DEAR FRIENDS

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“Queens Community House had a fruitful year. Our programs were busy celebrating, sharing, and expanding. In doing so they brought neighbors closer together and made our communities stronger; this is what Queens Community House is all about.

As proud as I am to share the 2018 annual report with you, it’s the passionate work of our participants, volunteers, staff, board, and supporters who make the organization successful. Each day I’m reminded of the strength in our diversity of experience.”

- Ben Thomases, Executive Director
WHO WE SERVE

Queens Community House impacts the lives of thousands of Queens residents daily through a broad network of programs and services.

Our programs are organized into four main departments, based on the populations served: Children and Youth, Young Adults, Adults and Families, and Older Adults.
OUR PROGRAMS

Queens Community House provides comprehensive youth development programming for young people ages 5 to 24.

Our youth participants can explore interests and passions, develop positive social connections, contribute to their community, become life-long learners, gain meaningful experiences, and achieve formal credentials. We offer center-based and school-based programming.

12 AFTERSCHOOL PROGRAMS

3 BEACON PROGRAMS

LGBTQ DROP-IN CENTER

EVENING TEEN CENTER

ACCESS FOR YOUNG WOMEN PROGRAM

FOOD JUSTICE PROGRAMMING
OUR PROGRAMS

QCH is recognized for its expertise in helping older youth, who have struggled in traditional high schools, to attain high school diplomas and to go on to succeed in college and employment.

Queens Community House has a wide array of employment services for youth and young adults, including Queens Connect Young Adult Food Sector Initiative, Summer Youth Employment Program (SYEP), Work, Learn, & Grow Employment Program, Neighborhood Intergenerational Chore and Errand Program, Queens NDA Opportunity Youth Program and most recently, YouthBuild.

ATTENDANCE IMPROVEMENT PROGRAM

4 TRANSFER HIGH SCHOOLS

2 YOUNG ADULT BOROUGH CENTERS

COLLEGE ACCESS & SUCCESS PROGRAM

YOUTH EMPLOYMENT SERVICES
QUEENS COMMUNITY HOUSE OFFERS A BROAD RANGE OF FAMILY AND COMMUNITY SERVICES REFLECTIVE OF OUR ONGOING COMMITMENT TO FOSTERING STRONG, STABLE, AND SELF-SUFFICIENT FAMILIES AND COMMUNITIES THROUGHOUT QUEENS.

OVERALL, THESE PROGRAMS LINK NEIGHBOR TO NEIGHBOR, OFFER OPPORTUNITIES FOR CONTINUED LEARNING AND SKILLS DEVELOPMENT, ENHANCES FAMILY SUPPORTS, PROVIDES SERVICES FOR NEW IMMIGRANTS, IMPROVES HOUSING CONDITIONS AND PREVENTS EVICTIONS, AND ASSISTS IN COMMUNITY BUILDING AND DEVELOPMENT.

ADULTS & FAMILIES
2018 ANNUAL REPORT
Our Programs

Queens has the largest, fastest-growing, and most culturally and ethnically diverse older adult population in New York City.

If you are age 60 or over and live in Queens, or are a caregiver for a senior living in Queens, QCH likely has something of interest to you.

Our comprehensive, multi-faceted older adult programs and services are designed to encourage senior independence and continued engagement.

5 Senior Centers
Social Adult Day Program
Caregiver Support
Senior Case Management/Meals on Wheels Delivery
Friendly Visiting Program
Senior Transportation
Forest Hills Naturally Occurring Retirement Community (NORC)
25,155 people participated in our live changing programming, action groups & community events.

8,627 youth, ages 5 to 24, participated in our comprehensive youth programming.

8,134 older adults took advantage of our five senior centers & social adult day services.

1,087 people received legal support & counseling through our Immigration Services Program.

1,038 people received Eviction Prevention Services through our Housing Department.

524 people enrolled in our free English classes.
The QCH Social Adult Day Services (SADS) program provides enrichment and therapeutic activities to physically frail, socially isolated, and/or memory-impaired older adults, as well as respite to family members and caregivers.

A partnership between Queens Community House and the Queens Museum allowed our SADS program participants to take art classes all year, led by Queens Museum teachers. In October of 2018 they shared their artwork in an exhibit at the Queens Museum, entitled “Perspectives”. On opening day SADS took a trip to the museum together to celebrate their work and view the professional, museum-quality exhibit.

Our settlement house model inspires us to operate from a strengths-based position. Rather than seeing our participants solely as consumers of care, “Perspectives” elevated the contributions and talents of our members. Lifting up the thoughtful art pieces of SADS participants was a unique and meaningful opportunity for this group.
This year QCH proudly received Algorhythm’s 2018 HI Impact Award. The national award, given to programs and organizations demonstrating exceptional success in youth development, reflects QCH’s commitment to serving youth in the borough of Queens.

Algorhythm is a leader in youth development program evaluation. They used predictive modeling to study more than 4,000 youth across the nation and identify youth who demonstrated exceptional growth in social and emotional learning (SEL) over the course of a program year. SEL is increasingly understood as the key to a young person’s development because it strongly predicts success in school, work, and life.

Our top performing youth development programs, such as ACCESS for Young Women, Summer Video & Photography, and Evening Teen Center, build relationships with program participants over a period of time. Youth come in for one service, like Evening Teen Center, and they are connected to job opportunities, academic support, counseling services and so much more. The combination of evidenced-based SEL programming and strong, long-lasting relationships with participants is a winning combination.
NEFERTARA

“Years ago, I was a young mom working two jobs when an injury put me out of work. With no income, we were struggling to make ends meet, and I became depressed. I noticed a flyer posted in the hallway of my apartment building for the Young Adult Food Sector Employment Initiative, which offers training in the culinary arts. I felt hopeful when I read more about it. I felt inspired, and I applied.

When I walked in on the first day, after so long at home, I felt a new energy inside of me. In the program, I learned how to cook in an industrial kitchen, and I interned in a local restaurant.

Now, I’m starting my own catering company called Veggie Vibez. My meals are colorful, packed with healthy vitamins and taste delicious. Sometimes it’s scary putting myself out there, but I’m doing it. My daughter is 9 now, and she’s my number one taste-tester. We pulled through, and we always will.”

RIC

“There are a lot of young gay people out there who don’t listen when we “old folks” talk. But we have a responsibility to embrace them. We struggled to get where we are, and I encourage them to learn from what we did. Walk into a place and be secure in knowing that, ”I’m gay, and I’m a good person. I’m an American, a Democrat, an Italian, whatever...and I’m also gay.” Gay is not the everything.

I’ve been a member of QCH’s Queens Center for Gay Seniors since 2008, and it’s helped me in a lot of ways. When I first came here, I had just retired. I was alone and looking for friends and things to occupy my time. I came to the center and found a group of people who were welcoming, friendly, smart, and fun. I joined an exercise group, an acting group, and a writing group. Prior to that I was stuck in the house, and that’s no way to age.”

SHREYA & LENORA

Lenore (Left): “Some people are surprised to find out that I’m a 94 year old who texts and uses an iPad. I’ve never thought of age as a reason to stop growing and learning. Lately, I’ve been spending more time at home, so a friend suggested I sign up for QCH’s Friendly Visiting Program. It was over a year ago that Shreya started to visit me at home. She is a sweet girl, and I love to talk with her about her life. Her visits give me something to look forward to each week. Recently she brought her boyfriend over so we could meet, and I was touched when she told me I’d have a front row seat at their future wedding. I’m very grateful to have a new companion in my life.”

Shreya (Right): “I honestly never thought I’d have a 94 year old friend. Then I became a Friendly Visitor and met Lenore. One of our favorite things to do together is watch funny videos on the Internet and laugh. The 72 year age gap is refreshing for both of us because we can learn from each other. She’s lived such an interesting life. She tells me the greatest stories about traveling the world with her husband of 50 years. Lenore inspires me. I hope to follow in her footsteps and live a long, happy and adventurous life.”
As a Starbucks® Community Partner, our participants in our Young Adult Food Sector Initiative (YAFSI) have opportunities to receive onsite training in the corporation's first Community Store. Community Stores are a part of the company's effort to support economic development and social change in diverse low- to medium-income communities. Seen here is a YAFSI participant learning proper food-handling techniques in the store's "Barista for a Day" training.
GOVERNMENT SUPPORT

US Department of Labor
NYS Department of Agriculture and Markets
NYS Department of Health
NYS Department of Labor
NY Department of State Office for New Americans
NYS Education Department
NYS Housing and Community Renewal
NYS Office for the Aging
NYS Office of Children & Family Services
NYS Office of Temporary & Disability Assistance
NYC Center for Economic Opportunity
NYC Department for the Aging
NYC Department of Education
NYC Department of Health & Mental Health
NYC Department of Homeless Services
NYC Department of Youth & Community Development
NYC Housing Authority
NYC Housing Preservation and Development

NYC Human Resources Administration
City Council Speaker Corey Johnson
Councilmember Vivienne Adams
Councilmember Daniel Dromm
Councilmember Barry Grodenchik
Councilmember Karen Koslowitz
Councilmember Rory Lancman
Councilmember Francisco Moya
Queens Council Delegation
Queens Borough President Melinda Katz

With the support of NYC’s Department of Youth and Community Development and the Levitt Foundation, we are able to provide Youth Food Justice Leadership programming for participants at our Beacon Programs at P.S. 149 in Jackson Heights and M.S. 210 in Ozone Park. The program inspires middle and high school students to become leaders in their communities through weekly afterschool activities and local service learning projects focused on food justice.
Thanks to the generous support of our donors, our LGBTQ Youth Center, Generation Q was able to expand outreach efforts, purchase new marketing materials and better recruit LGBTQ youth across the borough. The program offers LGBTQ youth a friendly, safe environment with a wide variety of educational and recreational opportunities, as well as social and emotional support.
Queens Community House’s five senior centers provide culturally-rich environments where older adults can engage with peers, make new friends, enjoy a hot meal, keep physically active, learn new skills and explore new interests, and give back through volunteer opportunities.

### REVENUE

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<tr>
<th>Source</th>
<th>FY 2018</th>
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<tbody>
<tr>
<td>Government Grants</td>
<td>$18,190,709</td>
</tr>
<tr>
<td>Foundation Grants &amp; Individual Contributions</td>
<td>$1,556,363</td>
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<tr>
<td>Donated Rent</td>
<td>$1,048,381</td>
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<tr>
<td>Program Fees</td>
<td>$124,735</td>
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<td>Fundraising Events</td>
<td>$156,020</td>
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<td>Investment Gain</td>
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<td><strong>TOTAL REVENUE</strong></td>
<td><strong>$21,086,330.00</strong></td>
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### EXPENDITURES

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<tr>
<td>Program Services</td>
<td>$18,058,905</td>
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<tr>
<td>Management &amp; General</td>
<td>$2,046,579</td>
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<tr>
<td>Fundraising</td>
<td>$245,886</td>
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<tr>
<td><strong>TOTAL EXPENDITURES</strong></td>
<td><strong>$20,351,370</strong></td>
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### Change in Net Assets

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<tbody>
<tr>
<td>$734,960</td>
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### Net Assets-End of Year

<table>
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<tr>
<th>FY 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>$3,882,519.00</td>
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### Long Island City
1. LaGuardia Community College, 31-10 Thomson Ave.  
   - College Access & Success (CASP)

### Jackson Heights
2. 31-06 75th Street  
   - Queens Center for Gay Seniors
3. 31-14 33rd St.  
   - LaGuardia Community College Access & Success (CASP)

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

### Corona
7. Green for Arts & Business  
   - 105-25 Horace Harding Expressway  
   - Young Adult Borough Center  
   - Learning to Work Program  
   - College Access & Success (CASP)

### Rego Park
8. @ Lost Battalion Hall, 93-29 Queens Blvd  
   - Rego Park Senior Center
9. @ HS 157-64 Ave & 102 St.  
   - Afterschool Program  
   - Summer Camp

### Forest Hills
10. 108-03 62nd Ave  
    - Forest Hills NORC
11. Forest Hills Community Center, 108-25 62nd Drive  
    - Administrative Office  
    - Adult Education Services/ESOL  
    - Advice through Athletics  
    - Access For Young Women  
    - Afterschool Program  
    - Summer Camp  
    - Evening Teen Center  
    - Forest Hills Senior Center  
    - Housing & Community Development  
    - Immigrant Support Services  
    - Social Adult Day Services
12. 110-01 62nd Drive  
    - Queens Childcare Network  
    - Adult Education/ESOL  
    - Senior Transportation  
    - Meals on Wheels
13. @ HS 190, 68-17 Austin St.  
    - Beacon Program  
    - Afterschool Program  
    - Summer Camp  
    - 107-20 71st Road  
    - Generation Q
15. 70-30 Austin St.  
    - Youth Employment Services  
    - Queens Connect  
    - YouthBuild  
    - NICE Interregional Program
16. 119-45 Union Turnpike, 5th Floor  
    - Senior Case Management Services  
    - Volunteer Services  
    - College Access & Success (CASP)
17. Kew Gardens Community Center  
    - 80-02 Kew Gardens Rd; #202  
    - Kew Gardens Senior Center  
    - Caregivers’ Support Program  
    - SNAP Outreach/Enrollment
18. @ PS 117, 85-15 143 St.  
    - Afterschool program
19. @ JHS 217, 85-05 144 St.  
    - Afterschool Program  
    - Summer Camp
21. @ PS 86, 88-02 144 St.  
    - Afterschool Program  
    - Summer Camp
22. @ Queens Collegiate  
    - 167-01 Gothic Dr  
    - Afterschool Program  
    - Summer Camp
23. @ PS 82, 88-02 144 St.  
    - Afterschool Program  
    - Summer Camp
24. Queens Satellite HS fo Opportunity  
    - 162-02 Hillside Avenue  
    - Community School Initiative  
    - Learning to Work Program  
    - College Access & Success
25. @ HS 158, 88-08 164 Street  
    - Afterschool Program  
    - Summer Camp
26. @ Jamaica Job Center, 165-08 88th Ave., Rm 217:  
    - Eviction Prevention Program

### Springfield Gardens
27. VOYAGES South High School  
    - 156-10 Basiley Blvd  
    - VOYAGES South High School  
    - Learning to Work Program  
    - College Access & Success (CASP)

### Ozone Park
28. @ JHS 210, 93-11 101st Ave.  
    - Beacon Program  
    - Afterschool Program  
    - Summer Camp

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

### Flushing
30. @ Queens College School for Math, Science & Technology  
    - 148-20 Reeves Ave  
    - Afterschool Program
31. Pomonok Community Center  
    - 67-09 Kissena Blvd  
    - Afterschool Program  
    - Summer Camp  
    - Family and Community Resources  
    - Leaders in Training Program  
    - Pomonok Senior Center  
    - Pomonok Farmers Market  
    - Teen Center (Summer only)

### Bayside
32. @ Queensborough Community College, 22-05 56th Ave.  
    - College Access & Success (CASP)

### Our Financials
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- Each year, our Queens Childcare Network offers in-home daycare providers support, resources and networking opportunities to help grow their small businesses.
As New York becomes a more expensive city to call home QCH’s Housing and Homelessness Prevention program grows to meet the need. Households can come to QCH for counseling, case advocacy, and housing benefits enrollment; or they can participate in our open workshops and affordable housing advocacy.

In 2018 the department prevented 455 families from being evicted! In one such case Mrs. S and her two sons, ages 10 and 6, were facing a court-ordered eviction due to $12,000 of arrears owed. QCH staff negotiated with the landlord to reduce the arrears by 25%, and eventually were able to pay the arrears in full. Looking forward, QCH secured a lease renewal for Mrs. S at a reduced rate, so her family's Family Homelessness & Eviction Prevention Supplement (FHEPS) benefit will cover the rent in full. Through persistence and advocacy, the QCH team secures safe, stable housing for Queens residents year-round.
Generation Q is QCH’s drop-in center for Lesbian, Gay, Bisexual, Transgender, and Queer youth, and a second home for many of the borough’s young people who are discovering and affirming their identities. In 2018 Gen Q became more accessible after it moved into its new home, just off of Forest Hills’ bustling Austin Street and around the corner from the E, F, M, and R trains. Over a few short months daily participation increased enormously.

In June Eli Betts was the Grand Marshal of the 2019 Queens Pride Parade in recognition of his leadership in Gen Q. He marched alongside Borough President Melinda Katz and the nonprofit Hetrick-Martin Institute. As a long-time youth leader at Gen Q, Eli actively reaches out to potential new members, and has helped grow the ranks of LGBTQ youth participating in Gen Q’s programming.

As the year drew to a close Gen Q’s staff and participants didn’t slow down. They started a center-based support group for parents of gender expansive youth; a first in the borough! QCH also laid the groundwork for exciting growth in 2019, including a NYS Department of Health LGBT Health & Human Services grant.