

Queens
Community
House



2021 ANNUAL REPORT



DEAR NEIGHBORS

2021 ANNUAL REPORT



Thank you for your support of Queens Community House during what was, for all of us, a very challenging year.

When COVID-19 first struck in spring 2020, the central Queens communities we serve were at the pandemic's epicenter. We reached out to all our families, implemented a coordinated assessment and referral system, expanded our homebound meal service and two food pantries, and increased our internal capacity to respond to a variety of emergency needs. In 2021, we were pleased to return to in-person programming at many of our sites, while continuing our support for those individuals and families still reeling from the pandemic's impact.

Through it all, we have relied greatly on the support of our neighbors, friends, and benefactors. It has been a sobering reminder of the essentialness of community in all our lives.



Ben Thomases
Executive Director



WHO WE SERVE

2021 ANNUAL REPORT

Queens Community House (QCH) serves over **25,000** children, youth, adults, and older adults every year through more than **50** programs at **34** sites in **14** Queens neighborhoods.

We are committed to a holistic approach that deals with immediate needs as well as the root causes and barriers that may impede personal, family and community stability.





CHILDREN AND YOUTH

2021 ANNUAL REPORT

QCH 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 both center-based and school-based programs, as well as gender and sexual orientation-specific programming.

- ✓ 12 AFTERSCHOOL PROGRAMS
- ✓ 3 BEACON PROGRAMS
- ✓ LGBTQ DROP-IN CENTER
- ✓ EVENING TEEN CENTER
- ✓ YOUNG WOMEN'S LEADERSHIP PROGRAM
- ✓ FOOD JUSTICE PROGRAMMING





YOUNG ADULTS

2021 ANNUAL REPORT

QCH is recognized for its expertise in helping young adults -- many of whom have struggled in traditional high schools -- to attain high school diplomas, obtain positive work experience, and to go on to succeed in college and employment.

We support youth accessing higher education through our CASP program, credential/growth field training through our Alternatives to College program, and workforce programming through our YouthBuild Queens and Food Sector Employment programs.

- ✓ ATTENDANCE IMPROVEMENT PROGRAM @ NEWTOWN HS
- ✓ 3 TRANSFER HIGH SCHOOLS
- ✓ 2 YOUNG ADULT BOROUGH CENTERS
- ✓ COLLEGE ACCESS & SUCCESS PROGRAM / ALTERNATIVES TO COLLEGE
- ✓ YOUTH WORKFORCE SERVICES / SUMMER YOUTH EMPLOYMENT PROGRAM





ADULTS AND FAMILIES

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QCH offers a broad range of family and community services reflective of our ongoing commitment to fostering strong, stable, and self-sufficient families and communities in Queens.

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
- ✓ FAMILY SUPPORT SERVICES
- ✓ VOLUNTEER SERVICES
- ✓ COMMUNITY ORGANIZING





OLDER ADULTS

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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, multifaceted older adult programs and services are designed to encourage senior independence and continued engagement.

- ✓ 5 OLDER ADULT CENTERS
- ✓ SOCIAL ADULT DAY PROGRAM
- ✓ CAREGIVER SUPPORT
- ✓ OLDER ADULT CASE MANAGEMENT / MEALS ON WHEELS DELIVERY
- ✓ FRIENDLY VISITING PROGRAM
- ✓ TRANSPORTATION
- ✓ NATURALLY OCCURRING RETIREMENT COMMUNITY (NORC)





OUR IMPACT

2021 ANNUAL REPORT

7,100
households receiving
comprehensive assessments

\$525,573
in emergency cash grants provided to
809 households in need

49,983
food bags distributed through
our pantries

4,500
vaccination assistance calls made





OUR IMPACT

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Family Support Work

When the pandemic hit, QCH developed a system for outreaching to all program participants to identify households in need of emergency services. As our contact with households deepened, we began to identify families who were facing a complex combination of issues (job loss and illness contributing to food insecurity, rent arrears with evictions looming, benefits ineligibility due to immigration status, challenges with remote learning, mental health concerns, etc.). To address these needs, we created several MSW-level Family Support Coordinator (FSC) positions to work with those households requiring more prolonged and/or intensive support to get back on their feet.

FSCs provide case management around issues such as housing, child and elder care, health, mental health, education, job loss, benefits, immigration status, and other critical needs. They work with the family develop a set of goals, and then devise short- and medium-term plans towards those goals, linking the household to various resources at QCH and other agencies. Given the multiple challenges families are facing, and the heightened sense of anxiety many are feeling, having a single point person to walk them through each step is a key factor in their ability to keep engaged, focused, and motivated.





OUR IMPACT

2021 ANNUAL REPORT

Queens Childcare Network

Since 1987, QCH has operated the **Queens Childcare Network (QCCN)**, which provides training, technical assistance, and access to the NYS Child and Adult Food Program (CACFP) to licensed family and group day care providers throughout Queens. QCCN's CACFP contract has grown to include over 60 affiliated childcare providers in nine school districts, who collectively serve over 600 children, ages birth to age 4.

Last year, QCCN received a \$3 million award from the NYC Department of Education's (DOE) to help expand its birth-to-five early care and education system. Under this new contract, QCCN manages 31 licensed, family-based daycare providers who support over 150 children, birth to age 3, in seven different school districts throughout Queens. Our target goal is to ultimately enroll 290 infants and toddlers.

As a family childcare network, QCCN supports Queens families in need of subsidized childcare, *EarlyLearn* (infants and toddlers), as well as *3-K for All*. In addition to expanding equity for families looking to access these valuable services, QCCN ensures the provider's adherence to high-quality early childhood education and consistent health and safety monitoring. We are also working directly with parents, providing them with the information, skills, and resources to best support their children's early development.





OUR IMPACT

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Enhanced Older Adult Centers

Through a competitive process, QCH was awarded new contracts in 2021 for its 5 existing older adult centers from the city's Department for the Aging (DFTA). Through these new contracts, DFTA is seeking to reimagine the traditional senior center model to reflect the changing demographics of NYC older adults. At QCH, we are excited by the challenge.

Two of our centers – the Kew Gardens Community Center (KGCC) and Queens Center for Gay Seniors (QCGS) – were started in the 1990s as innovative models and are for the first time being fully-funded by DFTA. KGCC was established in a peer-led education/lifelong learning model, where older adult volunteers teach classes in areas of interest and expertise, such as opera, foreign languages, chess, and current events. The center has always had a strong arts focus as well, offering creative writing, drama, and painting, among others. QCGS was, and remains, the only center in the borough serving primarily LGBTQ older adults. Based in Jackson Heights, QCGS has for three decades been providing a safe, warm environment for gay seniors, many of whom do not feel welcome in more traditional centers.

Our other older adult centers – in Forest Hills, Rego Park, and Pomonok – will be adapting their programming to offer more health and mental health assistance, late afternoon "café-style" food options, classes and cultural events in the evening and weekends (to be accessible for working older adults), and expanded remote programming options, including Virtual Reality experiences to allow members to "visit" museums, parks, and other attractions all over the world.





OUR IMPACT

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Meet Your Neighbors:



JAMES

"As I was exploring my options during COVID, one of my past supervisors contacted me about the Queens Connect culinary arts program at QCH. I was excited about expanding my knowledge of cooking and the food industry. I never really cooked before, but now I cook meals every day and enjoy it. The chef and staff created a great learning environment, and now I'm inspired to cook all sorts of things. An added bonus of being a participant in this program is that I got paid during the internship experience, and I'm thankful for that.

"I wanted to keep expanding my education and work experience during COVID. QCH also connected me to a training program in digital marketing with Opportunities for a Better Tomorrow. My time there was fun and informative. I was able to see how things operate digitally and learn the mechanics.

"I'm happy that I came across QCH because I was lost and didn't know what to do. I would recommend their programs to anybody unsure about 'what's next!'"



AALIYAH

"I've truly come a long way from my days of being a shy person. I first heard about Access for Young Women (AFYW) from a close friend's mother. She was planning to enroll her daughter in this program. Our mothers spoke about it, and soon enough, we began attending the program together.

"Some of my favorite memories as an AFYW participant were the icebreakers to get to know each other as peers. I love meeting girls my age and finding common interests, especially in a setting that is more relaxed. I wanted something different than school... something that I wasn't forced to go to. AFYW is something I choose to attend because I really enjoy it.

"I gained a lot as a participant in this program. I've always been a shy person, but since joining AFYW, I've become more confident in speaking out and participating more. Also, I learned how to work with different kinds of people and personalities. Throughout the years, I've teamed up with many people, some of whom I got along with very well, and others not so much. I've learned to adjust and accept that everyone is entitled to their own point of view and thoughts."



JAY

"I was an outcast at school and at home. I spent a lot of time alone. I began watching LGBTQ media and learn up on history. One web comic I read was *What's Normal Anyway?* It followed Mel, a dorky college student during his transition. It was very lighthearted, and reading it was one of the highlights of my week. One day, the author posted that he was hosting a comic class at Generation Q on Tuesdays. As soon as I got the chance, I hopped on the train to Forest Hills. After a while, I began going regularly.

"At Generation Q, I was just a kid who wouldn't shut up. They say queer folk tend to experience their teens in their 20s, as their youth isn't theirs to experience. A favorite memory is of playing in the snow outside. In that moment, we weren't queer teens in a grisly world but just goofy kids playing around.

"With the aid of the Director we'd help with protests and other things to benefit the community. She got me in touch with QCH's College Access program and The Animation Project. Thanks to her, I watched my childhood dream being brought to life before my eyes, seeing queer kids getting a childhood."



OUR SUPPORTERS

2021 ANNUAL REPORT

Queens Community House would like to thank the following Foundations, Corporations, and Government Agencies for their support of our programming in 2021.

FOUNDATION AND CORPORATE SUPPORT

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NYS Department of Labor
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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
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NYC Housing Preservation and Development
NYC Human Resources Administration
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Senator Toby Stavinsky



OUR SUPPORTERS

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Queens Community House would like to thank the following individual donors for their support of our programming in 2021.

INDIVIDUAL SUPPORT

\$10,000+

Beth Kobliner
Greg & Janet Smith

\$9,999-\$5,000

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\$4,999-\$2,500

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\$2,499-\$1,000

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Irma Rodriguez
Melanie Sheehan
Michael & Linda Stellman
Ronald Sternberg
Ashley Taylor
Patty Tehrani
Ashley Teti
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\$499-\$250

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Queens Community House would like to thank the following donors for supporting our Capital Campaign.

CAPITAL CAMPAIGN SUPPORT

\$1,000,000+

The Shaw Family Endowment Fund
Harry and Jeanette Weinberg Foundation

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Ben Thomases
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\$250+

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Milrose Consultants
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Lee Spilberg
Ellen and Loren Taylor
Daniel Thomases
Total Fire Protection
Edward Weisberger





OUR FINANCIALS

2021 ANNUAL REPORT

FY 2021 REVENUE AND EXPENDITURES

REVENUE	AMOUNT	%
Government Grants	\$20,156,210	77.13%
Payment Protection Program	\$3,044,618	11.65%
Foundation Grants	\$2,061,343	7.89%
Individual Contributions	\$642,378	2.46%
Fundraising Events	\$185,382	0.71%
Program Fees	\$15,009	0.06%
Investment Gain	\$28,731	0.11%
TOTAL REVENUE	\$26,133,671	

EXPENDITURES	AMOUNT	%
Program Services	\$20,580,456	84.41%
Management and General	\$3,416,713	14.01%
Fundraising	\$383,017	1.57%
TOTAL EXPENDITURES	\$24,380,186	

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



Queens Community House



OUR LOCATIONS

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Providing a broad
network of services
at 34 sites throughout
the borough

Long Island City

1. LaGuardia Community College, 31-10 Thomson Avenue
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
Food Justice Youth Leadership Program

Elmhurst

5. VOYAGES High School
45-10 94th Street
Alternatives to College Initiative
College Access & Success (CASP)
Learning to Work Program
6. Newtown HS, 48-01 90th Street
CareerReady NYC (SYEP)
Work, Learn & Grow
Youth Development Center
Youth Employment Services

Corona

7. HS for Arts & Business
105-25 Horace Harding Expressway
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 Boulevard
Rego Park Senior Center

9. JHS 157, 64 Ave & 102 Street
Afterschool Program
Summer Camp

Forest Hills

10. 108-03 62nd Drive
Forest Hills NORC
11. Forest Hills Community Center, 108-25 62nd Drive
(temporarily relocated for renovation through summer 2022)
- Administrative Office
Adult Education Services/ESOL
Access for Young Women
Afterschool Program
Caregiver Support Program
Food Pantry
Forest Hills Senior Center
Housing & Neighborhood Preservation
Social Adult Day Services
Summer Camp
Summer Video & Photo Program
Teen Center
Young Men's Leadership Program
12. 110-01 62 Drive
Adult Education/ESOL
Immigrant Support Services
Meals on Wheels
Senior Transportation
13. JHS 190, 68-17 Austin Street
Beacon Program
14. 70-34 Austin Street
NICE Intergenerational Program
Queens Connect (YAFSEI)
Youth Employment Services
15. 108-21 72nd Ave
Queens Childcare Network (QCCN)

16. 107-20 71st Road
Generation Q
17. 119-45 Union Turnpike, 5th Floor
Alternatives to College Initiative
College Access & Success (CASP)
Housing & Homelessness Prevention
Senior Case Management Services
Volunteer Services

Kew Gardens

18. Kew Gardens Community Center
80-02 Kew Gardens Road: #202
Caregiver Support Program
Kew Gardens Senior Center

Briarwood

19. PS 117, 85-15 143 Street
Afterschool program
Summer Camp
20. JHS 217, 85-05 144 Street
Afterschool program
Summer Camp
21. Young Women's Leadership School, 150-91 87 Road
Afterschool program
Summer Camp
22. PS 86, 87-41 Parsons Boulevard
Afterschool Program
Summer Camp
23. Hillcrest HS,
160-05 Highland Avenue
CareerReady NYC (SYEP)
Work, Learn & Grow

Jamaica

24. Queens Collegiate
167-01 Gothic Drive
Afterschool program
Summer Camp
25. PS 82, 88-02 144th Street
Afterschool Program
Summer Camp
26. Queens Satellite HS for Opportunity, 162-02 Hillside Avenue
Alternatives to College Initiative
College Access & Success (CASP)
Learning to Work Program
27. MS 358, 88-08 164 Street
Afterschool program
28. 92-17 165th Street
Administrative Office (temporary)



Springfield Gardens

29. Voyages South High School,
156-10 Baisley Boulevard
Alternatives to College Initiative
College Access & Success (CASP)
Learning to Work Program

Ozone Park

30. @JHS 210 93-11 101st Avenue
Beacon Program
Food Justice Youth Leadership Program

South Ozone Park

31. John Adams HS,
101-01 Rockaway Boulevard
Alternatives to College Initiative
College Access & Success (CASP)
Learning to Work Program
Young Adult Borough Center

Flushing

32. Queens College School for Math,
Science & Technology,
148-20 Reeves Avenue
Afterschool Program
33. Pomonok Community Center
67-09 Kissena Boulevard
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

34. Queensborough Community College, 222-05 56 Avenue
College Access & Success (CASP)



Queens
Community
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OUR TEAM

2021 ANNUAL REPORT



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*through June 2021
**through November 2021

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