



The
Neighborhood
Developers



BUILDING HOMES

RESTORING HOPE



2020
Impact Report



DEAR FRIENDS OF TND,

The communities served by The Neighborhood Developers are no strangers to crisis. When the NECCO candy factory in Revere closed overnight, it left 230 workers out of a job. When Everett’s housing prices rose significantly in recent years, seniors on fixed incomes struggled to meet their basic needs. And when COVID-19 first hit last year, Chelsea residents contracted the virus at a rate six times higher than the rest of Massachusetts.

Around the country, people were shocked by the inequities and injustices the pandemic revealed. But as a community development corporation, it is part of our mission to respond to the needs of our community, and we were prepared to address these disparities. Thanks to the dedication of our staff, partners, advocates, donors, and community leaders, we dove in headfirst to tackle problems as they arose, in ways you’ll read about throughout this report.

With vaccination underway, we’re all breathing a sigh of relief. But the equity gap has only widened, and we can’t cure the structural barriers to economic security and mobility with a shot.

It all starts with housing. Housing is a human right not only because of our basic need for shelter, but because it is the foundation on which we build the rest of our lives. So while TND is building affordable homes at an unprecedented rate, we are also addressing obstacles that prevent people from staying in their homes. We have a unique perspective on this work: As both a landlord and a non-profit that builds the leadership among housing advocates, we understand the economic pressures on both sides, and work to find new ways to align landlords’ interests with those of their tenants.

Our families and neighborhoods have experienced terrible loss and grief, and there’s still a long road to recovery. TND will remain by their side, collaborating, building, and advancing equity and racial justice.

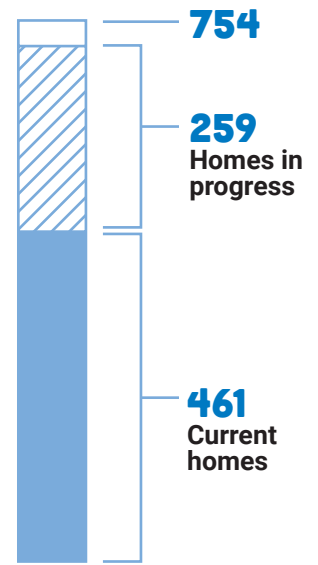
Sincerely,



Rafael Mares
Executive Director

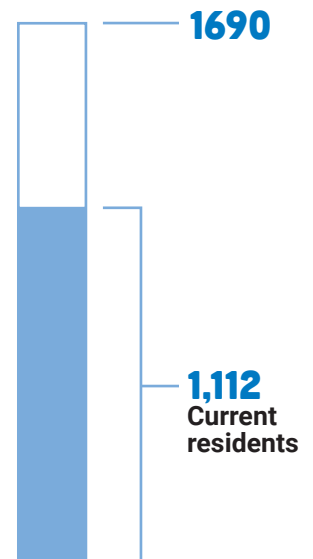
Homes in portfolio

**OUR GOAL:
754 HOMES
BY 2024**



Residents

**OUR GOAL:
1690
RESIDENTS
BY 2024**



HOME IS PREVENTATIVE MEDICINE

We've long known that safe, stable, affordable housing is critical to people's well-being. During 2020, we witnessed how a home protects people from disease. In fact, COVID-19 infection rates were consistently lower in our Chelsea and Revere properties than in the surrounding communities. The supportive services delivered by our dedicated Resident Services team, coupled with TND's well-maintained homes, is good preventative medicine. The team delivered 4,000 wellness calls to our seniors and hundreds of pounds of groceries and meals. Households that lost employment benefited from help applying for income and rental assistance.

Everyone deserves the protection and security of a home, but in our communities, demand far outstrips supply. We received almost thirty times more rental applications than there are apartments in our new building on the rapidly gentrifying Revere waterfront.

We can't build our way out of the housing crisis, but we can build with an eye to equity. By developing affordable homes suitable for families and seniors we can help prevent displacement, and our neighborhoods can retain their unique culture and character. We set a goal of creating 325 new homes for 500 people by 2024, and remarkably, the number of new homes underway puts us 90% of the way there!



"Stable housing really gave me a lot of opportunities. It gave me that trust – you feel more comfortable going to work when you know your family, or your kids, have a place to live. A comfortable place, a beautiful place. A place that really guarantees they're safe."

- Raimundo Baquero, resident of TND's Acadia, in Chelsea

PROJECTS IN CONSTRUCTION



ST. THERESE

Our largest project to date, and our first in Everett

- » 77 affordable rental apartments for seniors
- » On-site health care center operated by East Boston Neighborhood Health Center
- » Six 3-bedroom townhouses priced below-market



571 REVERE

- Opening May 2021
- » 51 family homes

(Left) Cassie Witthaus, Project Manager of 571 Revere, joined TND at the beginning of the pandemic to work with us. "571 Revere does something really great," she says. "It provides homes for people who are a part of the community, working in the grocery store or as your mail carrier. They are an important part of our economy that is undervalued." She's proud to help balance new development with protecting the immigrant community that has historically flourished in Revere.



87
virtual meetings hosted by our Community Building team to help residents coordinate pandemic relief efforts

665,300
pounds of food sorted at St. Luke's food pantry by 80 TND volunteers

8,000
wellness calls made by 50 TND volunteers to share resources and lift spirits

70
attendees of our virtual social hours

3,840
hours of volunteer service

\$106,500
contributed for essential community programs at our virtual Raise the Roof celebration

NEIGHBORS HELPING NEIGHBORS

In the face of the lockdowns and social distancing of 2020, strong community connections were a lifeline. Across Chelsea and Revere, we expanded our partnerships with local organizations and city agencies, and created opportunities for neighbors to support one another and advocate for their communities.

For years, Richard Flores only planned to stay in Chelsea through high school. "A lot of my friends' parents couldn't afford housing, and had to move to areas that were more affordable," he says. "I've lost a lot of friendships." Richard and his mother had trouble finding stable housing too, jumping from hotel to hotel until TND helped them access the resources to

afford a house in Chelsea. The experience inspired Richard to join the Housing Equity Committee, a TND-facilitated group of residents learning about and educating the community on tenants' rights, and activating residents to advocate for housing reforms. "You know when you have that friend to lean on when you're struggling?" he asks. "That's what TND and the Housing Equity Committee are for me. Without TND, I feel like I wouldn't have the right contacts or have gained the confidence to talk to people." Richard is headed to Harvard University in the fall, but has changed his mind about leaving Chelsea for good. "Participating, being able to engage with the community and give back, it's motivating me to not just leave for college but to come back and continue to work with the community."



Relationships established pre-pandemic, like those developed among Walk Wednesday participants, were mobilized in 2020 for relief efforts



Richard Flores, advocate

CONNECTING RESIDENTS TO RESOURCES

When the pandemic hit, the hospitality, transportation, and retail sectors were devastated, causing unemployment in our communities to skyrocket. We knew that many of the employment gains made by those engaged with CONNECT vanished overnight. Thanks to the dedicated CONNECT team and with technical assistance provided by TND's partnership with Opportunity Communities, we quickly pivoted to respond to emerging needs.

Within two weeks of the state's shut-down order, CONNECT opened a resource hotline to help residents access unemployment support, SNAP food benefits, RAFT emergency rental assistance, and internet services. In just six months, we were able to secure more than \$1.4 million in RAFT rental assistance for Chelsea and Revere residents. Thanks to this and our other relief efforts and resident services, not a single TND tenant lost their home in 2020, and nearly 3,000 community members benefited from economic supports.



Amelia Mallona, a CONNECT Hotline Housing Associate. This dedicated team has helped over 500 households apply for rental assistance.

When COVID-19 forced many businesses to close, Hayat Smith lost both of her jobs and turned to TND for help. "My case manager would call me even outside of her working hours to ask how my kids and I were doing," Hayat recalls. "She gave me hope, mental boosts that refreshed me and reminded me that life gets better." Working with her case manager, Hayat applied for unemployment benefits and rental assistance, which covered two months of rent and enabled her to pay off other bills that were accumulating. Still, Hayat knew that her job prospects were murky, so she signed up for CONNECT's Professional Development training, which had recently moved online. "The class built my confidence and improved my skills in customer service," she says. "My resume improved and I was able to apply to more jobs and was offered higher pay." She now feels empowered, and credits CONNECT for her new, optimistic outlook.

\$1 MILLION+

secured for the Chelsea Good Jobs Coalition, Revere Works, and a new cross-city organization focused on workforce development

75

participants in 12 financial education workshops

40

volunteers answered the CONNECT Hotline and helped residents apply for support

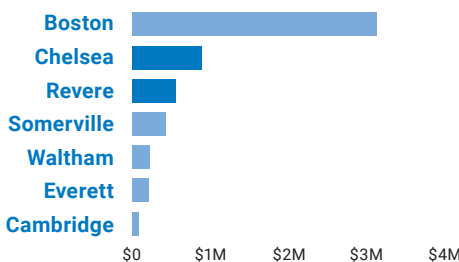
30

graduates from the CONNECT Professional Development training program

\$1.4 MILLION IN RAFT RENTAL ASSISTANCE FUNDING SECURED FOR CHELSEA AND REVERE RESIDENTS IN SIX MONTHS

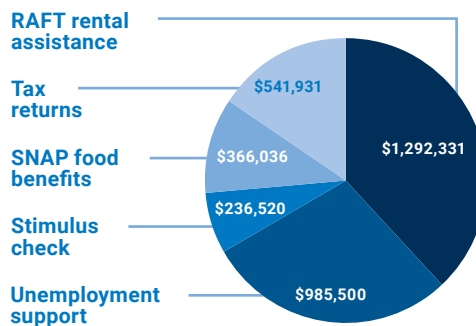
Only Boston, a city more than ten times the size, brought in more for its residents, demonstrating our ability to leverage resources for our communities

Metro Housing | Boston approved the following RAFT applications (including those prepared by CONNECT) from July to December, 2020



\$3,422,318 IN PUBLIC SUPPORT SECURED FOR 2,848 RESIDENTS THROUGH THE CONNECT HOTLINE

Breakdown of calls into the CONNECT Hotline by service requested, including estimated value of supports secured



DIRECT COVID RELIEF BY THE NUMBERS

\$133,200

Raise Up Revere, funded by Republic Services Charitable Foundation, the United Way, City of Revere, and Revere Teachers Association

\$50,000

NeighborWorks America



\$415,000

The amount of the One Chelsea Fund distributed by TND, part of coordinated relief for 4,000 Chelsea families in collaboration with La Colaborativa, GreenRoots, the City of Chelsea, and United Way of Massachusetts Bay and Merrimack Valley

\$65,000

United Way

\$19,510

TND Neighbors Helping Neighbors

FINANCIAL INFORMATION

\$6,179,988

Total revenue in 2020

50%.....**Earned income**

38%.....**Grants**

7%.....**Donations**

5%.....**Other**

TND is grateful for the generosity of our philanthropic supporters. In a year of extraordinary need, donors provided \$682,700 distributed by TND as direct relief to nearly 4,000 households.

DONOR LIST

\$500,000+

United Way of Massachusetts Bay and Merrimack Valley

\$400,000+

NeighborWorks America

\$200,000+

The Kresge Foundation

\$100,000+

Charles H. Farnsworth Trust

City of Revere

Clowes Fund

MA Executive Office of Housing and Economic Development

Republic Services Charitable Foundation

The Boston Foundation

\$50,000+

Richard and Susan Smith Family Foundation

TD Charitable Foundation

W. K. Kellogg Foundation

\$25,000+

Anonymous

Cambridge Savings Charitable Foundation

Chelsea Community Fund

Eastern Bank Charitable Foundation

Herman and Frieda L. Miller Foundation

Lincoln and Therese Filene Foundation

Local Initiatives Support Corporation, Boston

MassHire Metro North Workforce Board

Metro Housing | Boston

Mifflin Memorial Fund

North Suburban Consortium

U.S. Department of Justice

\$10,000+

Bald Hill Builders

Barr Foundation

Boston Private

Boston Tax Help Coalition

MA Executive Office of Labor and Workforce Development

Metro Credit Union

NEI General Contracting

Revere Teachers Association

Santander Bank

Small Business Association

UMass Medical School

\$5,000+

East Cambridge Savings Bank

Enterprise Community Partners

Kevin P. Martin & Associates, P.C.

Klein Hornig LLP

Monahan Technologies

People's United Community Foundation of Eastern MA

Stephen Carr

Superior Plumbing Company

WinnResidential

\$2,500+

Blue Hub Capital

Central Glass

Commonwealth Corporation

David Koven & Diane Gordon

Davis Square Architects

Delta Drywall

Eagle Bank

Massachusetts Housing Investment Corporation

MassDevelopment

The Architectural Team

Wingate Companies

\$1,000+

Alice Murillo

Ann Houston

Anonymous

ARX Urban

Bob Dorfman

Boston Financial Investment Management

Bunker Hill Community College

D'Ambrosio Brown LLP

Dylan Jones

Eric & Sharon Fosbury

George Reuter & Molly

Higgins-Biddle

Gina Ellsworth

Hackett Feinberg P.C.

Irwin Engineers, Inc.

Jarelis Mary Fonseca

Joel & Ellen Shoner

John Dello Russo

Joseph & Carolyn Mahoney

Julia Heffernan

Julie Fritz

Kirstie & Tim Pecci

Lawrence Weinstein

Lisa Bouchard

Maria Tsokos

Michael Martin

Michelle Volpe

Peter Hollands

Revere Administrators

Rianne Mares

Tracy & Paul Klein

William Morrison

\$500+

Aaron Wasserman

Amy Laura Cahn

Eliza Cain & Randy George

Elizabeth Sher

Gregory Goldberg

Joe Harris

Jonathan Cannon

Julie Clark & Kelly Gaule

Karin Freed

Leah Umanskiy

Lee & Lou Turner
Leslie Aldrich
Matthew Munkenbeck
Mina Jilil
Mirna Diaz Law Offices
Network for Good
Reverend Sandra Whitley
Rob Charest
Ronitt Rubinfeld
Sophie Rosen
William Willis

\$100+

Adrienne Jones
Alexandra Sullivan
Alicia Powell
Andrea Leal
Andrew Flink
Ben Faust & Alexis Johnson
Benevity Community Impact Fund
Brenda Johnson
Brenda Laurenza
Brian Turner & Dana Jessup
Bryan Hudock
Carol Tye
Cassie Mann
Catherine Dun Rappaport
Christine Swistro
Christine Torres
Dave Cain & Nancy Turner
Denise Beach
Dennis Christofi
Edward Kodzis
Elizabeth Lovance
Emily Loomis
Faye Dookharan
Gaelynn Roberts
Gary Bean
Gerald McCue
Ilana Ascher
Jeffrey Orlin
Jim Barnes
Jo Ellen Finkel
Joan Rae & Paul Sipple
John Kuppens
John LaVoie
Karen Bassi
Louise Packard
Lynne Johnson

Lyon Van Voorhis
Maime Michael
Marc Servetnick
Marijane Zeller
Marissa Guanaja
Mark & Tracy Johnson
Mary & David Whittemore
Mary Ann Mitchell
Mary Coonan
Matt Hutt
Melissa Kain
Michael Sheridan & Anuradha Desai
Oleg Urim
Orlando Jaquez & Danielle Farinato
Patricia Major
Rachel & Charlie Van Voorhis
Rafael Mares
Robin McDermott & Ray Mikulak
Sandy Maynard
Sarah Newcomb
Senator Sal DiDomenico
Stefanie Shull
Steve Rosenberg
Susan Finn
Sydney Pierce
Tamar Kotelchuck
Techrosette Leng
Thomas Glass
Tilda Mann
Timothy Jamison
Wendy Cohen

\$50+

Adrian Servetnick
Andrew Frederick
Anna Belanger
Anne Auerbach
Barry Rosenberg
Cassie Witthaus
Charlene Bauer
Charles Liebling
Dalia Ramos
Daniel Murray
David Crowley
Doris Wright
Emma Bushnell
Heather Friedman
Henry Elrich
Henry van den Broek

Janet Depaz
Jean-Marie Handine
Joan Quinlan
Joanne Garton
John Lambert
Jose Agustin Iraheta Zaldana
Justin Erlich
Karen Daniel
Kathleen Crocker
Kristen Anderson
Kristen Janjar
Lisa Santagate
Lori Gronbeck
Marc Gordon
Margarita Cosme
Marilyn Kuhar
Mario Goetz
Maureen Van Niel
Melissa Walsh
Michael Williams
Mindy Marks
Nancy Litwin
Niobe Way
Rebecca Taylor
Robert Barry
Robert Gardner
Sheri Fenster
Sofia Garcelon
Sylvia Chiang
Thaisa Way
Wendy Trotter

\$1-49

Alex Struelens
Alfredo Gomez
Alma Balanon-Rosen
Anna Van Voorhis
Anne Tsai
Caroline LaFleche
Carolynn Laurenza
Colin Trimmer
Danielle Burke
Diana Moreno
Elijah Plymessenger
Emily Beinecke
Emma Megan
Evie Heffernan
Fatou Drammeh
Guadalupe Panameno
Heather Vieira

Jamie Glass
Jeanne Zimmermann
Jesse Sipple
Kathanne MacKaye
Kathleen Penny
Kathleen Yazbak
Khalil Kaba
Larissa James
Marilyn Salgado
Mary Palermo
Pamela Blalock
Patricia Battle
Patricia Folsom
Raquel Alvarez
Rebecca Redner
Russell Roca
Sarah Donelan
Sean Mock
Sylvia Woodward
William Boehm

We strive for accuracy. Please let us know if we have made a recognition error.



I WANT TO HUG MY CHILDREN WITHOUT FEAR. I WANT US TO LIVE BETTER. WE CAN DO IT WITH EVERYONE'S HELP AND SUPPORT.

**- Marlene Rojas,
CONNECT Client**



**4 Gerrish Ave,
Chelsea, MA 02150**

**617.889.1375
theneighborhooddevelopers.org**

 **@_TND_inc**

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