

# STRENGTHENING NEIGHBORHOODS INSPIRING CHANGE

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Queens  
Community  
House



## 2017 ANNUAL REPORT



QUEENS COMMUNITY HOUSE





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



# STRENGTHENING NEIGHBORHOODS

## POMONOK COMMUNITY CENTER BECOMES A ONE-STOP-SHOP



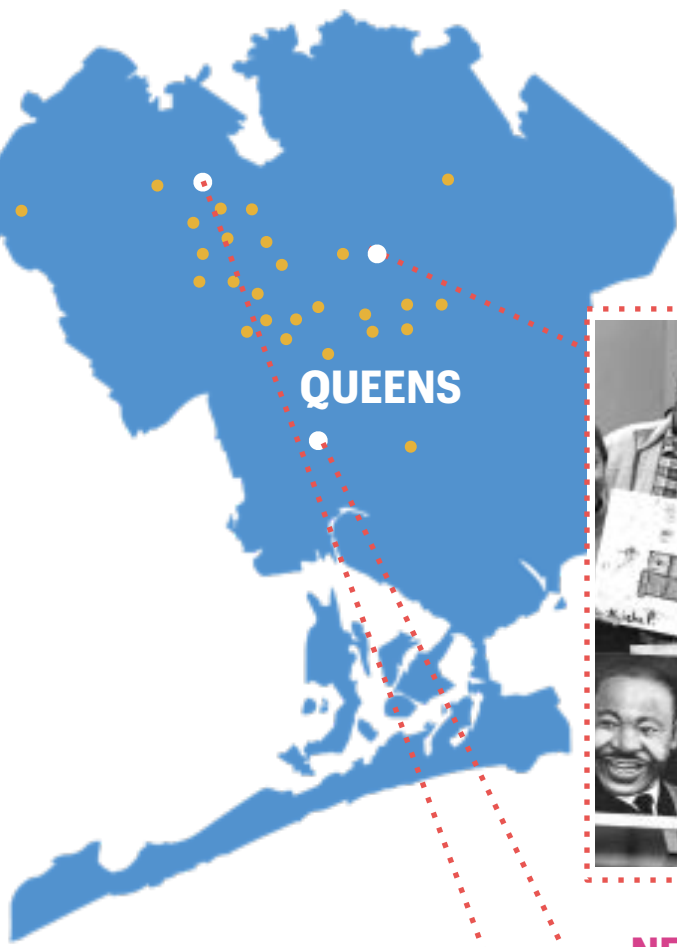
We took some significant steps in 2017 towards strengthening the community-building model at our Pomonok Community Center (PCC, located on the campus of NYCHA's Pomonok Houses in Flushing). Compartmentalized funding streams have long made it challenging for us to realize our vision of a true settlement 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.

## NEW BEACONS OF HOPE IN JACKSON HEIGHTS & OZONE PARK

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.



See site map on page 9 for all 29 QCH locations.

# INSPIRING CHANGE



## AT QCH, GIRLS PERSISTED



Access For Young Women



The Young Women's Leadership School

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.

## FIGHTING DISCRIMINATION THROUGH EMPATHY



Oh My Sweet Land



Courageous Conversations

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.

## QCH PROMOTES THE AMERICAN DREAM

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.



Immigration Services



ESOL Program



# MEET YOUR NEIGHBORS

Every week QCH features a program participant’s story. Here are four of our favorites from the last year.



**Anil Maihepat**

“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.”



**Niara Johnson**

“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.”



**Rosalba Sarmiento**

“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.”



**Sunda Hem Keth**

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.



# CORPORATE AND FOUNDATION SUPPORT

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

Altman Foundation	National Council on Aging
AI Engineers	National Grid
Aramark	National Maintenance Supplies
Bank of America	New York Mets
Barker Welfare Foundation	Nick's Bistro
Bloomberg L.P.	William C. and Joyce C. O'Neil Charitable Trust
BNY Mellon	Paypro Corporation
Bolton-St.Johns	The PC Richard Foundation
Bridgehampton Community Foundation	The Pinkerton Foundation
BTQ Financial	Phipps Houses
Capalino + Company	Plaxall
Capital One Foundation	Property Resource Corp
Centennial Security International	Real Time Applications
Con Edison	Response Electric
Cord Meyer Development Corp	Ridgewood Savings Bank
Credit Suisse Americas Foundation	Robin Hood Foundation
The Clark Foundation	Schall & Ashenfarb
The Thomas and Jeanne Elmezzi Foundation	Signature Bank
Howard and Barbara Farkas Foundation	Shake Shack
Lily Palmer Fry Memorial Trust	Sirus Fund
Charles Hayden Foundation	Starbucks
Hyde + Watson Foundation	Sterling Bank
H. Schrier	Target Foundation
Holland & Knight LLP	Florence & Fred Thomases Foundation
ICAS Corp.	TJX Foundation
Illumination Fund	USTA Tennis & Education Foundation
JFA Insurance Brokerage & Associates, Inc	H. van Ameringen Foundation
K&G Electric	Verizon
Korean American Community Foundation	Washington Square Fund
Lamb Financial	Westermann, Sheehy, Keenan, Samaan &
Legal Aid Society	Aydelott LLP
M&T Bank	Windham Plumbing
McManus Foundation	
Mutual of America	

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

# GOVERNMENT SUPPORT

**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 to us 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.

# INDIVIDUAL SUPPORT

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  
Kwok-Lan Tschang

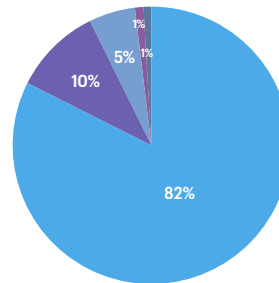
## \$250 to \$499

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 Dorschuck  
Suri Dutich

## \$250 to \$499 cont.

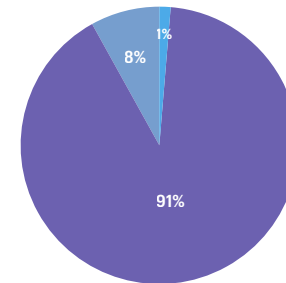
Christina Edmunds  
Evan & Sabrina Flores  
Norma Gersh  
Dorothy Goldberg  
Blanca Goris  
Tom Grech  
Lisa Gurwitch  
Caroline & Fred Haberfeld  
Patricia & Bruce Hammer  
Deirdre Humen  
Steven & Miriam Hyman  
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Nicole Johnson  
Aino Jonah  
Don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

# FINANCIALS



## REVENUE

- Government Grants
- Foundation Grants & Individual Contributions
- Donated Rent
- Program Fees
- Fundraising Events



## EXPENDITURES

- Program Services
- Management & General
- Donated Rent

## REVENUE

Government Grants

Foundation Grants & Individual Contributions

Donated Rent

Program Fees

Fundraising Events

Investment Gain

**Total Revenue**

## FY 2017

\$15,898,196

\$1,978,428

\$1,048,381

\$182,551

\$170,857

\$10,824

**\$19,289,237**

## FY 2016

\$14,431,000

\$1,588,917

\$1,048,381

\$173,858

\$130,744

(\$210)

**\$17,282,690**

## EXPENDITURES

Program Services

Management & General

Fundraising Events

**Total Expenditures**

\$16,273,775

\$1,601,518

\$248,098

**\$18,123,391**

\$14,928,100

\$1,754,620

\$157,989

**\$16,840,709**

**Change in Net Assets**

**\$1,165,846**

**\$630,675**

## SUMMARY STATEMENT OF FINANCIAL POSITIONS

Net Assets - Beginning of Year

Net Assets - End of Year

**\$1,981,713**

**\$3,147,559**

**\$1,351,038**

**\$1,981,713**

# OUR PROGRAMS

## 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)**

5. @Newtown HS, 48-01 90th St.  
**Youth Development Center/AIDPa**

## 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)**

# 29 SITES IN QUEENS



**45 Programs in 14 Neighborhoods**

# 2017 QCH TEAM

## BOARD OF DIRECTORS

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*Affiliations for identification purposes only*

## EXECUTIVE TEAM

**Ben Thomases**  
Executive Director

**Mary Abbate**  
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

## CONTACT INFORMATION

**Queens Community House**  
108-25 62nd Drive  
Queens, NY 11375

**Phone:** (718) 592-5757

**Website:** [www.qchnyc.org](http://www.qchnyc.org)



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@QCHNYC



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**Congrats to our Board President Michael  
Stellman on 25 years of service to QCH!**