MISSION STATEMENT:
Restoring hope to Westchester County’s men, women and children in need by providing them with food, shelter and support—and lifting them to greater self-sufficiency with dignity and respect.

VISION STATEMENT:
Lifting Up Westchester respects the dignity and full potential of every individual. We assist those struggling to overcome the challenges of poverty, homelessness, hunger, health and education. We work with men, women and children as they create their own unique path to a more fulfilling, healthy and independent life. Striving to never turn anyone away, we enlist the generosity of a caring community through donations and volunteerism.
Dear Friends,

As I write this letter, Lifting Up Westchester, with your support, is fully immersed in meeting the challenges that 2020 and the Covid-19 pandemic have brought to our clients, our staff and our community. 2019, which for us was a year of strengthening our programs and increasing our capacity, seems a long time ago. Nonetheless, we wanted to continue our annual tradition of using this report to share our key accomplishments from 2019 as well as to reaffirm our commitment to continuing to serve our clients throughout this current crisis.

In early 2019, we launched our Housing Retention Program by hiring a full time Housing Specialist to focus on finding housing for our shelter clients, helping them transition to independent living, and making sure they have the resources and tools they need to stay housed. Our Housing Specialist partners with a Care Manager from the Mental Health Association of Westchester and they work together to ensure that clients have access to the care they need to stay healthy and maintain their housing.

Over a 10 month period, the Housing Retention team placed 50 individuals in permanent housing and enrolled 33 individuals in healthcare coverage. 100% remained stably housed at year end. Emergency room visits for the individuals enrolled in healthcare coverage dropped from 60 pre-enrollment to five. These numbers validate our belief that with the right support our clients can permanently exit the shelter system and live stable, healthier lives.

In late 2019, we also launched an Employment Retention Program. Two Employment Specialists now work with shelter residents to identify their job skills, help them navigate the employment application and interview process, and maintain contact with them in the early months of their employment to address obstacles that could result in a job loss.

We are particularly proud of our partnership with Caring for the Homeless and Hungry of Peekskill, My Sister’s Place and Hope’s Door where Lifting Up Westchester’s employment team works to assist individuals fleeing domestic violence in finding and maintaining employment.

2019 was also a year in which we invested in our facilities, our infrastructure and our staff. Samaritan House and Grace’s Kitchen were completely renovated, we upgraded all of our technology thanks to a state grant, and we continued to invest both in retaining our existing staff and recruiting new staff to ensure our team has the skills, creativity and commitment necessary to achieve our mission.

Thank you for your generous support of our work and our clients. Stay safe and be well.

Yours truly,

Anahaita Kotval
CEO
Lifting individuals to greater self-sufficiency with dignity & respect

**GRACE’S KITCHEN**

With 200,000 county residents facing hunger annually, the need for the free, nutritious meals offered at our soup kitchen in the heart of White Plains continues to be significant.

Each weekday, 60-80 hungry men and women receive mid-day meals and packed food for take-away. Free clothing and toiletries are also provided thanks to generous donations.

*Grace’s Kitchen* is the only soup kitchen in White Plains that provides meals every weekday and on all holidays including Thanksgiving, Christmas and New Year’s Day.

Moving forward, we hope to make Grace’s Kitchen a social services hub by providing health and wellness workshops, visits from a mobile health van and activities like movie afternoons and game days.
OPEN ARMS & SAMARITAN HOUSE SHELTERS

Lifting up Westchester is Westchester County’s most experienced shelter provider with more than 40 years of experience running shelters and homeless services. We operate Open Arms, a 38-bed residential men’s shelter and Samaritan House, a 17-bed residential women’s shelter. Both shelters also provide emergency drop-in services for hundreds of men and women who might otherwise spend their nights on the streets. Each night, our shelters house up to 75 men and women.

Homeless individuals receive support and encouragement to engage in training and employment search services and/or substance abuse and mental health recovery programs that can help them find their path to a better life. They also receive assistance in finding a home of their own.

CHARLIE BEVIER HOMELESS OUTREACH TEAM

Our three-person Charlie Bevier Homeless Outreach Team continues to provide “beyond emergency” services to help guests at our soup kitchen, as well as street homeless men and women who use the emergency overnight services provided at our shelters, begin their path to self-sufficiency.

Case managers provide informal counseling, referrals to medical, mental health and substance abuse services, assistance with finding employment and housing, and information about public assistance programs such as Medicaid, emergency heating assistance (HEAP), SSI for seniors etc.

Ada Raiford, Supervisor Charlie Bevier Homeless Outreach Team with client.
Helping individuals find, and maintain, permanent housing

Providing homeless individuals with stable housing can improve their well-being, financial stability and physical health outcomes as well as reduce their use of social services and emergency rooms. It is the most important factor in achieving self-sufficiency.

Unfortunately, it is often difficult for our clients to find, and keep housing. They struggle with multiple barriers such as substance abuse, mental illness, previous incarceration, poor education, loneliness and inexperience living on their own. It is not enough to place them in affordable housing and assume they will succeed. They need ongoing follow-up and case management to ensure that they don’t encounter problems that could result in a return to homelessness.
HIGHLIGHTS & ACCOMPLISHMENTS

- LUW launched the Pathways to Self-Sufficiency initiative and hired a Housing Retention Specialist and a Healthcare Manager to help our shelter clients find and retain permanent housing. With their help, homeless individuals will now have the tools they need to exit the shelter system promptly and permanently.

- Our new Housing Retention Specialist placed 50 individuals into housing. 100% remained housed at year-end.

- The new Healthcare Manager enrolled 33 individuals in health homes (group of healthcare and service providers who work together to ensure that clients receive the full range of health and social services they need). Emergency room visits for these individuals dropped dramatically.

- 90% of individuals in our 250 supportive housing units have remained stably housed for more than five years.

- Individuals living with HIV/AIDS, mental illness, substance abuse and/or chronic homelessness placed in our housing units received ongoing assistance to ensure they maintained their health treatment regimens and did not encounter any obstacles that could disrupt their housing.

- Lifting Up Westchester continued to be the major Housing for People With AIDS (HOPWA) provider in Westchester.

SUPPORTIVE HOUSING

Staff in our Supportive Housing Programs provide budget management, counselling, housing referrals, rental assistance and ongoing support for individuals living with HIV/AIDS, mental illness, substance abuse and/or chronic homelessness. Individuals are housed in 250 units across Westchester County.

PATHWAYS TO SELF-SUFFICIENCY

Pathways to Self-Sufficiency, a multi-faceted program that addresses the barriers faced by homeless individuals as they attempt to live independently, was launched in 2019. Its goal is to create permanent solutions to end homelessness by providing services including affordable housing, healthcare support, employment assistance and life skills training.

A Housing Retention Specialist works hand in hand with a Healthcare Manager to help our shelter clients find affordable housing, teach them how to be good tenants and ensure they receive adequate physical and mental care once they are placed in housing. The team provides continued case management and has been extremely successful at ensuring that clients remain stably housed.

Alex Lopez, Healthcare Manager and Denise Reshard, Housing Retention Specialist.
Preparing individuals for a lifetime of self-sufficiency

EMPLOYMENT SUPPORT

Finding sustainable employment is essential to successful independent living but many of the homeless men and women in our shelters have difficulty finding jobs because they lack education and have limited work skills.

In 2019, LUW hired two Employment Specialists to provide shelter clients with training in skills like resume writing and interviewing, provide linkages to vocational training programs, supply information on job postings and assist with the job application process. Our Employment Specialists maintain contact with individuals and their employers to ensure that any problems that could result in a job loss are quickly identified and remedied.
HOME HEALTH AIDE TRAINING

Our Neighbors Home Care Services agency provides free training to low-income women and men to certify them as Home Health Aides (HHAs) and prepare them for employment in the rapidly growing home care industry.

All graduates are guaranteed jobs at Neighbors, our licensed home health care services agency, which currently employs approximately 175 aides who provide high quality care to seniors across the county. There is a critical shortage of HHAs so those who decline our offer can easily find employment at one of the many other home care agencies in Westchester.

HIGHLIGHTS & ACCOMPLISHMENTS

- Two Employment Specialists were hired and with their help, homeless men and women from our residential and drop-in shelters found jobs in fields including construction, customer service and food services.

- Our Employment Specialists began creating a series of workshops to help homeless individuals develop the skills they need to successfully secure employment. Topics included interviewing skills, networking, resume writing and dress for success.

- Our Employment Specialists referred clients to various types of training classes: GED, computer skills, Certified Nursing Assistant etc., to improve their employability.

- LUW, in partnership with Caring for the Homeless and Hungry of Peekskill (CHOPP), My Sister's Place, and Hope's Door, started an initiative called R.I.S.E. (Rehousing in Supportive Environments). This resource aims to help survivors of domestic violence quickly find housing and employment so that they can regain their independence.

- Six free Home Health Aide (HHA) classes were offered. Newly certified HHAs are now prepared to provide compassionate care to Westchester’s growing senior population.

- All HHA graduates were offered employment at Neighbors Home Care Services; 75% accepted. All others who desired immediate employment easily found jobs elsewhere and are now enjoying satisfying careers in one of the nation’s fastest growing industries.

- LUW applied for a license to add Personal Care Aide (PCA) training to the HHA Training Program.

- Care from Neighbors’ 175 aides enabled 150 Westchester seniors to age in the comfort of their own homes.

- Aging nuns at Maryknoll Convent in Ossining received 24 hour care and escort to doctor and other appointments from Neighbors aides.

- Daily transportation was provided for 80 HHAs to ensure that clients in hard to reach locations could receive reliable, on-time service.
Creating brighter futures for at-risk children and youth.

LUW’s youth programs work hand-in-hand to provide educational enrichment programs for 500 homeless and at-risk youth ages 5-19. Our goal is to ensure that they are the first in their families to go to college and the last to live in poverty.

Our programs provide positive role models and educational support to motivate participants to stay in school, improve their grades and see college as part of their future.
KIDZLIT
A literacy program for children ages 5-10 helps narrow the reading gap between homeless children and their peers.

ACADEMIC ENRICHMENT
Homework help, subject tutoring, and educational games prepare children in grades 4-8 for success in high school. 8th Grade boys participate in the My Brother’s Keeper Program.

COLLEGE PREP
High school students benefit from a variety of college prep programs including tutoring to prepare them for standardized tests, stimulating STEM activities designed to inspire them to consider STEM careers, college tours, and assistance with the college application process.

COLLEGE SCHOLARSHIPS
10-12 scholarships are awarded annually to ensure that low-income students aren’t forced to drop out of college due to financial hardships.
BRIGHTER FUTURES SUMMER CAMP
Our day camp provides nearly 100 children, most of them homeless, with four weeks of stimulating, recreational activities. In addition to swimming, sports, arts & crafts and music, there is always an educational component to prevent summer academic slide.

Older children learn responsibility through our Counselor-in-Training program. Many of them later become counselors.

HIGHLIGHTS & ACCOMPLISHMENTS

- 70 homeless children ages 5-10 improved their reading levels by as much as two grade levels after participating in the KidzLit program during the school year. Their odds of graduating from high school on time and staying out of prison as adults have now improved significantly.

- KidzLit was introduced at our summer camp and was so popular it was expanded to include older campers.

- The probability of academic success was improved for boys in middle school and high school who participated in the My Brother’s Keeper Program.

- For the fifth consecutive year, 99% of the high school seniors in our College Prep Program graduated from high school on time. 94% went on to college or some other post-secondary form of education and are on the path to breaking the cycle of poverty.

- Average scores and pass rates on standardized tests e.g. Regents, PSAT/SAT/ACT for Brighter Futures participants continued to exceed those of other students at their high school. Participants are now better positioned to graduate on time and be accepted at the college of their choice.

- Students were more confident about the college application process after participating in college tours, practicing for college interviews and receiving assistance in preparing applications, essays, and FAFSA forms.

- Our summer mentoring program helped college bound students with low GPAs to prepare for College Entrance Exams; 100% passed the exams and were exempted from taking remedial classes during their freshman year.

- 11 students received college scholarships and can rest easier knowing they won’t be forced to drop out of college because of financial difficulties.

- Campers participated in a new Virtual Reality Program introduced by one of our volunteers.
# STATEMENT OF CONSOLIDATED FINANCIAL POSITION

## Year Ended December 31, 2019 (Audited)

### ASSETS

<table>
<thead>
<tr>
<th>Current Assets</th>
<th>Fixed Assets</th>
<th>Other Assets</th>
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<tbody>
<tr>
<td>Cash and Cash Equivalents</td>
<td>Property and Equipment Net of Depreciation</td>
<td>Rent-Security Deposits-Own</td>
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<tr>
<td>Receivables</td>
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<tr>
<td>Prepaid Expenses and Other Current Assets</td>
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<tr>
<td>Investment Income</td>
<td></td>
<td></td>
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<tr>
<td>Unrealized Gains (Losses)</td>
<td></td>
<td></td>
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<tr>
<td>Inkind Contributions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
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<td></td>
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**TOTAL ASSETS**: 11,109,921

### LIABILITIES AND FUND BALANCE

<table>
<thead>
<tr>
<th>Current Liabilities</th>
<th>Long-term Liabilities</th>
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<tbody>
<tr>
<td>Accounts Payable</td>
<td>Mortgage Payable</td>
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<tr>
<td>Accrued Expenses</td>
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<td>Deferred Revenue</td>
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<tr>
<td>Current Portion of Credit Line</td>
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<tr>
<td>Current Portion of Mortgage Payable</td>
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**TOTAL LIABILITIES**: 2,943,406

**TOTAL LIABILITIES AND FUND BALANCE**: 11,109,921

### REVENUES

<table>
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<tr>
<th>Grants and Contracts</th>
<th>Contributions</th>
<th>Fundraising Events (net)</th>
<th>Program Service Fees</th>
<th>Realized Gains (Losses)</th>
<th>Investment Income</th>
<th>Unrealized Gains (Losses)</th>
<th>Inkind Contributions</th>
<th>Other</th>
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<tbody>
<tr>
<td>5,423,691</td>
<td>895,435</td>
<td>361,996</td>
<td>7,069,004</td>
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<td>4,556</td>
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<td>122,514</td>
<td>79,222</td>
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</table>

**TOTAL REVENUES**: 13,956,418

### OPERATING EXPENSES

<table>
<thead>
<tr>
<th>Program Services</th>
<th>Management and General</th>
<th>Fundraising</th>
<th>Depreciation</th>
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</thead>
<tbody>
<tr>
<td>12,201,125</td>
<td>931,438</td>
<td>277,010</td>
<td>348,876</td>
</tr>
</tbody>
</table>

**TOTAL EXPENSES**: 13,758,449

### CHANGES IN NET ASSETS

**197,969**

### NET ASSETS–BEGINNING OF THE YEAR

<table>
<thead>
<tr>
<th>Without Donor Restrictions</th>
<th>With Donor Restrictions</th>
</tr>
</thead>
<tbody>
<tr>
<td>7,968,546</td>
<td>389,330</td>
</tr>
</tbody>
</table>

**NET ASSETS–END OF YEAR**: 8,166,515

### REVENUE SOURCES

- **38.9%** Government Contracts
- **3.2%** Other
- **6.4%** Grants
- **50.7%** Program Service Fees
- **1%** Donations

### PROGRAM REVENUE ALLOCATIONS

- **24.4%** Supportive Housing
- **17.3%** Shelters & Homeless Outreach
- **1.0%** Soup Kitchen
- **3%** Summer Camp & Mentoring
- **54%** Neighbors
- **0.3%** Rainbow Outreach

### USES

- **88.7%** Program Services
- **6.8%** Management and General
- **2.0%** Fundraising
- **2.5%** Depreciation
WE LOVE OUR VOLUNTEERS!

A devoted team from Acadia Realty Trust served meals at Open Arms on numerous occasions throughout the year.

Barnes and Noble customers and staff in Eastchester donated children’s books to fuel the imagination of kids during the holidays.

Mast-Jägermeister US employees made bracelets and decorated t-shirts with campers.

Grace Episcopal Church volunteers served meals at Grace’s Kitchen on holidays like Columbus Day.

Local Boy Scouts and their family members ran food drives.

Employees from Keller Williams NY Realty of White Plains packed and delivered 100 Snack Packs for children in our Brighter Futures Programs.

Companies like York International decorated for Christmas.
Volunteers are the backbone of our agency. We couldn’t continue our work without their assistance. Each year, more than 1,400 individuals serve meals, donate goods, organize drives, hold fundraising activities, volunteer their time and show their generosity and kindness in countless other ways. **We are extremely grateful to them for all they do.**
$10,000+
Corporations, Foundations, Community & Religious Organizations
Arch Capital Services
CIT Bank
City of White Plains Planning Department – CDBG
ConEdison, Inc.
David and Katherine Moore Family Foundation
D’Errico Jewelry
Episcopal Charities
HarperCollins Publishers
Higher Power Industries, Inc.
Hugh J. Andersen Foundation
Impact100 Westchester
KeyBank Foundation
St. Faith’s House Foundation
St. John’s Episcopal Church
The Westchester Bank
Westchester County Youth Bureau

Individuals
Anonymous
Helen Hamlyn
Anahaita Kotval & Zubeen Shroff
Carol & René Mathis
Hannah & John Nelson
Sophie & Chris Porcelli

$5,000 - $9,999
Corporations, Foundations, Community & Religious Organizations
Acadia Realty Trust
ACBL Charity Foundation
Archbishop Stepinac High School
AvalonBay Communities

$1,000 - $4,999
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AAH Construction Corp.
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Benedictine Foundation
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Blue Hill Data Services
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Blue Flow Solutions, Inc.
Blue Hill Data Services

Your donations are helping to create better lives for Westchester County’s men, women and children in need.

Space does not permit us to acknowledge every individual, corporation and community group that provided assistance in 2019. However, we are very grateful for your generous outpouring of financial, in-kind and volunteer support. We couldn’t do our work without your help.
Westchester County's men, women and children in need.

Your donations are helping to create better lives for need.

Innerspace Electronics, Inc.
IBM Employee Services Center
Hartford Fire Insurance Company
Golden Apple Chorus
Arts, Inc.
Emelin Theatre for the Performing
Doyle Security Systems
Dannon
County Recycling LLC
Cornerstone Research, Inc.
Community Unitarian Church
CitiBank
C & B Plumbing
Andrew and Phyllis Herz Fund
9 West Construction Corp.
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Community & Religious

Deborah & Barry Lucas
Eileen & Russell Lynch
Nury & Will Malpica
Susanne & John Manley
Anne & Bob Mehlich
Nina & Adil Mistry
Debra & John Morrison
Shobha Nayar
Joanna & Ken Nilsen
Patricia & Daniel Nolan
Debra O’Connor
Brenda Thickett & Andreas Papadatos
Bonnie Peritz
Sharon & Charles Primerano
Barbara & Michael Sarow
Joan Schechtman
Robert Schmidt
Peter Serpico
Veronica & James Shipp
Sylvia & Walter Simon
Lawrence Skeats
Olin Gavin Thurson
Christopher Tisi
Nicole & David Visaggi
Stephanie Vitti
Becky Liu & Don Wang
Kathleen & Louis Wasser
Rob Weistuch
Barbara & Charles Wiggins
Steve Wrede
Deborah & Robert Zaragoza

$500 - $999
Corporations, Foundations, Community & Religious Organizations

Maria Lewis
Deborah & Barry Lucas
Eileen & Russell Lynch
Nury & Will Malpica
Susanne & John Manley
Anne & Bob Mehlich
Nina & Adil Mistry
Debra & John Morrison
Shobha Nayar
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Stephanie Vitti
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Kathleen & Louis Wasser
Rob Weistuch
Barbara & Charles Wiggins
Steve Wrede
Deborah & Robert Zaragoza

Individuals

Ellen & Carl Albanese
Kira & Robert Almeida
Nancy Annabi
Sudha Rao & Sateesh Babu
Mary Baker
Janet Bambara
Courtney Berry
Emily Best
Jillian & Charles Biener
Barbara & Bill Biles
Anne & Luvaghun Brown
Brian Brumit
Janine & John Bullock
Patricia Carrera
Laura Case
Harvey Chambers
Angela Corcoran
Cindy & Robert Courtien
Elias Dagher
Jaime Daniels
Janine Daugtry
Nanette Bourne & John Delfs
Mary Hadley Devine
Daniel DiNizo
Julie & Michael DiNizo
Eugene Dougherty
Tom Duggan
Harriet Lowell & Neal Earhart
Joanne Franck
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Joyce Fubini
Elaine Fleck & Max Gaujean
Evelyn & Jeffrey Gennarelli
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Barbara Smith
Yuvraj Singh
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Kiwian Club of Hartsdale
Qualey Landscape & Tree Services
Roosevelt High School
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Idie Benjamin
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Gulestan & Farrokh Deboo
Marie DeMasi
Anant Gandhi
Susan & John Gevertz
Nancy Gherardi
Mildred Hepburn
Kristel Johnson
Theresa Killman
Adina Konikoff
Edward Lee
Jane & Dan Lindau
Ginny Loughlin
Lee Maiden
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Charles Mathis
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Svati Shashank
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Catherine Toolin
Erwin Tschirner
Susan Turnbull
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Lucy & John Werner
Laura Wexler
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Carl Williams
Controller

Willa Brody
Director, Neighbors Home Care Services

Barbara Bento-Fleming
Chief Residential Program Officer

Chris Schwartz
Director of Development

Eileen Torres
Director of Youth Services

PROGRAM CONTACT INFORMATION

Volunteers & In-Kind Donations
35 Orchard Street
White Plains, NY 10603

Nancy Inzinna
914.949.3098 ext. 9735

Brighter Futures Summer Camp & Mentoring
35 Orchard Street
White Plains, NY 10603

Eileen Torres
914.420.6265

Charlie Bevier Homeless Outreach Team
33 Church St., Parish Hall
White Plains, NY 10601

Ada Raiford
914.469.4096

Grace’s Kitchen
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White Plains, NY 10601

Deborah Williams
914.948.3075

Neighbors Home Care Services
148 Hamilton Ave.
White Plains, NY 10601

Willa Brody
914.949.3112

Rainbow Outreach for the Developmentally Disabled
33 Church St., Parish Hall
White Plains, NY 10601

Ada Raiford
914.469.4096

Samaritan House Women’s Shelter
33 Church St., Parish Hall
White Plains, NY 10601

Deborah Williams
914.949.3075

Supportive Housing
35 Orchard St.
White Plains, NY 10603

Barbara Bento-Fleming
914.949.0925 ext. 9726

Open Arms Men’s Shelter
86 East Post Rd.
White Plains, NY 10601

Carlos Permell
914.948.5044
**2019 AT A GLANCE**

<table>
<thead>
<tr>
<th>Clients Assisted</th>
<th>Meals Served</th>
<th>Nights of Shelter Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>2,254</td>
<td>152,678</td>
<td>21,099</td>
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</table>

**Client Breakdown By Program**

<table>
<thead>
<tr>
<th>Program</th>
<th>Count</th>
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<tbody>
<tr>
<td>Soup Kitchen</td>
<td>1,595</td>
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<tr>
<td>Open Arms</td>
<td>794</td>
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<tr>
<td>After-School Mentoring</td>
<td>373</td>
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<tr>
<td>Samaritan House</td>
<td>338</td>
</tr>
<tr>
<td>Supportive Housing</td>
<td>240</td>
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<tr>
<td>Neighbors Home Care</td>
<td>148</td>
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<tr>
<td>Summer Camp</td>
<td>94</td>
</tr>
<tr>
<td>Rainbow Outreach for the Developmentally Disabled</td>
<td>32</td>
</tr>
</tbody>
</table>

**Client Breakdown By Ethnicity**

- Caucasian: 31%
- African American: 43%
- Hispanic: 23%
- Other: 3%

**Client Breakdown By Gender**

- Male: 57%
- Female: 43%