BronxWorks is a multi-service organization and settlement house founded in 1972. We serve residents throughout the Bronx across 36 locations.

- Information & Referral Walk-In Offices
- Children, Youth & Families
- Senior Services
- Immigrant Services
- Eviction Prevention
- Homeless Services
- Chronic Illness
- Health Insurance
- Employment Services
- Administrative Office

1. Administrative Office, 60 E. Tremont Ave. — ●●●
2. After-School Program, PS 130, 750 Prospect Ave. — ●
3. After-School Program, PS 42, 1537 Washington Ave. — ●
4. Avenue St. John, 630 Southern Blvd. — ●
5. Betances Community Center, 547 E. 146th St. — ●
6. Bronx Housing Court, 1118 Grand Concourse — ●
7. Bronx River Houses Office, 1605 E. 174th St. — ●●
8. Bronxchester Houses, 725 St. Ann’s Ave. — ●●
9. Positive Living, 2054 Morris Ave. — ●
10. Carolyn McLaughlin Community Center, 1130 Grand Concourse — ●●●
11. Classic Community Center, 286 E. 156th St. — ●
12. E. Roberts Moore Senior Center, 515 Jackson Ave. — ●
13. East Concourse Senior Center, 236 E. Tremont Ave. — ●●
14. Frederick Douglass Academy II, 3630 Third Ave. — ●●
15. Heights Senior Center, 200 W. Tremont Ave. — ●
16. Hunts Point Multiservice Center, 630 Jackson Ave. — ●●●
17. IS 313 & 339 Community Schools, 1600 Webster Ave. — ●●
18. Jackson Avenue Family Residence — ●
19. Jill Chaifetz Transfer School, 778 Forest Ave. — ●
20. Morris Innovative Senior Center, 80 E. 181st St. — ●
21. Nelson Avenue Family Residence — ●
22. Norwood Office, 3133 Webster Ave. — ●●
23. Roberto Clemente Senior Services Office, 30 Richman Plaza — ●
24. SONYC/BronxWorks After-School Program at South Bronx Prep, 360 145th St. — ●
25. St. Mary’s Cornerstone, 595 Trinity Ave. — ●
26. Senior Resident Services at Soundview, 391 Bronx River Ave. — ●
27. Stratford Towers Office, 1340 Stratford Ave. — ●●
28. The Brook, 455 E. 148th St. — ●
29. The Family School, 1116 Sheridan Ave. — ●
30. The Living Room / Safe Haven, 800 Barretto St. — ●●
31. The Pyramid Cornerstone Community Center, 884 Washington Ave. & 470 E. 161st St. — ●●●
32. Third Avenue After-School Program, 500 E. 165th St. — ●●
33. Townsend Avenue, 1477 Townsend Ave. — ●
34. Early Childhood Learning Center, 1472 Montgomery Ave. — ●
35. Validus Preparatory Academy, 1595 Bathgate Ave. — ●
36. Willow Avenue Family Residence — ●
Our mission is to help individuals and families improve their economic and social well-being. From toddlers to seniors, we feed, shelter, teach and support our neighbors to build a stronger community.

Senior Resident Services, Soundview Senior Housing

BronxWorks serves residents in 86 units through benefits screenings, assistance with SNAP applications, Medicare-related questions, and activities and workshops for seniors and their families. The multi-phase project was developed by Lemle and Wolff and its partners: Community Preservation Corporation (CPC), L&M Development Partners, and the New York City Housing Preservation and Development Corporation.

The Webster Campus – IS 313 and 339

A holistic and comprehensive approach to education allows the Webster Campus to provide social and educational support to the school team in an effort to improve academic, attendance and family engagement outcomes for the students.

The Pyramid Cornerstone Community Center

The Pyramid Cornerstone Community Center is one of four Cornerstone Community Centers operated by BronxWorks, which serves various New York City Housing Authority developments and provides residents with a space for youth development activities, after-school programs and community events.

Grand Concourse

Originally known as the Grand Boulevard, the Grand Concourse stretches from Van Courtlandt Park to the southern tip of the Bronx. BronxWorks has been serving Bronx residents with offices and community centers in the vicinity of the Grand Concourse for decades. The BronxWorks Carolyn McLaughlin Community Center (CMCC), our flagship location, offers opportunities to the Bronx community and serves as a testament to our dedication to the Bronx and its residents.

Pool at the Carolyn McLaughlin Community Center

Originally built in the 1950s, our indoor pool at the CMCC houses the BronxWorks Aquatics Program. After a year of renovations, the pool now features new lights, piping, diving blocks, a new liner and more. The BronxWorks Aquatics Program offers activities, classes and workshops for community members of all ages.

Hunts Point Multiservice Center

Hunts Point Multiservice Center is located in the heart of the Mott Haven section of the Bronx and is currently home to many BronxWorks departments and programs, including the BronxWorks Workforce Development and Eviction Prevention departments, and programs like Health Home, HomeBase, Breathe Better Bronx and Transform.

850 staff across 36 locations throughout the South Bronx
Lifting Lives

Providing critical support to our Bronx neighbors since 1972

Originally known as the Citizens’ Advice Bureau, BronxWorks began as a storefront office with two staff. Today, more than 850 employees serve 45,000 community members across 36 locations in the Bronx. BronxWorks continues to expand our reach as we live our mission to feed, shelter, teach and support our neighbors to build a stronger community.

As part of our mission, BronxWorks has supported underserved communities for decades. Our practices related to street homelessness have been studied across the country and around the world, and we feed children, families and seniors through the commercial kitchen at the CMCC and our food pantries.

HOT: The BronxWorks Homeless Outreach Team

HOT works directly with homeless individuals, 24 hours a day, 365 days a year to help our most vulnerable community members. During extreme weather, HOT provides access and transportation to emergency shelter and purchased two new vehicles this year to reach more individuals. HOT works in tandem with other BronxWorks programs to address the unique needs of the community’s chronically homeless population and often provides a first step toward stable housing.

Food Pantries

Between the Morris Senior Center and the Heights Senior Center, the BronxWorks Department of Senior Services offers a food pantry every week, typically containing about three meals and often including bread donated from a local baker. The Senior Centers also provide referrals to other BronxWorks services and information on community events. The BronxWorks Positive Living Department, which provides services to people living with chronic illness, hosts food pantries two to three times per month with healthy produce, fresh protein, seasonal items and more for participants and their families.

Access to Benefits: BronxWorks ensures that community members’ basic needs are met through pre-screening for benefits and entitlement programs.

BronxWorks screened nearly 2,500 people for Supplemental Nutrition Assistance Program (SNAP) (food stamp) benefits.

Established in 2003 the BronxWorks Single Stop program offers low-income residents assistance in access to financial, housing, benefits and family service help at no cost.

BronxWorks is a provider of Navigator services to help people access health insurance through the Affordable Care Act, screening 4,106 people in the past year. Of this number, 3,910 were eligible for Navigator services and 3,897 were ultimately enrolled in a health insurance plan. Our Community Health Advocates (CHA) program provided health insurance access assistance to 551 people.
On February 11, 2017, members of BronxWorks staff and supporters joined the Bronx Polar Bears at Orchard Beach for the Third Annual Bronx Polar Bear Plunge / Dip Against Homelessness. The event is a partnership between BronxWorks and BronxNet to raise awareness and funds for BronxWorks homelessness services. Participants also brought socks, gloves, scarves and other new, warm clothing items for donation to the homeless services program at BronxWorks.

The Dip Against Homelessness

26,000 CONTACTS MADE BY
HOT with people living on Bronx streets

$7.2 Million
Value of benefits and services provided by the BronxWorks Single Stop and walk-in offices in 2016

10,000 BAGS OF FOOD DISTRIBUTED
by the BronxWorks food pantries

4,237 HOUSEHOLDS THAT REMAINED
in their homes over the past two years, thanks to the BronxWorks eviction prevention and housing counseling services

$7.2 Million
Value of benefits and services provided by the BronxWorks Single Stop and walk-in offices in 2016

5
Empowering community members of all ages to advance professionally and academically

The BronxWorks Workforce Development Department provides programs and invaluable training to underserved youth and adults in the Bronx. Our immigration programs give community members the resources and language skills they need to succeed in their new home, whereas our Center for Achieving Future Education (CAFÉ) program prepares students for higher education.

Here are some of the BronxWorks programs that help build strong futures every day.

**Jobs-Plus**
Jobs-Plus is a BronxWorks Workforce Development program, serving adults 18 and older, that provides employment readiness, placement, retention and supportive services to residents of the Betances, E. Roberts Moore, and Courtland Houses. The program expanded in April 2017 to include Melrose Houses. The complexes are located in the Mott Haven section of the Bronx and managed by the New York City Housing Authority (NYCHA).

**Young Adult Internship Program (YAIP)**
One of the most important steps in reversing the cycle of poverty is providing opportunities for at-risk youth. YAIP is an internship program for job-ready young adults aged 16 to 24 who are disconnected from education and employment. Participants receive a stipend during the 14 weeks of paid orientation, training and work, which is followed by nine months of follow-up services. The program serves about 30 young adults per session and 90 per year.

**Center for Achieving Future Education (CAFÉ)**
Based at the BronxWorks CMCC at 1130 Grand Concourse, CAFÉ offers workshops and one-on-one counseling to help youth and their parents with the transition from middle school to high school, high school to college and college entry to graduation. Since 2005, CAFÉ has kept more than 6,000 low-income Bronx youth in the educational pipeline. CAFÉ offers college and career-planning activities, standardized testing preparations, college tours, assistance with college essays and workshops on various topics.

Immigration
At three BronxWorks locations, our staff members provide assistance with Citizenship Applications, Work Authorization and Renewal, Family Petitions and Adjustment of Status to Permanent Resident, and more. BronxWorks also provides free English for Speakers of Other Languages (ESOL) classes at the CMCC and the Heights Senior Center.
Altice Optimum Event

with John Leguizamo

In November 2016, nearly 200 children and adults from the community were thrilled to welcome John Leguizamo to the BronxWorks CMCC! The event celebrated a new BronxWorks partnership with Altice Optimum Internet Service that highlights the importance of providing affordable Internet access to families at every income level. Following remarks from BronxWorks Executive Director Eileen Torres, Altice CEO Hakim Boubazine and Councilwoman Vanessa Gibson, John shared his story of his proud Latino roots and rising to Hollywood fame, emphasizing to the children that having a constant curiosity and reading as much as possible were keys to his success.

219 WORKING-AGE ADULTS
improved their English language skills through BronxWorks ESOL classes

1,071 IMMIGRANTS FROM 63 COUNTRIES
received legal assistance, including help with citizenship and residency

843 WORKING-AGE PERSONS
found jobs with the assistance of the BronxWorks Workforce Development Department

$2 Million
in grants and scholarships awarded to 121 high school seniors in the CAFÉ program
From Toddlers to Seniors

Providing resources to help community members improve their lives

BronxWorks offers programs designed to enrich and engage the lives of community members of all ages. Our after-school programs cultivate a love of learning in an enriching environment where students participate in academic, recreational and cultural activities. BronxWorks is also committed to supporting the Bronx’s elderly so that they can live out their golden years with the respect and dignity they deserve. Our programs ensure that our seniors’ basic needs are met, and our Senior Centers provide fun activities in a lively atmosphere.

Here are some of our programs helping our youngest and oldest participants to thrive.

STEAM Lessons
Supported by Con Edison

With the renewed support of Con Edison, BronxWorks provides Science, Technology, Engineering, Art, and Math (STEAM) lessons to our after-school program at the CMCC. Children in kindergarten through fifth grade enjoy hands-on activities such as robotics, learn from a rigorous curriculum and attend exciting field trips. Students also create projects for a Science Fair at the end of the academic year.

884 CHILDREN AGES 6–12
enrolled in BronxWorks after-school and summer camp programs in 2016

400 SENIORS AVOIDED EVICTION
in the past two years as a result of the BronxWorks Senior Homelessness Prevention Program

1,295 SENIORS PARTICIPATED
in educational activities at BronxWorks Senior Centers in 2016
I'm a senior. I'm 63 years old. I came to BronxWorks because of the Senior Homelessness Prevention Project. BronxWorks is getting me back on my feet and helping me stay in my home. It’s not like they are looking down on you here; the people here are more understanding. Finally, I found a place where people understand that you’re going to run into hard times, and let’s see how we can find a way of working with you so you don’t have to run into this again.

— Sandra W.

Senior Centers

BronxWorks manages five Senior Centers that are designed to meet seniors’ social, recreational, and health needs. Our centers create a support system to help seniors live healthier lives. BronxWorks offers breakfast and lunch, and an array of activities, such as arts and crafts and computer classes. The Senior Centers also provide special meals and festivities around major holidays, and seniors enjoy trips to see movies and theater performances. Many build valuable, lasting friendships.

Webster Campus

BronxWorks began a partnership with the public schools IS 339 and IS 313, known as the Webster Campus Community Schools. The schools encompass grades 6 through 8 and enroll 850 students. The goals of the partnership are to increase daily attendance and student achievement. BronxWorks staff provides resources for extended hours, extracurricular clubs, academic assistance and special activities. The BronxWorks staff also holds community events to improve parent and family engagement.

Senior Homelessness Prevention Program

In 2017, the New York City Council voted to save the BronxWorks Senior Homelessness Prevention Program (SHPP), a unique and much-needed eviction prevention program based in the Bronx County Housing Court, with a $250,000 investment. BronxWorks received the award after an extensive media campaign, which included many articles in support of SHPP in local publications. The program assists seniors in navigating Housing Court and helps them avoid eviction by securing funds to pay back rent, identifying eligibility for benefits or subsidies, providing budget counseling to ensure future ability to pay, and communicating with landlords and relatives to address barriers to continued independent living. SHPP is the only program in the city that specifically targets seniors with this holistic approach. Thanks to the City Council, this important work will continue.
On April 28, 2017, BronxWorks celebrated the 90th Anniversary of the building at 1130 Grand Concourse, known today as the Carolyn McLaughlin Community Center (CMCC).

When BronxWorks, then known as the Citizens Advice Bureau, merged with the Girls Club of New York and acquired the facility in 1993, the building had already served as a refuge and recreation center for children for decades. With the support of our donors, BronxWorks expanded on the building’s service to the community. With capital improvements and additions like the roof garden and playground, new boiler and elevator, and recently renovated pool, CMCC will continue to be a place where children and youth can play, learn and grow for years to come.

Under BronxWorks, the services at CMCC also expanded to include adults, seniors and families. Our eviction prevention programs protect families and help them stay in their homes. Our English as a Second Language classes help immigrants learn essential language skills. Our commercial kitchen at CMCC provides more than 600 meals a day to various BronxWorks programs across nine sites in the South Bronx. And BronxWorks Access to Benefits programs provide valuable assistance to those in need.

Services offered:

- Eviction Preservation and Access to Benefits
- Immigration Services
- Community and Health Programs
- Early Childhood and Elementary School Programs
- Adolescent and Young Adult Programs
- Family Enrichment Services

1926–1951
Bronx Society for Prevention of Cruelty to Children

1951–1980
Bronx Young Men’s and Women’s Hebrew Assoc. (YM-YWHA)

1980–1993
Girls Club of New York
The Carolyn McLaughlin Community Center building has served as the backbone of the community, providing youth and family centered services, for over 90 years.

Up to 500 individuals and families are served at the Carolyn McLaughlin Community Center every day.

1993–2009
BronxWorks, then the Citizens Advice Bureau, acquired the building to serve as one of the many locations for social service programming for children, youth and families.

2014
The 1130 Grand Concourse building was renamed the Carolyn McLaughlin Community Center (CMCC) in honor of the recently retired Executive Director.

2017
BronxWorks and the community gathered to celebrate 90 years of service to the community.
Special events provide opportunities for friends of BronxWorks to celebrate our mission. Twice a year, our supporters come together to network, fundraise and listen to participant success stories. Proceeds from the Annual BronxWorks Gala and #GivingTuesday provide vital resources to our programs.

#GivingTuesday 2016

Hard Rock Cafe Yankee Stadium
NOVEMBER 29, 2016

#GivingTuesday is a worldwide movement that began in 2012 as a way to give back following the Thanksgiving holiday and shopping rush of Black Friday and Cyber Monday.

On Tuesday, November 29, 2016, BronxWorks continued an exciting new tradition with our Second Annual #GivingTuesday Event at Hard Rock Cafe Yankee Stadium. All proceeds supported programs for immigrants and new Americans, such as English as a Second Language (ESL) classes, legal guidance, and employment services. The event featured stories from program participants on how BronxWorks has helped them thrive in their new community.
In honor of the BronxWorks 45th Anniversary, guests enjoyed an exciting evening of drinks and dinner that included a silent auction, raffle and photo opportunities with New York Knicks legend Walt “Clyde” Frazier. BronxWorks was thrilled to have Laura Behnke, ABC 7 Eyewitness News Weekend Sports Anchor, as our Mistress of Ceremonies for the second consecutive year. James Ford, PIX 11 Reporter, also made a special appearance to lead the Call to Action.

Paul Lipson, Barretto Bay Strategies

Paul is a pillar of the Bronx community. He founded the Point Community Development Corporation, an organization that initiated the revitalization of the Hunts Point section of the Bronx. Now with his firm Barretto Bay Strategies, Paul works with community development organizations and firms in the clean tech sector and continues to be a great friend of BronxWorks.

Mutual of America

For more than 30 years, BronxWorks has entrusted a critical part of our employees’ assets to Mutual of America. Our partnership is invaluable to BronxWorks, our staff and the communities we serve.

The Lemle & Wolff Companies

The Lemle & Wolff Companies is a full-service firm specializing in the development, construction and management of high-quality affordable housing. In 2016, Lemle & Wolff, along with its partners L+M Development and Community Preservation Corporation, worked with BronxWorks to implement programming following the creation of affordable senior housing units at the new Soundview Housing Project.
Dear BronxWorks Friends and Family,

Thank you for taking time to browse through our 2016–2017 Report to the Community, which highlights some of our recent accomplishments, exciting events and new programs at BronxWorks. This year marked our 45th Anniversary, and we are thrilled to continue our commitment to provide much-needed services to the Bronx. Of course, none of our work and accomplishments would be possible without the generous support of so many of you.

Every day, we live our mission to feed, shelter, teach and support our neighbors, from toddlers to seniors. This year, BronxWorks pre-school programs served 383 children, including 233 residents in our family shelters. Our youth development programs served more than 1,000 teens in high school. BronxWorks provided temporary housing for 276 families, totaling approximately 1,000 people. And our efforts provided more than 600,000 nutritious meals to community members of all ages, including children, seniors and individuals with chronic health conditions.

It is our hope that this report will inspire you to renew your commitment to BronxWorks as we focus on the work ahead. Give, volunteer, visit, attend special events and connect with us at BronxWorks! Sign up for our monthly newsletter, follow us on social media (Facebook, Instagram and Twitter), visit our website www.bronxworks.org or drop us a line at info@bronxworks.org.

Thank you again for allowing us to share this Report to the Community with you.
Together, we continue to Lift Lives and Build Futures.

Sincerely,

Eileen Torres
Executive Director

Roger Begelman
Board Chair
# Consolidated Statement of Accounts/Unrestricted Net Assets from Operations

Year Ended June 30, 2017

## OPERATING SUPPORT AND REVENUE

### EARNED REVENUE

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government grants</td>
<td>$53,214,320</td>
</tr>
<tr>
<td>Program service fees</td>
<td>$310,103</td>
</tr>
<tr>
<td>Medicaid</td>
<td>$2,378,427</td>
</tr>
<tr>
<td>Investment income and other revenues</td>
<td>$116,863</td>
</tr>
<tr>
<td>Contributed services</td>
<td>$191,712</td>
</tr>
</tbody>
</table>

**Total Earned Revenue**  
$56,211,425

### PUBLIC SUPPORT

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foundation grants and other contributions</td>
<td>$2,408,408</td>
</tr>
</tbody>
</table>

**Total Public Support**  
$2,408,408

**Total Operating Support and Revenue**  
$58,620,233

## OPERATING EXPENSES

### PROGRAM SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>BronxWorks programs</td>
<td>$2,515,665</td>
</tr>
<tr>
<td>Services for the elderly</td>
<td>$2,500,542</td>
</tr>
<tr>
<td>Homelessness/prevention/relocation</td>
<td>$20,781,746</td>
</tr>
<tr>
<td>Family shelter for the homeless</td>
<td>$12,381,915</td>
</tr>
<tr>
<td>Health programs</td>
<td>$3,023,303</td>
</tr>
<tr>
<td>Children and youth</td>
<td>$9,786,985</td>
</tr>
<tr>
<td>Workforce development</td>
<td>$1,498,103</td>
</tr>
</tbody>
</table>

**Total Program Services**  
$52,448,259

### SUPPORTING SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management and general</td>
<td>$1,476,040</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$135,743</td>
</tr>
</tbody>
</table>

**Total Supporting Services**  
$1,611,783

**Total Operating Expenses**  
$57,607,042

## NET ASSETS

**Change in Unrestricted Net Assets from Operations**  
$1,013,191
Leadership

Eileen Torres
Executive Director

SENIOR STAFF

Scott Auwarter
Assistant Executive Director

Constance Claman
Chief Financial Officer

Erica Coleman
General Counsel

Noel Concepcion
Department Director, Adult Homeless Services

Wanda Cruz
Residence Director, Jackson Avenue Family Residence

Gianna Dell’Olio
Director of Advancement and Communications

Gilbert Domfeh
Controller

Marjorie Jeannot
Residence Director, Willow Avenue Family Residence

Bibi S. Karim
Department Director, Positive Living, FEP, Immigration Services, and ESOL

Rosalina Luongo
Assistant Department Director, Senior Services

Shalima McCants
Assistant Department Director, Children & Youth — Adolescent and Young Adult Programs

Estrella Montanez
Residence Director, Nelson Family Residence

Maria Rivera
Department Director, Senior Services

Marisol Rosa-Saltares
Assistant Department Director, Access to Benefits

Shali Sharma
Department Director, Supportive Housing and Health Policy

Ken Small
Director of Development

Julie Belizaire-Spitzer
Department Director, Homelessness Prevention and Access to Benefits

Betty Ann Tamaisar
Department Director, Workforce Development

Lijo Varghese
Director of Grants and Contracts

John Weed
Assistant Executive Director

Dorothy Whyte
Department Director, Children & Youth Services

Tashaka Wynter
Assistant Department Director, Children & Youth — Early Childhood and School-Aged Programs
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Kira Mendez  
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Interim Director, Iacocca Institute, Lehigh University

David McLean  
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General Counsel (Retired), PwC

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Owner/President, The Axelrod Agency

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General Manager, Con Edison

Michael DeAddio  
Chief Operating Officer, WorldQuant

Jeri B. Finard  
Strategic Advisor/Independent Board Director

Stan Freilich  
Principal (Retired), Towers, Perrin-Management Consultants & Actuaries

Marshall Green  
Attorney-in-Charge, Legal Aid Society

Etta Gumbs **  
General Counsel, Commonwealth Partners

Marc Kemeny  
Architect/Principal, K Square Designs Inc.

Eli Klehr  
Principal, K2 Acquisitions

Christian Lee  
Chief Financial Officer, WeWork

Judith Leonard  
Attorney (Retired), Sherman & Sterling

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Miguel Sanchez  
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Jean Smith  
Vice President, Community Development (Retired), JP Morgan Chase

Simon Stanaway  
Partner, Human Capital, Ernst & Young LLP

Douglas M. Tween  
Partner, Linklaters LLP

Adele Ursone  
Artist

Tom Watson  
President, CauseWired LLC

Virginia Wong  
Partner, Nixon Peabody LLP

* Angel Cardoza, Jr. joined 12/17  
** Etta Gumbs, term completed 12/17