



**WESTHAB**

*Building Communities. Changing Lives.*

2018–2019  
**Impact Report**



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This Impact Report shares the stories of some of the people we have had the privilege to serve. Each individual is on their own journey and has interacted with Westhab in a unique way. It is our goal to ensure that we deliver our very best during each encounter, as we build Westhab one success story at a time. In fact, delivering our very best is our obligation to the people and communities that we serve, and to all who invest in our work.

We are grateful to everyone who has taken part in Westhab's journey. Westhab, very much like the people we serve, is continuously striving toward our goals. We strive to evolve as an organization, to deepen our impact, and to maximize our effectiveness.

We could not do this work alone. Thank you for your support along the way and for your belief in Building Communities. Changing Lives.

Sincerely,

Rich Nightingale  
*President and CEO*

**With your support, Westhab is advancing our mission and delivering for the people we serve.**

Jesse Krasnow  
*Chairman of the Board*

**Westhab's FirstSteps program provides permanent housing and intensive case management to 32 young adult parents and their children in Westchester County. The program is there for these young parents as they pursue educational and career goals, and there for their children in the critical early childhood years.**

# Jewel

When Jewel entered Westhab's FirstSteps program from a homeless shelter five years ago as a single mom of a two-year-old, it might have been hard for her to picture herself today: A 26-year-old mom of three with her own apartment and a job as a Westhab security guard. She is grateful for her job, but is not limiting her opportunities—she is also a certified nursing assistant and is about to start her EMT certification.

**“Jewel's jobs are always helping people. She loves working. She is a good working mom.”**

**—Lynda, Westhab FirstSteps Case Manager**

A small portion of the credit for Jewel's growth belongs to her Westhab caseworker Lynda—although they didn't exactly hit it off at first. Jewel was very shy back then and apprehensive about meeting new people, especially caseworkers. When she entered the FirstSteps program she had no interest in getting to know a new one, who she felt would “turn over,” leaving her to start the process all over again with someone new.



But in the end, it was Jewel who “turned over,” graduating from the program and moving forward on her own. But she still keeps in touch with Lynda, describing her like you might describe your mom or your big sister: “She drives me crazy sometimes, but I love her.”

**“I want to teach my kids that you don't always have to stick to one little thing. You can go explore other options. I'd rather my kids have a better future than me. I'd rather them see me always doing something. Always working hard.”**

**—Jewel**

**Supportive housing is thoughtfully designed affordable housing coupled with social services. Westhab's supportive housing programs help veterans, young adults, seniors, the formerly incarcerated, and the disabled thrive in independent living.**

# James

James, an 86-year-old with lively gray eyes and a quiet way about him, is a U.S. Air Force veteran who served in the Korean war. Last year, the Bronx Veterans Hospital referred him to Westhab's 28 Pier Street, our Yonkers residence for veterans who are experiencing homelessness.

**“James is a good spirit. He is not shy about speaking up for himself and has been a great advocate for his fellow vets since he has been here.”**

**—Oto, Westhab Case Manager**

Oto is Jame's case manager and his liaison to the government program that combines housing vouchers with VA supportive services to help homeless veterans. Oto and James have worked together to meet all of the eligibility requirements, and now they are on the lookout for a permanent apartment.

James has nothing but good things to say about his time at 28 Pier Street and his work with Oto, but he is ready to move on—he wants to be more independent, and he is no fan of the hills in Yonkers. His plan is to head back to the Bronx where the terrain is a bit less hilly, and where he will be more at home.



**“This is a good thing here. You come here for a specific reason. You do what you have to do, stay as long as you have to, get an apartment, and you are on your way.”**

**—James**

**Westhab prepares job seekers facing obstacles to employment for the working world and places them in jobs with career ladders to a living wage. In 2019, we opened a brand-new Employment Center in Mount Vernon with professional training space to prepare our job seekers for success.**

# Marquis

**“Marquis is 20 years old and a future leader in the community.”**

**—Jordan, Westhab Youth Employment Programs Coordinator**

Marquis was taking some time off between semesters at college when his friend, who was working with Westhab’s Youth Employment Services Program, encouraged him to take a security class so he could get his license. Marquis was surprised to learn that Westhab’s employment team works with people as young as 16.

After he completed his security class, Westhab offered Marquis a paid internship as a front-desk receptionist at Westhab’s newly opened Mt. Vernon Employment Center.

According to Marquis, Westhab helped him mature and set himself apart from his peers. As he continues with college, he is confident that he can count on the support of Westhab’s youth employment staff for whatever help he needs as he follows his path to a meaningful career.



**“At the beginning of my internship, I would dress in my day-to-day street clothes. But as time went on, I began to adapt to the office culture and to dress for success. It started with a tie, and before I knew it, I was in suits every day.”**

**—Marquis**

**In 2018, Westhab served 1,032 youth at three New York City out-of-school-time programs, one community school in the South Bronx, two Westchester shelters for homeless families, and the Dayspring Community Center in Yonkers. All of our youth programs provide academic support, recreation activities, and STEM and literacy-based hands-on activities. We also work with children on boosting self-esteem, conflict resolution, and social-emotional skills.**

# Crystal

Crystal loves to bake, especially cakes, cupcakes, and cake pops. But she does not want to be a chef when she grows up—she wants to be a culinary chemist or in her words, “a scientist baker.”

**“Crystal was very shy and timid when she joined our program as a first grader. Now she is outspoken, charismatic, and ambitious. Crystal and kids like her are our future. I love helping to make sure that they get the support they need to thrive in school and in life.”**

—Sam, Westhab P.S. 93 Youth Program Coordinator

Crystal is a 5th-grader at P.S. 93 Albert G. Oliver—a welcoming and orderly place in the Soundview neighborhood of the Bronx where the children of teachers, nurses, bus drivers, postal workers, and city employees come to school. But, like many other schools in lower-in-



come neighborhoods, P.S. 93 has its share of challenges and students who are at risk of falling behind their peers in more affluent neighborhoods.

Crystal enjoys reading (mostly cookbooks) but often needs help with her math homework. She is happiest when she is able to combine her love of science and cooking, as she did during the recent science fair where she won a trophy for her project growing rock candy crystals.

**“I am glad that I am somewhere where I can get homework help and do fun projects while my mom is at work. And I am glad that I am not somewhere where I am not supposed to be.”**

—Crystal

**Westhab's Dayspring Community Center—where Westhab is in the process of transforming a grand, but dilapidated church into a state-of-the-art youth and adult education center and community hub—is a once-in-a-generation opportunity to improve the quality of life in the Nodine Hill neighborhood of southwest Yonkers. Westhab is also developing the parcel next door into Dayspring Commons—new affordable housing for families. Together, the Dayspring Community Center and Dayspring Commons will create a Dayspring campus, which will be an anchor for the community and a catalyst for further community development.**

# Shauna

Before joining Westhab as a valued member of the facilities department at our Dayspring Community Center, Shauna and her kids were a part of almost every Westhab program.

**“I graduated from Irvington High School. I worked in security and in construction. I was laid off. I lost my apartment. I couldn't feed my kids. I was placed in Westhab's Coachman Family Center with my two young boys.”**

—Shauna

Shauna credits Coachman staff with helping her get her confidence back. Her next move was to Westhab transitional housing in the Nodine Hill neighborhood of Yonkers where her boys became regulars at the Westhab after-school program and where she continued to receive support at Dayspring's forerunner, the Elm Street



Neighborhood Center. Shauna eventually went back to work, but she stayed connected to the Westhab staff and to the community as a volunteer.

Fast forward to 2018 when a friend in the community encouraged Shauna to apply for a position in facilities at Dayspring. Westhab's employment services staff at Dayspring helped her with her resume. She got the job—and soon moved into a two-bedroom Westhab apartment on Elm Street. Today, Shauna is thriving.

**“Shauna is an inspiration for people in the community who have fallen on hard times. When they hear her story, they will see that they are not alone, and that it is possible, with the right help, to turn things around and become a success.**

—Theresa, Westhab Dayspring Community Center Coordinator

**The sad truth is that, upon release, the formerly incarcerated often face a lack of opportunities and a world that turns its back on them. Since 2012, Westhab’s Linking Employment Activities Pre-Release (LEAP) Program has provided more than 100 incarcerated men who were pending release with job readiness training. We also have provided opportunities post-release for additional training and career guidance.**

# Gabriel

When Gabriel, 61, was released from prison after serving a 34-year sentence, his mindset was positive, and he was determined to “do it right this time.” But, until he became a Westhab client and met his caseworker, Sarah, he felt like all doors of opportunity were closed to him.

**“Prison, in some ways, is the easy part. Rebuilding my life the right way with no help is hard.”**

—Gabriel

Gabriel is a refugee, having come to the United States in 1980 during the Cuban exodus known as the Mariel Boatlift. Post-release, his complicated legal status made him ineligible for services and unwelcome at regular homeless shelters, only drop-ins with limited service programs.

Gabriel moved into Westhab’s Windham Supportive Housing as part of a four-month community-based program run in conjunction with the



Department of Corrections. Westhab staff advocated for him, and he was able to keep his apartment for a year—enough time for him to find a home with a family member in Brooklyn and avoid living on the streets.

**“The people who come through our doors really just want help. They have made mistakes, but they are human beings, and they are our neighbors.”**

—Sarah, Westhab Service Coordinator

Sarah worked closely with Gabriel to complete the complicated paperwork he needed to be able to work legally and receive services. All of the persistence and hard work was rewarded when Gabriel’s work authorization was finally approved. He recently returned to the Windham—but just for a few minutes, and only to say hello and to pick up his papers.



Westhab is achieving **sustainable financial health**. We have continued to **grow our operations, diversify our revenue from public and private sources, and manage our real estate assets effectively**. This **unified strategy** is allowing **continued investments** in Westhab's mission and our **financial strength** is **deepening our impact** on the communities that we serve.

### WESTHAB'S 2018 FINANCIALS

#### Revenue

Transitional Housing	\$ 29,556,423	65%
Supportive Housing	7,390,049	16%
Affordable Rental Income	3,998,337	9%
Employment Services	2,514,282	5%
Youth Services	1,259,839	3%
Other	888,550	2%
<b>Total</b>	<b>\$ 45,607,480</b>	

#### Assets

Affordable Rental Housing	78,438,516	67%
Supportive Housing	14,079,438	12%
Properties Under Development	1,299,895	1%
Current Assets, including cash	17,927,817	15%
Reserves and other restricted assets	4,866,946	4%
Other Assets	1,291,458	1%
<b>Total</b>	<b>\$ 117,904,070</b>	

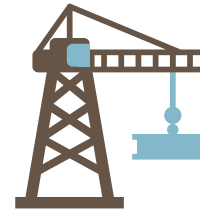
## Westhab's 2018 Impact



Provided 1,705 affordable and supportive homes



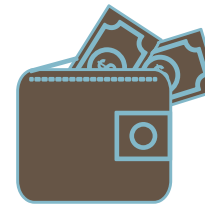
391 homeless households placed in permanent housing, including 199 families and 192 individuals



In active pre-development of Dayspring Commons, a 63-unit, brand new, high-quality affordable and supportive rental building



Served 1,032 elementary, middle school and high school students in after-school and summer programs



Placed 408 job seekers into employment



**\$13.44**

average hourly wage

## OUR SUPPORTERS

We rely on friends like you to advance our mission and deliver for the people we serve. Thank you.

### GOVERNMENT PARTNERS

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**We would like to recognize those who have made a multi-year pledge to our Dayspring Campaign to ensure that we are able to complete the renovation of the state-of-the-art Dayspring Community Center and fill the space with life-altering, state-of-the-art programs.**

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 The Hearst Foundations  
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 Steven and Tina Swartz  
 John and Margaret Torell  
 Paul Turovsky and Monica Casey  
 Mark and Rosanne Welshimer

All photography in the book except for pages 2 and 5 by Westhab intern Nicky Pink.

Westhab's mission is:  
***Building Communities.  
Changing Lives.***

**We build communities by developing high-quality affordable housing, and we change lives by** delivering a broad range of services designed to help people and communities thrive.

The sum of our efforts is a **comprehensive community development** approach that transforms neighborhoods and delivers hope and opportunity to our neighbors who are most in need.

Since our founding in 1981, Westhab has built **912** affordable housing units, moved **7,675** households from homelessness to affordable housing, placed **5,679** people into employment, and delivered services to over **10,000** homeless and at-risk youth.

Thank you for investing in Westhab and allowing us to **deepen our impact** as we serve more people in more communities than ever before.



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[www.westhab.org](http://www.westhab.org)

