



## 2022-2023 Annual Report



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# Introduction



**Over the past 20 years, Bronx Parent Housing Network has emerged as both a leader in the housing and support of New York’s unhoused population and as a vocal supporter of the need to treat our population with respect, care, and sensitivity.**

BPHN has overcome obstacles in the past few years and learned how to be a more effective, transparent organization with a renewed dedication to ending homelessness in New York City. We have redoubled our efforts and changed how we operate as an organization. During 2022-2023, we advanced our priority to become a more diverse and inclusive organization. All our Vice Presidents, Senior Management, and Board Members are people of color and are committed to fighting racism and sexism in all forms. We are committed to being anti-racist, fighting sexism in all forms, and being allies to the LGBTQ+ community.

Over the last few years, BPHN has grown and expanded: we have expanded our programs and services, expanded our use of technology, developed training, and encouraged growth and development of staff, tightened fiscal policies, acquired new funders, and partnered with the city to tackle the problem of homelessness and the humanitarian crisis caused by the influx of migrants.

With our new, expanded role encompassing all five boroughs, BPHN has rebranded itself. Our new name, Housing Solutions of New York (HSNY) reflects that new role as a service provider to all of New York City, bringing jobs and a sense of stability to the neediest New Yorkers.

This is the right time to update our identity to reflect who we are today. We have grown as an organization and believe that under the banner of HSNY, we will set new standards as an effective, caring, fiscally responsible organization that will serve the community by tackling the problem of homelessness. The blending of caring staff members with sound fiscal policy and high-tech equipment is the natural step in the progress of our organization, and we are excited for the opportunities our expanded role brings.

HSNY has already been working with other funders and nonprofits outside of New York to establish a footprint and to use our social services model and experience and implement those strategies in other locations with other funding opportunities.

We would like to thank all our partners and donors for the confidence they have shown us throughout the years and for helping us grow and improve. HSNY would not be possible without you.



Sincerely,  
Housing Solutions of New York



# Letter from the Chief Executive Officer

Dear Friends,

## **I am pleased to present the Housing Solutions of New York (HSNY formerly BPHN) 2022-2023 Annual Report.**

At HSNY, we believe that ending homelessness requires commitment, teamwork, and extraordinary dedication. The challenges facing our clients are great. And, with a once in a century pandemic and now responding to a crisis of an influx of asylum seekers, our promise to the community remains the same: HSNY will not quit until every person we serve is safe and secure and out of shelter. This is a promise every team member at HSNY lives each day.

Over the past two years, HSNY has had its own struggles. We are happy to report that not only are these struggles behind us, but the organization is thriving, growing, expanding, and widening our scope of services. We have effectively demonstrated our ability to turn adversity and hardship into success.

Over the past two years, HSNY has doubled our staff. We have increased our operating budget by more than \$60 million by securing new contracts and resources from new sources. HSNY has redesigned our approach to how we address, manage, and address the multitude of issues facing the population we serve.

Over the past two years, we have reconstituted our board of directors. Our current board has wide experience in various sectors, and they bring to HSNY a commitment and passion for our cause.

Over the past two years, HSNY has reenergized its leadership team, brought in talent, and added and augmented departments, to support our mission. To this end, our Chief Program Officer, Chief Development Officer, and Vice Presidents are all women of color, demonstrating that barriers can be broken down.

Over the past two years, HSNY increased the type of services we provide and moved to a “solutions-based approach” that covers every aspect of our clients’ needs. Even after they leave the shelter, they continue to enjoy the full support of our agency, whose mission is to provide wrap around services that address not just the symptoms, but the cause of being unhoused.

Over the past two years, HSNY addressed the pandemic successfully and fully supported assisting the asylum seekers coming to New York by opening five of these shelters in six months.

Because of our organization’s success over the past two years, we are ready to move to the next level. We are in the process of revamping the agency, not only with a renewed dedication to our cause, but with a new name: Housing Solutions of New York (HSNY).

I am privileged to lead this agency. I am proud of our dedicated Residential Aides, Case Managers, Housing Specialists, Care Coordinators, Operational and Program teams, support staff in HR, Finance, Accounting and IT: all of our committed staff that work hard each day in support of our mission.

Finally, our success would be possible without the support of people like you: foundations, corporate donors, investors, and individual donors. You are the ones that enabled HSNY—formerly BPHN—to end homelessness in New York City.

Thank you so much for working with us to make the impossible possible.

Yours Truly,

*Seth Muraskin*

**Seth Muraskin**

*Chief Executive Officer*

“**HSNY has doubled our staff. We have increased our operating budget in excess of \$60 million ... HSNY has redesigned our approach ...**”

**Seth Muraskin**  
*Chief Executive Officer*





# Letter from the Chief Program Officer



“Homelessness is a Response to Trauma Already Experienced.”

Dr. Xellex Z. Rivera,  
Chief Program Officer

Dear Friends,

**Homelessness may seem like a problem that will always be with us. But the more we learn about it, the more we innovate, evaluate, and collaborate, the closer we come to ending it. There is a shift happening in the way we view people’s circumstances.**

HSNY has a passionate response to homelessness that includes the human response to service delivery. HSNY has deep roots in being a pillar agency of the community that works to provide a direct response to one of the most underserved, challenging, and dehumanizing experiences, homelessness, that the standards are set for what is possible – independent living through permanent housing is attainable despite the traumatic experience. Homelessness is not hopelessness. We stand dedicated to the fight to end homelessness not only in the Bronx – but in New York City and give hope to those who are experiencing homelessness.

**Program Impact at HSNY (formerly BPHN)**

- **DHS Shelter Portfolio has expanded** – opening 5 Commercial Hotels to assist NYC with the Asylum Seeker Crisis – census increased to over 3000.
- **Total # of DHS Shelter Portfolio Placements** – 336
- **Successfully launched the Connection to CARES: Building Resilience in Youth (C2C:BRYP) Program within the shelter**– providing Mental Health Services for up to 318 Youth.
- **Food and Nutrition is GROWING!** – With a current enrollment of 185 persons (140 waitlisted). F&N continues to expand as evident by the successful pantry distribution to 13 DHS Tier II Shelters as well as the Community Pantry launch in September 2023.
- **Emergency Housing Program continues to be the ONLY program of its kind in New York** – new leadership has been able to build strong relationships with HRA. Opening 10 new sites expanding to Staten Island.

The agency has made a major shift that demonstrates a unique depth of understanding of homelessness and the ability continuously to seek out opportunities to adequately address gaps in delivery of service. Our commitment to providing solution-focused and comprehensive services is our aim. The provision of support systems throughout this continuum is what separates HSNY’s service delivery from the rest of the field.

As we issue this Annual Report, we know that none of what we do would be possible without the support of so many of our partners. Corporations, foundations, government partners, city agencies and an increasing number of individual donors like you make everything we do possible.

You instill in us the hope we need to bring our work to its conclusion. Your support, through advocacy, volunteerism, and donations, is critical to our success. Because of you, lives are being changed, families are being restored, and people experiencing homelessness and poverty have another chance at life. Because of you, all of us at HSNY come to work each day committed to a vision of a world where shelters are no longer necessary, and homelessness is a thing of the past.

Thank you very much.

*Dr. Xellex Z. Rivera*

Dr. Xellex Z. Rivera  
Chief Program Officer

# Mission



## Our Story

People are at the heart of everything we do at HSNY. We believe that individuals deserve the right to access, develop, and enhance their resources to reach their goals. We provide safe, supportive spaces that empower growth, change, and resiliency. We help NYC's unhoused population access the funding, tools, training, and support they need. We believe every New Yorker has the right to have a brighter tomorrow, and access to safe and affordable housing.



## Our Mission

Housing Solutions of New York was founded with a mission to make a difference in the lives of NYC's most marginalized citizens. No one should have to suffer in solitude.

To this end, we provide the highest level of service by expanding our shelter sites across the five boroughs, bolstering our social services for clients, ensuring that our buildings are clean, safe, and well-maintained, and providing a satisfactory working environment for our staff, so they can truly take ownership for the great work they do to making New York the capital of the world.

Every day we see the positive effects on the lives of our clients, and we hope to go even further in 2024 and beyond in our mission to ...

**End Homelessness.**





# Programs

The core of mission is serving unhoused families, children and adults. HSNY started as a “housing network” to address the issues relating to homelessness, especially among children. Over the years, HSNY has expanded its portion and footprint, with over 18 sites situated around the city. In addition to housing, HSNY provides placements, social services and case management support to our clients in shelters.



## Shelters Under DHS

Ramp up – staffing programs:

**18** Current number of sites      **Persons served annually** **5,129**  
(in CY '22 across all programs and sites)

BPHN operates:

 **12** Families with Children Shelters      Number of Clients **1,731**

 **2** Adult Family Shelters      Number of Clients **559**

 **2** Single Adult Shelters      Number of Clients **163**

Number of Asylum seekers **568**



# Emergency Housing Program (EHP)– under HRA

HSNY’s EHP collaborated with HRA to serve the city’s **unhoused population with HIV.**



Clients served in 2022 **1,389**

In September 2022 Housing Solutions of New York (HSNY) began providing light touch social services for HASA clients living in HRA funded Emergency Housing units.

HSNY has collaborated with HRA case management team to increase the number of HRA 2010e applications to connect clients to permanent supportive housing. The data shows that the implementation of the HSNY Light Touch Social Service Program has had a significant positive impact on the documentation needed to submit HRA applications.

On a monthly basis HSNY Care Coordinators are engaging HASA clients and developing working relationships.

Clients served at DSP Sites:  
During CY ‘22 **354**  
(Direct Services began 9/22) | During CY ‘23 **612**

Housing placements **54** thus far in CY ‘23

Entire EHP Portfolio  
at end of CY ‘2022 **660** | thus far in CY ‘23 **679**

Units Revised To Exclude Offline/Egress Units  
333 at Non-DSP Sites | 309 at Non-DSP Sites  
327 at DSP Sites (active) | 370 at DSP Sites (active)



Through this relationship HSNY Care Coordinators have successfully conducted:

**41** Comprehensive Assessments  
**142** Housing Focused Service Plans  
**72** Housing Focused Psychosocial Assessments  
**16** Psychiatric Evaluations

Assessments have resulted in increasing the number of health and wellness referrals provided to clients residing in HASA EHP units. There has been a total of 31 referrals for mental health and medical health services.

HSNY staff has obtained and submitted a total of 170 CHAT Consent forms needed for HRA to submit the 2010e housing applications. The total number of HRA 2010e applications completed is pending as HRA is working towards identifying a CHAT Liaison.

The impact of the HSNY Light Touch Social Services Program is evident in the total number of clients that are linked and have moved into independent housing. There have been a total 63 clients linked (accepted and move pending) or moved to permanent housing:

**10** Clients Linked to Supportive Housing | **30** Clients Linked to Independent Housing | **19** Move Outs to Independent Housing | **4** Move Outs to Supportive Housing Programs

## EHP Success Story



PM has lived at EHP site 875 Longwood for five years. PM identified challenges with substance use including alcohol and marijuana. When HSNY Care Coordinator engaged PM for services she initially refused to meet with staff. PM reported not trusting the onsite Care Coordinator and discussed how she has felt neglected by the system. HSNY Care Coordinator staff continued engaging PM and building a working relationship. Client, PM directly asked the HSNY Care Coordinator, **“how are you going to help me and what makes you different than other people who promised to help”.**

The HSNY Care Coordinator responded by empathizing with her feelings of neglect and stated she would show her the difference with her actions. The HSNY Care coordinator continued to engage client PM on an ongoing basis. She met with her monthly and escorted her to appointments for documents.

The HSNY and HRA team collaborated to obtain documentation needed such as her photo ID and an updated Social Security Award Letter. The team also assisted her with obtaining a cell phone which was needed to communicate with potential housing providers. Once all the necessary documentation was obtained the HSNY Care Coordinator worked with a broker and client PM obtained an interview for a supportive housing site.

The HSNY Care Coordinator prepared her for the interview and supported her throughout the process. After five years of residing in the HASA EPU site Longwood, client PM successfully moved into supportive housing in February 2023. Now that client PM has obtained supportive permanent housing, she has set a goal to work with her onsite case manager in permanent housing on her substance use and to gain employment.





# Grant Programs

HSNY’s mission is to support all New Yorkers break the cycle of poverty and homelessness. In addition to shelter services, HSNY offers people-centered, high quality and cost-effective care coordination services that promote stability, autonomy, and dignity.

“HSNY taught me that I’m a decent person, that life is not hopeless, and I could turn my life around. If they can help me, they can help others.”

– HSNY client



## The Ryan White Food & Nutrition Services (FNS)

empowers clients to better manage their wellbeing through food and nutrition, helping them manage their own care and avoid unnecessary hospitalizations.

 **258** FNS clients in CY '22

FNS empowers people living with HIV (PLWH) who experience food insecurity to take charge of their life and health by eating well. By teaching them the value of nutrition, they avoid unnecessary hospitalizations and increase their own autonomy and independence. The service is for clients with HIV who experience food insecurity, chronic kidney disease, kidney failure, diabetes, high blood pressure/cholesterol, heavy reliance on junk food/soda, and are over or underweight.

In the Spring of 2023, FNS relocated to a larger space. Since food insecurity is more prevalent in households with children and disproportionately impacts people of color, our Food and Nutrition Service was created to respond to this unique population of New Yorkers. In the last year alone, we have distributed 75 tons of nutrient-rich groceries and meals to people in need. Our services include home-delivered meals, congregate meals, pantry bags, and vouchers. Our greatest achievement is empowering our clients to increase their independence with healthy eating and nutrition.



## HSNY’s Medicaid Redesign Team (MRT) Supportive Housing Program

provides housing and supportive services to individuals who are homeless, physically, and mentally incapacitated, and are chronically ill, requiring frequent hospitalizations.

The program gives the recipient stability and security by paying at least 85 percent of their rent when 30 percent of their incomes goes toward rent. Currently, the program services 15 individuals who have been housed since 2018 at the start of the program.

The MRT staff assists participants with paying rent, obtaining home health aids, gaining referrals for mental health services, and keeping track of medical and mental health appointments. The program assists individuals with living an autonomous, healthy life, and gives them the tools to ensure the safety and well-being of all participants.

**15** MRT participants in CY '22  
**2** Clients transitioned to independent living (Dec 21 & Dec 22)



## HSNY’s Pathways to Permanent Housing Program

assists clients in securing housing vouchers and benefits, submitting housing applications, and providing guidance on the rights and responsibilities of tenants. We give our clients the knowledge and skills to navigate the complex housing system and secure permanent housing and a sense of belonging in the community.



## Connections to Care: Building Resilience in Youth (C2C: BRY)

expands mental health knowledge, skills, and awareness among staff members in our various community-based organizations to refer youth for mental health counseling and related services with the goal of improving outcomes for participating youth. C2C was developed to strengthen community capacity by addressing the mental health needs of youth ages 13-21 from neighborhoods facing the greatest health and socioeconomic inequities in New York City.



## HSNY’s Youth Works Plus Program

supports formerly incarcerated young people and creates quality employment pathways to ensure their economic and emotional well-being. We know that quality employment builds the confidence and well-being of at-risk youth. (Stats 3)

**15** Youth Works Plus program participants in CY '22:



- 12** Finished the program.
- 1** Working in construction and got his OSHA license.
- 5** Graduated High School this past year at a school with a 37% graduation rate. 2 of these 5 are currently in college.
- 6** Currently either Juniors or Seniors in High School.



# Financials

HSNY has seen tremendous growth under new leadership and direction. HSNY's revenue has **grown by \$40M compared to FY22**. The agency **operated at surplus of \$568k for FY23**. FY22 ended with \$71M in revenue which has **increased to \$111M in FY23** driven by HSNY's expansion with five new hotels and a new youth resilience program. HSNY's Net Assets Without Donor Restrictions have trended positively from a loss in prior years.

**+\$40M**  
Revenue  
vs FY22

**\$71M**  
Revenue  
for FY22

**\$111M**  
Revenue  
in FY23

**\$568k**  
Surplus  
for FY23

Looking ahead for FY24, we anticipate running at a **surplus of \$384k** and **revenue is expected to grow to \$146M**.



# Financial Summary

| In thousands (\$000s)       | FY23 Budget | FY23 Actual | YOY Variance \$ | YOY Variance % |
|-----------------------------|-------------|-------------|-----------------|----------------|
| Total Revenue               | \$ 125,106  | \$ 111,181  | \$ (13,925)     | -11%           |
| Personnel Services          | 36,446      | 24,534      | (11,912)        | -33%           |
| OTPS                        | 88,642      | 85,899      | (2,743)         | -3%            |
| Total Expenses              | \$ 125,088  | \$ 110,433  | (14,655)        | -12%           |
| Operating Surplus           | 18          | 748         | 730             |                |
| Depreciation & Amortization | 18          | 180         | 162             |                |
| Net Surplus                 | \$ 0        | \$ 568      | \$ 568          |                |

HSNY has a **\$568K** adjusted net surplus

Total revenues shortfall is **\$13.9M** mainly driven by underspending on EHP, Commercial Hotels, FWC Hotels and Youth Resilience

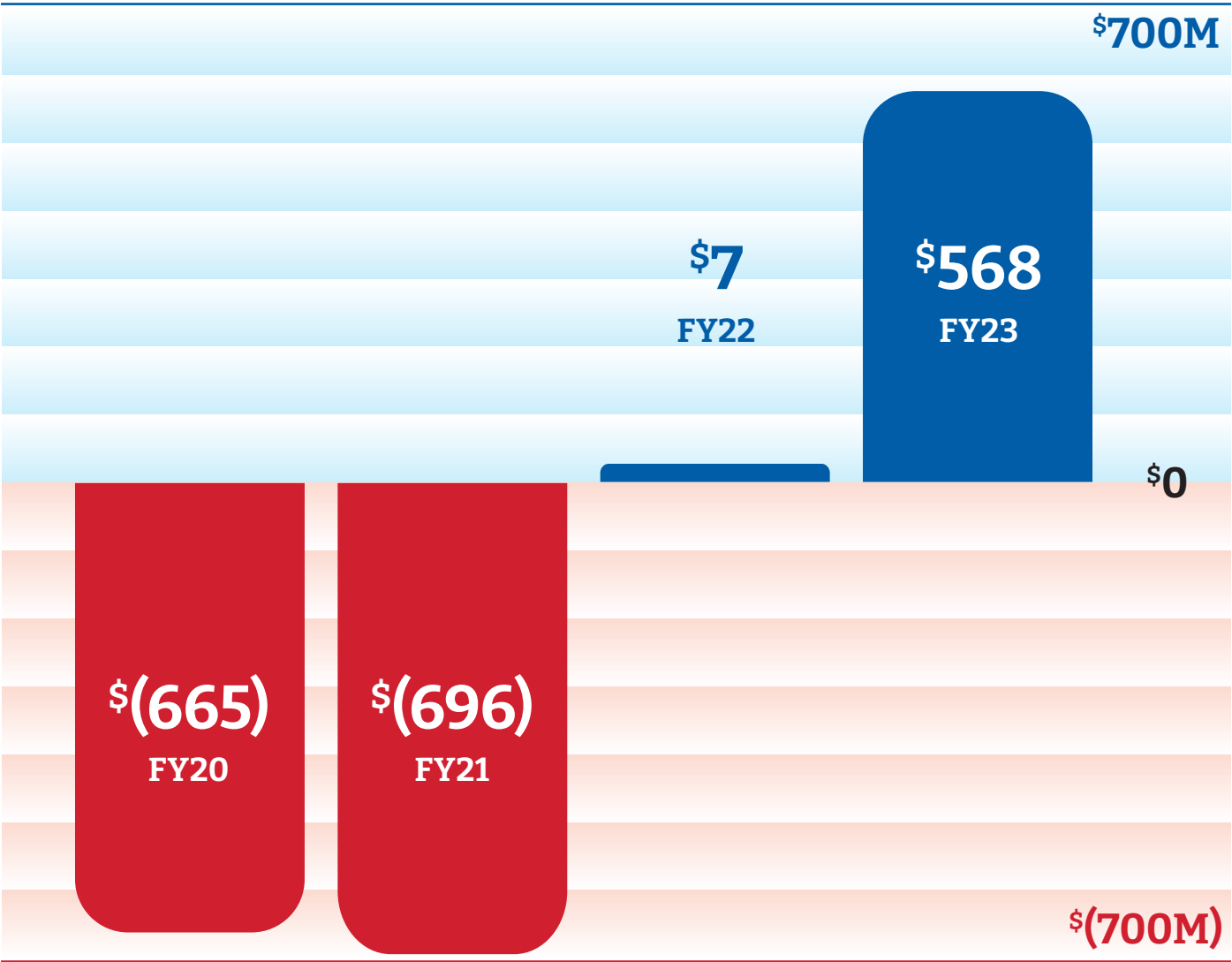
Total expense savings of **\$14.6M** is due to Personnel vacancies and underspending on OTPS is due to underspending on EHP and hotels starting late



# Year over Year Change in Net Assets Without Donor Restrictions

| In thousands (\$000s)                           | FY20     | FY21     | FY22 | FY23   |
|---|----------|----------|------|--------|
| Change in Net Assets without Donor Restrictions | \$ (665) | \$ (696) | \$ 7 | \$ 568 |

Currently, HSNY is seeking private fundraising in a campaign to increase their outreach work, to serve more New Yorkers who are in danger of slipping through the cracks with the goal of finding them permanent housing.





# HSNY–The Journey



**HSNY's original mission was to end homelessness. It still is.**

The events of 2021 made an impact on how HSNY operates everything. HSNY remained committed to its mission.

Because of the changes instituted by new management, the partnered oversight provided and the professionalization of the organization, HSNY has developed the infrastructure to further support our cause.

To that end - each team member was charged to redefine the organization and move it ahead.



# Leadership Team



**Seth Muraskin**  
*Chief Executive Officer*

Prior to joining HSNY, Seth served as Director of HR and Chief Administrative Officer at Childrens Community Services. In the past Seth has served as SVP of Human Resources and Administration at a multinational health care company, and Director of Human Resources and Chief of Staff at a National Food Manufacturer while also managing a family office. Seth has a legal background and manages his own firm and worked as a prosecutor. In addition, Seth was a special education teacher.



**Dr. Xellex Rivera**  
*Chief Program Officer*

Xellex, also known as "Dr. X," holds a PhD in Social Policy Analysis from Walden University, in addition to several master's degrees. Prior to joining HSNY, Xellex worked as Senior Director of Homeless Programs at Urban Resource Institute, New York City. She works tirelessly to advocate and develop programming for vulnerable populations, particularly the homeless. Her work has been featured on Fox News, CBS News, and NBC News. Xellex also founded a non-profit organization called #iAmSHE, which prides itself on the advancement of minority women through positivity, strength, and self-empowerment. Xellex continues to educate and facilitate workshops on homelessness in NYC, and is an adjunct professor at Fairleigh Dickinson University.



**Candia Richards-Clark**  
*Chief Development Officer*

Candia holds a Master's Degree in Public Health from Hunter College, City University of New York, and certificates in Executive Management and Leadership, from UCLA/Johnson & Johnson Healthcare Executive Program, and Fordham University Non-Profit Leadership Program. She also holds a Certificate in Health Care Financing from Harvard School of Public Health & University of the West Indies Health Care Management and Financing Program. Candia possesses over 30 years of experience with community-based program development, implementation and administrative oversight of health education, nutrition, wellness, and housing services to marginalized populations in NYC and the Caribbean. For the past 5 years, Candia has been instrumental in obtaining funding for new program initiatives at HSNY that address housing security, food security, mental health, and positive youth development.



**Brandon Gooden**  
*Chief of Staff*

Brandon is Chief of Staff at HSNY. He assists the C-suite executives in managing HSNY's day-to-day affairs and strategic initiatives across departments. Recently, he served as the Assistant Director of Outreach and Talent Development at the New York City Mayor's Office of Appointments and comes from a professional background that spans NYC government, federal government, and non-profits. Brandon holds a B.A. degree in Psychology from Kean University.



**Nadia Masters**  
*VP of Budgets & Grants*

Nadia is Vice President of Budgets & Grants and is the direct contact for all funders concerning budgeting and financial reporting. With more than 16 years of nonprofit experience and grants management, Nadia has acquired the skills and expertise in budgetary issues, including budget negotiation, budget creation, budget modification, and reporting. Nadia holds a B.S. degree from Fordham University, and an MBA from Syracuse, with a concentration in Finance and Analytics.



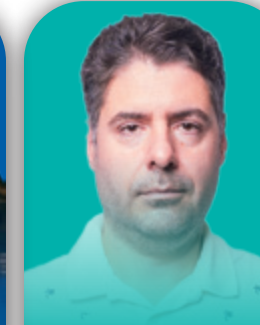
**Joann Otero**  
*VP of Operations*

Joann joined HSNY after 20 years in various managerial positions. She has served as both Executive Administrator and Director of Operations prior to being named VP of Operations. Joann is an integral part of the agency, especially regarding contract renewals and shelter openings. In her position, Joann has direct oversight of all facility operations within the HSNY network. She has also implemented protocols and procedures to ensure that sites are operating according to all state and local agency standards, including OTDA, DHS and HRA. She holds a Bachelor of Arts in Human Services and a Master of Public Administration from Metropolitan College.



**Camisha Worthy**  
*VP of Human Resources*

Camisha is a human resource professional with an MBA from the University of Bridgeport. She is an enthusiastic, results-driven HR Professional and is dedicated to keeping the 'human' in Human Resources. Her expertise is in employee relations, employee engagement, counseling, and training of both management and employees. She also specializes in new hire onboarding, developing talent, serving as the support arm of the organization, and implementing HR best practice policies and procedures.



**Joseph Pinzon**  
*IT Director*

With over 20 years of experience in the IT field, Joseph Pinzon is a seasoned IT Professional specializing in Microsoft server systems, network infrastructure, and virtualization. As the Director of IT at Housing Solutions of New York, Joseph oversees a 750-device network spanning 25 sites, implementing major projects such as creating a virtual environment and establishing a comprehensive SOPs repository. In his previous role at Argus Community, Joseph successfully merged two company networks, implemented redundant connections between sites, and virtualized physical systems. During his tenure at Hudson Guild, Joseph consolidated disparate networks and orchestrated the relocation of network services. Joe has a wide-breadth of IT knowledge that allows HSNY staff to effectively connect digitally amongst each other and the broader public.



**Letoyia Prince**  
*Director of Compliance*

Letoyia Prince is the Director of Compliance. She graduated from CUNY Hunter College with a degree in Sociology with a minor in Women Studies with the mentality that she was going to make an impact in the lives of young women in less fortunate conditions. After becoming an assistant director for a family shelter, Ms. Prince switched her goals towards working with Human Resources Administration for the WeCare program for 7 years, in this realm she developed a knowledge base for how programs were run, and services were provided to those that suffered from medical or mental health issues. It was during this time that Letoyia realized her passion for compliance and wanted to focus her time on ensuring that those in need were receiving the services they are entitled to.



**Cuyler Washington**  
*Controller*

Cuyler is a CPA with a B.S. degree in Accounting from Hampton University. He is responsible for internal controls improvement, ad hoc reporting, managing and motivating teams to achieve goals and meet tight deadlines, needs assessments and process improvements, and implementing electronic reporting systems. Prior to joining HSNY, Cuyler worked as Director of the Siegfried Group where he was responsible for financial reporting and analysis, budgeting, forecasting, internal auditing, acquisition and divestiture support, and special project implementation.



# Board of Directors



**Marilyn Sola Tavarez**  
*Chair*

Marilyn Sola Tavarez is one of HSNY’s longest serving board members. She is a Business Administration graduate from Iona College with over 10 years of experience as an educator, boasting remarkable success in various roles. As the Director of Saint Anselm’s School Extended Care Program, Marilyn oversees operations, develops policies, manages staff, and ensures a safe and nurturing environment for the children. Under her leadership, the program has expanded offerings and enhanced quality, earning praise from parents and administrators. Serving as a Lead Guide for the Bronx Children’s Museum, Marilyn inspires and educates children in the STEAM fields, fostering creativity and curiosity. Currently, she holds the position of Senior Motor Vehicle License Examiner at New York State’s Department of Motor Vehicle, ensuring compliance with laws and policies while improving efficiency and customer satisfaction. Marilyn takes pride in her achievements and appreciates the opportunities to positively impact the lives of others.



**Juan Gabriel de Jesus**  
*Treasurer*

Juan Gabriel De Jesus is a seasoned professional with over 20 years of experience in strategic partnerships. Currently, Juan serves as Director of Marketing at Schervier Rehab & Nursing. His leadership blends traditional and modern values, evident in his various roles, including Director of Public Relations Liaison and Marketing Manager for notable institutions. Juan has strong ties with his community. Since 2001, Juan has been integral to the 40th Precinct Community Council, assuming the role of President in 2011. He actively fosters community-NYPD relations, addressing issues like substance abuse, human rights, and domestic violence through initiatives like drug awareness forums and senior abuse seminars. Additionally, Juan spends his time as Deputy Chief Director at the United Chaplains State of New York, and owner of JG Elite Consulting Group Inc. and The Bronx Community Partnership Council, Inc. A devoted husband and father, Juan resides in the Soundview Section of The Bronx with his family.



**Joshua Crespo**  
*Secretary*

Joshua Diaz Crespo is a civically engaged professional with a Master of Urban Planning, Housing, and Economic Development from New York University. Joshua currently serves as the Regulatory Affairs Project Specialist at Con Ed. He excels in regional and community affairs, serving as a liaison with state entities, managing special initiatives, and representing the company at various levels. Joshua has extensive experience through almost every level of government and non-profit. During his tenure at the Mayor’s Office of Appointments he was responsible for boards and commissions and as Deputy Chief of Staff at the New York State Assembly he fostered community engagement and represented the Assemblyman at public meetings. With a solid foundation in business administration and a rich background in public service, Joshua is a dedicated professional making impactful contributions to urban planning and community development.



**Sara Crique**  
*Vice Chair*

Sara Crique is a retired healthcare director with over 30 years of experience in managing operations and staff in major hospitals in the New York City area. Ms. Crique is a rental property owner in the Bronx and a board member in two NYC non-profits. Ms. Crique graduated from SUNY Empire State College with a bachelor’s in business management and economics and holds certificates in Human Resources and staff management from Cornell University. Ms. Crique is a community services advocate and serves on the board of directors of the Bronx Parent Housing Network, advocating for housing and supportive services to the homeless population of New York.



**Rev. Theodora Brooks**  
*Board Member*

Rev. Brooks hails from Liberia, West Africa and serves as the Priest in Charge (Pastor) of St. Margaret’s Episcopal Church in the Longwood Community of the South Bronx. Rev. Brooks is a dedicated advocate for human rights on the local and national level. She serves the Church on the local and national levels and on the Boards of community and other organizations.



**Isaiah Harris**  
*Board Member*

Isaiah Harris is the Chief of Staff to the Vice Dean for Finance and Administration at Columbia University Mailman School of Public Health. Isaiah is a graduate of Shippensburg University of Pennsylvania. He is currently an MBA candidate at Indiana University’s Kelley School of Business. Isaiah has a decade of experience at complex and dynamic organizations focusing on the arts, education, social investment, and healthcare. Earlier in his career, Isaiah has worked at Planned Parenthood Federation of America, Anti-Defamation League, Free Library of Philadelphia Foundation, and The Kimmel Center for the Performing Arts. Isaiah has also led or served on the boards and committees of Association of Fundraising Professionals, Young Nonprofit Network of New York, and Spruce Foundation.



**Deepak Kamble**  
*Board Member*

Deepak Kamble is a Director at EY-Parthenon in Strategy & Transactions in the New York office. Deepak graduated in Commerce from University of Mumbai and is a Chartered Accountant (India), Chartered Secretary (India), CFA (ESG investing), and MBA from Columbia Business School. His work experience includes financial audits of public companies, financial due diligence and Mergers & Acquisitions consulting. He also serves on the board of NJ Easterseals.



**Dr. James Paine**  
*Board Member*

Dr. James Paine has over 20 years’ experience in management and executive leadership roles. He currently serves as Senior Vice President & Chief Operating Officer at Damian Family Care in New York City and he has held numerous senior healthcare positions in his hometown of St. Louis, Missouri. Dr. Paine a B.A. in Business Administration from Lindenwood University, a master’s degree in Education from the University of Missouri and a Ph.D. in Adult & Higher Education from Saint Louis University. He is also a graduate of number of prestigious fellowship and post-grad programs including the Community Health Center Executive Fellows program (CHCEF) at the University of Kansas Medical Center and the Leadership and Change Management program at the Harvard Business School. In addition to these professional experiences - Dr. Paine served as an adjunct professor in the College of Education and Public Service at the University of Missouri and is a former Peer Review Consultant for the Higher Learning Commission of the North Central Association.



# HSNY-Quantified

**+198**  
full-time  
employees  
from 2022-23

During 2022-2023, HR managed the staffing from 246 full-time employees to 435 via targeted recruiting and best practice onboarding, instituting strategies to ensure staff retention beginning at recruitment and the onboarding level.

HR rolled out their Learning Academy for staff, which features training courses on topics such as email etiquette, conflict resolution, and professionalism in the workplace.

HR hosted Wellness Fairs focusing on mental health awareness.

HR launched “HSNY Skillset,” an online platform that provides staff with the opportunity to train on various topics to support professional development.

HSNY developed a compliance program. The Compliance Department created a Compliance Policy and Procedure Manual for all staff members.

**27** Standard  
Operating  
Procedures

HSNY developed Standard Operating Procedures (SOPs) for grant-funded programs which included 27 SOPs.

**\$150k**  
Fundraising challenge  
for individual and  
foundation donors

HSNY established, for the first time, a development office with a refined and cultivated plan to attract individual and foundation donors: we have set a fundraising challenge for the next year of 150k.

**1** Sophisticated  
cloud database to  
house EHP and MRT  
program client data



**30** Computers

**30** Desk  
Phones

**10+** Network  
Devices

Installed in first 2 days  
at all Asylum sites

Asylum ramp up: On the first day, IT outfitted four of the five sites with internet and Wi-Fi to provide staff with access to CARES. On the second day, IT installed over 30 computers, 30 desk phones, and 10+ network devices at all sites combined.

IT also developed updated SOP's and produced a disaster recovery plan.



# Donors

Over the course of two decades, HSNY has worked tirelessly to provide the highest quality of support to all our clients. The dedication and support of our individual and corporate donors enhanced HSNY services through numerous initiatives. We were able to provide all our children with toys and backpacks and we expanded food access to our families and the broader community through our Food and Nutrition Services program. **We are grateful to our donors and our countless supporters who partner with HSNY to end homelessness.**



## Company Donors

- United Way - EFSP
- Fraternal Order of Police - Lodge 148
- Emblem Health
- BTQ
- Squash Exterminating, LLC
- The Donors' Fund
- Cables and Chips
- Redmond Law, PLLC
- United Maintenance Supplies
- Jani King
- Moritt Hock & Hamroff LLP
- Lamb Insurance Services
- Jack Jaffa & Associates
- Premiere
- Boca Pharmacy Group
- Clemente Mueller P.A.
- Mound Cotton Wollan & Greengrass LLP
- Gordon Rees Scully Mansukhani, LLP
- Drumlish Corp
- Con Edison
- J&B Systems
- Guardian Life Insurance
- Sokoloff Stern LLC
- Boca Pharmacy Group
- Tandym
- Spiral Financial

## Individual Donors

- |                         |                       |
|-------------------------|-----------------------|
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| Joseph Parsons          | Marilyn Sola-Tavarez  |
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