



STILL WE RISE

2020 ANNUAL REPORT



Andre White

EXECUTIVE DIRECTOR AND CEO, Phipps Neighborhoods

This year, the team at Phipps Neighborhoods, working with its Bronx partners, has shown our community's strength in the face of unprecedented challenges. Since I joined Phipps Neighborhoods in May 2020, we quickly mobilized to implement the best and safest ways to support our students and community as the city went into lockdown. Through a hybrid of digital and on-site supports, we have reimaged how we deliver services to families and adapted our work to meet real-time needs.

Throughout the COVID-19 lockdown, our staff has gone above and beyond to reach community members and find new, creative ways to connect them to education, career development, and vital support services. For this, I thank the Phipps Neighborhoods team.

We adapted our services and worked to improve our program models. I invite you to review the "Looking Ahead" section of this year's report to see the results of my program assessment and our goals for 2021.

None of this work would be possible without you, our trusted supporters and community partners. With you, we are working toward a future where no family is caught in the cycle of poverty. Thank you for standing alongside the neighbors we serve.

Sincerely,

A handwritten signature in black ink that reads "Andre White".

The year 2020 tested Phipps Neighborhoods like no other. Over and over again, Andre and his team were called upon to undergird some of our clients' and residents' most urgent needs, from their health, to their children's education, to ensuring there was food on their tables. Their work underscored the power of Phipps' model of deeply embedded community services with affordable housing. The team at Phipps Neighborhoods worked side-by-side and in close coordination with their colleagues in property management and operations to make sure that our residents and our communities were healthier, safer, and in better economic stead to weather this awful pandemic. The results have spoken for themselves, working together Phipps Neighborhoods and Phipps Houses form a powerful team to improve opportunity in poor neighborhoods, even in times of broader societal crisis. We look forward to continuing to deepen and broaden our model of support for New York City's communities in greatest need.

Sincerely,

A handwritten signature in black ink that reads "Adam Weinstein".

Adam Weinstein

**BOARD CHAIRMAN, Phipps Neighborhoods
President and CEO, Phipps Houses**



THE LANDSCAPE

The Bronx was the borough with the highest COVID-19 case count¹

CITYWIDE

3,293 FOR EVERY 100K



BRONX

4,130 FOR EVERY 100K

50%

of the 174 emergency food service locations in the Bronx have permanently closed since March 2020²

In 2020, NYS Congressional District 15
IN THE BRONX RECORDED THE SECOND-HIGHEST FOOD INSECURITY RATE IN THE NATION AT 29%³

MORE THAN
25%
of workers in the West Farms neighborhood ARE WITHOUT EMPLOYMENT⁴

THE UNEMPLOYMENT RATE IN THE BRONX PEAKED AT
24.9%
IN JULY 2020⁵

1:37

the ratio of supermarkets, where a more extensive selection of food is available, to bodegas, with a more limited selection, in Bronx CD6⁶

Bronx CD6 has the lowest supermarket square footage out of any community district (CD) in NYC⁶

1 <https://www1.nyc.gov/site/doh/covid/covid-19-goals>

2 Food Bank Report, 2020

https://www.foodbanknyc.org/wp-content/uploads/Fighting-More-Than-Covid-19_Research-Report_Food-Bank-For-New-York-City_6.09.20_web.pdf

3 <https://www.feedingamericaaction.org/the-impact-of-coronavirus-on-food-insecurity/>

4 <https://www.nytimes.com/2020/12/07/nyregion/bronx-unemployment-covid.html>

5 https://www.labor.ny.gov/stats/PressReleases/2020/Aug25_20county_rates.pdf

6 <https://www1.nyc.gov/assets/doh/downloads/pdf/data/2018chp-bx6.pdf>

Adapting our work, holding to our mission

Phipps Neighborhoods' two-generation approach provides opportunities for children, youth, and families in the Bronx and across New York City to achieve long-term self-sufficiency and community empowerment.

Together, Phipps Neighborhoods and Phipps Houses saturate New York City neighborhoods with services that connect community members to opportunities that lead to household stability and economic mobility. The positive impact of Phipps Houses' affordable housing is reinforced and magnified by Phipps Neighborhoods place-based education, career development, and community resources network. Through long-term support and the integration of diverse resources, our programs build on community strengths and address the needs of the whole family to disrupt generational cycles of poverty.

In 2020, the Bronx came together in the face of unprecedented challenges. COVID-19 laid bare the economic and racial inequities in the borough. At the height of the pandemic, half of 174 emergency food pantries closed, and unemployment skyrocketed to nearly 25 percent. Phipps Neighborhoods responded to the crisis by fortifying our community impact model to meet emerging family challenges. We provided emergency food access, employment assistance, PPE for residents, access to technology, and holistic educational supports. Through wrap-around service expansion, we reached the full spectrum of our community's needs, from cradle to career.

BETWEEN MARCH AND DECEMBER
2020, Phipps Neighborhoods
contacted over

6,300

HOUSEHOLDS WITH
WELLNESS CALLS

MORE THAN
200
YOUNG PEOPLE
were engaged in virtual
work readiness training
and virtual internships

200
TECHNOLOGY
DEVICES,
including laptops and
hotspots, were distributed
to community members



+10,000

FACE MASKS HAVE
BEEN DISTRIBUTED
TO OUR RESIDENTS,
to date



This report provides a snapshot of our
work in 2020 and our vision for 2021

RENT RELIEF, EVICTION PREVENTION

Ensuring families remain in their homes

The economic fallout from COVID-19 led to fears of a flood of eviction filings in New York City. We know that the collateral consequences of eviction are stark—they lead to homelessness, job loss, poorer health, and erosion of academic achievement.⁷ To ensure that families remained safe and, in their homes, Phipps Neighborhoods officially launched a crisis management team in October 2020. In partnership with Phipps Houses, our Healthy Families case managers led interventions with the NYC Human Resources Administration's Emergency Rental Assistance Program offering families support through one-time rent assistance to pay rent arrears and utility bills and connected families to unemployment benefits. To build long-term housing stability, case managers worked with families falling behind on rent to establish payment plans and develop financial practices that move beyond crisis assistance and build economic mobility.

BETWEEN MARCH AND NOVEMBER 30, 2020

Phipps Neighborhoods assisted tenants in distress receive over

\$65,000 IN COVID EMERGENCY RENT ASSISTANCE



300 PHIPPS HOUSES FAMILIES

behind on their rent have been targeted for additional support in 2021

MELROSE FOOD PANTRY

Meeting emerging community needs

As the economy came to a halt in the Spring of 2020, unemployment in the Bronx soared. Compounded by the flood of Bronx soup kitchen and food pantry closings, and growing lines at the remaining pantries, hunger became a dire reality for many families. In response to this growing food crisis, Phipps Neighborhoods launched a new food pantry in June 2020, providing thousands of meals to Melrose residents. At the height of the pandemic, the Melrose Food Pantry served as a vital lifeline to our most vulnerable families. Located at one of Phipps Neighborhoods Opportunity Center sites, the Melrose Pantry formalized our emergency food distribution—begun in March 2020—to rapidly respond to community needs. Initially serving only a handful of Phipps Houses properties, operations at the pantry scaled to meet the growing needs of our neighbors and all Phipps Houses residents.

BETWEEN MARCH AND NOVEMBER 30, 2020

Phipps Houses and Phipps Neighborhoods delivered nearly

130,000 MEALS

ACROSS THE BRONX





Collective impact and food justice

COVID-19 amplified the long-standing food crisis in the Bronx, overwhelming existing community supports.⁸ In response to growing food insecurity, Phipps Neighborhoods Bronx Impact-CD6 team launched the Bronx Impact Food Access Collective in June 2020, convening a cross sector coalition of emergency food service providers, food security advocates, and allies to tackle the structural roots of food access and emerging challenges.

The Collective identified key priorities to be addressed as they worked toward building an equitable food system. Together, the group submitted 15 community-driven recommendations to increase equitable food access to the Mayor's Office of Food Policy for consideration in their forthcoming 10-Year Food Policy Plan.

The Collective works to promote food justice by championing community members' needs, experiences, and voices to co-create solutions to food insecurity. The Collective's food justice vision includes equitable access to affordable, fresh, nutritious, and culturally relevant food choices across the Bronx.

SOLUTIONS PROPOSED BY THE COLLECTIVE INCLUDE:

Increase acceptance of EBT and other food assistance programs via minority-owned business

Improve the availability of fresh and culturally relevant foods

Expand community knowledge about the confidentiality of information collected by food service providers to support our city's most vulnerable families

⁸ Food Bank Report, 2020 https://www.foodbanknyc.org/wp-content/uploads/Fighting-More-Than-Covid-19_Research-Report_Food-Bank-For-New-York-City_6.09.20_web.pdf

ESSENTIAL PROGRAMS

School day support programs

When schools transitioned to virtual learning in March 2020, Phipps Neighborhoods' Learning Labs, located at the Soundview and Sotomayor Cornerstone Community Centers, opened to provide eight hours of child-care and academic support to students of essential workers during regular school hours. Funded through the New York City Department of Youth and Community Development (DYCD), our Phipps Neighborhoods Learning Lab teams kept young people safe and engaged as their families navigated new workplace responsibilities, school closures, and the transition to remote learning.

Early childhood

At the height of the 2020 pandemic, families without the option to telecommute relied on Phipps Neighborhoods' Early Childhood education and enrichment programs to provide safe, child-centered, and experiential early learning. Our teams provided in-person and virtual services for pre-kindergarten participants, supporting caregivers with actionable at-home learning ideas and virtual lessons to promote their children's development and bridge learning loss at this critical developmental stage.

"I want to say thank you to you and the entire Phipps Neighborhoods staff for all of your support during the pandemic. As an essential worker, it has been difficult to balance work and remote learning. Having you reach out meant so much to my family."

JASMINE FLETCHER
Parent of a 7th-grade student Richard R. Green

COMMUNITY HUBS

A lifeline for families

In March 2020, Phipps Neighborhoods' community centers, Community Schools, after school programs, senior programs, supportive housing, resident services, and Healthy Families caseworkers provided critical connections for our Bronx families during the COVID-19 lockdown. Our teams quickly pivoted to hybrid and virtual service delivery, collectively making over 6,300 wellness calls to families across our programs. These calls revealed each family's unique needs, promoting the expansion of emergency relief and rapid response efforts. Phipps Neighborhoods' team mobilized support systems to connect Bronx families to healthcare, mental health services, and access to prescriptions. Programs provided pop-up food and PPE distribution events, transportation support, and ensured that each family had the technology required to stay connected.

Our Community Schools at East Bronx Academy and Richard R. Green Campus offered curbside pick-up, distributing over 200 care packages, including food, household essentials, and school supplies. Community School programs helped families manage stress by hosting virtual family game nights and facilitating support circles where families could build relationships and share challenges.



ADDRESSING THE DIGITAL DIVIDE

NEARLY
19%

of Bronx
households
**LACK INTERNET
ACCESS⁹**

OVER
23%

of households in East
Tremont, Melrose,
Morrisania, and Mott Haven
**LACK INTERNET
ACCESS⁹**



A bold step for summer camp

Our programs took summer camp 2020 remote. The summer camp team utilized a university model that offered a five-week virtual summer experience, where campers were empowered to identify and explore issues critical in their community through project-based learning. Projects were student chosen and included topics such as cyber bullying and environmental justice. Additionally, our young people were engaged in health and fitness activities, arts, and virtual gaming, and service-learning. To respond to social isolation, our team prioritized social-emotional learning in all facets of the virtual program. Campers had opportunities to share their emotions, build relationships, and receive support in managing feelings of loss and anxiety.



"Social emotional learning was embedded throughout all the classes. We focused on strengthening skills to deal with the challenges [campers] have had and will have in the future. Empathy, managing emotions and coping, and of course, growth mindset."

JOSEPH VEREEN, Director of Community Schools at PS 67 & PS 44

"I want to thank Phipps for your positive involvement in the lives of the young ones and keeping them on focus, and building a character of responsibility, love, and leadership for the future."

ABE BABATUNDE, Father of Camper

"From what [my daughter] has said, she loved the entire program, especially Social Emotional Learning and Health & Fitness. I personally appreciate the fact that the kids were engaged mentally, emotionally, and physically."

EMILLY LUCIANO, Mother of Camper

PARTICIPANTS (AGED 14 TO 24)
RECEIVED UP TO
\$1,000
IN SUMMER STIPENDS

during a time when unemployment
hit record numbers in the Bronx



College-bound

The graduating class of 2020 had their high school senior year cut short, but our College Access program ensured that our young people developed critical skills to successfully transition to their first year of college during a pandemic. Despite the changing landscape for our college-bound youth, our counselors worked with young people each step of the way. To help students stay on track, the College Access team provided one-on-one guidance to help students select classes, access mental health supports, and connect to alumnae and vital campus resources.

The students who participated in the College Access program are attending Cornell University, Alfred State, City College of New York, Borough of Manhattan Community College, Bronx Community College, Lehman College, Hostos Community College, Hunter College, Medgar Evers Cornell University, SUNY Purchase, and more.



Building career pathways through summer employment

In partnership with NYC's Department of Youth & Community Development (DYCD), Phipps Neighborhoods engaged over 200 young people in virtual workplace experiences in the summer of 2020. While thousands faced unemployment, young people participated in virtual work readiness experiences through SYEP Summer Bridge 2020. Participants explored career pathways by participating in "real-world" workplace challenges, including reimagining the future of the social service sector post COVID. Projects encouraged young people to find their voice, explore their interests, and design solutions to issues impacting the changing world of work. Through remote internships with Bronx-based businesses, participants honed money management skills, developed resumes, and deepened career exploration in graphic design, biomedical engineering, and community organizing.

"I worked with students using Google Classroom throughout the spring lockdown: finalizing financial aid packages and acceptances, helping students get in touch with offices on campus, and providing the support required to overcome fears about the possibility of attending college online."

KELSIE JAMES, College Access Coordinator



CAREER EXPLORATION DURING A PANDEMIC

New models for a new reality



The new landscape of work in 2020 amplified the urgency for a new generation of healthcare professionals. Our Career Network: Healthcare (CNH) program provides young people with an immersive experience in the healthcare industry in partnership with Hostos Community College and Montefiore Health System. Our 21st cohort of students was about to begin their training when the NYC COVID-19 lockdown spurred a quick pivot to digital engagement. The shift provided an opportunity for CNH to reimagine the program model—a streamlined 10-week experience that provides real-world job training through externship placements at Montefiore. This year, 16 young professionals completed the new virtual curriculum and externships with Montefiore health center.

Community Schools & after school programs

Our school-based, after-school, and community center teams led the charge to support young people's transition to home-based virtual classrooms and worked with our participants and their families to connect them with Wi-Fi hotspots, Chromebooks, and laptops (loaned directly from our classrooms). Phipps Neighborhoods programs offered remote support and virtual engagement to keep our young people connected and learning. They provided homework help, one-on-one academic support, opportunities for social and emotional expression and a space to share experiences while also building the skills needed to manage social isolation.



Empowering our residents

The Lee Goodwin Residence, a Phipps Houses supportive housing site with services provided by Phipps Neighborhoods, for young adults exiting the NYC foster care system.

Through the Capital One grant, Phipps Neighborhoods partnered with 'EveryoneOn,' a nonprofit dedicated to creating social and economic opportunities through access to technology and digital skills training. Residents have started a seven-week training program to build skills and digital literacy to expand their employment opportunities.

THANKS TO A GRANT received from the Capital One Financial Corporation,

60
young
people
received
laptops

with a full, no-cost
five-year contract
for internet access

Amplifying community voice

George Floyd's death inspired Phipps Neighborhoods' programs to engage community members in conversations about equity, racial trauma, and the Black Lives Matter Movement (BLM). Our Virtual Summer Camp and Bronx Community Action Team programs explored social justice issues and reflected on BLM protests unfolding on our screens and in our city's streets to make real-world connections for campers. Together, they discussed ways to build a more equitable future through civic empowerment. Our campers translated these conversations into a collective call for action and created a series of policy recommendations to improve community and police relationships that were sent to the NYC Mayor's Office. These young people advocated for the end of discriminatory policing of Black and Brown communities and the resulting mental health burden it creates for families, increased diversity in the police force, and more funding to be allocated for after school programs to expand youth activities and opportunities.



Learning through literacy

In February 2019, our young men's group, My Brother's Keeper (unaffiliated with former President Obama's initiative), at our Richard R. Green Campus Community School, read the young adult novel, *Ghost Boys*. Told through the eyes of a young black man killed by a police officer, the story resonated with our young readers' lived experiences. As the group shifted to virtual meetings during COVID-19, they used the novel to reflect on their own lives, race, and community's relationship with police.

"I am thankful for the BxCAT program for helping me see that teens can do more than we know to help the world become a better place."

DESTINY CANNON, 17-Year-Old, BxCAT Participant

YOUTH CHANGEMAKERS

Bronx Community Action Team

A core group of 16-24-year-old changemakers who are passionate about making a difference in their community drives the Bronx Community Action Team (BxCAT). This year, our young leaders mobilized to get out the vote and ensure Bronx neighborhoods completed the 2020 Census. The Bronx community has been historically undercounted in Census campaigns, ranked the 4th hardest to count among New York State counties.¹⁰ BxCAT's community engagement efforts offered our young people an opportunity to inform Bronx residents about the impact the Census has—including levels of political representation, funding for schools, support for hospitals, and funding for local infrastructure projects.



CALLED MORE THAN
1,700

Bronx residents to
get out the vote in
November 2020



ENGAGED OVER
15,000

New Yorkers to
increase 2020 Census
participation



GATHERED
5,200

commitments from
Bronx residents to
complete the Census



DISTRIBUTED OVER
4,000

Voter Guides to
Bronx residents



LOOKING AHEAD

Adapting our services, and centering our mission

Change ignites innovation. Phipps Neighborhoods is using the lessons we have learned during COVID-19 to double-down on our mission. In 2021, we will embark on a strategic planning process to assess our community impact work, deepen our relationships with community members, and expand our network of local and national partners to broaden our services. We will maximize our resources and build new pathways toward educational equity and economic opportunity for Bronx residents through this process.



Our work is evolving

Rooted in Phipps Neighborhoods' tradition of community-driven programming, we are reimagining how we deliver our services. As we look to build back better, we will refocus our goals on three critical areas for impact:

HIGH QUALITY AFTER SCHOOL AND EDUCATIONAL PROGRAMS

Create a continuum of responsive learning opportunities that support youth participants towards College Access and the cultivation of 21st-century skills.

Enhance our programming to support digital equity and foster digital literacy through STEAM educational opportunities for youth and families.

Increase support for our students and their families during COVID-19 and beyond through healing-centered practices and social-emotional skills development.

PARTNERSHIP WITH PHIPPS HOUSES

Deepen Phipps Neighborhoods saturation of social services in communities where Phipps Houses residents live.

Build our data management practices to assess and illuminate our community impact model.

Enhance our network of local and national partners to expand the depth of our social service and case management provisions to Phipps Houses families.

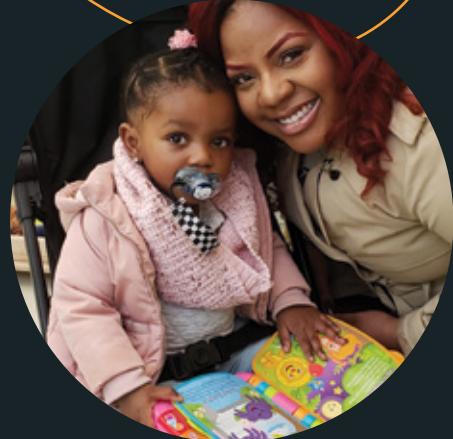
ECONOMIC AND COMMUNITY EMPOWERMENT

Expand our employment and credentialing pathways to include training in high growth industry sectors, including building services, construction, and healthcare.

Develop cross-sector partnerships to respond to changes in the workforce and provide financial counseling for Bronx residents.

Mobilize technology to better respond to community needs and build customer-centered practices that support economic recovery.

HOW ARE WE GOING TO GET THERE?



ACCOUNTABILITY THROUGH DATA

Data tells the story, and at Phipps Neighborhoods, we are enhancing our efforts to collect data and learn from our metrics. Those changes will:



Streamline data collection so that program staff members spend more time providing services



Capture more detailed service provision data to inform decision making and improve outcomes



Create standard indicators to measure service quality and understand our impact across programs

DEVELOP OUR GREATEST ASSET: OUR TEAM

To create a learning organization, we are increasing professional development opportunities for staff to enhance the skills and knowledge they need to support our continued growth. Capacity building will focus on



STEAM (Science, Technology, Engineering, Arts, and Math)



Social-Emotional Learning



Transformational Leadership

CREATE LASTING CHANGE

In 2021, we will develop our advocacy work across New York City and State to inform the policies impacting our community and the nonprofit sector. To realize this goal, we will:



Build on our network of partnerships



Expand cross-sector collaborations



Harness the power of community voice to drive impact work

Honoring Our Frontline Heroes

Through the pandemic, Phipps Neighborhood employees continue to serve as our community's frontline heroes, ensuring families have access to critical care. We honor our teams for their compassion, fortitude, and unwavering commitment to New York City's families.

Daniel Agosto
Zaneta Albanese
Cynthia Alemany
Lakiema Alexander
Aja Alveranga
Karoleen Andrews
Astrid Ballard
Jordan Barton
Tracie Bell-Budhai
Ian Blow
Thomas Brande
Andre Brooks
Brenda Brown
Norma Brown
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Benny Calderon
Fatoumata Camara
Wendy Caraballo
Amarilis Caraballo-Medina
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Myzjuliekqua Carter
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Lillian Diaz
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Thanks to generous contributions from donors like you, our programs were able to adapt and innovate during a global pandemic.

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Executive Director and CEO



2020 FINANCIALS

STATEMENTS OF ACTIVITIES Years Ended June 30, 2020 and 2019 (in thousands)

NET ASSETS WITHOUT DONOR RESTRICTIONS	2020	2019
REVENUE AND OTHER SUPPORT		
Contributions		
Phipps Houses	\$ 1,099	\$ 1,047
Other	537	488
Program and grant revenue	2,248	2,659
Fundraising event	1,547	1,765
Investment and other income	294	323
Net assets released from restrictions – satisfaction of program restrictions	11,880	15,696
TOTAL REVENUE AND OTHER SUPPORT	17,605	21,978
EXPENSES		
Program expenses	14,147	19,209
Management and general	2,684	2,344
Fundraising	480	698
TOTAL EXPENSES	17,311	22,251
INCREASE (DECREASE) IN NET ASSETS WITHOUT DONOR RESTRICTIONS BEFORE POST RETIREMENT ADJUSTMENT	294	(273)
POST RETIREMENT BENEFIT ADJUSTMENT	(657)	49
DECREASE IN NET ASSETS WITHOUT DONOR RESTRICTIONS	(363)	(224)
NET ASSETS WITH DONOR RESTRICTIONS		
Program and grant revenue	8,478	22,746
Net assets released from restrictions		
Satisfaction of program restrictions	11,880	15,696
Investment (loss) income	(62)	86
(DECREASE) INCREASE IN NET ASSETS WITH DONOR RESTRICTIONS	(3,464)	7,136
(DECREASE) INCREASE IN NET ASSETS	(3,827)	6,912
NET ASSETS, BEGINNING OF YEAR	23,453	16,541
NET ASSETS, END OF YEAR	\$ 19,626	\$ 23,453

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Phipps Neighborhoods helps children, youth, and families rise above poverty. We work in Manhattan and South Bronx communities where we can address the greatest barriers to lasting success through education, career programs, and access to community resources.

We are dedicated to our neighborhoods for the long-term, supporting individuals and families as they establish self-sufficiency. Our services create opportunities for people to thrive in every aspect of their lives.

