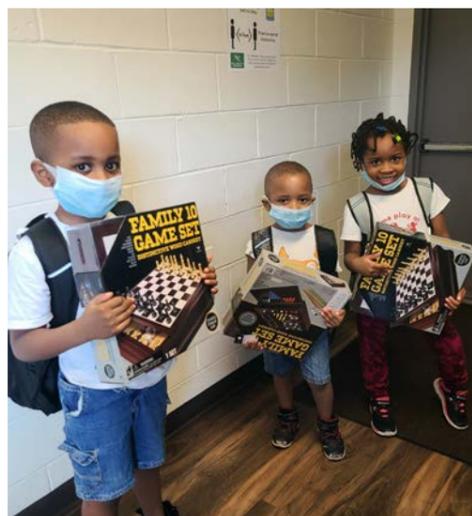
Because the global health crisis also created economic challenges, New Community's services were needed more than ever.

Though it wasn't always easy, New Community continued to provide essential services throughout the year. While the delivery methods were sometimes different, individuals still were able to receive needed food, health care and education.

The organization also launched an updated website in May that provided visitors an enhanced experience, historical information and contacts for various New Community departments and services.

Even in the most difficult times, New Community and its dedicated staff members never lost sight of the mission: to help residents of inner cities improve the quality of their lives to reflect individual God-given dignity and personal achievement. We all worked together to deliver our essential services to the public in the safest way possible.

We plan to take the lessons learned and continue providing excellent services to the community as the nation recovers from the pandemic.



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Coping with COVID-19



The COVID-19 pandemic impacted many aspects of our lives in 2020. It also impacted the way New Community conducted business. The safety of employees, residents and clients was a top priority while providing vital services to community members.

“NCC has risen to the challenges brought on by COVID-19. Even during a global pandemic, our dedicated staff members have embodied our mission, finding ways to safely provide essential services to our residents and clients in the community at a time of great need,” said NCC CEO Richard Rohrman. “I want to especially thank our teams at Extended Care, Security and Housing who have been continuously working to help our seniors and disabled residents through this crisis. As we move forward in a new normal, we will continue to make adjustments to our operations as necessary, always keeping in mind the health and safety of our employees and those we serve.”

Members of NCC’s Board of Directors remained involved during the pandemic.

“As a Board, and working very closely with the Management Team at New Community, we have witnessed the enormous toll COVID-19 is taking on our residents, employees and the community at large,” said NCC Board Chairman Dr. A. Zachary Yamba. “With dedication and compassion, the

leadership team at NCC rose to the occasion to minimize and contain the spread of this deadly virus and to ensure that lives were saved and livelihood was protected.”

Before action was taken by government officials in New Jersey, NCC leadership created a task force made up of department directors and senior leaders to discuss and create plans for each department’s response to the virus. When it became clear that COVID-19 was going to impact the state and NCC’s footprint, those plans were put into practice.

“Our early action made an impact,” said NCC Chief Operating Officer Fred Hunter.

Hand sanitizer stations were installed in all NCC buildings and increased cleaning protocols were put in place in early March. NCC’s Environmental Services Department maintained cleaning and sanitizing protocols throughout the pandemic, at times with fewer staff members.

Across the board, NCC leveraged remote activity. Meetings moved to remote means to limit in-person contact. Many employees who were able to perform their duties off-site did so at least part of the time.

Each of NCC’s departments made changes in response to the pandemic, which is reflected throughout this report.

Property Management

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

We have been in existence for over 30 years in the housing market and we are a mainstay in the City of Newark. Our properties consist of Project Based Section 8 Housing Contracts and the Low Income Housing Tax Credit program where income limits cannot exceed 60 percent of area median incomes in Essex County.

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

The majority of our housing is conveniently located in the Central Ward of Newark with additional properties located in Jersey City and Orange. Our properties are surrounded by various eateries, supermarkets, hospitals, daycares, social service agencies and entertainment venues. The close proximity of our properties to these services makes it very convenient and accessible for our residents.

As throughout our county, state and country, the impact of COVID-19 is 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.

2020 Numbers

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

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.



Once the COVID-19 pandemic hit in 2020, food was distributed to Harmony House families through collaboration with the City of Newark and other supporters, including World Central Kitchen, Newark Emergency Services for Families (NESF) and Halal Guys. Family counseling was also made available through Family Service Bureau of Newark (FSB).



New Community received a \$10,000 grant from Victoria Foundation to support its work at Harmony House during the pandemic. The grant money was used to purchase food and supplies for Harmony House, expand mental health care and buy cleaning supplies. Each family also received a \$100 ShopRite gift card to purchase items.

By the Numbers



Harmony House Total Population in 2020: **496**

Infants (ages 5 and under): **81**

Children (ages 6-12): **99**

Youth (ages 13-17): **36**

Adults (ages 18 and over): **280**

Due to the closures of various activities and programs as well as decreased employment opportunities as a result of COVID-19, the opportunity for referrals was low in 2020.

Despite that, in 2020:

- 18 children were referred to the Family Crisis Intervention Unit Program (FCIU) at FSB.
- 27 adults were referred to the Family Service Bureau of Newark (FSB).
- 3 residents were referred to New Community Career & Technical Institute (NCCTI).
- 6 residents participated in Financial Opportunity Center (FOC) programs.
- 6 residents obtained employment.
- 3 residents attended or completed an education program.

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 met the national accreditor's annual outcome measurements in 2020.

NCCTI 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 had to suspend all on-campus classes for a portion of 2020, beginning in March. To ensure learning continued, the school offered online classes for three of its programs: Automotive Technician, Clinical Medical Assistant and Patient Care Technician.

The school reopened to in-person learning at the end of July with safety protocols in place. Classes were split into two groups with each group in person two days per week. On the other days, students completed assignments at home. Students sat in assigned seats socially distanced in the classroom. Face masks and face shields were required for students engaging in hands-on instruction.

Despite the challenges, NCCTI continued to graduate students and helped them secure jobs in their fields of study. The school even helped students in the Clinical Medical Assistant program get temporary positions at University Hospital administering COVID-19 vaccines at the end of the year.

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

2020 Numbers

- 78 Students Enrolled
- 40 Students Completed Programs
- 37 Job Placements

Programs Offered:

- Automotive Technician
- Diesel Technician
- Building Trades Specialist
- Clinical Medical Assistant (CMA)
- Patient Care Technician (PCT)
- Community Healthcare Worker (CHW)
- Culinary Arts Specialist
- 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.

The FOC continued its operations during the pandemic, offering financial coaching, job readiness and retention support remotely. The FOC 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 reworking 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.

At a Glance in 2020:

- 74 placements
- 92 credit score increases
- 73 people with increased net income
- 62 people with increased net worth

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.

New Community Federal Credit Union

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 served **3,848 members** in 2020 and provided **35 new loans**. Most were small amount 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 2020, **31 clients received first-time home buyer, post-purchase and financial counseling.**

Operating hours changed in 2020 to Monday to Friday from 9 a.m. to 3 p.m.



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.

The onset of the COVID-19 pandemic caused the need for service changes at the center. Most of the services after the second week of March were provided via a direct link to service applications and resources or by phone referral, though there were still some walk-ins for services.

The annual free tax prep was conducted via drop-off only. Applications for taxes and utility assistance were emailed to clients. Once completed, the client dropped off applications to be processed. Accommodations were made for those without access to technology.

The center was awarded a \$20,000 grant from the FEMA Emergency Food and Shelter Program (EFSP) and was able to purchase much-needed equipment for the NCC Emergency Food Pantry. Items purchased include a new freezer, a hand jack, gloves, storage bins and racks, office supplies, gift cards for residents struggling with food insecurities, diapers, wipes, baby food, formula, milk, fresh fruits and vegetables and snacks.

The center was also awarded a \$2,900 Prosperity Now Grant for the free tax prep digital platform Get Your Refund.

The center acquired donations of personal protective equipment (PPE) and donated masks and surgical gowns to Extended Care.

Family Resource Success Center Numbers

Total Services Rendered: 1,275

-  **Utility Assistance: 172**
-  **Homeless Prevention/
Rental Assistance: 141**
-  **Food Stamp/Benefit
Sign-up: 105**
-  **Case Management &
FOC Follow-up: 18**
-  **Food Pantry: 30**
-  **Housing Resources: 76**
-  **Training Referrals: 33**
-  **Health Services: 15**
-  **Counseling Services
Referred to FSB Call
Line: 18**
-  **Shelter Placement: 45**
-  **Furniture: 36**
-  **Clothing: 24**
-  **Job Search Links Sent:
17**
-  **Other Referred
Services: 35**
-  **Child Care Referrals: 51**
-  **NCC Eviction
Prevention Services: 18**
-  **Free Tax Prep: 209**
-  **Lead Abatement: 9**
-  **Holiday Turkey Baskets:
20**
-  **Children Served for
Holiday Toy Drive: 530**

Early Learning Centers

New Community's two early childhood learning centers provide educational instruction along with summer enrichment programs, daily nutrition and family worker support.



The COVID-19 pandemic forced both Community Hills Early Learning Center (CHELC) and Harmony House Early Learning Center (HHELC) to close their doors in March. While the students weren't permitted in the physical classrooms, instruction moved online.

Staff members at both centers continued communicating with families and teaching children through virtual means like Zoom and ClassDojo. Parents shared photos and video clips of their children engaged in learning activities. NCC personnel also reached out to families to provide support through email, WhatsApp and text messages.

The centers reopened for in-person learning in September for younger children and continued to provide virtual instruction for the older children until the spring.

CHELC served 165 students and HHELC served 47 students in 2020 from infants 3 months old to children in pre-kindergarten.

Youth Services

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



The COVID-19 pandemic forced the closure of the after school programs and a reimagining of summer camp and the annual holiday breakfast. Despite the challenges, the department served **1,836 youth** in 2020 with the following programs:

- After school programs (in-person and virtual)
- Saturday Fun Club
- Virtual Summer Camp
- Teen Empowerment Network (T.E.N.)
- Project VIP
- The Positive Zone (Community Open Gym)
- Charter School Athletic League (partner with New Jersey Education Consortium)
- Virtual Learning Support Program
- Holiday Curbside Breakfast and Toy Giveaway



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 had to be suspended in March because of the COVID-19 pandemic, but the Adult Learning Center moved its classes online on April 20 for its last session of the fiscal year. All services were offered through Google Classroom and Google Meet at their regularly scheduled times. Some of the other programming offered was also conducted virtually.



Free Services

- 206 Back to School/Christmas Gifts
- 35 Mammograms
- 32 Health Examinations
- 28 Eye Screenings (AVS)
- 21 Session Featuring Amazon
- 15 Census Field Officer Training
- 15 Flu Shots
- 13 Nutrition
- 13 ServSafe Food Handlers Certification
- 9 Creative Writing
- 387 Total

Number of Students

- 249 English for Speakers of Other Languages (ESOL)
- 172 Adult Basic Education, Pre-HSE, High School Equivalency (HSE)
- 62 Civics
- 34 Computers (Google Docs)
- 517 Total

Family Service Bureau of Newark (FSB)

The Family Service Bureau of Newark, an affiliate of New Community Corporation, offers comprehensive services to youth, families and individuals who live and work in Essex and West Hudson counties.

FSB's mission is to preserve, educate, support, strengthen and enrich family life through prevention, intervention and community education programs that assist families, children and individuals. It has locations in Newark and Kearny.

FSB has been serving the needs of the community since 1882. It is a Licensed Outpatient Mental Health and Substance Abuse Treatment Center, welcoming the use of medication assisted treatment and psychiatric intervention. FSB aims to provide each consumer with the resources needed to improve their quality of life.

When the COVID-19 pandemic hit, FSB began offering telehealth services to clients so that they could continue treatment in a safer environment. It also worked with NCC employees through the Employee Assistance Program to provide free support. Mental health and substance abuse services were also available to senior residents and Harmony House families.

FSB provided free COVID-19 crisis counseling services to families, individuals and youth living in Bergen, Essex, Hudson and Passaic counties. Services were available through the Disaster and Terrorism Branch of the State of New Jersey.

2020 FSB Numbers

- 532 Intakes
- 5,095 Mental Health Individuals
- 992 Substance Abuse Individuals
- 140 Psych Evaluations
- 973 Medication Monitorings
- 109 FCIU Case Openings
- 215,637 FEMA Outreach
- 1,327 FEMA Brief In-Person Contacts
- 103 FEMA Individual Sessions
- 96 FEMA Groups
- 908 FEMA Group Participants

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.

When the COVID-19 pandemic hit, Extended Care took steps to reduce the risk of infection to residents and staff members. It suspended visitation, enacted screening procedures for anyone entering the building including staff members, provided personal protective equipment (PPE) to staff members, installed plexiglass barriers and embarked on a rigorous testing regimen for residents and staff members to isolate anyone with COVID-19.

Amidst the height of the COVID-19 pandemic, New Community Extended Care Facility staff members were able to work together to curb the spread of the coronavirus and in July 2020 received and maintained an overall four-star rating from Medicare.gov with a five-star rating in quality measures – the highest score possible.

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 once indoor visitation resumes.



Members of the New Jersey National Guard provided assistance to Extended Care from June 10 to July 18. The service members engaged in a number of activities, including janitorial services, sanitizing common areas, making resident beds, distributing food to resident floors, encouraging residents to eat and providing some limited support to Certified Nursing Assistants (CNAs).

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 2020, the shutdown due to the COVID-19 pandemic impacted services; however meals and commodities provided to our residents increased as outlined below:

- **9,123 cases were managed** and residents were linked to resources such as financial assistance, meal programs, transportation, mental health services and long-term care. Resident Services Coordinators maintained daily contact and wellness checks with residents during the shutdown.
- **1,998 hours** were spent providing case management.
- **5,200 quality of life and wellness checks** (via telephone calls) were conducted.
- **600 recreational, social and exercise activities** took place prior to March 2020.
- **1,159 residents participated in trips and activities**, prior to March 2020.
- **2,874 individuals received nutritious food** from the Emergency Food Pantry managed by the Resident Services Coordinator.
- **40,677 hot meals** were delivered to residents' apartments on a weekly basis as local restaurant owners collaborated with the City of Newark to prepare the hot meals and drop them off to our six senior buildings in Newark.
- Home Friends staff members provide light household chore assistance and spent **8,689 hours assisting seniors and disabled adults** with daily tasks. The Home Friends staff continued to provide services despite the restrictions on travel and safety protocols.

Services include:

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

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.

During the height of the COVID-19 pandemic, SAIF operated remotely off-site, connecting with clients by phone. Case managers returned to the office once COVID cases declined but continued to connect with clients via phone.

In 2020, SAIF served **474 clients**.

Human Resources

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

The COVID-19 pandemic had a major impact on all of the service areas and affected all aspects of the Human Resources department from recruitment, employee leaves, remote work and re-organization. It was a year where employee safety was never more important, as employee health was critical for the continuation of services. As NCC provides direct services, our dedicated employees continued to work throughout the pandemic, in spite of the concerns. We greatly appreciate their commitment to our mission.

As 2020 saw the start of the pandemic, the Human Resources department had to shift its attention toward the effects of the pandemic, as many other employers, all while conducting the regular business of the department. In spite of these challenges, there were several highlights.

In the pre-pandemic early months of 2020, we introduced an addition to our retirement saving plan. NCC added an employee 401(k) program, with a 3 percent employer match. This is the first time New Community has offered a retirement saving plan with an employer match. Educational and enrollment sessions were held providing information on retirement plan options. This plan provides another choice for our employees to invest in their future with the added benefit of a match.

Regarding employee development, Human Resources engaged with Rutgers University Office of Continuing Professional Education to provide professional development and leadership training. This training series was tailored to NCC managers and supervisors in leadership roles covering topics of employee recognition and feedback, employee engagement,

2020 Numbers

- **Employees: 454**
- **New Hires: 69**
- **Applicants: 1,541**
- **Newark Residents: 221**
- **Newark Residents Hired in 2020: 18**



HR Provides:

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

performance management and leadership.

Despite the pandemic, employee participation continued to grow in our health and wellness program in 2020. As our employees often care for the needs of others, the NCC wellness program emphasizes and encourages employees to take proactive steps to maintain a healthier lifestyle.

Related to our wellness program and New Community's growing partnership with Rutgers, coordination of NCC's health insurance and the Rutgers Community Health Center was finalized. Located on our campus, the Rutgers Community Health Center is another resource for employee health. Employees can not only utilize the center for preventive health care, they can also use the center as their primary care provider.

Finance

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

In 2020, the Finance Department had 64 separate operating entity monthly reports, 43 tax returns filed and 27 audits completed.

- **Total Revenue: \$69,400,000**
 - **Total Capital Expenditures: \$646,000**
 - **Total Assets: \$341,900,000**
 - **Total Utility Bill: \$3,000,000**
 - **Total Medical Benefits: \$3,900,000**
 - **Property Taxes Paid to City of Newark: \$2,000,000**
 - **Total Insurance: \$2,400,000**
 - **Annual Payroll: \$17,600,000**
- 

Security

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

Members of the NCC Security Department continued to provide services throughout the COVID-19 pandemic, ensuring the safety of staff and residents. They wore personal protective equipment (PPE) and took other preventative measures to keep themselves as safe as possible. In addition to their traditional duties, Security personnel made sure everyone at their posts wore the proper PPE and adhered to social distancing guidelines. For increased safety, Security staff members had minimal direct interaction with the general resident population.

Plexiglass was installed at Security stations throughout the network to protect staff members from other individuals' coughs and sneezes.

Members of Security also assisted with the execution of COVID-19 testing at NCC senior buildings.

2020 Numbers

- 88 Security Employees
- 313 Incident Reports
- 3,342 Task Force Site Checks
- 108 Transports
- 7,973 Post Inspections



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.

2020 Numbers:

- 5,600 Work Orders Completed
- 64 Total Employees
- 13 Superintendents
- 5 Administrative Staff Members

Chelsea-Warren Construction

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

In 2020, 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: engagement center, respite services and supportive housing.

New Community owns and manages the building while Collaborative Support Programs of New Jersey (CSPNJ) runs the services.

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 2020, the center was impacted by COVID-19 and services were shut down. During the first two and a half months before the COVID pandemic, a total of approximately 322 unduplicated individuals visited the Engagement Center. The shutdown impacted the numbers served with meals and daily activities.



Essex County Wellness Respite Services were also impacted by the pandemic.

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 re-creates stable neighborhoods.

In 2020, 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 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. These developments focus primarily on quality affordable housing but have also included a charter school, workforce training center and an extended care facility.

NCC is currently developing a 120-unit project on the Homes Court two-acre site. NCC is identifying the sources of necessary capital and hopes to submit an application in 2022. NCC is also in discussions with the New Jersey Housing and Mortgage Finance Agency on financing alternatives for the project.

NCC continued efforts to provide substantial capital improvements for two of its senior projects: Hudson Senior in Jersey City and Orange Senior in Orange with 170 total units. 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. NCC hopes to begin the capital improvements to these properties in 2022.

NCC has also begun an initiative to provide first-time homeownership properties. NCC has acquired four parcels on 15th Avenue in the Central Ward. On these parcels, NCC will build two-family units with one owner-occupied and one rented. NCC brings the building expertise of Chelsea-Warren Construction to the project. In addition to the four parcels discussed above, NCC plans to build another two-family unit at 20 Bathgate Place, which NCC owns. In this important initiative, NCC's goals are to sell these properties to owner-occupied first-time homebuyers with moderate incomes. Financial and management training will be provided as well as down payment assistance.

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

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 2020.

Former NCC Security Supervisor, Now Newark Police Officer, Returns to NCC as Task Force Officer



Quawee Williams grew up in New Community housing and began working for the organization's Security Department in 2012. In his seven years with the department, he worked every shift and at every site. He resigned from his role with NCC Security in September 2019 to become a Newark Police Officer, but he knew that wouldn't be the end of his relationship with NCC.

Williams entered the Police Academy in September 2019 and officially became a Newark Police Officer on Feb. 3, 2020. He decided to return to New Community as a Task Force Officer to serve as a role model, showing others that they can achieve their career goals.

New Community Career & Technical Institute Graduate Has High Aspirations in Medical Field



Sakirudeen Hamidu has always had a passion for helping the sick and decided he wanted to make it his career. He graduated from the Clinical Medical Assistant program at New Community Career & Technical Institute (NCCTI) and found employment at RWJBarnabas Health Medical Group. He hopes to continue his education through med school.

While working, he started taking prerequisite courses at Essex County College at night and hopes to transfer to Rutgers University to pursue a premed bachelor's degree.

"NCCTI has been a great start for me," he said.

NCC Success Stories

New Community Career & Technical Institute Building Trades Graduate Finds Success as Solar Panel Technician



New Community Career & Technical Institute (NCCTI) helped launch Terrell Williams into a career as a solar panel technician, even amid the COVID-19 pandemic.

After graduating from high school, Williams entered the workforce because he didn't want to take on the high debt associated with attending college. After several years, however, he decided to pursue additional education to increase his earning potential.

He completed the Building Trades Specialist program in the spring, where he learned the basics of carpentry, electrical and plumbing, and then opted to take a short solar panel installation course through

Ironbound Community Corporation (ICC). He started working as a solar panel technician for Solar Energy Systems at the beginning of June where he installs solar panels on commercial buildings full-time.

Extended Care Provides 'Amazing Experience' for Couple



Steven and Jessica Johnson have been married for more than 30 years and have shared many experiences together. Due to different circumstances, they both have required stays at a skilled nursing facility, and at different times they have been patients at New Community Extended Care Facility. Both were extremely happy with the care they received.

"We both had an amazing experience," Jessica said. "New Community made me feel like home. They did the same thing for my husband."

Jessica went to Extended Care about five years ago after having surgery to receive physical therapy to regain the use of her legs.

When her husband suffered a minor stroke in 2020 and needed to be placed in a nursing facility, Jessica insisted he go to Extended Care.

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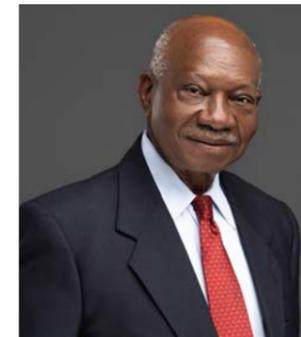
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Board of Directors and CEO

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



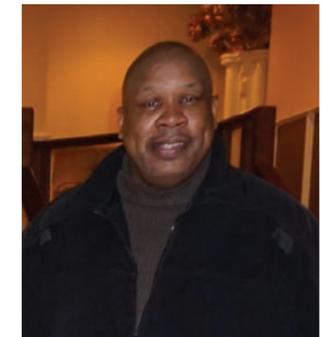
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Chief Executive Officer

NEW COMMUNITY

VISION • DIGNITY • ACHIEVEMENT

New Community Corporation

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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.