



NeighborWorks®
TOLEDO REGION

2024

ANNUAL
REPORT

www.nwtoledo.org

DEVELOPING STRONG COMMUNITIES...
SINCE 1977

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COO MESSAGE

A WORD FROM BILL

Welcome to the 2024 edition of the Neighborhood Housing Services of Toledo, Inc. (NeighborWorks® Toledo Region) Annual Report. NeighborWorks® Toledo Region (NTR) is a community resource that enjoys the flexibility to engage wherever there is a need for experienced leadership. Flexibility begins with professional staff development. The advantage we gain from encouraging our associates to improve is demonstrated by a group of committed team members that are energized with a desire to expand our programs. The beneficiaries are the communities we serve. Here are a few examples from 2024:

Affordable Housing Beyond Toledo

All communities are currently facing a shortage of housing because of market and supply conditions. Toledo is not alone. NTR was recruited to assist with the Welcome Home Ohio effort in Sandusky because of its HUD Housing Counseling agency status. In May, the City of Sandusky was awarded \$3.5 million to build and sell 34 homes, and NTR will apply its counseling and homebuyer education expertise to ensure consumer success. The first units will be available for sale in 2025. On the second front, NTR collaborated with the Williams County Port Authority late in the year to propose a similar initiative to attract Welcome Home Ohio resources. The Ohio Department of Development has become a primary resource beyond Toledo.

Energy Efficiency in Toledo

The flood of federal funding released across the country opened opportunities to build upon the traditional weatherization platform. Long standing frustrations from obvious gaps in the program were relieved by new funding from HUD and the Department of Energy. Very early in 2024, NTR received an award of \$1.9 million from the HUD Healthy Homes Initiative to address lead mitigation for weatherization clients. In February, details regarding multi-year Bi-Partisan Infrastructure funding were received from the state, launching a separate weatherization program, involving another set of rules. Finally, a DOE proposal for Sustainable Energy Resources for Consumers sponsored by the Ohio Department of Development received a \$4.3 million award in August. NTR's share will amount to \$2.7 million, which will permit the replacement of windows and knob and tube electrical components.

Staff Development

Professional advancement of NTR staff is noteworthy in 2024 because of the achievement of certification earned by many of our associates. With the advent of our involvement with Sandusky, the Financial Wellness Center was reorganized to press forward our existing HUD Housing Counseling expertise. During the year three more of our counselors earned HUD certificates, giving NTR the depth to serve additional communities. Three members became licensed Mortgage Loan Originators. Mid-year our heating department head retired after 17 years. The new leader passed exams in Kentucky at the end of the year, and with Ohio reciprocity will enable NTR to resume HVAC work in Toledo.

This brief introduction to the 2024 annual report presents a few examples that substantiate our claim of serving as a community resource. I invite you to review this report and find agreement with this premise. Thank you for your interest and support.



WILLIAM FARNSEL

CHIEF EXECUTIVE OFFICER

WHO WE ARE

Neighborhood Housing Services of Toledo, Inc. dba NeighborWorks® Toledo Region has strived for nearly 50 years to empower neighborhoods in Lucas County through comprehensive programming designed to create comfortable, safe, affordable, and healthy homes. Through the facilitation of vital financial education and housing counseling, the implementation of weatherization and energy efficiency services, the construction and restoration of quality homes, and more, we make long-term success accessible in Lucas County.

MISSION

To restore and revitalize targeted neighborhoods, primarily for the benefit of current and future inhabitants, by providing services and programs which renew pride, stimulate reinvestment, and restore confidence and trust.

VISION

NeighborWorks® Toledo Region sustains our mission by providing education & financial training to promote homeownership, affordable housing, financing for purchase & rehabilitation, and weatherization services to reduce costs, promote self-sufficiency, and improve the health and safety of our customers.

BOARD OF DIRECTORS

Executive Board

Thomas Killam, President
Retired, Marshall & Melhorn LLC

Tracey Britt, 1st Vice President
*Toledo Police Department, East
Toledo/Birmingham*

Stanley Kolebuck, Treasurer
Retired, Huntington Bank

C. William Fall, 2nd Vice
President
Retired, William Fall Group

Cheri Pastula, Secretary
Cleveland-Cliffs, Inc.

Corporate & Organization Representatives

Meg Adams
Regional Growth Partnership

Martice Bishop
Lucas Metropolitan Housing

Marquita Chong
City of Toledo

Jon F. Ostrander
Fifth Third Bank of Northwestern Ohio

Megan Hunyor
Columbia Gas of Ohio

Community Representatives

Sharon Gerschutz
Birmingham

Essie Wiggins
Englewood

Roger Lawson
North Toledo

Rhonda Cole
Cherry Legacy

Shelia Brown
West Toledo

Brian Perryman
North Toledo

Danetta Walker
Cherry Legacy

Michele Williams
Englewood

Dorothy Anderson
North Toledo

Tonya Cole
North Toledo

Eunice Glover
Junction

Angela Allen
North Toledo

Gary Lenhart
East Toledo

Tatiana Brown
South Toledo

OUR FUNDERS & PARTNERS

The NeighborWorks® Toledo Region team extends far beyond its four walls.

An organization is only as strong as its network. The support we receive from our partners and collaborators allows us to expand our impact and strengthen our shared community. We are grateful for those that help us grow, learn, provide, and dream.

Financial Institutions

Fifth Third Bank
Huntington Bank
Key Bank
PNC Bank

National Intermediaries

Local Initiatives Support Corporation
(LISC)
NeighborWorks® America

Foundation & Private Support

Bill & Mary Parker Charitable Trust
John and Mary Fedderke Family Fund of
the Greater Toledo Community
Foundation
St. Vincent Medical Center - Mercy Health
Turner Construction Foundation

Government

City of Toledo
Ohio Department of Development
US Department of Energy
US Department Housing and Urban
Development

Corporations

Columbia Gas of Ohio
First Energy - Toledo Edison
The Lathrop Company
Praxia Partners

Community Partners

Area Office on Aging
Corporation for Ohio Appalachian
Development
The Fair Housing Center
Lucas Metropolitan Housing
Metroparks Toledo
United Way of Greater Toledo
Ohio Partners for Affordable Energy

FINANCIAL WELLNESS

HOMEOWNERSHIP CENTER

The journey to homeownership starts with a dream. In 2024, Lucas County gained new homeowners that empowered themselves with counseling, education, resources, and the confidence that they could achieve their homebuying goals.

106 clients became homeowners

HOMEOWNERSHIP FAIR

Financial Wellness Center and Community Outreach staff members attended the City of Toledo's first annual Homeownership Fair at Scott High School to share resources and offer assistance to those fulfilling their homebuying dreams. Financial Coaches and HUD-certified Housing Counselors performed soft credit pulls and homebuyer orientation sessions that marked the start of many Toledo residents' journeys to homeownership.

426

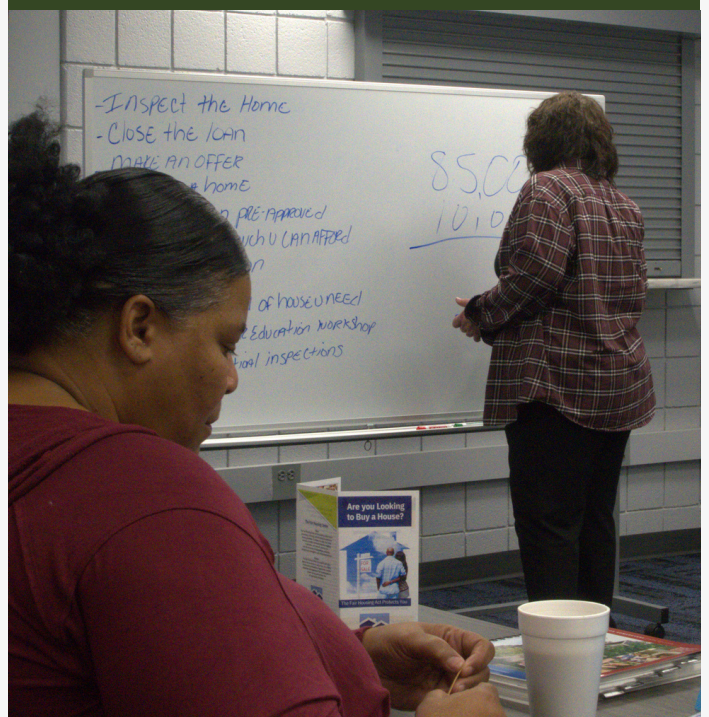
new clients began working in the Homeownership Center

140

clients attended First-Time Homebuyer Education workshops

7

mortgage loans closed totaling \$449,900



FINANCIAL OPPORTUNITY CENTER ®

Through consistent coaching and support, financial goals can become financial breakthroughs. Here's how Lucas County residents took ownership of their financial wellness in 2024.

165

clients increased their FICO scores by an average of **46 points**

95

clients were placed with employers

19

FOC clients applied for weatherization and energy efficiency services

26

FOC clients purchased their first homes

87

homes received Siemer ERA funds with a total of **\$195,279** dispersed

874

tax returns filed at NeighborWorks® Toledo Region

175

clients increased their income by an average of **\$1,315.07**

201

clients increased their net worth by **\$12,295.21**

\$1,049,909

total amount refunded to taxpayers

REAL ESTATE DEVELOPMENT

In March of 2024, Genacross Lutheran Services gifted four former group homes on East Toledo’s Seaman Street to NeighborWorks® Toledo Region to be rehabilitated for homeownership. LISC Toledo Core City funds—a grant program that assists in the acquisition, rehabilitation, and sale of properties to decrease blight, promote homeownership, and stabilize property values—and other resources supported this project, leading to each home’s full restoration by October of 2024. The restoration projects required more input than just a new coat of paint—each home received all-encompassing repairs and installations to ensure their long-term vitality and maximum comfort. Roofs and windows were repaired, driveways were repaved, foundations were fortified, fences were constructed, and kitchens and bathrooms were fully remodeled, among many additional restorative efforts made to the houses.

9

total homes renovated
for homeownership



BEFORE RENOVATION



AFTER RENOVATION

WEATHERIZATION & ENERGY EFFICIENCY

In 1983, Neighborhood Housing Services of Toledo began offering home weatherization services to Lucas County residents. Now, over 40 years later, residents continue to embark on their journeys to healthier, safer, more efficient homes by participating in comprehensive services from seven unique public and private programs that aim to create sustainable and affordable living environments.

242 homes served — WarmChoice® by Columbia Gas® of Ohio

264 homes served — Ohio's Home Weatherization Assistance Program

114 homes served — Community Connections by FirstEnergy-Toledo Edison® (Jan-May)

149 total appliances replaced

298
total homes weatherized in 2024

\$4.6M
additional program funding/resources awarded



TOLEDO HEALTHY HOMES TRAINING CENTER

TRAINING

The Toledo Healthy Homes Training Center (THHTC) hosted a number of workforce development trainings in 2024. Trainees attended OSHA 10 courses for workplace safety, trainings instructing the usage of the National Energy Audit Tool/Mobile Home Energy Audit for home energy auditing, Lead Abatement Worker courses, and more. Homebuyer Education workshops were facilitated at the THHTC by HUD-certified housing counselors for Toledo's first-time homebuyers.

FACILITIES

In early 2024, the THHTC underwent interior reconstruction to modify the building's layout to suit the THHTC's needs, like office spaces, classrooms, and conference rooms.

In addition to the THHTC facility, NTR acquired two properties in Toledo to use as training houses. Trainees in the weatherization and energy efficiency workforces will use the houses to conduct hands-on learning experiences, like blowing insulation in sidewalls, patching drywall, and more.

CONNECTIONS

After its transformation, the Toledo Healthy Homes Training Center was home to a number of events, meetings, and operations. The THHTC held its first Board of Directors meeting in May, followed by a series of tours of the facility given to representatives of the Ohio Department of Development and Corporation for Ohio Appalachian Development for future collaboration. In October, a committee dedicated to NTR's strategic planning process began meeting at the THHTC. These meetings will define NTR's goals, priorities, and operations for the next three years.



STAFF TRAINING AND CREDENTIALS

NeighborWorks® Toledo Region provides opportunities for training and certifications for staff. In 2024, a number of NTR employees earned licenses and certifications that will help them continue to offer direct support to their community through the expansion of accessible services for comprehensive home health and financial wellness.

Ohio Mortgage Loan Officer - Brian Green, Tina Hunter, Shaulonda Jones

Mortgage loan officers guide mortgage applicants and borrowers through the home loan process. Brian, Tina, and Shaulonda join NTR's Alesha Hall, Mandy Jacomet, and William Farnsel as Ohio licensed Mortgage Loan Originators.

HUD-Certified Housing Counselor - Rena Ramsey, Meg Leahey, Shakelia Williams-Wilson

HUD-Certified Housing Counselors assist prospective homebuyers with seeking, financing, purchasing, and maintaining homes. Rena and Meg join NTR's Nicole Reno, Alesha Hall, Tina Hunter, Brian Green, Shaulonda Jones, Mandy Jacomet, and Lisa Urbany as licensed Housing Counselors.

HVAC Licensure - Ryan Carlen

HVAC Technicians are licensed to install, maintain, and repair heating, ventilation, air conditioning, and refrigeration systems.

Lead Abatement Worker License - Garrett Whitlock Jr., Elias Urbina, Caleb Skotynsky, Terry Kitchen, Christopher Fraley

Lead Abatement Workers remove, enclose, or seal lead-based paint on buildings.

BPI Healthy Home Assessment Practitioner - Jon Thomas, Mark Myers, Angelo Perry, Travis Boyer

Building Performance Institute (BPI) accredited Healthy Home Assessment Practitioners evaluate homes for health and safety hazards prior to weatherization and energy efficiency measures being taken.

BPI Healthy Housing Principles - Stuart Cline Jr.

The BPI Healthy Housing Principles Certificate of Knowledge verifies individuals' knowledge and ability to apply the eight principles of healthy housing to home issues and human health symptoms.



IN THE COMMUNITY

Beyond NeighborWorks® Toledo Region's regular programmatic operations, 2024 brought numerous opportunities to engage with the Toledo community. These initiatives, projects, meetings, and events helped us further connections to empower and embolden Lucas County residents.

Chief Executive Officer Bill Farnsel participated in a community meeting sponsored by the City of Toledo's engineering department to outline plans for the revitalization of East Toledo's Front and Main Streets. This project is being funded by a 28-million-dollar grant received by the City of Toledo from the U.S. Department of Transportation.

NeighborWorks® Toledo Region and KeyBank® staff visited East Toledo's Ironwood neighborhood to assist in a community garden restoration project. On June 6th, volunteers gathered to mow, trim, weed, clean, and beautify the historical garden that Ironwood residents have cherished for years. Ironwood resident and Project ER leader Mary Wilson stated: "This will have a very positive, strong impact in showing the residents that...there are people in the world that still care..."

The garden is utilized as an outlet for the neighborhood youth to learn hands-on gardening techniques, work through real-life conflicts, and spend time with resident mentors and friends. "There's so much that can be gained with this as a teaching tool and it's slowly catching on." Wilson stated.

Two months later, NTR staff teamed up with The Lathrop Company to carry out their fourth annual collaboration that provides exterior home restorations and repairs to local homeowners at no cost to them. This one-day event invites volunteers from Toledo's neighborhoods, businesses, and organizations to conduct home repairs as a way to give back to the community they live, play, work, and serve in.

In the historic Toledo Olde Towne neighborhood, three porches were rebuilt, four sets of porch railings were constructed, four storm doors were installed, gutters were repaired, porch lights were rewired, mulch and plants were bedded, and additional reconstructive work was performed on 14 total properties.



Each year, NeighborWorks® Toledo Region sponsors a team of six community members to attend the national NeighborWorks® America Community Leadership Institute (CLI) to experience training, workshops, and networking events focused on resident leadership, community development, and resident-led community building & engagement. In late October, the 2024 – 2025 CLI team attended a conference in Baltimore, Maryland, where they began planning a community project to facilitate in 2025. The team will focus their efforts on youth-centered activities and engagement to encourage unity, respect, and comprehensive wellness.

In 2023, private donors contacted NeighborWorks® Toledo Region with an opportunity to implement a down-payment assistance program designed to encourage Toledo Police Officers to purchase homes in Toledo. In 2024, NTR assisted six officers with their homebuying processes. The officers' ages ranged from 24 to 38, with household sizes spanning from one to four members. The funds provided to assist the officers with their down payments empowered them to establish strong roots in the community outside of their work hours, strengthening the relationship between the Toledo Police Force and the Toledo community.

“This [was] my first homebuying process... the assistance given allowed me to calm down and relax enough to get through the purchase successfully.

Without the down payment assistance, I most likely would not have been able to buy the house that I did...”

—Officer Bovia, Toledo Police Department, participant in Toledo Police Next Door Down Payment Assistance Program

\$79,430 was received from donors in 2024 to support Lucas County residents along their journeys to home health and financial wellness.

With your support, homes were restored for purchase, barriers to homeownership were reduced through housing counseling and education, Lucas County residents achieved goals through financial coaching and career building, and opportunities for access to quality, safe, affordable homes were extended.

Together, we can continue to empower our neighborhoods for a healthy, safe, accessible, and affordable future.

Scan the QR code to donate today.



FINANCIAL REPORT *UNAUDITED

ASSETS		2024	2023	VARIANCE
	CURRENT	5,016,310	7,062,143	(2,045,833)
	LONG TERM	11,697,843	10,849,512	848,331
	FIXED	1,154,650	1,166,705	(12,055)
TOTAL ASSETS		17,868,803	19,078,360	(1,209,557)
LIABILITIES				
	CURRENT	827,836	1,900,377	(1,072,541)
	LONG TERM	8,457,154	10,766,855	(2,309,701)
TOTAL LIABILITIES		9,284,990	12,667,232	(3,382,242)
NET ASSETS		8,583,813	6,411,128	2,172,685
TOTAL LIABILITIES & NET ASSETS		17,868,803	19,078,360	(1,209,557)
REVENUE				
	FEDERAL/STATE/LOCAL	6,877,278	4,051,960	2,825,318
	PRIVATE	1,146,195	2,299,446	(1,153,251)
	DONATION	34,755	12,930	21,825
	IN-KIND DONATION	49,595	64,091	(14,496)
	PROGRAM INCOME	25,127	38,939	(13,812)
	PROGRAM RENT	230,084	210,228	19,856
	GAIN (LOSS) on SALE	269,995	(5,114)	275,109
	INTEREST INCOME	180,834	393,719	(212,885)
	DEVELOPMENT/MANAGEMENT FEES	3,548	203,395	(199,847)
	PARTNERSHIP DISTRIBUTION	60,000	235,383	(175,383)
TOTAL REVENUE		8,877,412	7,504,977	1,372,435
EXPENSE				
	PERSONNEL	4,247,424	3,925,662	321,762
	PERSONNEL FRINGE	1,508,304	1,398,603	109,701
	CONTRACT LABOR	695,645	373,108	322,537
	MATERIALS	1,061,069	1,345,264	(284,195)
	PROGRAM SPECIFIC	552,867	490,218	62,649
	TRAINING/LICENSURE	111,043	132,002	(20,959)
	PROFESSIONAL SERVICES	362,661	243,760	118,901
	OPERATING	520,200	594,813	(74,613)
	DEPRECIATION	102,435	86,563	15,872
	INTEREST EXPENSE	57,238	61,588	(4,350)
TOTAL EXPENSE		9,218,886	8,651,581	567,305
NET EXCESS (DEFICIT)		(341,474)	(1,146,604)	805,130

DEPARTMENT HEADCOUNT	2024	2023	2022	2021	2020
EXEC-EXECUTIVE	3	3	3	3	3
OPER-OPERATIONS	11	8	7	5	4
WTX-WEATHERIZATION	28	29	31	25	21
HVAC-HEATING & VENTILATION	7	8	7	7	7
PM-PROPERTY MANAGEMENT	9	8	8	4	-
HOC-HOME OWNERSHIP CENTER	6	2	2	1	1
FOC-FINANCIAL OPPORTUNITY CENTER	7	10	11	7	4
WTF-WEATHERIZATION TRAINING FACILITY	1	1	-	-	-
TOTAL EMPLOYEES	72	69	69	52	40
HEADCOUNT GROWTH RATE	4.3%	0.0%	32.7%	30.0%	-
ORGANIZATION BUDGET	2024	2023	2022	2021	2020
ANNUAL	12,839,474	10,613,195	8,124,272	5,663,088	5,584,940
FUNDING GROWTH RATE	21.0%	30.6%	43.5%	1.4%	-
BUDGET ALLOCATION	2024	2023	2022	2021	2020
PROGRAMMATIC					
PUBLIC \$ PORTION OF FUNDING	7,711,697	7,247,078	5,483,884	3,961,092	4,049,082
PRIVATE \$ PORTION OF FUNDING	4,185,504	2,509,668	1,990,447	1,313,702	1,084,648
OPERATIONS					
PUBLIC \$ PORTION OF FUNDING	856,855	805,231	609,320	551,232	418,871
PRIVATE \$ PORTION OF FUNDING	85,418	51,218	40,621	39,148	32,340
TOTAL	12,839,474	10,613,195	8,124,273	5,865,175	5,584,940
PERCENT OF TOTAL FUNDING	2024	2023	2022	2021	2020
PROGRAMMATIC	93%	92%	92%	90%	92%
OPERATIONS	7%	8%	8%	10%	8%
PUBLIC (FEDERAL, STATE, LOCAL)	67%	76%	75%	77%	80%
PRIVATE	33%	24%	25%	23%	20%

A WORD FROM MIKE

Looking ahead to 2025...

NeighborWorks® Toledo Region (NTR) has been a steadfast source of service for the community since 1977. Over that time, a lot of changes have occurred. These changes have come from political policy shifts, funding fluctuations, and continuous growth in the organization's capacity to meet the needs of the clientele we serve. Our longevity as an organization can largely be attributed to the foundational principles of our mission, adaptability of our board governance, and the operational resilience of our staff. In the year ahead, we face the shifting sands of change once again.

The Federal Government is under a new administration and is undergoing bureaucratic reformation in stark contrast to the previous administration. The unprecedented investments in energy efficiency, renewable energy and affordable housing over the past few years may be restricted or even redirected toward other policy goals. NeighborWorks® Toledo Region has been successful in securing millions of dollars in the recent past for programs that we knew would bolster our long-standing services over the next 3–5 years. However, we did not take these opportunities for granted; and consequently, our approach to meeting the needs of these programs always considered their eventual end. We must remain nimble in our ability to adapt. We'll continue to pursue alternate opportunities and partnerships to expand our existing lines of business and branch into related services.

Local leaders have adopted policies that are impediments to development of affordable housing in Toledo. NTR has shifted its focus to include the larger metropolitan area to explore opportunities in communities with need for our services and the willingness to forge new partnerships. We are working in Williams and Sandusky Counties to provide affordable housing and homeownership opportunities for the rural residents of the area.

Our longstanding partnerships with Columbia Gas®, Toledo Edison®, the State of Ohio, the City of Toledo, LISC, United Way, and Lucas County will ensure continued service provision for our clients.

As Bill mentioned in his foreword, "NeighborWorks® Toledo is a community resource that enjoys the flexibility to engage wherever there is a need for experienced leadership." The upcoming year will present us with many challenges, but our commitment to our mission will guide our adaptation to the change ahead and ensure our continued leadership in service to the community.

As always, thank you for your commitment and support.



MICHAEL SACHS
CHIEF OPERATING OFFICER

Thank you

for your continued support and shared passion for neighborhood revitalization in Lucas County. We hope you'll continue to follow us on our nearly 50-year journey in neighborhood revitalization.



www.nwtoledo.org



(419) 691-2900



704 2nd Street,
P.O. Box 8125
Toledo OH 43605


NeighborWorks[®]

TOLEDO REGION