



On Higher Ground



Mission/Vision/Values	2
Volunteers	3
The Hands and Feet of Jesus	4
Health Services	6
Contributions Behind the Scenes	7
Lifting Each Other Up	8
Wellness Education	10
Human Services	11
Going Out of Your Way to Give Back	13
2017 Client Services Report	14
2017 Financials	15
Be a Blessing Today	16
Make a Donation	17

Hello everyone,

Thank you all for another successful year of standing in partnership with Good Neighbor House. The blessings I've received this year in witnessing the good work being done in and for our community continue to inspire me. I have experienced firsthand this year that when we extend a hand to lift another up, we are all also lifted up.

Our mission at Good Neighbor House is based on action. We aim to be the hands and feet and eyes and ears of Christ, showing compassion to all people. And He has blessed our actions in return. This year, we again more than doubled the number of classes we offer, and more than tripled the number of participants. Beyond the percentages and statistics, we hear the stories every day that remind us that these are real people getting real help to build real futures.

God has provided us a way to help people help themselves. By fostering the physical, emotional, and spiritual well-being of our neighbors, we help our neighbors gain dignity and work toward improvements to make for a bigger overall community impact. When we empower others, we empower the building of healthier communities, and all reach a higher ground together.

Thank you and God bless,



Tom Onjukka
Executive Director
Good Neighbor House





MISSION/VISION/VALUES

Mission

Empowering healthier communities by fostering the physical, emotional, and spiritual well-being of our neighbors.

Vision

To be known for service, chosen for excellence, standing in partnership with our neighbors, providers, and funders, improving the quality of life in the communities we serve.

Values

- **Trustworthy** – We gain the trust and confidence of others by working with integrity and providing excellence in patient satisfaction, clinical outcomes, and cost effectiveness.
- **Innovative** – At every opportunity, we develop and apply effective solutions to meet the needs of those we serve.
- **Inclusive** – We respect the individuality of all humanity and willingly serve anyone in need.
- **Caring** – We give of ourselves as we strive to convey God’s love by treating each other and our patients with compassion, kindness, and respect.
- **Competent** – We combine our knowledge and skills with leading technology to provide service in an efficient, caring, and effective way.
- **Collaborative** – We work with individuals, departments, institutions, and communities to fulfill our mission.

VOLUNTEERS

Volunteer service is essential to accomplishing what we do in the Dayton community. At Good Neighbor House, we serve over 40,000 individuals per year – and it takes 100 volunteers every week to make that possible.

Volunteers provide vital services by dedicating their time to our mission. Even a donation of four human service hours per week could change the world. When we answer the call to help our neighbors in need, our entire community is strengthened and lifted up.

By the numbers:

763 people volunteered

12,726 total human service hours

\$314,204 worth of volunteer hours

(\$24.69 is the national value of a volunteer hour)

Want to volunteer?

Call us at (937) 224-3003 ext. 108
or contact our volunteer coordinator at
Marcia.Ehlers@goodneighborhouse.org

The Hands and Feet of Jesus

"I believe that for 43 years in my career, God was training me to be here at Good Neighbor House." When Juanita retired five years ago, she felt the pull to use her time to help others. Having volunteered with Good Neighbor House 18 years prior, she felt an increased and urgent desire to return. "Now, every skill I was trained in in the work force has been put to use at Good Neighbor House," Juanita says. "From facility managing to working with a graphics team to serving as a senior administrative assistant and a security supervisor safeguarding classified documents – I've been able to use every skill set I have. It blows my mind what the Holy Spirit is using me to do."

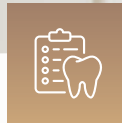


Juanita shares that Good Neighbor House clients will often ask her to pray with them. "I remember one time, I dropped off two coats. The next day, a woman came in who looked like she had possibly suffered from a stroke or another illness. It was very cold outside and she didn't have a coat. While in our morning prayer circle, she offered up a prayer request for a coat, and she described what she wanted. I said, 'Honey, there's a coat waiting for you.' Her description exactly matched the coat I had just dropped off."

"Good Neighbor House reminds me every day that we are all the same. When we help others, we're helping ourselves," Juanita says. "Even one hour a week of volunteer time makes a difference. Whatever, however, and whenever you give, you are being the hands and feet of Jesus."



*"Even one hour a week of volunteer time makes a difference."
– Juanita*



HEALTH SERVICES

Dental, Vision, and Medical Care

We want our neighbors to be healthy, which is why we offer health services for the underserved and uninsured. Because of our amazing volunteer healthcare professionals, our clients are able to receive basic yet crucial preventive care for a healthier future.

By the numbers:

- 2,112** dental clinic visits
- 155** medical clinic visits
- 24** eye clinic visits
- 2,392** total health services visits

“We’re all called to give back, no matter our field of endeavor.”
 – Dr. Notestine

Contributions Behind the Scenes

“I’ve always felt a desire to give back in some way,” says Dr. Notestine. When Good Neighbor House opened their dental clinic, he began volunteering one evening per month, and five years ago, accepted the offer to serve as volunteer dental director.

“I go on week nights after spending a full day seeing patients in my private practice,” says Dr. Notestine. “It only takes five minutes of being in the Good Neighbor House environment for me to feel re-energized. The staff, volunteers, and clients are all so happy to be there. It rubs off on you.”

For the last 40 years, Dr. Notestine has worked with treating tongue-tied babies, a service he now offers at Good Neighbor House. Families bring their children for an affordable rate, and Dr. Notestine says he treats families from all over – West Virginia, Kentucky, Michigan, Indiana, and locally. “I hear week after week, ‘You helped save my breastfeeding experience. Without your help, we would’ve had to switch to formula, and we cannot afford it.’”

“We’re all called to give back, no matter our field of endeavor,” says Dr. Notestine. “Contributions from the community make it possible for those of us who can volunteer. It’s like going to a banquet or an event: there are all these people behind the scenes who help serve the meal, prepare the food, take care of the heating and the lighting. Good Neighbor House runs on the donations from generous people that keep the behind the scenes running. They allow us to be empowered in what we’re called to do.”



Lifting Each Other Up

When Pam's doctor told her she would have to start taking medication to manage her diabetes, Pam says she "made a conscious decision" to change her life.

After trying unsuccessfully to manage her diabetes on her own, Pam started attending the free wellness classes at Good Neighbor House. In the classes, certified nutritionists and diabetes educators provide resources for managing diabetes through lifestyle changes. "They gave us helpful hints about grocery shopping, and even provided groceries with ingredients for us to build healthy meals around."

In a year and a half, Pam has lost 55 pounds and has dropped to a normal range on the A1c scale, which measures average blood sugar. She's been able to stop taking blood pressure medication, managing her health through diet and exercise. Pam shares that, previously, she experienced episodes of nausea and dizziness, and sometimes even had to call emergency services for her symptoms. "Since cutting back on my medications, I haven't had any of those episodes," Pam says.



Pam credits the Good Neighbor House staff and fellow class attendees as an important support in empowering her to change her life. "When we're healthy, we're all more able to contribute to the community," says Pam. "All of my experiences with Good Neighbor House have been filled with kindness, consideration, and compassion. We're all just here to learn from each other and lift each other up."



*"We're all just here to learn from each other and lift each other up."
– Pam*



Wellness Education

Our classes promote health and empower clients to be self-sufficient through awareness and access to available resources. Many classes educate neighbors on healthy eating habits and healthy lifestyles. Topics range from diabetes and dental hygiene to Zumba workouts and relationship-building workshops. All classes award our clients Good Neighbor House Bucks, which they use to purchase clothing and household items from our agency's thrift store.



These wellness education classes are made possible by volunteer support and community partnerships. In 2017, Good Neighbor House saw staggering growth, with participation in wellness classes more than tripling!

By the numbers:

328 classes held (compared to 120 classes in 2016)
2,431 participants (compared to 600 participants in 2016)



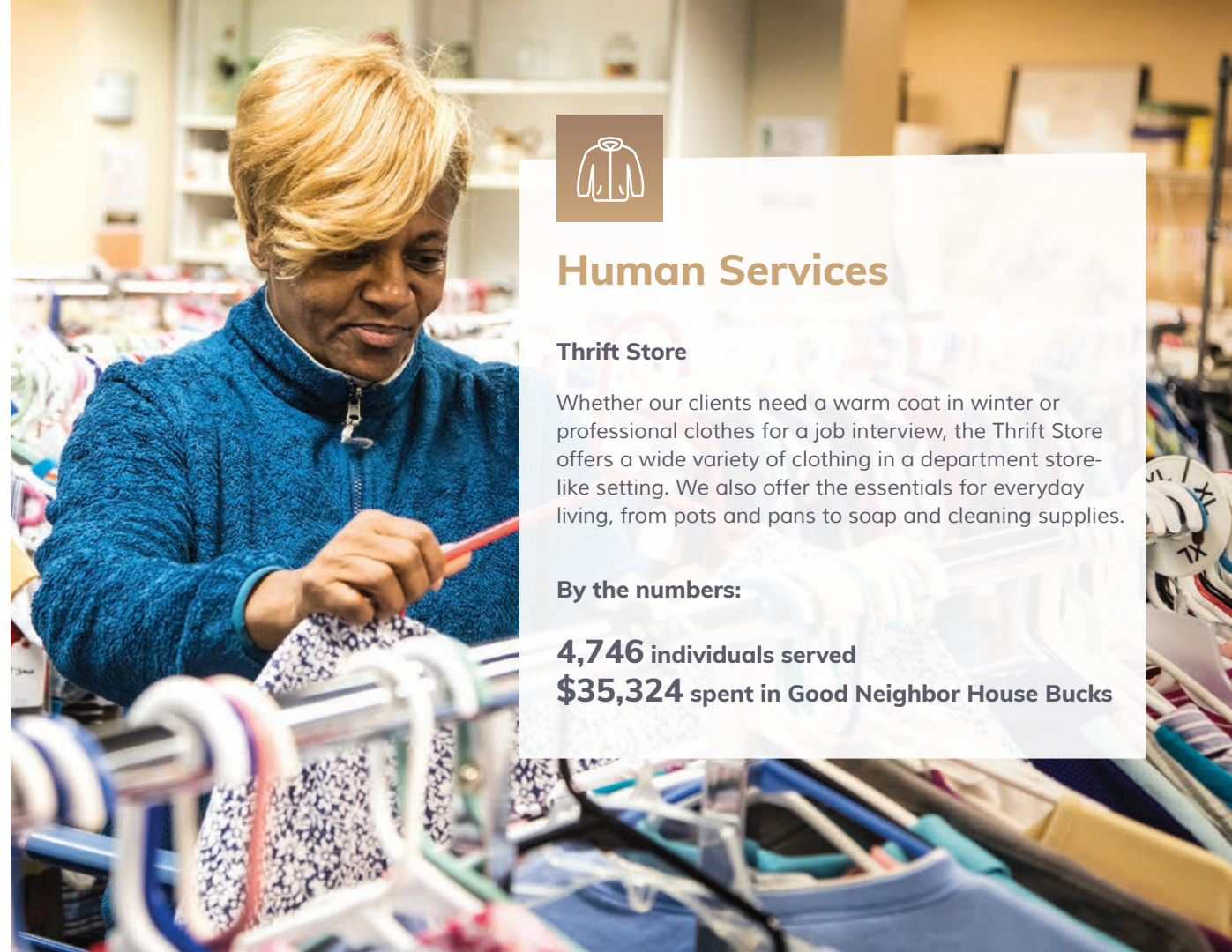
Human Services

Thrift Store

Whether our clients need a warm coat in winter or professional clothes for a job interview, the Thrift Store offers a wide variety of clothing in a department store-like setting. We also offer the essentials for everyday living, from pots and pans to soap and cleaning supplies.

By the numbers:

4,746 individuals served
\$35,324 spent in Good Neighbor House Bucks



Better Choice Food Pantry

We follow Christ's example of feeding the hungry and helping those who need help the most. Our pantry combats hunger while encouraging clients to choose a balanced diet.

By the numbers:

30,373 individuals served
413,308 items distributed



“They understand that we all need to give back and help each other – you never know when you’re going to be the one who needs help.”
– Felicia

Going out of Your Way to Give Back

“As a single mom trying to make it, I don’t know what I would do without Good Neighbor House.” Felicia attends classes and uses the thrift store regularly at Good Neighbor House. She’s taken Spanish classes, knitting classes, and nutrition classes.

Clients who attend classes at Good Neighbor House can earn \$20 coupons to shop at the thrift store, a service Felicia is grateful for. “It helps a lot when you don’t have a lot financially,” she says. “I’ve bought clothes for my children and even household appliances through this program.”

Felicia’s two children, ages six and eight, go with her to Good Neighbor House during the summer while they’re not in school. While Felicia attends classes, Good Neighbor House volunteers watch the children and keep them occupied with activities and snacks. “They love that so much, that when it was time to go back to school, they didn’t want to go, they wanted to hang out at Good Neighbor House instead!” Felicia laughs.

Felicia shares that the only time she ever missed a Good Neighbor House class was when she was bedridden for eight weeks after a back surgery. She was inundated with flowers and “get well” cards from Good Neighbor House, saying they missed her and couldn’t wait to see her again.

“Good Neighbor House is full of loving and caring people who go out of their way to help others,” Felicia says. “They understand that we all need to give back and help each other – you never know when you’re going to be the one who needs help.”

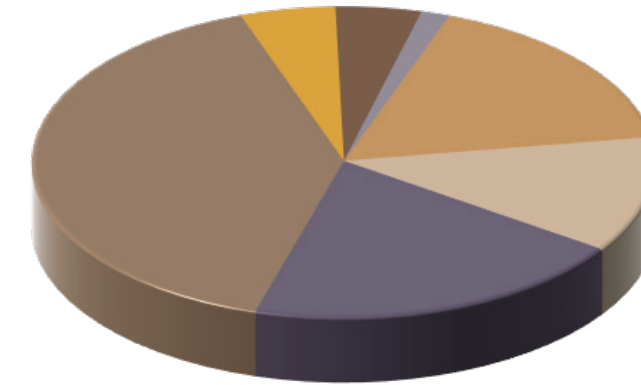
2017 CLIENT SERVICES REPORT

40,114 Total individuals served

\$48,620 Thrift Store – Good Neighbor House Bucks distributed

413,308 Total food items distributed

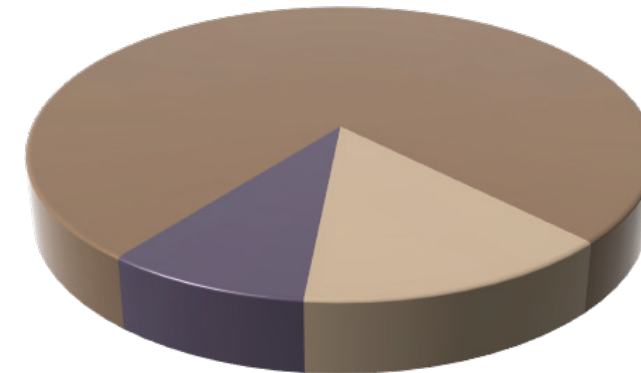
12,726 Total human service hours



2017 FINANCIALS

Revenues

- Foundations/Corps/Grants – 17%
- Churches and Individuals – 12%
- Clinical and Dental – 20%
- Donated Goods and Services – 40%
- Capital Campaign Donations – 5%
- Fundraising Events – 4.5%
- Thrift Store and Parking – 1.5%



Expenses

- Program – 77%
- General – 14%
- Fundraising 9%

BE A BLESSING TODAY

Our neighbors are often impacted by a sudden loss of insurance or services. Good Neighbor House is responding to our community's incredible need as it continues to grow. Often, families and children are missing the most basic of needs like food, clothing, and shelter.

Whether you can volunteer your time, give money, or donate essential items, we are grateful for your support as we work together to be good neighbors. We are honored and humbled when you choose to support our mission to connect neighbors in need to services they require but often cannot access or afford.

This brochure was made possible by the generous support of Kettering Health Network and other thoughtful donors.



MAKE A DONATION

Monetary gifts are the fastest way to ensure Good Neighbor House continues to provide valuable services to the community. You can donate online or send a check in the mail. You can also visit our website or call us to learn more about how to donate items and volunteer.

Donate today at www.goodneighborhouse.org

Items to note:

Donations to Good Neighbor House are tax-deductible.
Our Combined Federal Campaign number is 74684.
Our United Way employee donation number is 0145.

Good Neighbor House

627 East First Street
Dayton, Ohio 45402
(937) 224-3003
www.goodneighborhouse.org



Thanks for being
a good neighbor!

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Join our story on social media!



Good Neighbor House



Good Neighbor House

Hours

Monday-Thursday: 9 a.m.-4 p.m.

Friday: 9 a.m.-1 p.m.