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COVER ARTIST

Carlos Mateu, a musician, dancer, and visual artist born and raised in Havana, Cuba, is a teaching artist at Henry Street's Abrons Arts Center. He calls his painting style geometric pop, fusing elements of Cubism with realism, using straight lines and perspective to create a geometric and three-dimensional effect, while subtly deforming images.

OUR IMPACT





52,551

individuals reached by Henry Street



\$500,000

emergency assistance provided*

8,032 volunteer phone calls made to seniors

1,300 helpline calls answered

2,852 individual and corporate volunteers donated 4,000 hours of their time



SUPPORTIVE HOUSING

families (including 623 children) temporarily sheltered

357 single adults received transitional or supportive housing services

78 shelter resident families matched with new homes



HEALTH & WELLNESS

3,423 community members enrolled in health insurance

7,753 individuals received health & wellness services



VISUAL & PERFORMING ARTS

26,108 individuals enjoyed 84 productions + educational programming



SENIOR SERVICES

3,482

seniors served, exceeding the annual goal by 50%



EDUCATION

3,275

participants in early childhood education, afterschool, college support, summer camp, athletics and the LES Youth Opportunity Hub



adults placed in jobs & 475 youth placed in paid work/ education programs

^{*} Including \$237,000 in direct cash grants, \$50,000 through the Artist Community Relief Fund, and summer youth work and learning stipends

LETTER FROM THE **PRESIDENT & CEO**

Dear Friends.

The ability to listen, to reflect, and to act is in our organizational DNA and deeply ingrained in the settlement house philosophy. When the pandemic hit in March 2020, the severity of the crisis required Henry Street to do all three simultaneously, as we leaned in to our connections across our community to assess the most pressing needs and respond with compassion, competence, and agility.

Henry Street's doors never closed, as our team provided extensive in-person and virtual programming to address the catastrophic health, financial, and food insecurity crisis while offering seamless access to our core human services. As you will read here, we rapidly launched several pivotal programs to meet emergent needs—a Helpline, emergency cash assistance, a food access initiative, our Community COVID Response Team, and a job corps that redeployed dozens of our team members to areas where vital resources were needed.

Underlying our response has been a steadfast focus on the physical, mental, and financial health of our nearly 500 valued employees. While others sheltered in place, Henry Streeters were showing up for those in need. Early on, we instituted a range of financial and other supports for the 200-plus essential onsite staff members—from workers in our homeless shelters to food deliverers—and we could not have done so without your help.

Strikingly, in the midst of it all, Henry Street to a large extent maintained our services. We helped people find jobs, ushered high school seniors into college, and taught tai chi to seniors (albeit online). We held outdoor art exhibitions, signed up thousands for health insurance, and organized safe holiday family events—always striving to bring a sense of normalcy and joy to children and adults in our community.

This work continues to be extremely challenging, but Henry Street is prepared to provide the long-term support that our community needs to recover from grave losses and economic devastation. We remain committed to addressing the persistent racism and oppressive power structures that have intensified the impact of the pandemic; compromised life, safety, and justice; and created disproportionately unequal opportunities in communities of color, like our Lower East Side.

Our work is part of something bigger that will transcend this time: the power of neighbor helping neighbor, of creating opportunity, of embracing justice and standing up against bigotry, and ultimately of bringing hope. Thank you for the support, confidence, and faith you've shown in our organization during this extraordinary time.



During 2020-21, David Garza was asked to serve on two mayoral advisory councils, to chair the NYC Workforce Business Council of the New York City Employment and Training Coalition, and to join several additional city and state committees tasked with leading the COVID recovery effort.

David Garza

LETTER FROM THE **BOARD CO-CHAIRS**

The past year has been an extraordinary one for Henry Street's Board of Directors—already deeply engaged in the day-to-day operations of the Settlement—as we transformed and heightened our involvement with the organization in tandem with the Settlement's pivot. We could not be more proud of the way our board members responded, accelerating the frequency of our meetings, organizing ourselves into crisis committees, making critical decisions, and managing challenges individually and collectively as they arose. The expertise on our board—from financial decision-making to keeping our buildings running and our team safe—could not have prepared us better to face the challenges at hand.

As we reflect on the immensity of issues Henry Street has dealt with in the past year and the tremendous effort undertaken, we believe that the reason we were able to be successful under this incredible pressure is that this is what we've always done: serve our community in times of crisis. Whether it is one person's crisis or a community's shared experience, as it is today, our board supports Henry Street because the Settlement always delivers. We do it for our participants and our community—and we do it every year. Not just this year.

The board has shared the heartbreak of our team and community as we've watched the devastation of industries, such as tourism, where we have secured jobs for our clients, or witnessed the catastrophic impact on the arts. Henry Street is inseparable from New York City, and if there is one constituency that needs our help in the city's recovery, it is the constituency we have always served. Helping people emerge from poverty and live more secure lives is what New York City needs to recover. Henry Street will be there every step of the way.

Finally, we feel tremendously proud of our organization and its team and wish to thank the hundreds of frontline workers who did not have the luxury of staying at home and who served their participants with bravery and compassion, even while dealing with their own fear and loss. In a time where watching the news has filled us with dread, their successes have been a constant source of hope.







Ian D. Highet

NEW PROGRAMS ARE CENTRAL TO **PANDEMIC RESPONSE**

Responding to the COVID-19 pandemic has required extreme flexibility, as Henry Street has listened intentionally and attentively to our community and team, continually fine-tuning and building our responses to immediate needs.

Many programs, such as our Transitional & Supportive Housing residences and Meals on Wheels program, never closed. Others lent themselves well to moving online: The Expanded Horizons College Access and Success program and our ESOL classes actually grew during the pandemic.

But others required a sharp pivot. Workforce clients lost the jobs our team had helped them find. Our arts venue, Abrons Arts Center, faced the closure of theater and exhibition space. Our Dale Jones Burch Neighborhood Center was approached by destitute community members.

In this environment, Henry Street was able to launch several major programs that were desperately needed by our community. This transformation was made possible through redeploying team members to new programs, working with flexible long-time funders to re-establish priorities, and an outpouring of generous donations from our community. Many of these new services are expected to last throughout the recovery.

FOOD PANTRY & LES MOBILE MARKET

Recognizing a profound and urgent need for home food delivery on the Lower East Side, Henry Street launched the Emergency Food Access Initiative in early April, building on the efforts of partner organization Vision Urbana. Initially based in our Boys & Girls Republic community center on the Lower East Side, it expanded to encompass three locations, including Abrons Arts Center and the Senior Center. With 20 staff, including many redeployed arts center workers, and volunteers, the pantries are a lifesaver for nearly 1,000 households a week, where age, illness, or lack of income has caused a food crisis.

In July, the LES Mobile Market collaboration with New York-Presbyterian began delivering 40 pounds of nutritious groceries twice a week to about 180 neighborhood families with children living in NYCHA developments.

COVID COMMUNITY RESPONSE TEAM

Addressing several intersecting needs, Henry Street in the summer launched the COVID Community Response Team—a squad of about 20 people ages 14 to 24, whose community-assistance work in 2020 touched all corners of Henry Street. During the summer, the team set up PPE distribution sites in Lower East Side NYCHA developments, registered voters, and provided information about emergency assistance options to more than 4,000 NYCHA-dwelling families. They coached older adults on using the internet so they could stay connected to the world around them, and now the team is packing and delivering meals on foot to roughly 1,000 households each week.



Jon Harper, operations director of Abrons Arts Center, was redeployed to run Henry Street's food pantry operation, where he has hired more than a dozen arts workers.



Generation Z comes to the rescue: Youth members of the Community COVID Response Team teach seniors how to get the most from their devices, in the courtyard of Vladeck Houses.

"This work is very rewarding for the CCRT team," says Carlos Montanez, who coordinates the program. "A lot of people I hire are from the community and even know the people they are helping. It's like they're assisting their own parents and grandparents."

HELPLINE

When the pandemic struck, Henry Street's team members began hearing from neighbors who had lost all ability to meet basic needs: undocumented workers with no means to buy food, families without diapers, recent immigrants with a sick family member and nowhere to turn. In April, Henry Street established a Helpline, staffed by 22 caseworkers. Whatever the need—emergency food or cash, mental health care or crisis intervention, help with remote schooling, or finding a COVID testing site—Helpline workers directed the callers to resources, mostly within Henry Street, who could help. From March through December 2020, they answered 1,328 calls.

ORAL HISTORY PROJECT

Since Henry Street's founding in 1893, the Settlement's history has been a touchstone, a teacher, and a guidepost to the future. We're enormously grateful for the care that previous generations took to preserve records and photographs from the Settlement's past. Recognizing the unprecedented time that we have been living through, Henry Street's public

historian, Katie Vogel, initiated an oral history project to document the crisis and our response, with the help of New School digital humanities professor Julie Beth Napolin and NPR podcast producer Sylvie Douglis. By the end of the year, they had interviewed 30 team and community members about their experiences during the pandemic. We look forward to creating an online audio exhibition with the moving and revealing material that has been preserved.

LOOKING AHEAD! CRISIS COUNSELING AND MEDICAL ASSISTANT TRAINING

The COVID-19 crisis has brought untold mental suffering, as people cope with loss of loved ones or their own illness, unemployment, and social isolation. To help our neighbors grapple with these issues, Henry Street in February 2021 began an exciting collaboration with NY Project Hope, an organization begun in the aftermath of Hurricane Sandy. Teams of crisis counselors are providing free emotional support, educational materials, and referrals to stimulate resilience and help community members move toward healing. In addition, to respond to the changing labor economy, the Settlement has launched the Bridge to Certified Clinical Medical Assistant Training, in partnership with LaGuardia Community College. Henry Street will recruit jobseekers for training and internships. leading to jobs in the health care sector.

> In this environment, Henry Street was able to launch several major programs that were desperately needed by our community. Many of these new services are expected to last throughout the recovery and beyond.

PROTECTING THE MOST VULNERABLE IN TRANSITIONAL & SUPPORTIVE HOUSING

Henry Street Settlement operates four shelters the **Urban Family Center** for homeless families, **Helen's House** for mothers with young children, the **Domestic Violence Survivors** shelter, and the Third Street Residence for single women. The Settlement also operates a supportive housing residence for formerly homeless people and those who struggle with mental illness as well as a residence for individuals with chronic illness and their families. Each residence provides comprehensive onsite social service programs that help residents rebuild their lives and get the mental and physical health care they need and help with job and housing searches. Even as the pandemic was beginning, the team helped to move 78 families into permanent housing in FY 2020.

THE PIVOT

When the pandemic began, the Transitional & Supportive Housing team sprang into action to keep residents and team members healthy. Henry Street immediately began delivering three meals daily to nearly 600 shelter residents, including

It warms my heart and makes you want to come back one more day, even when you're in high anxiety and the world is in turmoil. There are people going all out to help another person. It gives me hope.

RAIHANA BOSSE, PROGRAM DIRECTOR, URBAN FAMILY CENTER

325
families (with 623 children)

357 single adults

received transitional or supportive housing

more than 200 children, so that residents could stay in place. This was especially important on the Lower East Side, where finding affordable nutritious groceries can require a significant walk or bus ride.

"Like everyone, people thought at first that this would be temporary," says Urban Family Center Program Director Raihana Bosse. "Our diligence was around trying to maintain normalcy for the families."

A staff priority has been supporting families in remote learning. At first, children struggled with connectivity on the devices they had received from their schools. Staff went into schools and made calls to obtain devices and address technical issues. At Helen's House, the team established homework-help hours and an area with Wi-Fi, until all of our shelters were wired for internet service in December—a lifesaver for residents. At UFC, the youth team provided virtual tutoring, homework help, and college prep assistance to the young people living there.

From art projects to online birthday parties, staff have kept children's spirits up. With the coming of winter, shelter staff made hot chocolate kits and ornaments for families, and held virtual storytimes. Families joined Henry Street's outdoor Halloween festival, and, later, the Winter Wonderland celebration—an opportunity to take a socially distanced walk through a sparkling landscape, complete with a chance to make their cases to Santa (aka CEO David Garza).

OUR PROGRAMS

HEALTH & WELLNESS: SUPPORTING EMOTIONAL HEALTH & SAFETY

Henry Street's Health & Wellness program has been a bedrock of the Settlement's services since our founder, Lillian Wald, climbed the narrow staircases of neighborhood tenements, bringing nursing care to those in need. Today the program offers several types of mental health counseling at our Community Consultation Center (in person and remotely) and through a network of School-Based Mental Health clinics, as well as primary care through our partnership with Betances Health Center. It also encompasses the Dale Jones Burch Neighborhood Center, where participants can join parenting classes and get help accessing a wide variety of benefits and supports, from health insurance and food stamp enrollment to free legal and financial counseling.

THE PIVOT

At the start of the pandemic, Henry Street redeployed nurses who ordinarily provide preventive care for psychiatric patients to our transitional and supportive housing residences. There, they provided COVID-prevention education and care so that residents with health issues could receive timely attention without resorting to crowded hospitals. Mental health services expanded to include new initiatives such as virtual grief support groups.

Throughout the pandemic, the center has continued providing therapy. "Some of our clients are very isolated after living alone eight, nine months without having contact with another human being," says Kristin Hertel, vice president for Health & Wellness. "So we opened when the patient or therapist felt they needed to be seen."

856

individuals received behavioral and mental health services 3,423
enrolled in
health insurance

SPREAD LOVE, NOT COVID

YOU MUST WEAR A MASK TO ENTER





MAINTAIN A DISTANCE OF 6 FEET

KEEP YOUR MASK ON Inside & Make Sure Both Your nose and Mouth Are Covered at all Times



Henry Street blanketed the neighborhood with education about how to stay safe and offered assistance from our Helpline.

Services at the Dale Jones Burch Neighborhood Center have expanded dramatically during the pandemic. In April and May, the center assisted a huge surge of clients seeking help applying for unemployment benefits. It also oversaw the Emergency Cash Assistance program, disbursing more than \$250,000 to community members, including 98 undocumented households who didn't qualify for government benefits. The team operates the new LES Mobile Market grocery delivery collaboration with NewYork-Presbyterian for 180 families with over 300 children in NYCHA buildings.

As we went to press, the team was working to help community members find vaccination appointments and overcome fears of the vaccine. Says Ashley Young, neighborhood center director, protecting her team is a paramount concern. "When you're trying to do demanding work while in fear of contracting a deadly disease to take home to your mother or partner...it's really hard."

SENIOR SERVICES: MEALS, PHONE CALLS, AND INTERNET HELP

Henry Street Settlement's Senior Services division comprises four programs: **Meals on Wheels**, a popular **Senior Center**, **Senior Companion Program**, and the **NORC**—a "naturally occurring retirement community" in the Vladeck Houses, where the agency provides health and social services to people aging in place.

THE PIVOT

The pandemic laid bare the vulnerability of older people, especially those who live alone or have serious health conditions. Before it struck, the majority of seniors got out and bought their own groceries. "When seniors were told to stay home, the demand for food rose exponentially," says Betsy Smith, NORC director. Now more than 300 are getting food deliveries, through a combination of Meals on Wheels, GetFoodNYC, and a newly dedicated Henry Street Seniors Pantry.

All four programs made dramatic changes. Immediately, Meals on Wheels' clientele jumped from 1,400 to 2,200. "Henry Street provided extra staff, and we got it done!" says Program Director Cindy Singh.

Fear of bringing COVID home has been a constant concern for the frontline **Meals on Wheels** deliverers, Singh says. But Henry Street provided PPE and training early on to help them stay safe. "Folks have been with us for so long, they understood the necessity of this program and felt an obligation to make sure their clients were still receiving meals."

In March, the **Senior Center** and **NORC** staff began making check-in calls to 1,500 community seniors—an effort that was greatly enhanced when Henry Street's volunteer department stepped in and recruited 100 volunteers to help with these calls.

One of the biggest challenges—and successes—of the past year has been helping seniors use the internet—many for the first time. The Senior Center sent step-by-step Zoom instructions in multiple languages when it moved 15 classes—

from Tai Chi to arts & crafts—online. When NORC residents needed social services, such as help renewing a NYCHA lease or paying medical bills, they learned to send photos of the forms to staff.

"Our biggest accomplishment," says Betsy Smith, NORC director, "has been ensuring our clients' physical and emotional safety, over the phone. The staff have learned how to do services in a different way, and their listening skills and expertise have risen dramatically."

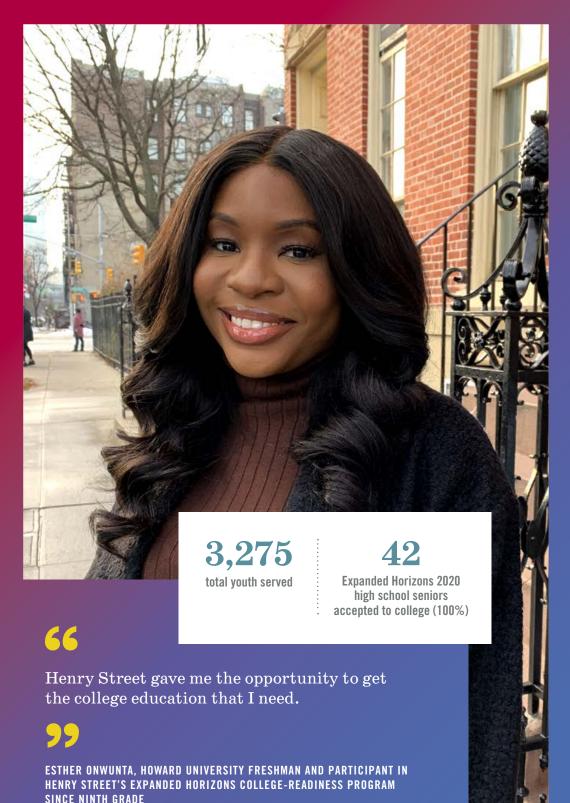
That has been the case, too, for **Senior Companion Program** volunteers—active older people who provide company and service to 160 frail older clients. Some of these relationships have lasted 10 years or more. Pre-pandemic, companions visited their clients from one to five days a week. "Now they call in the morning, remind their client about medicines, watch a TV show together, and check in again in the evening," says Program Director Rachel Hughes.



"COVID was a shock to all of us," says Senior Center member Justine Samuel; regular phone calls and groceries from Henry Street's food pantry have eased the burden.



(NATURALLY OCCURRING RETIREMENT COMMUNITY)



EDUCATION SERVICES: SUPPORT THROUGH A DIFFICULT TIME

Each year, thousands of young people engage in enriching Education Services at Henry Street, including Early Childhood Education, afterschool and summer camp, Expanded Horizons College Access and Success, the LES Youth Opportunity Hub, and school-based social services.

THE PIVOT

In March 2020, when the city's public schools closed, most of these services went online, and staff suddenly adapted to support our young people during an extraordinarily stressful time. They became tech gurus, helping to ensure students had the devices they needed and troubleshooting when students struggled with studying in hectic apartments or inconsistent Wi-Fi.

Working with the smallest Henry Streeters, Early Childhood in the spring kept up a schedule of online activities, from storytime to cooking. When schools opened partially in the fall, it was the first program in the division to return to full-time in-person learning, while keeping options open for families who would rather stay remote.

leaders earned stipends (see story on p. 20)—a system that has continued into the school year.

Our afterschool programs based in a half dozen Lower East Side public schools didn't miss a beat, connecting virtually with students through online enrichment activities. In-person clubs, tutoring, and recreation began to return to Boys & Girls Republic (BGR) and Jacob Riis Cornerstone (JRC), two of Henry Street's youth centers on Avenue D, in late summer 2020.

In September 2020, BGR and JRC were

Henry Street's youth leaders have become more

deeply engaged during the pandemic, serving as

community profoundly affected by the pandemic.

year college access and success program—has seen increased engagement, with more students

counselors and information ambassadors to a

Expanded Horizons—the Settlement's eight-

regularly attending activities like online SAT

tutoring and college prep workshops. The Lower

East Side Youth Opportunity Hub—a consortium

dramatically increased online participation. Older

participants became group leaders for younger

ones, offering activities like yoga, astrology,

and screenwriting. In a summer where paid

opportunities for young adults were few, group

run by five settlement houses—too, has seen

In September 2020, BGR and JRC were transformed into city-designated Learning Labs, where public school students could go during the day to complete their online schooling.

Opening at 7:30 a.m., these sites are an oasis for students who are not able to study at home.

"We're doing everything in our power to be there for our community, and the kids are miraculously staying engaged," says Brian McCollam, director of education services at Henry Street.



Boys & Girls Republic was transformed into a Learning Lab for public school children; Leonor Colón, assistant director of afterschool and camp services, talks with the third and fifth graders.

EMPLOYMENT SERVICES: SHIFTING TO NEW JOB OPTIONS

Henry Street Settlement's suite of services for jobseekers supports thousands of New Yorkers each year with finding employment, getting promoted, building skills, obtaining certifications, learning English, and earning high school equivalency diplomas.

THE PIVOT

When the pandemic shut down the city, staff of the **Workforce Development Center**, based at 178 Broome Street, and **Jobs Plus Lower East Side** at 24 Avenue D began contacting every participant to assess their employment situation and how Henry Street could help.

Simultaneously, the team was reaching out to employers. "We were on the phone 24/7, seeing what was available and focusing on jobs people could walk to, to try to keep them as safe as possible," says Employment Services Director Lisa Tomanelli, whose team shifted focus to industries that were hiring—like cleaning companies and health care systems.

Online **ESOL** and **HSE** classes have been a vital source of community for students during an otherwise isolating time. Many students had trouble applying for unemployment, so instructors offered one-on-one support and worked with the Henry Street Helpline to ensure that those in need—especially out-of-work undocumented immigrants—were connected to food delivery and direct cash assistance if needed.

In weekly Zoom groups, the **Job Essentials Training** team, which helps jobseekers prepare for and conduct their job searches, created a sense of community, tackling newly relevant topics like preparing for video interviews and leveraging social media in employment searches. In December 2020, JET held a virtual summit on job hunting during a pandemic, connecting with more than 70 attendees.

At **Jobs Plus**, which works with residents of the Jacob Riis and Lillian Wald Houses, community



When Phurbu Tshering, a Henry Street ESOL student, lost his job running a tourist gift stall in Times Square, the Settlement was able to place him in a new position, doing hotel maintenance.

connection is everything—so when the program moved online, the team kept clients engaged through daily groups and workshops. They also held safe in-person gatherings during the summer in conjunction with PPE distribution events and an outdoor job fair held through the New York City Open Streets program. Financial counseling appointments have increased by 30% since March 2020 and have almost exclusively focused on the issues at the forefront of pandemic relief: rent, unemployment, and student loans.

The summer **youth employment** landscape was significantly altered by COVID. With city budgets slashed, Henry Street—which usually places 1,500 youth in the popular Summer Youth Employment Program—mobilized to ensure our young people were still able to learn and earn money. After advocating strongly for SYEP funding and creating several new types of employment opportunities for young people, Henry Street placed 475 young people in jobs.

We were on the phone 24/7, seeing what was available and focusing on jobs people could walk to, to try to keep them as safe as possible. LISA TOMANELLI, DIRECTOR, 426 653 **EMPLOYMENT SERVICES** Jobs Plus financial adults placed counseling in jobs appointments Henry Street Recruiter Cassandra Walker talks with a guest at the Open Streets Job Fair.

66

At first, 'Take Care of Each Other' was a call to promote community safety and care in light of the protests around police violence. But it soon became our mantra, a way of embracing our neighbors through mutual aid and artistic engagement.

"

CRAIG PETERSON, ARTISTIC DIRECTOR, ABRONS ARTS CENTER



OUR PROGRAMS

ART AND RELIEF ARE TWO SIDES OF ABRONS TRANSFORMATION

Henry Street Settlement's Abrons Arts Center comprises three theaters, an exhibition space, artists' studios, and a large program of arts education that takes place inside the space and in the community, including throughout the Settlement's own youth, seniors, and mental health programs.

THE PIVOT

"In March, everything collapsed," says Craig Peterson, artistic director. "Artists lost shows, exhibitions, and teaching contracts. Many also lost secondary streams of income as other businesses, like restaurants and bars, closed their doors. The pandemic laid bare a lack of stability for artists in a similar way to many of the at-risk constituents Henry Street serves."

The team at Abrons didn't get stuck in paralysis for long. First, the arts center honored every contract it could, paying artists for canceled classes and performances. Then the team considered the resources they could bring to the relief effort: space, a skilled workforce eager to help, and the resources of a settlement house.

With a food crisis emerging on the Lower East Side, Abrons Operations Director Jon Harper was tapped to launch a new food pantry that soon was hand-delivering food to more than 750 households a week. He redeployed arts workers—a stagehand, composer, set designer, and more—to pack and deliver the food. Soon, the team was placing artwork from its now-remote children's classes into every delivery.

By September, the creativity was flowing outdoors. Working with Photoville, Director of Programming Ali Rosa-Salas curated public art projects outdoors at Henry Street's headquarters, Boys & Girls Republic, and Workforce Development Center. The amphitheater was the site of two public salsa classes and children's arts

workshops, as artists in residence and rehearsal studio renters started to safely return to the site.

Early in the pandemic, Henry Street launched the Artist Community Relief Fund with COVID-relief donations from individuals and seed funding from Robin Hood, the Jacques and Natasha Gelman Foundation, The Mariposa Foundation, the Sustainable Arts Foundation, and the Buddy Taub Foundation. Through the fund, Abrons Arts Center has distributed almost \$50,000 to 150 artists, with dedicated funding cycles for Black and Indigenous artists and arts organizers.

When protests erupted over the murder of George Floyd, Abrons adopted a slogan used in the Black Lives Matter movement, displaying the words "Take Care of Each Other" in its windows across the pavilion. "At first it was a call to promote community safety and care in light of the protests around police violence," Peterson says. "But it soon became our mantra, a way of embracing our neighbors through mutual aid and artistic engagement."



Take what you need; leave what you can. Abrons Arts Center began hosting a mutual aid community refrigerator in partnership with Open Hearts.



A NEW JOB CALMS HIS FEARS

David Agosto lost his job as a waiter in early March 2020, after 12 years of working at a popular Brooklyn pizzeria. "The first day I didn't go to work, I was panicking," he says.

David understood that this pandemic could be very serious. The 57-year-old had worked in many high-end restaurants over the years, but the unemployment insurance he began collecting didn't amount to his former paycheck, and he didn't know how long it would hold out. "I was running out of money and thought I would land on the streets," he says.

David was mentally preparing himself to lose his home when he reached out to Henry Street's Helpline. He was immediately connected with the **Dale Jones Burch Neighborhood Center**, whose director, Ashley Young, counseled him on his options and encouraged him to explore employment in a different industry. In the first two months of the pandemic, the number of people working in the city's restaurant industry had dropped from 315,000 to 91,000.

Young referred David to Legal Services of New York, where an attorney helped him understand how to maintain his unemployment benefits. She also connected him to Henry Street's **Workforce Development Center**, where he met with Employment Coordinator Jay Koo and Director of Business Development Jeanie Tung on Zoom. They helped him update his resume and refresh his interviewing skills before setting him up with several job interviews.

Within weeks, David received an offer from Essex Crossing—the Lower East Side development—and is now re-employed, earning more than his restaurant wages, as a concierge in The Artisan apartment building. "It's nice to be back out with people!" he says. Says Koo, David's ability to reinvent himself during these fragile times was crucial to his success.

Because David encounters difficult situations on the job, his employer sent him to a building-security certification course. "I'm responsible for a multimillion-dollar building project," he says. "Three hundred people sleep upstairs!" The class, he says, made his job easier.

"I was surprised to get a job in this pandemic, and I have it because of Henry Street," David says. "Without Jay Koo and Henry Street I would be in the streets."

David still struggles with having gone from being a friendly waiter with a loyal following to being the "heavy" as the gatekeeper to a building. "This job comes with plenty of anxiety, but work is my therapy," he says. "My hope for the future is to get back to normalcy."



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I was surprised to get a job in this pandemic, and I have it because of Henry Street.

95

DAVID AGOSTO



66

This is the first time my son has a desk with a chair. Now he can concentrate more, and he's more comfortable in the space.

99

MARJOLIN ROJAS

NUTRITION AND A PLACE TO STUDY

With a lifelong case of severe asthma, Marjolin Rojas, 36, spent much of her time indoors even before COVID, wearing a mask and gloves when she ventured out.

Unable to work since her early 20s, she has repeatedly been denied Social Security disability benefits. Eking out an existence on \$313 in public assistance cash benefits each month, plus food stamps, it has been difficult to provide for herself and her beloved eight-year-old son.

"I'm very proud of the kind of mother I am, but I had to go to the church to get food," she says.

Things came to a head for Marjolin when her son's school went remote. He had made do with a bed provided six years ago when they moved from a shelter to the Baruch Houses. But now it was broken, propped up on the boxes where he kept his clothes. "Doing his schoolwork in bed, he would fall asleep," says Marjolin's social worker, Felix Marquez.

Help came by way of a flyer that she received from a youth worker doing food deliveries in her building through the **LES Mobile Market**, a nutrition program begun in July 2020 by Henry Street and NewYork-Presbyterian. Marjolin called the program and reached Community Health Worker Nicole Regalado.

Regalado realized that Marjolin met the criteria for participation in the program as a NYCHA resident with a young child. Now the LES Mobile Market delivers 40 pounds of food to her door every other week.

"The food from Henry Street has made a big difference," Marjolin says. "There are vegetables, fruit, bread, beans, tortillas—basic food that I really need for my health. My son loves the pasta. I'm grateful for everything."

Regalado then referred her to the **Dale Jones Burch Neighborhood Center** for help with furniture. Marjolin's second-grade son received a Chromebook from his school but had no place to work. Through a private funder, Henry Street purchased a desk, chair, dresser, and a new bed, in addition to providing \$300 in emergency cash for winter clothes.

"Both of us are like, "WOW!" Marjolin says. "The bed is excellent, and this is the first time my son has a desk with a chair. Now he can concentrate more, and he's more comfortable in the space. It's good for his development."

"I'm stronger now, and I'm very grateful to God and this program," she says. "I want to keep going. I feel like I'm moving forward."





OPENING A DOOR TO CREATIVITY

When the pandemic hit, Tiana Burgos knew she would sacrifice anything to keep her grandma safe. "We stocked up on food and stayed inside from March through Mother's Day," she says.

With an associate degree in video art and technology from Borough of Manhattan Community College, Tiana had just started a new job as a production assistant for a movie studio in March 2020. Within four days, she was laid off.

Raised on the Lower East Side in a world of strong women—her mother, grandmother, and three sisters—Tiana, who had long struggled with anxiety, now faced days spent in isolation and fear, as the television news and concern for her family made her heart race. Staying in a small apartment with her grandmother during the pandemic, with only a bed to serve as chair and desk, Tiana spent her days playing video games ("not as fun as it sounds") and her nights having panic attacks.

Then she saw an Instagram post from a former art teacher seeking participants for the **LES Youth Opportunity Hub**, an educational and social support consortium for young people ages 14 to 24, of which Henry Street is a lead partner. Nervously, Tiana, at age 24, thought, "This is my last chance to join."

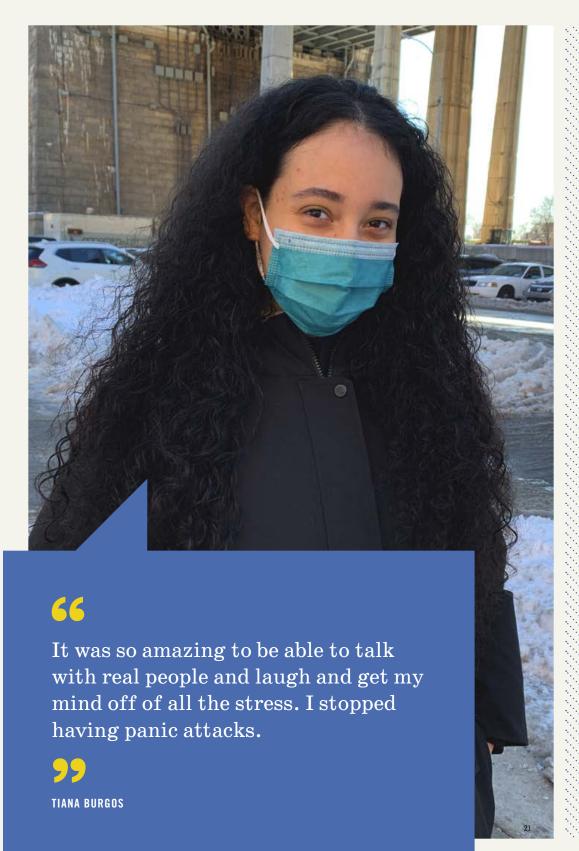
Tiana, who had loved acting in high school and had taken voice lessons through a scholarship to Abrons Arts Center, signed up for improv, art, and poetry classes. "It was so amazing to be able to talk with real people and laugh and get my mind off of all the stress," she says. "I stopped having panic attacks."

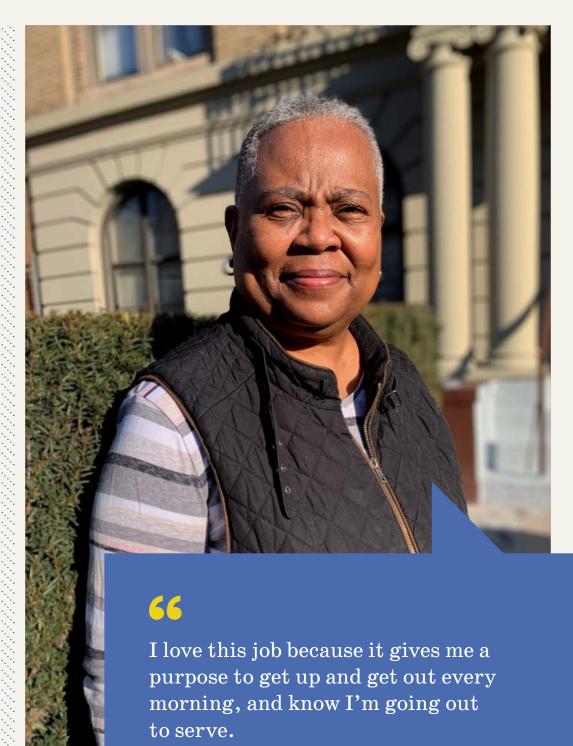
When Tiana learned of a paid opportunity to be a group leader teaching middle and high school Hub participants, she proposed a screenwriting class, having taken one in college. She grabbed her textbooks, did some online research, and now has about a dozen students. She used her earnings to sign up for an online television writing class with Gotham Writers. "I love to learn," she says, "and now I love to teach!"

Says Hub Director Elisa Kaplan, "Tiana's participation in the Hub has been a window into doing what she wanted to do." Her vibrant energy led to her earning the position of intern for the Youth Leadership Council, where she helps chart the course for the dozen young people who discuss topics of concern—from gentrification to environmental sustainability.

Coming from a low-income family where most money goes straight to paying rent, Tiana had buried any hope of working as a writer or performer. "There are things I felt like I had to give up." Now reinspired as a writer and artist, Tiana hopes to get back into musical theater.

The Hub has opened Tiana's eyes to new creative opportunities. "I'm becoming more aware of what makes me happy, and I feel I've grown so much. I have hope that things will be okay."





PATRICIA STOREY

A SENIOR COMPANION KEEPS THE CONNECTION DURING COVID

Patricia Storey fell in love with working with seniors while caring for her great aunt Dorothy who lived in a Manhattan nursing home. Every time Patricia came to visit her aunt, she made more friends, especially with those who didn't have families.

So, about six years ago when Patricia had some time on her hands, her long-time friend Lela Charney, a retired Henry Street social worker, encouraged her to join the Settlement's **Senior Companion Program**.

The program is a national model in which active seniors are matched with frail older adults to provide company and help with tasks of daily living, such as shopping and making medical appointments. After a training period, the companions work from 5 to 40 hours a week and may be eligible to earn a small stipend. The support system helps the older partners to stay in their homes for as long as they can.

Patricia, who took her own godchildren to the Henry Street sleepaway camp, Echo Hill, in the 1980s, has had multiple clients. One was a man with end-stage Alzheimer's disease; another a man whom she pushed in his wheelchair to dialysis appointments. In both cases, she became close with the client's entire family.

"When we were young, my mom volunteered at all community things; she was the classroom mom, on the board at my schools. That's where my love for volunteering came in," Patricia says.

When the pandemic struck, Patricia had been assisting two older clients including Gloria, a homebound 94-year-old with macular degeneration. Early on, Patricia realized that Gloria had little food in her kitchen; one of her first tasks was to set up a grocery delivery account for her. Now she and Gloria turn on their televisions at the same time, and Patricia explains what's happening if there is something Gloria can't see or hear.

"I love this job because it gives me a purpose to get up and get out every morning, and know I'm going out to serve." Patricia says. "Plus, I learn from them; they fascinate me and keep me going,"

The mother of two adult sons, Patricia radiates optimism and joy. COVID-19, she says, has made her more grateful for the things she has and for her family. When she was asked recently if she could take on a third client—a women who lives in a transitional housing facility, she didn't blink. "My hope for the future is that I can go back to serving in person," she says.



NY NICO UNLEASHES NEW YORK'S TALENT ON **RELIEF EFFORT**



New York Nico—aka Nicolas Heller—has been called the city's "unofficial talent scout," doling out scores of photos and videos of the city's unsung and little-known characters to his 567,000+ followers on Instagram. "Why highlight people who already have the spotlight when you can discover someone new?" he asks.

Heller—who has devoted proceeds of several past creative projects to benefit Henry Street—does most of his work on the street. So, when the pandemic hit, and non-essential workers were asked to stay indoors, he faced a dilemma. After a week of feeling down, Heller realized he could still find talent, but he would have to ask people to send videos to him.

In the spring, Heller launched several at-home talent contests, including #BestNYAccent, which went viral. Fans had so much fun submitting their distinctive New York tones that the MTA asked Heller to help find new voices to be used in subway announcements. Building on the momentum, he created the #BestNYtshirt contest for charity.

But nothing compared to the success of #BestNYPhoto—which Heller had slated as a fundraiser for Henry Street's COVID-19 response effort. More than 5,000 photographers submitted entries, yielding six winning prints, which, after going on sale to the public, raised a stunning \$60,000 for Henry Street.

One of the #BestNYPhoto winners: "7PM" by Nina Westervelt



Soon, the murder of George Floyd and Black Lives Matter protests underscored the need to fund the Black Lives Matter movement, and Heller extended the contest to raise money for antiracism groups, ultimately bringing in \$227,000 for all the charities involved.

Having grown up in Union Square, Heller, like most city kids, took the uniqueness of New York for granted. But after spending time in other cities, he fell back in love with his hometown. The Lower East Side is a particularly evocative canvas for him—the personalities, the architecture, the businesses. Since the pandemic he's increased his focus on mom-and-pop stores, sharing photos of about 40 of them on Instagram and in some cases helping them avoid closure.

"I hope the silver lining in all this is to support local businesses and nonprofit arts organizations," Heller says. "They depend on us."

He adds, "New Yorkers have been so helpful throughout the pandemic. You really saw people being generous with their time, and those who could afford it, their money. It sounds corny, but we're all in this together."

We want to extend our deepest thanks to Nicolas Heller, Darkroom Technologies, Teddy Liouliakis, the talented photographers who submitted to the contest, and the amazing supporters who purchased prints.

Nicolas Heller



THE NEW YORK JUNIOR LEAGUE **LENDS A HELPING HAND**



The New York Junior League, one of the oldest and largest women's nonprofit volunteer organizations in New York City, has long been one of Henry Street's most valued community partners. Before the pandemic, volunteers from the organization served regular Sunday meals at our senior center. When the coronavirus struck, the organization immediately reached out to see how they could shift into remote volunteering, significantly aiding in Henry Street's campaign to make regular phone calls to hundreds of seniors who—because of the imperative to stay home—began receiving food deliveries. The New York Junior League has been a consistent force for good at Henry Street during a tumultuous year.

The New York Junior League and Henry Street share a common history. Both were founded by women who were so moved by the poverty they witnessed on the Lower East Side around the turn

During the pandemic, Nicole Cunningham and fellow Junior Leaguers switched from volunteering at the Senior Center cafeteria (pictured below, pre-COVID) to making wellness calls. Nicole is the vice chair of the league's Done in a Day on Demand committee. of the 20th century that they took action. Kate Merli, Junior League member and Henry Street volunteer, says that reaching out to isolated seniors during her own quarantine "made me nervous at first because I was a stranger calling them, but the seniors are so funny and not shy about asking for what they need. It feels like you're making a difference."

In addition to making senior wellness calls and surveying food pantry recipients to ensure they're receiving everything they need to stay safe, the New York Junior League also donated difficult-to-obtain thermometers to Henry Street's Senior Center at the beginning of the pandemic. Alexandra Foulds, another Junior League member, says that the remote volunteer opportunities at Henry Street "have been a great way to stay involved with the community during this time" of increased isolation. Henry Street is proud to partner with the New York Junior League as its members strive to make a difference in the lives of New Yorkers.

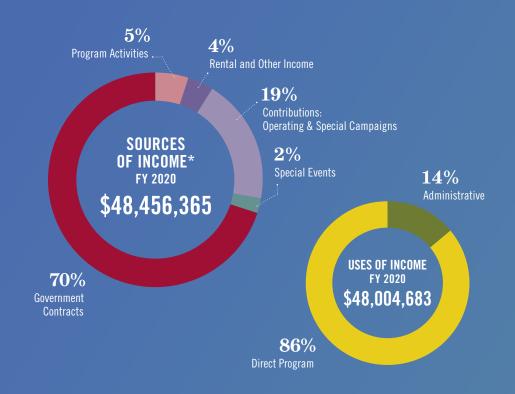


FINANCIALS

PUBLIC AND PRIVATE SUPPORT	2019	2020
Contributions—Operating	\$5,975,554	\$8,274,462
Contributions—Special Campaigns	1,311,500	370,000
Special Events	1,477,882	1,036,000
Legacies and Bequests	300,509	259,674
Government Contracts	32,716,886	33,851,629
Total Support	41,782,331	43,791,765
OTHER REVENUE		
Investment Income (Loss)	1,183,454	(69,536)
Program Activities	3,406,898	2,623,035
Rental and Other Income	1,376,328	2,111,101
Total Support and Revenue	47,749,011	48,456,365
EXPENSES		
Health & Wellness Programs	11,285,373	12,586,668
Arts Programs	2,598,667	2,789,321
Education & Employment Programs	12,174,211	12,028,504
Shelter & Transitional Housing Programs	13,796,723	14,097,337
Total Program Expenses	39,854,974	41,501,830
Management and General	4,799,001	5,351,658
Fundraising	1,180,610	1,151,195
Total Support Services	5,979,611	6,502,853
Total Expenses	45,834,585	48,004,683
Change in Net Assets	1,914,426	451,682







BALANCE SHEET AS OF JUNE 30	2019	2020
Cash and Equivalents	588,426	5,472,926
Investments	32,506,841	30,757,550
Accounts and Contributions Receivable	13,332,167	11,573,760
Fixed Assets—Net	22,325,196	23,640,131
Total Assets	68,752,630	71,444,367
Accounts Payable and Advances	6,652,651	5,076,054
Loans Payable	4,753,648	8,570,300
Mortgage Payable	7,911,173	7,911,173
Total Liabilities	19,317,472	21,557,527
Net Assets: Unrestricted	19,475,971	18,989,018
Temporarily Restricted	9,079,052	10,017,687
Permanently Restricted	20,880,135	20,880,135
Total Net Assets	49,435,158	49,886,840
Total Liabilities and Net Assets	68,752,630	71,444,367

^{*}The excess of income over expenses in FY 2020, in the amount of \$451,682, reflects restricted income that is reserved to be spent in a later year.

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And a warm thank you to the thousands of other generous donors who gave in FY 2020.

Every effort has been made to ensure the accuracy of this listing, which reflects donations received and intended for FY 2020. If your name has been misprinted or omitted, please accept our apologies and notify the Development Department so we can update our records at 212.766.9200 x2260 or info@henrystreet.org.

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OUR VALUED **VOLUNTEERS AND IN-KIND DONORS**

In a year like no other, Henry Street was moved by the overwhelming support from our network of volunteers and in-kind gift donors. We welcomed more than 2,852 individual and corporate volunteers who generously shared their time and their hearts with us. COVID-19 presented us with a host of new volunteer opportunities, including making deliveries through our food pantry, calling seniors in our community to check in on them, and more. We also express our gratitude and thanks to the dozens of individuals who donated PPE, face masks, hand sanitizer, food to our community fridge, and toys during the holiday season. Your support ensured that our community stayed safe, healthy, and taken care of during this crucial time. From the bottom of our hearts, we send thanks to all the individuals and dozens of corporate partners who worked with us to make a difference in FY 2020.



Meeting weekly to pack hundreds of bags of nutritious groceries on the stage of Abrons Arts Center, volunteers have been crucial to keeping the food pantry running smoothly.

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SUPPORT HENRY STREET

Our strength as an organization comes from the generosity of friends and donors like you. With this support, Henry Street is providing essential services to thousands of New Yorkers who have nowhere else to turn in this crisis.

Donate today and help us continue to change lives by returning the enclosed envelope or giving online at henrystreet.org/donate. Give with confidence—the Settlement spends 86 cents of every dollar donated on direct client service, and has a four-star rating from Charity Navigator.

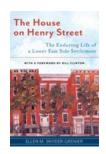
BECOME A HERO OF HENRY STREET

Henry Street's monthly donors are our heroes. Their generosity and dedication give us much-needed consistent support each month. We can do our work knowing that our monthly donors will be here for Henry Street now and in the future. Join our Heroes of Henry Street monthly giving program and become part of this special community of committed and passionate donors. Go to henrystreet.org/heroes to sign up and learn more.

ADDITIONAL WAYS TO GIVE

- Buy a Brick in our historic firehouse—the Dale Jones Burch Neighborhood Center—for yourself or a loved one.
- Launch an online campaign to direct your birthday, wedding, or other special occasion gifts to Henry Street.
- Leave your legacy and include Henry Street in your will or trust, impacting future generations.
- Volunteer your time in any of our programs. With remote and distanced inperson volunteer opportunities available, you can help our community according to your personal comfort level.
- Attend an event like The Art Show Benefit Preview on November 3, 2021, or Henry Street Social once it is safe to gather.
- For more information, go to henrystreet.org/waystogive or reach out to Ellen Schneiderman at eschneiderman@henrystreet.org or 212.766.9200 x2260.

SPECIAL EVENTS BRIGHTENED THE YEAR



THE HISTORY OF HENRY STREET

The first comprehensive history of Henry Street Settlement, *The House* on Henry Street: The Enduring Life of a Lower East Side Settlement, by Ellen Snyder-Grenier, was

published in June 2020 by NYU Press. Snyder-Grenier chronicles Henry Street's pioneering role in social justice and public health reform from 1893 to today, following the blueprint laid by our founder, the trailblazing nurse Lillian Wald. As our community grapples with both the coronavirus pandemic and the ongoing struggle for racial equality, this book reminds us of the pivotal role that the Lower East Side has always played in movements for change. More information on the book at nyupress.org.

LILLIAN WALD SYMPOSIUM

In the midst of a critical election year, with heated discourse surrounding mail-in voting, voter access, and racial disparities, Henry Street Settlement held the fifth annual Lillian Wald Symposium, titled, "Who Gets to Vote," over Zoom on Thursday, September 24.

This virtual discussion saw past and present collide as panelists discussed the implications of the 100-year-old 19th Amendment—allowing women to vote—and the modern-day voting landscape.

The Symposium featured Sean Morales-Doyle, deputy director of the Brennan Center for Justice; public historian Dominique Jean-Louis; Wennie Chin, senior manager of civic engagement with the New York Immigration Coalition; and moderator Katie Vogel, the Settlement's public historian. Henry Street President & CEO David Garza gave introductory remarks, along with New York City Council Member Carlina Rivera.



Companies and nonprofits met with jobseekers at the Open Streets Job Fair

OPEN STREETS JOBS FAIR

A highlight of the tough summer of 2020 was the Open Streets Job Fair hosted on East 6th Street and Avenue D by Henry Street's Workforce Development Center, featuring the Job Essentials Training and Jobs Plus Lower East Side programs. With opportunities to meet with representatives from multiple industries that were hiring during the pandemic, including security and delivery firms, homecare companies, and social services agencies, the fair attracted well over 100 jobseekers.

While there, fair-goers registered to vote, completed the census, and participated in health screenings with Pace University nursing students who were completing internships with the Settlement's Community Consultation Center. For Lower East Siders, the event, held on a closed street that is usually bustling with cars, gave attendees a chance to come together in a safe, socially distanced way and receive support with their job searches.

HALLOWEEN SPOOKTACULAR & WINTER WONDERLAND

Children from Henry Street's programs and throughout the neighborhood didn't miss out on the holidays in 2020; instead they delighted in a haunted garden and winter wonderland as Henry Street's Martin Luther King, Jr. Park was transformed into a spooky scene and later a sparkling paradise!

On Halloween, more than 400 people showed up for timed visits and showed out with incredible energy, impeccable costumes, and face masks replacing Halloween masks. Then, on Saturday, December 12, hundreds of kids and families, including our transitional housing residents and pre-k students, stopped by, one family at a time, for a wintry garden walk-through and socially distanced pictures with Santa. Thanks go out to the Henry Street team whose creative vision and commitment to the children of the community made these events possible.



With animal balloon and candy pail in hand, a trick or treater braves Henry Street's ghostly forest.

Photo: Lawrence Henderson

ABRONS ARTS CENTER

Henry Street's arts center brought multiple exhibitions, performances, and classes outside during the summer of 2020. In the "silver lining" department, Abrons's exhibition *Rainbow Shoe Repair: An Unexpected Theater of Flyness,* which had opened just before the lockdown, had a large outdoor component: long vinyl photo displays that stretched along the facades of Boys & Girls Republic, the Workforce Development Center, and Martin Luther King Jr. Park outside of Henry Street's headquarters. The exhibition showcased portraits taken at a locally famed shoe repair on Delancey Street from the late 1980s to the early 2000s.

Rainbow Shoe Repair was the first of several Abrons collaborations with Photoville, the visual storytelling organization. Curated by Director of Programming Ali Rosa-Salas, additional photo displays appeared in Henry Street locations during the fall by artists Destiny Mata, Gogy Esparza, Elliott Jerome Brown Jr., and Alicia Mersy—the latter two as part of the Abrons AlRspace residency. Mersy's photographs from her project NURSES paid homage to the health care workers whose dedication took on enormous importance during the pandemic.



Alicia Mersy, Abrons AlRspace artist in residence, paid homage to health care workers in the outdoor exhibition *NURSES*.

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HENRY STREET SERVICES

Henry Street Settlement delivers a wide range of social service, arts, and health care programs to more than 50,000 New Yorkers each year. Distinguished by a profound connection to its neighbors, a willingness to address new problems with swift and innovative solutions, and a strong record of accomplishment, Henry Street challenges the effects of urban poverty by helping families achieve better lives for themselves and their children.

HEALTH & WELLNESS

Community Consultation Center: mental health services
Dale Jones Burch Neighborhood Center

Emergency Food Access Initiative

Helpline

LES Mobile Market

NY Project Hope

Parent Center

School-based mental health care

Vocational rehabilitation

Primary care in partnership with Betances Health Center

Personalized recovery services

Public benefits enrollment

SENIOR SERVICES

Naturally Occurring Retirement Community: social work and nursing services; case management

Senior Center

Meals on Wheels

Senior Companion Program

TRANSITIONAL & SUPPORTIVE HOUSING

Shelter and supportive services for homeless families, adults, and survivors of domestic violence

Aftercare services

COMMUNITY ENGAGEMENT & ADVOCACY

Community Advisory Board Community COVID Response Team Voter Registration Participatory budgeting

EDUCATION

Early childhood education

Afterschool and evening programming

Summer camps

Expanded Horizons College Success Program

Youth Opportunity Hub

Middle School Success Center

EMPLOYMENT

Work readiness, English for speakers of other languages, high school equivalency

Customized staffing services for employers

Free computer access

Medical Assistant Training

Summer youth employment

ARTS & HUMANITIES

Cutting-edge performances and exhibitions at Abrons Arts Center

Obie Award—winning theater

Arts in education

Arts summer camp

Music, visual arts, dance, and theater classes

The House on Henry Street exhibition

COVID Oral History Project



Henry Street Settlement opens doors of opportunity to enrich lives and enhance human progress for Lower East Side residents and other New Yorkers through social service, arts, and health care programs.



Henry Street Settlement is proud to be an active member of United Neighborhood Houses.

