Dear friends,

To get through difficult moments in life, I consider two things vital: feeling a part of something bigger than oneself and having a vision of a brighter future. QCH’s tagline, “Strengthening Neighborhoods Inspiring Change” captures these concepts and, thus, seems a fitting theme for our 2017 annual report.

In a time of heightened divisiveness and disparagement, our programs brought neighbors together and built hope for a better tomorrow. The communities we serve are diverse in ethnicity, economic background, beliefs, points-of-view, but that diversity is the source of their strength, not their weakness.

Ben Thomases
Executive Director
OUR IMPACT

20,092
Queens residents served

6,195
older adults benefitted from a variety of services that kept them healthy & connected to their communities

3,803
families received immigration and/or housing counseling and assistance

3,046
elementary and middle school students attended our afterschool programs

1,488
high school and college students gained valuable work experience

545
adults learned English

14
neighborhoods in Queens strengthened
In September of this year, QCH was awarded two new Beacon programs in Queens. Beacons are school-based centers designed to offer comprehensive support services for children, adults, and families and serve as hubs for community gathering and celebration. QCH has operated a Beacon program at JHS 190 in Forest Hills since 1998, and now oversees ones at JHS 210/Elizabeth Blackwell School in Ozone Park and PS 149/Christa McAuliffe School in Jackson Heights.

These programs enable us to bring our broad array of services into these neighborhoods, while collaborating with other organizations to provide services we cannot, such as mental health counseling, health prevention services, and financial literacy. We’re particularly excited to be providing comprehensive programming to families in Jackson Heights, after a fire in 2014 forced us to relocate many of our programs there to other neighborhoods.

We took some significant steps in 2017 towards strengthening the community-building model at our Pomonok Community Center (PCC, located on the campus of NYCHA’s Pomonok Houses in Flushing). Compartmentalized funding streams have long made it challenging for us to realize our vision of a true settlement house -- one that responds to problems holistically while simultaneously strengthening the capacity of the neighbors to address their own needs.

We created the new positions of PCC Site Director and Family Engagement Specialist. These cross-programmatic staff are responsible for forging a unified vision across our departments, deepening connections with the community, identifying and securing new resources and programs, and working with families who present multiple issues. With support from Queens College’s Urban Studies department and a corps of local volunteers, we surveyed 500 neighbors to identify service gaps and community priorities. Based on the results from the survey (and subsequent focus groups), we have begun cultivating partnerships with other providers to expand resources for individuals of all ages at the site. Initial efforts have included financial literacy workshops, adult arts programming, a volunteer-run food pantry, a collaboration with the local PTA, and strengthened connections to QCH’s own youth employment programs.
2017 was a year of great uncertainty for many of our immigrant neighbors. In February, NY1 visited our English for Speakers of Other Languages (ESOL) classes to see how students persevered in their pursuit of the 'American Dream.' The students reported attending classes to improve their work opportunities and be more involved in their children’s education, but they also found comfort in meeting others who can relate to their experiences and concerns.

Meanwhile, our Immigrant Services Unit was inundated by inquiries from neighbors who were frightened by the new tone in Washington. QCH Immigration Specialist, Carmen Gutierrez was flooded with calls; in one day alone, she received more than one hundred requests for legal support. She saw a steep increase in DACA (Deferred Action for Childhood Arrivals) and TPS (Temporary Protected Status) cases, as both programs were slated to be terminated, or greatly reduced, in 2017. Hundreds of individuals and families accessed legal support and counseling, enabling them to continue living in and contributing to Queens communities.

Towards the end of 2016, as news outlets and social media accounts swelled with reports of racist taunts and bias incidents, a group of QCH staff came together to discuss how to respond to the hate and divisiveness, both internally and externally. The group developed a model for having “courageous conversations” around discrimination and privilege; all full-time QCH staff took part in at least one “conversation,” and several were trained to use their tool with their own program participants. The groups have been opportunities to practice listening, share perspectives, and develop empathy. QCH also hosted a performance of The Play Company’s "Oh My Sweet Land" about a woman whose search for a lost lover takes her from a sheltered life in New York to the refugee camps of Lebanon, Jordan and Syria. Audience members participated in their own “courageous conversation” following the audience to share their reactions to the play's themes. These are part of ongoing efforts to make sure our program sites – and our communities – are safe and welcome spaces for all our neighbors.

Throughout the year, QCH continued to offer leadership opportunities for young women in male-dominated sectors such as engineering and computer sciences. Participants in our after-school program at The Young Women’s Leadership School in Jamaica were top 20 finalists in the “Leggo My Lego” competition sponsored by the Department of Youth and Community Development. The contest challenged teams of middle-schoolers to create their own programmable robots using Legos. There were more than 225 applicant programs from schools throughout the city, and TYWLS was one of only a few all-girl teams.

Our Access for Young Women program, which provides valuable leadership opportunities to girls ages 12-18, was highlighted in a new large-scale, national impact study conducted by News Corp, Algorhythm, and Youth, Inc. called “The Art & Science of Creating Effective Youth Programs.” The report examines four key drivers of success in promoting social-emotional learning among youth. AFYW was recognized for having the "secret sauce" needed to run effective youth programs. AFYW's comprehensive curriculum includes training in public speaking, goal setting, critical thinking and STEM (Science, Technology, Engineering and Math) programming.
"I attend the after school Youth Development Center at Newtown High School. I’m taking the guitar class, where we learn how to play and then perform songs for visitors who stop by. It gives me a chance to express all my feelings and to concentrate, instead of thinking about the problems I have inside and outside school.

“My family doesn’t really like to talk about feelings; instead we just like to prove each other wrong. But at the center, it’s okay to show how you feel and you can work through it. Every other week, we have a meeting to discuss how we can make the school better for everyone. We also have times where we sit down and talk about how our school life is going and how we can socialize better with one another. The counselors have even given me good ideas on how to study for tests and now all my grades are up.”

Anil Maihepat

“I came to know QCH through the Summer Youth Employment and Work, Learn & Grow programs. Through both I was able to work for a local television station. Right now I’m studying journalism at LaGuardia Community College and that’s how I came to learn about QCH’s College Access and Success Program (CASP).

“CASP helps me to stay on top of everything. They see that I’m really dedicated to furthering my education and my career, and they are helping me figure out how to pay for tuition. They have even given me the opportunity to work for them and organize the program’s wall of fame.

“CASP is a guiding force for so many people my age. They built up my confidence. I believe everybody can use some type of support to help you become the person you want to be.”

Niara Johnson

“In 1994, I had no job at all so I started to think about opening my own daycare. A friend told me about the Queens Childcare Network and how they give workshops on providing proper child care. I went and learned everything I could, and now 23 years later I have two locations.

“QCH helped me with all the steps I had to go through to get my license and they are always holding classes on various topics so that we can continue to improve. They’ve been such a strong support for all of the local daycares. Our businesses have not only grown but we have become a strong community of friends.”

Rosalba Sarmiento

“I have been part of the Rego Park Senior Center since 2015. I teach French classes here on Mondays. My students are all in their 70s. They are very devoted and want to learn. I like to talk about history and current events with them; it makes the language come alive. I also teach English classes on Wednesday. English was my fourth language, after Cambodian, French, and Thai, so I understand what it is like to learn later in life.

I am originally from Cambodia. My father sent me to France as a child to study, and I came to the US in 1972 to go to college. Three years later, 67 members of my family were killed by the Khmer Rouge during the Cambodian genocide. It was a difficult time for me. I lost my family. I lost my home.

During this period, I remembered the lessons of the Buddhist monks from my childhood. Be compassionate. Everything in moderation. Nothing in this world is permanent, including me.

I have had to be strong, but I think my students admire that about me. I am accepted here.

Sunda Hem Keth"
Thanks to the generous support of M&T Bank and Capital One, our Eviction Prevention Unit doubled their mobile outreach efforts in 2017.

QCH would like to thank the following Corporations and Foundations for their support:

Altman Foundation
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Barker Welfare Foundation
Bloomberg L.P.
BNY Mellon
Bolton-St. Johns
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BTQ Financial
Capalino + Company
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National Grid
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The Pinkerton Foundation
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Plaxall
Property Resource Corp
Real Time Applications
Response Electric
Ridgewood Savings Bank
Robin Hood Foundation
Schall & Ashenfarb
Signature Bank
Shake Shack
Sirus Fund
Starbucks
Sterling Bank
Target Foundation
Florence & Fred Thomases Foundation
TJX Foundation
USTA Tennis & Education Foundation
H. van Ameringen Foundation
Verizon
Washington Square Fund
Westermann, Sheehy, Keenan, Samaan & Aydelott LLP
Windham Plumbing
QCH thanks the following Government Agencies for the support last year:

The NYC Center for Economic Opportunity
NYC Department of Education
NYC Department for the Aging
NYC Department of Youth & Community Development
NYC Department of Homeless Services
NYC Housing Authority
NYC Housing Preservation and Development
NYC Human Resources Administration
NYS Department of Health
NYS Housing and Community Renewal
NYS Office for the Aging
NYS Office of Children & Family Services
NYS Education Department
NYS Office of Temporary & Disability Assistance
Queens Borough President Melinda Katz
State Senator Jose Peralta
City Council Speaker Melissa Mark-Viverito
Councilmember Daniel Dromm
Councilmember Barry Grodenchik
Councilmember Karen Koslowitz
Councilmember Rory Lancman

In 2017, a grant from the NYS Department of Labor allowed us to expand the number of subsidized internships offered through the Young Adult Food Sector Employment Initiative (YAFSEI).
Thanks to several generous donors, our Social Adult Day Services Program was able to enlarge its multicultural art programming in 2017.

QCH would like to thank the following individuals for their support:

**$5,000+**
- Barry Schwartz
- Matthew Thomases

**$2,500 to $4,999**
- Lewis O. Harris
- Tamiru Mammo
- Carla Milanowycz
- Perry Poulos
- Michael Stellman
- Ben Thomases
- Burton & Lisa Warren

**$1,000 to $2,499**
- John Albert
- Richard Anglin
- Lucy Hsiao Bei Chen
- Mark Coleman
- Giacomo Favia
- Sal Favia
- Claude Ghez
- Linda Gibbs
- David Hindie
- Tariq Islam
- Blanca Izaguirre
- Vasundhara Kalasapudi
- Madhuri Kommareddi
- Helena Ku
- Sue Latham
- Shane Miller
- Hope Plasha
- Lynn Quigley
- Michael Reifman
- Len Ridini
- Irma Rodriguez
- Libert Sang
- Robert Schwartzman
- Jonathan Vazcones
- Florence Zeman

**$500 to $999**
- Mary Abbate
- Greg Carlson
- Andrea Cohen
- Meyer Davidoff
- Anthony Fernandez
- Hayley Flack
- Abe George
- Rosa Grajeda
- Danielle Gray
- Barbara Hartstein
- Jessica Kelly
- Ross Mudrick
- Carlos Musante
- Jim Musumeci
- Arthur Pober
- Dennis Redmond
- Martin K. Ridgers
- Irina Rodriguez
- Victor Sotenberg
- Anita Strauss
- Travis Terry
- Edward Toriello, MD

**$250 to $499**
- Steve Abel
- Alan Aviles
- Lora Branz
- Leslie Brown
- Michael Byc
- Robert Caloras
- Kimberly Caparso
- Carolyn Champ
- Shiv Dass
- Ivonne Diaz
- John Dimino
- Marie & Joseph Dioguardi
- Mayra Dirico
- Jeff Dorschuch
- Suri Dutch

**$250 to $499 cont.**
- Christina Edmunds
- Evan & Sabrina Flores
- Norma Gersh
- Dorothy Goldberg
- Blanca Goris
- Tom Grech
- Lisa Gurwitch
- Caroline & Fred Haberfeld
- Patricia & Bruce Hammer
- Deirdre Humen
- Steven & Miriam Hyman
- Toolarie Ibqal
- Ken Jockers
- Nicole Johnson
- Aino Jonah
- Don Kao
- Kimberly Kessler
- Nadeem Khan
- Clifford Klein
- Rebecca Lipman
- Zhi Liu
- Daniel Lobo-Berg
- Tom Marsh
- Maile Maxwell
- Melissa McCormack
- Jeanne Mullgrav
- Ursula Nigrelli
- Dorthy-Ann O'Donnell
- Jim Priolo
- Edward Ragusa
- Jeremy Rassen
- Mohammed Sadig
- Theresa Scarborough
- Susan & Martin Seinfeld
- Eli Silberzweig
- Joseph Sternbach
- R. Justin & Mamie Stewart
- Lila Taher
- Melissa Tu
- Jessenia Vazcones-Yagual
- William Weisberg
- Debra Wimpfheimer
## FINANCIALS

### REVENUE

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<thead>
<tr>
<th>Source</th>
<th>FY 2017</th>
<th>FY 2016</th>
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<tr>
<td>Government Grants</td>
<td>$15,898,196</td>
<td>$14,431,000</td>
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<tr>
<td>Foundation Grants &amp; Individual Contributions</td>
<td>$1,978,428</td>
<td>$1,588,917</td>
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<td>Donated Rent</td>
<td>$1,048,381</td>
<td>$1,048,381</td>
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<td>Program Fees</td>
<td>$182,551</td>
<td>$173,858</td>
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<td>Fundraising Events</td>
<td>$170,857</td>
<td>$130,744</td>
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<td>Investment Gain</td>
<td>$10,824</td>
<td>($210)</td>
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<td><strong>Total Revenue</strong></td>
<td><strong>$19,289,237</strong></td>
<td><strong>$17,282,690</strong></td>
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### EXPENDITURES

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<thead>
<tr>
<th>Category</th>
<th>FY 2017</th>
<th>FY 2016</th>
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<tbody>
<tr>
<td>Program Services</td>
<td>$16,273,775</td>
<td>$14,928,100</td>
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<tr>
<td>Management &amp; General</td>
<td>$1,601,518</td>
<td>$1,754,620</td>
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<tr>
<td>Fundraising Events</td>
<td>$248,098</td>
<td>$157,989</td>
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<td><strong>Total Expenditures</strong></td>
<td><strong>$18,123,391</strong></td>
<td><strong>$16,840,709</strong></td>
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### Change in Net Assets

<table>
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<tr>
<th></th>
<th>FY 2017</th>
<th>FY 2016</th>
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<tbody>
<tr>
<td><strong>Change in Net Assets</strong></td>
<td><strong>$1,165,846</strong></td>
<td><strong>$630,675</strong></td>
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## SUMMARY STATEMENT OF FINANCIAL POSITIONS

<table>
<thead>
<tr>
<th></th>
<th>FY 2017</th>
<th>FY 2016</th>
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<tbody>
<tr>
<td>Net Assets - Beginning of Year</td>
<td>$1,981,713</td>
<td>$1,351,038</td>
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<tr>
<td>Net Assets - End of Year</td>
<td>$3,147,559</td>
<td>$1,981,713</td>
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</table>
YOUTH SERVICES

6 Elementary Afterschool Enrichment programs
5 Middle School Afterschool Enrichment programs
3 Beacon Programs
Attendance Improvement/Dropout Prevention Program
2 Transfer High Schools
2 Young Adult Borough Centers
Advice-through-Athletics/Evening Teen Center
Access for Young Women Leadership program
Generation Q LGBTQ Drop-in Center
Youth Food Justice Project
College Access and Success Program
Youth Employment Services (SYEP, Work Learn & Grow, N.I.C.E. Intergenerational (Program)
Young Adult Food Sector Employment Initiative (A Queens Connect collaboration)

ADULT & FAMILY SERVICES

Adult Education Services (ESOL Classes)
Immigrant Assistance Services
Housing and Homelessness Prevention Services
Food Access Initiative
Queens Childcare Network
Volunteer Services
SNAP Enrollment

SERVICES FOR OLDER ADULTS

5 Senior Centers
Social Adult Day Services
Caregiver Support Services
Senior Case Management/Meals-on-Wheels Delivery
Friendly Visiting Program
Senior Transportation
Long Island City
1. LaGuardia Community College, 31-10 Thomson Ave.
   College Access & Success (CASP)

Jackson Heights
2. 37-06 77th Street
   Queens Center for Gay Seniors

3. @PS149, 93-11 34th Avenue
   Beacon Program

Elmhurst
4. VOYAGES High School
   45-19 94th St.
   Learning to Work Program
   College Access & Success (CASP)

Corona
6. @HS for Arts & Business
   105-25 Horace Harding Expressway N.
   Young Adult Borough Center
   Learning to Work Program
   College Access & Success (CASP)

Rego Park
7. @Lost Battalion Hall, 93-29 Queens Blvd.
   Rego Park Senior Center

8. @JHS 157, 64 Ave & 102 St.
   Afterschool Program

Forest Hills
9. 108-03 62 Drive
   Forest Hills NORC

10. Forest Hills Community Center, 108-25 62nd Drive
    Administrative Office
    Adult Education Services/ESOL
    Advice through Athletics

Access For Young Women
Forest Hills Afterschool Program
Evening Teen Center
Forest Hills Senior Center
Housing & Community Develop.
Immigrant Support Services
Social Adult Day Services
Summer Camp

11. 110-01 62nd Drive
    Queens Childcare Network
    Generation Q
    Senior Transportation/MOW
    SNAP Outreach/Enrollment
    Volunteer Services

12. @JHS 190, 68-17 Austin St.
    Beacon Program
    Summer Camp

13. 107-20 71st Road
    Senior Case Management Services

14. 70-34 Austin Street
    Youth Employment Services
    Queens Connect
    NICE Intergenerational Program

Kew Gardens
15. Kew Gardens Community Center
    80-02 Kew Gardens Rd; #202
    Kew Gardens Senior Center
    Caregivers’ Support Program
    Senior Case Management Services

Briarwood
16. @PS117, 85-15 143 St.
    Afterschool program
    Summer Camp

17. @JHS 217, 85-05 144 St.
    Afterschool Program

18. @Young Women’s Leadership School, 150-91 87 Road
    Afterschool Program

19. @PS 86, 87-41 Parsons Blvd.
    Afterschool Program
    Summer Camp

Jamaica
20. @Queens Collegiate
    167-01 Gothic Dr.
    Afterschool Program

21. @PS 82, 88-02 144 St.
    Afterschool Program
    Summer Camp

22. @MS 358, 88-08 164 Street
    Afterschool Program

23. @Jamaica Job Center, 165-08 88th Ave., Rm 217:
    Eviction Prevention Program

Springfield Gardens
24. @Voyages South High School, 156-10 Baisley Blvd.
    VOYAGES South High School
    Learning to Work Program
    College Access & Success (CASP)

Ozone Park
25. @JHS 210 93-11 101st Ave
    Beacon Program

South Ozone Park
26. @John Adams HS, 101-01 Rockaway Blvd.
    Young Adult Borough Center
    Learning to Work Program
    College Access & Success (CASP)

Flushing
27. @Queens College School for Math, Science & Technology
    148-20 Reeves Ave.
    Afterschool program

28. Pomonok Community Center
    67-09 Kissena Blvd.
    Afterschool Program
    Leaders in Training Program
    Pomonok Senior Center
    Pomonok Farmers Market
    Food Access Initiatives
    SNAP Outreach/Enrollment
    Youth Food Justice Program
    Summer Camp

Bayside
29. @Queensborough Community College
    222-05 56th Ave.
    College Access & Success (CASP)
OUR TEAM | PAGE 10

2017 QCH TEAM

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Associate Executive Director for Adult & Older Adult Services

Kurt Fakira
Associate Executive Director for Operations

Helena Ku
Associate Executive Director for Youth Services

Dennis Redmond
Chief Strategy Officer

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Queens, NY 11375

Phone: (718) 592-5757
Website: www.qchnyc.org

Affiliations for identification purposes only