



2019 ANNUAL REPORT

STRENGTHENING NEIGHBORHOODS • INSPIRING CHANGE



Thank you for making 2019 yet another remarkable year for Queens Community House! Our dedicated staff has done an incredible job at expanding our outreach while strengthening our programs and services.

Our ongoing goal is to keep our overhead low while increasing our service in the field, and you truly make this possible. As you will see in this report, we are stronger than ever due to our continually expanding community who comes together to donate time, resources, and talent in support of our important mission.

Thank you for wholeheartedly being a part of the Queens Community House movement.

Ben Thomases
Executive Director



DEAR FRIENDS

2019 ANNUAL REPORT | 1



OUR SERVICES

2019 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 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

2019 ANNUAL REPORT | 3

OUR PROGRAMS

Queens Community House provides comprehensive youth development programming.

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



YOUNG WOMEN'S LEADERSHIP PROGRAM



FOOD JUSTICE PROGRAMMING



YOUNG ADULTS

2019 ANNUAL REPORT | 4

OUR PROGRAMS

QCH is recognized for its expertise in helping young adults, 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 The Queens Connect Young Adult Food Sector Employment 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**



**3 TRANSFER HIGH
SCHOOLS**



**2 YOUNG ADULT
BOROUGH CENTERS**



**COLLEGE ACCESS &
SUCCESS PROGRAM**



**YOUTH WORKFORCE
SERVICES**



ADULTS & FAMILIES

2019 ANNUAL REPORT | 5

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, enhance family supports, provide services for new immigrants, improve housing conditions and prevent evictions, and assist in community building and development.



ADULT EDUCATION (ESOL)



IMMIGRATION ASSISTANCE



HOUSING & HOMELESSNESS PREVENTION



FOOD ACCESS INITIATIVE



QUEENS CHILDCARE NETWORK



VOLUNTEER SERVICES



SNAP ENROLLMENT



FAMILY SUPPORT SERVICES



OLDER ADULTS

2019 ANNUAL REPORT | 6

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



**NATURALLY OCCURRING RETIREMENT
COMMUNITY (NORC)**



OUR IMPACT

2019 ANNUAL REPORT | 7

24,869

people participated in our life changing programming, action groups & community events.



9,806

youth participated in our comprehensive youth programming



6,961

older adults took advantage of our five senior centers & social adult day services



1,215

people received legal support & counseling through our Immigration Services Program



3,202

people received Eviction Prevention Services through our Housing Department



542

adults enrolled in our free English Classes and Immigration Services.





YOUTHBUILD

On January 30, the U.S. Department of Labor awarded Queens Community House a \$1.1M YouthBuild grant. YouthBuild is a national program helping at-risk youth obtain their high school equivalency, earn recognized credentials for in-demand occupations in the construction industry, and help to build or renovate housing for low-income or homeless individuals and families in their communities.

Occupational skills training, education, and supportive services are located at Pomonok Community Center, one of our multi-service community hubs, located within a NYC Housing Authority public housing development in southwest Flushing. We partner with the NYC Department of Education, which provides a full-time Teacher and Teacher's Aide to instruct students and help them obtain their high school equivalency diploma.

"YouthBuild provides our youth participants with an opportunity to gain the knowledge and skills they need for good-paying jobs in Queens while also becoming more engaged members of their communities. That can be life-changing for a young person," said our Executive Director, Ben Thomases.



FAMILY LITERACY

In 2019, thanks to generous support from former U.S. Treasury Secretary Jacob Lew and his current employer, the private equity firm Lindsay Goldberg, we were able to advance our work with family literacy through the launching of the **Rebecca Lew Family Literacy Initiative**.

Early literacy development is a strong predictor of a child's future academic success, and conversely, those who begin their early school experience without strong reading skills are more likely to struggle and drop out of school later on. That is why educators have stressed the importance of family literacy: creating a home environment that encourages literacy, connects reading and writing to a child's interests, and makes learning fun. We knew that we would have a deeper impact on our children's success if we could give family members the tools they needed to engage in and support their children's literacy development.

Under this initiative, we have created a Family Literacy Coordinator position to oversee an ambitious two-year project to develop curricula, train staff in literacy tools, and embed the family literacy model within each of our 15 afterschool programs.



OUR IMPACT

2019 ANNUAL REPORT | 10



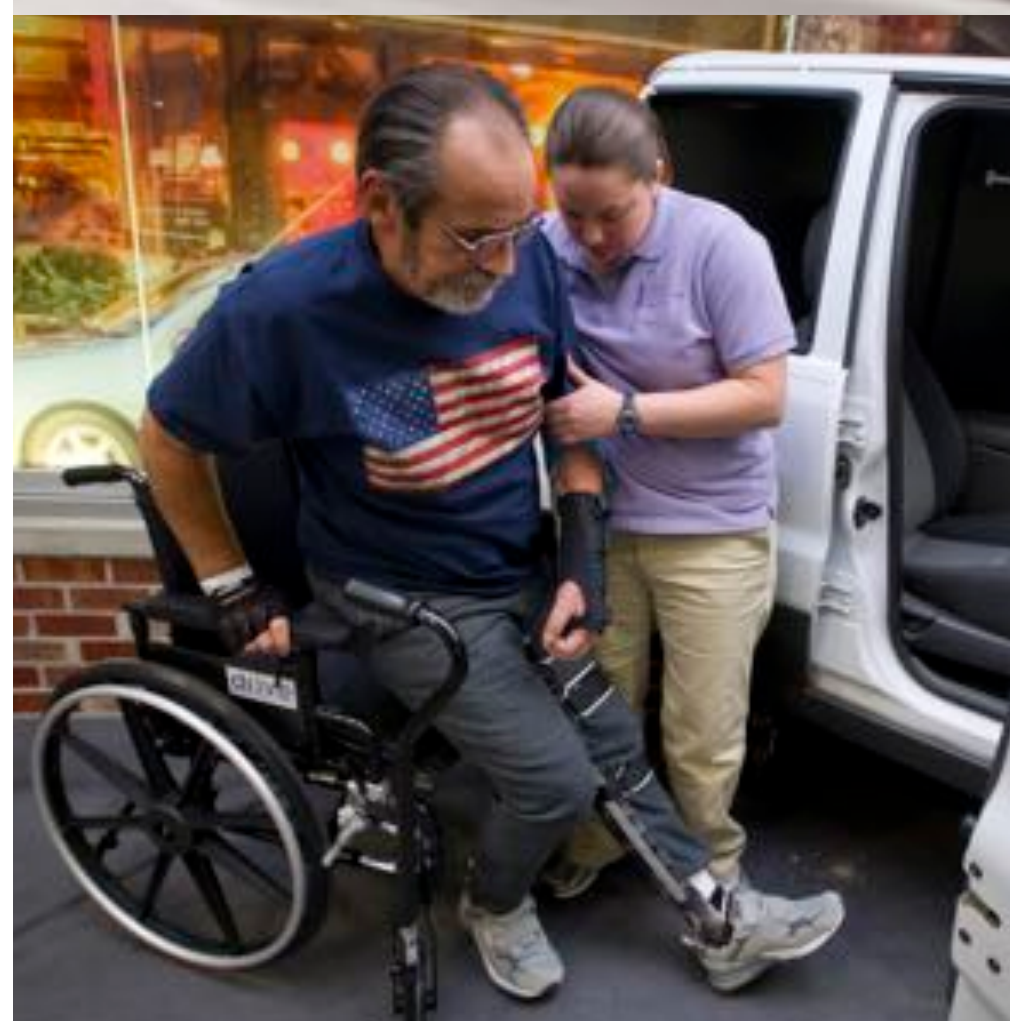
OUR IMPACT | INSPIRING CHANGE

QUEENS POWER

Last year, to ensure broader impact and promote transformative change in our communities, Queens Community House joined Metro IAF and over 40 Queens-based institutions, non-profits, and congregations in founding **Queens Power**, a coalition of concerned borough residents committed to building a better Queens.

Queens Power has energized our advocacy and community organizing work through deeper and more intentional participant engagement. Our work has been focused on QCH's "hub" sites and began with the creation of an "Action Group" at our Forest Hills Community Center, bringing participants together from a diverse range of QCH programs to discuss, strategize, and take action on issues of importance to them and their neighbors.

Participants interested in advocacy and community organizing have also been able to plug into leadership trainings organized by Queens Power. In February, three of our staff facilitated a training on community organizing and the importance of building power; about 250 members of the Queens Power coalition attended, and 15 QCH participant leaders were trained.



PARTNERSHIP WITH LYFT AND FOREST HILLS STADIUM

Queens Community House developed a partnership with Madison House presents, the company that operates the Forest Hills Stadium, and transportation network Lyft, to help local seniors meet their important transportation needs.

Through this partnership, our Senior Medical Transportation Service was able to provide those in need with free transportation to and from medical appointments and other important health monitoring events through Lyft's easy-to-use ride scheduling service, Lyft Concierge.

This service makes it easy to schedule transportation, allowing our orders adults to stay engaged in their community and continue to live vibrant, active lives.

OUR IMPACT



ROSELAND

When I transferred to Voyages South High School, it wasn't all cupcakes and rainbows. There were times when I would wake up and think to myself, 'Do I really need school?'

My environment was completely unstable. However, through my experiences here, I have learned adversity is the training ground that helps our inner light to emerge. If I allowed myself to become a product of my environment, I would not be standing here as Valedictorian today. I had to realize the only way out was to get an education. I thought about my mother and the many sacrifices she has made for me, and I decided to be better not only for myself, but also for her.

Over the past year, Voyages South became my safe zone. Everyone is always so encouraging; especially my guidance counselor, Angela. Through good and bad, she was my rock. If high school has taught me anything, it's that bridges burn, tables turn, and you live and learn.



MARLA

My name is Marla. I am from Caracas, Venezuela, an amazing country in a terrible situation. When I saw children going hungry, I protested and tried to help by delivering food. I was arrested and thrown in jail. I was terrified. I put my whole life in two suitcases and fled my country. I didn't have healthcare, I didn't know anything. I didn't know English.

When I arrived to Queens, I looked up English classes online and found Queens Community House. I started attending the classes. QCH has been a guide for me. I'm not just learning English, I'm learning about other cultures, immigration laws, and about my rights as an immigrant.

Now that I have graduated from my classes, my next goal is to improve Queens. I have joined the Action Group, and we have already organized two meetings, and we are just getting started. All of us, including immigrants can build the power we need to change Queens.



BERNARD

I'm 85 years old and I live in Forest Hills, Queens. After my wife passed away in 2006, I was in a single, fixed income situation. I had no friends or family around, and I was only eating one to two meals a day. When I went to bed at night, I could hear my stomach grumbling. I lost a lot of sleep some nights because I simply didn't eat enough.

Finally in 2013, I called my local State Assemblyman, and he referred me to Queens Community House. When I called QCH, I spoke with Toolarie, the Director of the Forest Hills Senior Center. As soon as I did, I knew I'd made the right move. Toolarie had total compassion and made me feel like I had found a family. She took the time to learn about my situation and invited me to join the center. After that, I started attending regularly. Every day I would exercise and have a hot lunch. Just talking to people made me feel like a human being again.

There's no question at all in my mind. Queens Community House staff saved my life.



Queens Community House would like to thank the following Government Agencies, Corporations and Foundations for their current support of our programming.

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
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National Council on Aging

National Maintenance Supplies
The New York Community Trust
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WeWork

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2019 ANNUAL REPORT | 13



Queens Community House would like to thank our individual donors for their current support of our programming.

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\$10,000+

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Beth Kobliner
Matthew Thomases

\$5,000 - \$9,999

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Hope Plasha
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OUR SUPPORTERS

2019 ANNUAL REPORT | 14



OUR FINANCIALS

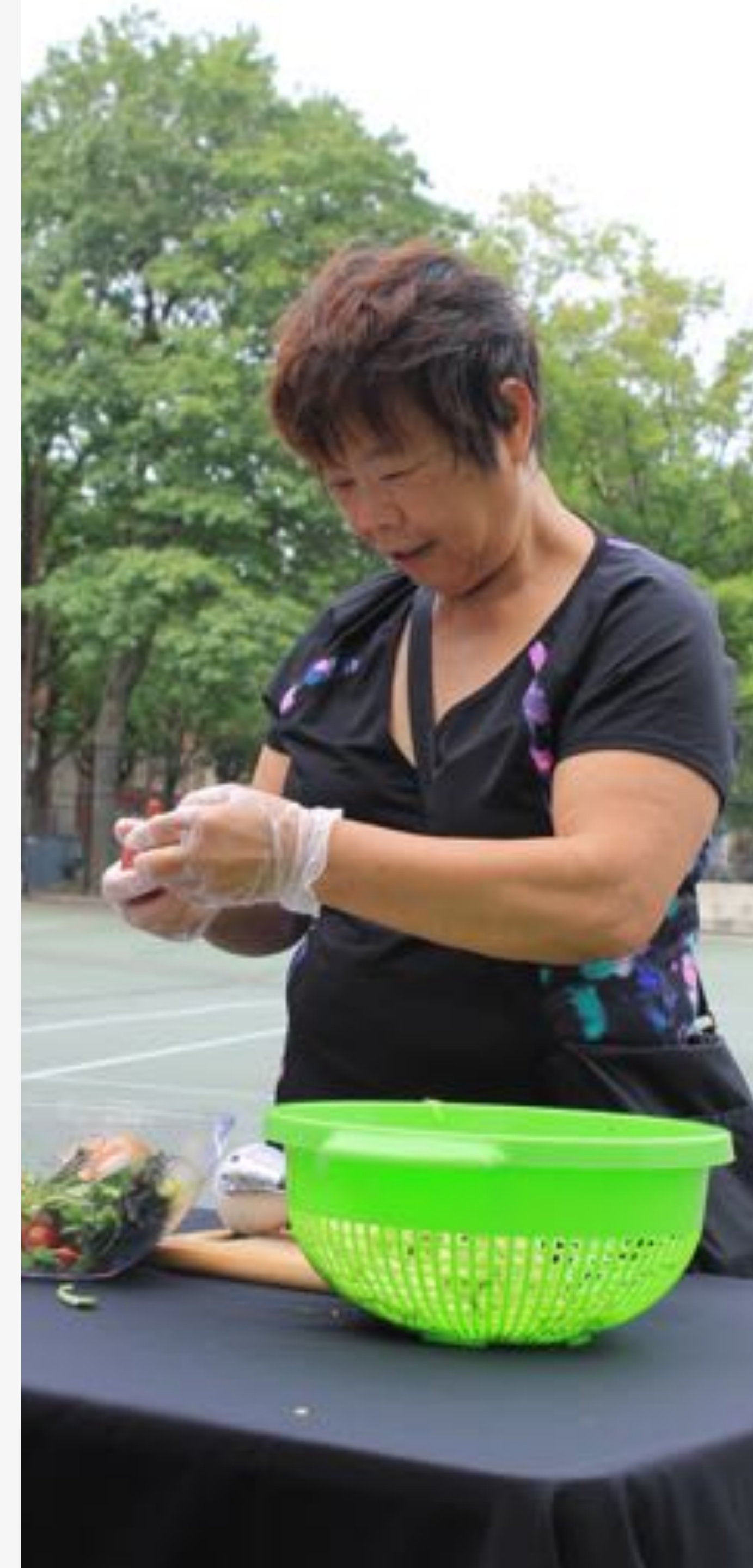
2019 ANNUAL REPORT | 15

FY 19 REVENUE AND EXPENDITURES

REVENUE	AMOUNT	PERCENTAGE
Government Grants	\$20,060,314	82%
Foundation Grants & Individual Contributions	\$2,503,447	10%
Donated Rent	\$1,528,439	6%
Program Fees	\$118,020	<1%
Fundraising Events	\$388,402	2%
Investment Gain	\$4,211	<1%
TOTAL REVENUE	\$24,602,833	

EXPENDITURES	AMOUNT	PERCENTAGE
Program Services	\$20,506,305	87%
Management & General	\$2,758,689	12%
Fundraising	\$307,374	1%
TOTAL EXPENDITURES	\$23,572,368	

	AMOUNT
Change in Net Assets	\$1,030,465
Net Assets-End of Year	\$7,648,557





OUR LOCATIONS

2019 ANNUAL REPORT | 16

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. @PS 149, 93-11 34th Avenue
**Beacon Program
Community School Program**

Elmhurst

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

6. @Newtown HS, 48-01 90th St.
**CareerReady NYC (SYEP)
Youth Development Center/AIDP**

Corona

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

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
Caregiver Support Services
Evening Teen Center
Forest Hills Senior Center
Housing & Community Develop.
Immigrant Support Services
Social Adult Day Services
Summer Camp**

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

13. @JHS 190, 68-17 Austin St.
Beacon Program

14. 107-20 71st Road
LGBTQ Youth Center, Generation Q

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

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

Kew Gardens

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

Briarwood

18. @PS 117, 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**

22. Hillcrest High School, 160-05 Highland Ave.
CareerReady (SYEP)

Jamaica

23. @Queens Collegiate, 167-01 Gothic Dr.
**Afterschool Program
Summer Camp**

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

25. Queens Satellite HS fo Opportunity, 162-02 Hillside Avenue
**Alternatives to College
College Access & Success
Community School Initiative
Learning to Work Program**

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

Springfield Gardens

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

Ozone Park

28. @JHS 210 93-11 101st Ave
Beacon Program

South Ozone Park

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

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
Food Access Initiatives
Family and Community Resources
Leaders in Training Program
Pomonok Senior Center
Pomonok Farmers Market
Summer Camp
Teen Center (Summer only)
YouthBuild Queens**

Bayside

32. @ Queensborough Community College, 222-05 56th Ave.
**Alternatives to College Initiative
College Access & Success (CASP)**

**51 PROGRAMS
32 LOCATIONS
14 NEIGHBORHOODS**





OUR TEAM

2019 ANNUAL REPORT | 17



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* Served in 2019 only
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CONTACT US

108-25 62nd Drive
Queens, NY 11375

(718) 592-5757 | info@qchnyc.org

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