

2018 ANNUAL REPORT

STRENGTHENING NEIGHBORHOODS • INSPIRING CHANGE



DEAR FRIENDS

2018 ANNUAL REPORT | 1



"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

OUR SERVICES

2018 ANNUAL REPORT | 2

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.



**CHILDREN &
YOUTH**



YOUNG ADULTS



**ADULTS &
FAMILIES**



OLDER ADULTS



CHILDREN & YOUTH

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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**



YOUNG ADULTS

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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**



OUR PROGRAMS

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

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ADULT EDUCATION (ESOL)



IMMIGRATION ASSISTANCE



HOUSING & HOMELESSNESS PREVENTION



FOOD ACCESS INITIATIVE



QUEENS CHILDCARE NETWORK



VOLUNTEER SERVICES



SNAP ENROLLMENT



OLDER ADULTS

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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)**



OUR IMPACT

2018 ANNUAL REPORT | 7

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





SOCIAL ADULT DAY PROGRAM

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.



OUR IMPACT

2018 ANNUAL REPORT |



STRENGTHENING NEIGHBORHOODS

HOUSING & HOMELESSNESS PREVENTION

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.



OUR IMPACT

2018 ANNUAL REPORT |



INSPIRING CHANGE

GENERATION Q

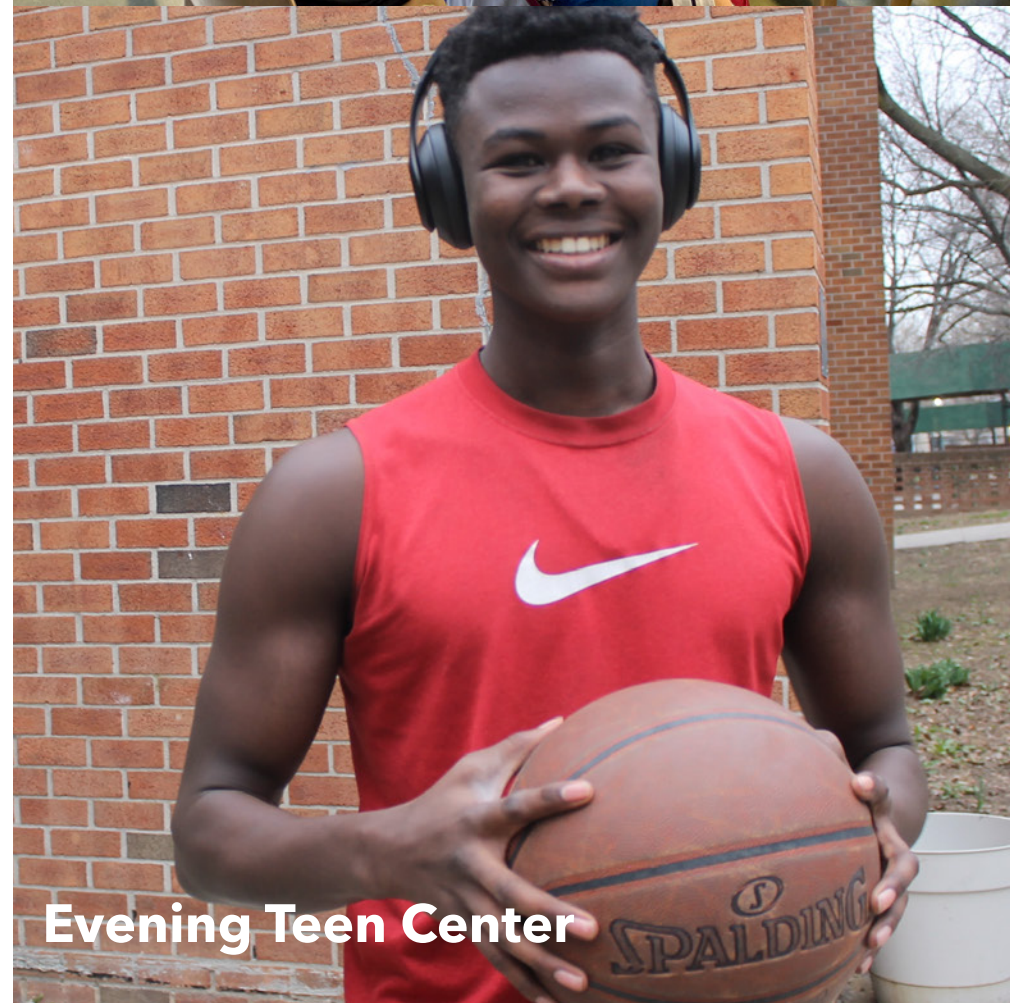
Generation Q is QCH's drop-in center for Lesbian, Gay, Bisexual, Transgender, and Queer youth, and a second home for many of the borough's young people who are discovering and affirming their identities. In 2018 Gen Q became more accessible after it moved into its new home, just off of Forest Hills' 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.



Access for Young Women



Evening Teen Center



Afterschool Program @
Young Women's Leadership School

OUR IMPACT | INSPIRING CHANGE

ALGORHYTHM 2018 HI IMPACT AWARD

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 programing and strong, long-lasting relationships with participants is a winning combination.

OUR IMPACT

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OUR IMPACT

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OUR IMPACT | PARTICIPANT PROFILES



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."



OUR SUPPORTERS

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CORPORATE & FOUNDATION SUPPORT

Alliance Bernstein
Altman Foundation
Anonymous
Aramark
Bank of America
Barker Welfare Foundation
Barclay's Financial Services
Bloomberg LP
BTQ Financial
Capalino + Company
Capital One Foundation
Centennial Security International
Citigroup
Con Edison
Cord Meyer Development Corp
Cowen & Company
Credit Suisse Americas Foundation
The Clark Foundation
Frances L. & Edwin L. Cummings
Memorial Fund
Davis Polk
DeSimone Construction
The Thomas and Jeanne Elmezzi
Foundation
Fan Fox & Leslie R. Samuels
Foundation

Flushing Savings Bank
Charles Hayden Foundation
Lindsay Goldberg LLC
Goldman Sachs
George Link, Jr. Foundation
Hyde + Watson Foundation
Holland & Knight LLP
Illumination Fund
Jacobs
JobsFirst New York
The Joy of Giving
Something Foundation
JP Morgan Chase
Jack & Dorothy Kupferberg Family
Foundation
Lamb Financial
Legal Aid Society
M&T Bank
Madison House Presents
March Construction
McManus Foundation
Morgan Stanley
National Council on Aging
National Maintenance Supplies
The New York Community Trust
New York Mets

William C. and Joyce C. O'Neil
Charitable Trust
Nixon Peabody LLP
OTG
The PC Richard Foundation
PepsiCo
The Pinkerton Foundation
Plaxall
The Port Authority of NY & NJ
Robin Hood Foundation
Schall & Ashenfarb
Shake Shack
Starbucks
Sterling Bank
Stonewall Community Foundation
Florence & Fred Thomases
Foundation
TJX Foundation
H. van Ameringen Foundation
Washington Square Fund
WeWork
Women's Club of Forest Hills

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.





OUR SUPPORTERS

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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.





OUR SUPPORTERS

2018 ANNUAL REPORT | 13

INDIVIDUAL SUPPORT

\$10,000+

Ray & Barbara Dalio
Beth Kobliner
Michael Peterson

\$5000 to \$9999

Harry Ballan
Mark T. Gallogly &
Elizabeth B. Stickler
Frank Loughlin
Zoya Raynes

\$2500 to \$4,999

Richard Anglin
Troy Draizen
Jeffrey Fortgang
Daniel Gershburg, Esq
David Hindie
Blanca Izaguirre
Daniel Keegan
Madhuri Kommareddi
Tamiru Mammo
Steven & Carla Milanowycz
Mike Nolan
Hope Plasha, Esq
Michael Stellman
Ben Thomases
Josh Weingarten

\$1000 to \$2499

Wally Adeyemo
Edgardo & Delia Alfonso

Brian Chin
Robert Cordero
Paul DeFilippis
Matthew Dienstag
Diana DiPreta
Sal Favia
Tim Gately
Claude Ghez
O. Lewis Harris
Tariq Islam
Daniel Lobo-Berg
Chris Meade
Shane Miller
Peter Mokris PE
Dennis Redmond
Joshua Reynolds
Scott Riskin
Jeffrey Risman
Irma Rodriguez
Jonathan Vazcones
Burton & Lisa Warren
Richard Wesley Goodman

\$500 to \$999

Alan Aviles
Debbie Bohnert
Adam Davis
Giacomo Favia
Jonathan Feiler
Matthew & Julie Feldman
Rogelio Fernandez
Joshua & Rowena Gold

Rosa Grajeda
Steven And Miriam Hyman
Jack Johnston
Cristina Keiley
Helena Ku
Sue Latham
Marc Crawford Leavitt
Shoshana Lew
Rebecca Lipman
Yafen Liu
Virgil Medina
Kevin Montalvo
Mike Nolan
Gregory Oconnor
Dorothy-Ann O'Donnell
Matthew Perez
Kimberly Phelan
Luke Robinson
Stephen Saler
Matthew Seid
Richard Smyth
Anita Strauss
Travis Terry
Edward Toriello, MD
Joseph Zujkowski

\$250 to \$499

John Bainbridge
Joseph Abbate
Mary Abbate
Anna Accardi
Grace Adegite

Alan Aviles
Boris Bershteyn
Prabha & Subhash Bhasin
Tracy Caliendo
Ardith Depietro
Louise Derzansky
Matthew Egge
Veronica Ferrero
Hayley Flack
Joanna Friedman
Robert Giurintano
Howard Glynn
Sean Guinan
Aleksandra Hanegby
Ari Harkov
Barbara Harstein
Inbal Hasbani
Betsy Hernandez
Chris Hill
Justin Kantrowitz
Sung Kim
Karl Koehler
Daniella Larocca-Wright
Adriana Lebowitz
Victoria Lee
Angela Liao
Hanny Lim
Grace Liu
Kevin Lohr
Sheeba Madhu
Angela Martin
Thomas McArdle

Terri McCullough
Maurice & Anita Miller
Cristina Morais
Carol & Michael Mulvaney
Jim Musumeci
Mike Nolan
Daniel Olson
Kevin Pedicano
Chris Petracca
Ajai Prakash
Noori Rafael
Michael Ragozin
Jeremy Rassen
Michael Reifman
Matthew Roszkowski
Andrew Rouff
Libert Sang
Orlando Sarmiento
Dawn Smalls
Vivian Sonnenfeld
Brian Starker
BJ Sung
Ilun Sung
William Thierfelder
Shanel Thomas
Richard Trammell
Melissa Tu
Zachary Tuckman



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.



OUR FINANCIALS

2018 ANNUAL REPORT | 14

REVENUE	FY 2018
Government Grants	\$18,190,709
Foundation Grants & Individual Contributions	\$1,556,363
Donated Rent	\$1,048,381
Program Fees	\$124,735
Fundraising Events	\$156,020
Investment Gain	\$10,122
TOTAL REVENUE	\$21,086,330.00

EXPENDITURES	FY 2018
Program Services	\$18,058,905
Management & General	\$2,046,579
Fundraising	\$245,886
TOTAL EXPENDITURES	\$20,351,370

	FY 2018
Change in Net Assets	\$734,960
Net Assets-End of Year	\$3,882,519.00



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.



OUR FINANCIALS

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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. @IS 145, 33-34 80th Street
**Afterschool Program
Summer Camp**

4. @PS149, 93-11 34th Avenue
**Beacon Program
Community School Program
Afterschool Program
College Access & Success (CASP)**

Elmhurst

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

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

Corona

7. @HS for Arts & Business
105-25 Horace Harding Expressway N.
**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. @JHS 157, 64 Ave & 102 St.
**Afterschool Program
Summer Camp**

Forest Hills

10. 108-03 62 Drive
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 Develop.
Immigrant Support Services
Social Adult Day Services**

12. 110-01 62nd Drive
**Queens Childcare Network
Adult Education/ESOL
Senior Transportation
Meals on Wheels**

13. @JHS 190, 68-17 Austin St.
**Beacon Program
Afterschool Program
Summer Camp**

14. 107-20 71st Road
Generation Q

15. 70-34 Austin Street
**Youth Employment Services
Queens Connect
YouthBuild
NICE Intergenerational Program**

16. 119-45 Union Turnpike, 5th Floor
**Senior Case Management Services
Volunteer Services
College Access & Success (CASP)**

Kew Gardens

17. Kew Gardens Community Center
80-02 Kew Gardens Rd; #202
**Kew Gardens Senior Center
Caregivers' Support Program
SNAP Outreach/Enrollment**

Briarwood

18. @PS117, 85-15 143 St.
**Afterschool program
Summer Camp**

19. @JHS 217, 85-05 144 St.
**Afterschool Program
Summer Camp**

20. @Young Women's Leadership School,
150-91 87 Road
**Afterschool Program
Summer Camp**

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

Jamaica

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. @MS 358, 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 Baisley 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,
222-05 56th Ave.
College Access & Success (CASP)

**50 PROGRAMS
32 LOCATIONS
14 NEIGHBORHOODS**

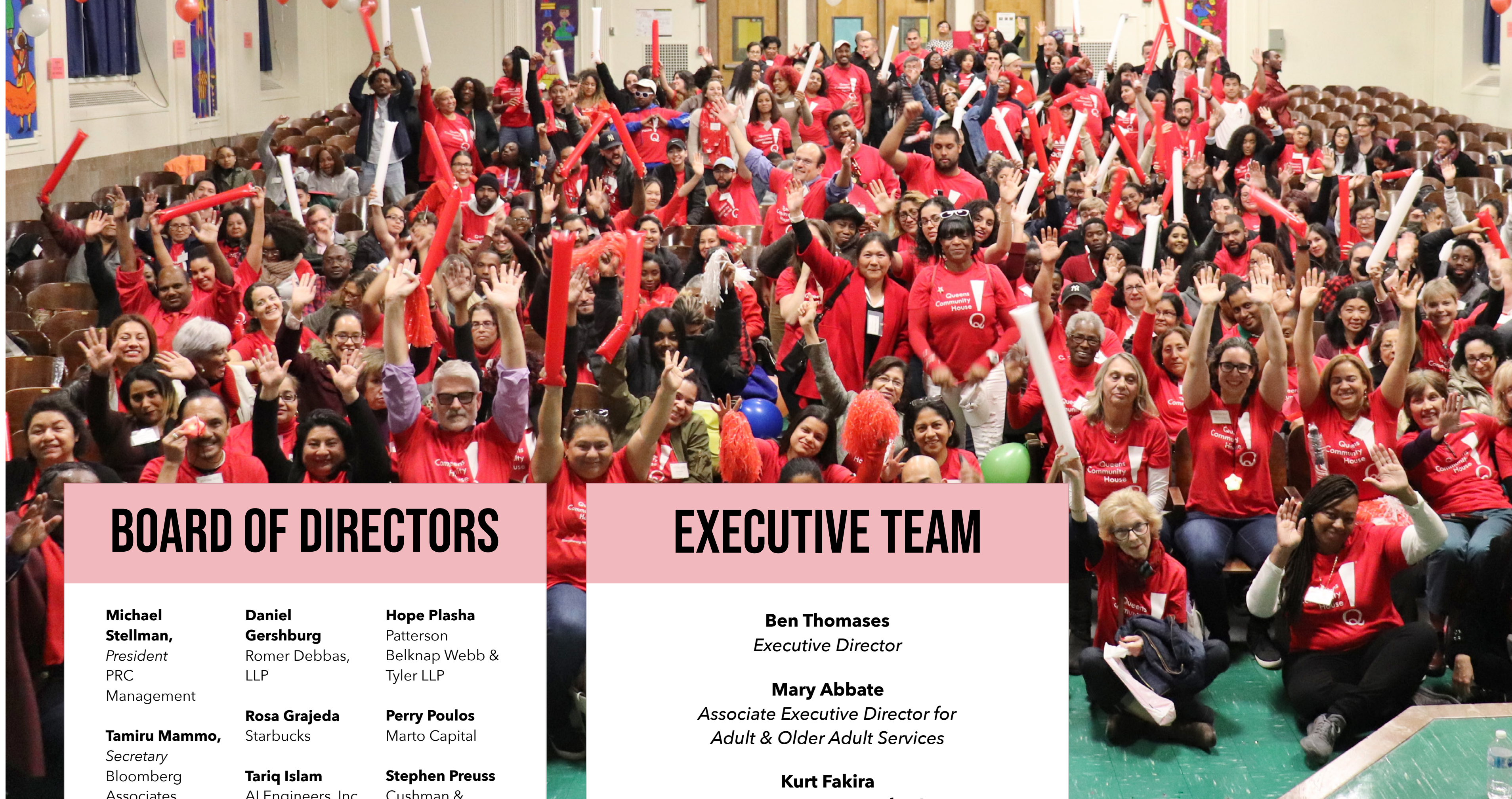


Each year, our Queens Childcare Network offers in-home daycare providers support, resources and networking opportunities to help grow their small businesses.



OUR TEAM

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BOARD OF DIRECTORS

Michael Stellman,
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Bloomberg
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Madhuri Kommareddi,
Assistant Secretary
BlackRock

Richard Anglin
Credit Suisse

Diana DiPreta
WNC &
Associates

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Rosa Grajeda
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Blanca Izaguirre
Newcomers High
School

Frank Loughlin
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WeWork

Hope Plasha
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Tyler LLP

Perry Poulos
Marto Capital

Stephen Preuss
Cushman &
Wakefield

Libert Sang
Morgan Stanley

Joshua Weingarten
Triangle Equities

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

Ivonne Torres
*Associate Executive Director of
Young Adult Services*

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