



2020



**Kingsbridge Heights
Community Center
Annual Report**

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OUR STORY

The Kingsbridge Heights Community Center was founded in 1974 by a group of passionate community organizers. The group was led by three neighborhood women: Mary McLoughlin, Patricia Burns, and Janet Athanasidy. Upon hearing in 1972 that the 50th Precinct was moving out of its turn-of-the-century building on Kingsbridge Terrace, the three jumped at the opportunity to realize their vision for a community center.

Today, KHCC offers programs and services for all ages and is an active member of United Neighborhood Houses of New York City and United Neighborhood Centers of America. From the adaptive reuse of our historic building to our responsive programs, the Kingsbridge Heights Community Center represents a crucial piece of the fabric of New York City.

OUR MISSION

KHCC provides resources to empower Bronx residents from cradle to career to advance education and well-being for a vibrant community. We achieve this in an environment that fosters academic milestones, literacy, mental health support, nutrition, technology, and the arts.

FROM THE EXECUTIVE DIRECTOR

Until a crisis hits, we often overlook how deep and pervasive our community's struggles are. 2020 laid bare our reality. Now, we are rebuilding.

KHCC was not founded to provide emergency services - we invest in and catalyze community advancement through education, opportunities, and support. However, we respond nimbly when our community is in crisis.

2020 revealed how long and how tough circumstances have been for our community: security and planning for the future disappeared in the blink of an eye. The new year had just begun, yet resolutions to save, eat healthier, practice self-care, buy your own place, take a vacation and so many others - were abruptly upended. When COVID-19 shut down New York City, adults in 68% of KHCC families lost their jobs. Hundreds of families turned to us for help. Women of color were most impacted by job loss. They may not be able to catch up on lost wages and opportunities in their lifetime.

Food insecurity has become a major problem: while 34% of families lacked adequate food before the pandemic, now over 75% are struggling to feed their families. The reach of our food pantry has grown tenfold, from 20 families served per week pre-pandemic to now over 200 families each day. So many families are in pain, loss and desperate for a brighter day.



KHCC's dedicated team pulled resources together and quickly scaled our services. Since March 2020, we have a) expanded our food pantry tenfold, from 20 families served once per week to over 200 families seven days per week; b) provided 647 gift cards, to the value of \$36,758, for household essentials, c) distributed 97 micro grants (total value \$38,066) ranging from \$100-500 to cover bills that families could not pay; and d) distributed 59 laptops to families without the means to participate in remote learning via our expanded resources access program KHCCConnect. We have provided 2,400 telehealth sessions and doubled the number of families provided case management services, including assistance accessing entitlements

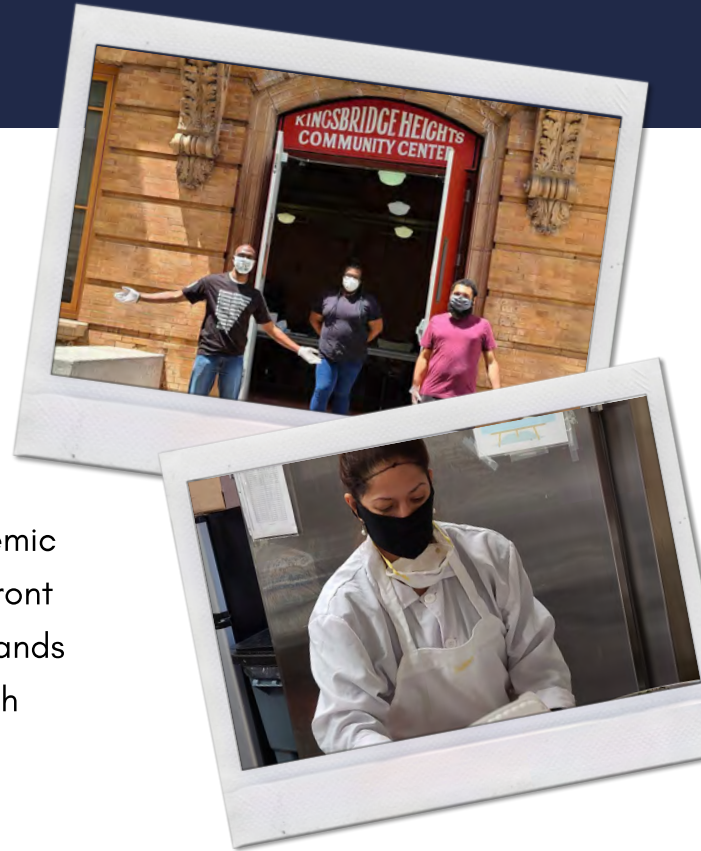
Rebuilding is about supporting working families to not just get by, but to support them as they thrive -- through early childhood education, expansive afterschool programming for youth with special needs and those typically developing, career and college cultivation and preparedness. And, our emergency services are ever present when someone falls on hard times, finds themselves needing food, mental health services, housing assistance.

2020 also taught us that only together we bring about that brighter day, we find hope in renewal, we have the courage to persevere and the strength to rebuild. Thank you for investing in KHCC children, families and our big, expansive community - we are on our way!

Margaret Della

KHCC'S IMPACT AT A GLANCE

In the face of a rapidly spreading virus and a pandemic shutting down the city, KHCC's staff stayed on the front lines. Through our emergency services we fed thousands of food pantry visitors and provided participants with financial and emotional support.



400,000 MEALS

KHCC's kitchen and food pantry staff prepared and distributed hot meals to the community, including those facing food insecurity as a result of the pandemic.



68% LEFT UNEMPLOYED

As a result of COVID-19's shut down of New York City, 68 percent of families surveyed by our staff reported job loss. Many of the jobs lost were held by workers paid less than \$40,000 per year.



10,000+ MENTAL HEALTH SERVICES

Sessions provided by team of 17 therapists at Changing Futures Program, our trauma therapy service for survivors of sexual abuse and domestic violence, since March 2020. COVID-19 has increased challenges and safety concerns for survivors. This has led to a rise in individual, family, and animal-assisted counseling.



\$18,000 GIVEN FOR COLLEGE

KHCC provides support for 20 students to further their education. 75% of them are the first generation in their families to go to college, many in households with limited English proficiency.

OUR SERVICE AREAS

KHCC's goal is to support families from cradle to career, birth to senior age. We provide services through these divisions of our programming:



EARLY CHILDHOOD SERVICES

We give quality early education to children from birth to 5 years old and help caregivers to become skilled, effective and nurturing teachers.



YOUTH SERVICES

We create a safe, welcoming environment during afterschool hours where young people can socialize, learn, and build character.



ADULT & FAMILY SERVICES

We provide a range of services and supports to adults and families that help break generational cycles of abuse, neglect, family violence, and poverty.



KHCCONNECT

KHCCConnect is an agency-wide case management system. It ensures our families are connected to the services they need to create physically, emotionally, and financially healthy family units, including Parenting Journey and connections to job opportunities.

EARLY CHILDHOOD SERVICES

Our early childhood programs provide children, birth-5, with nurturing, educational environments where they can learn, grow, and thrive.

PROGRAMS

- Pregnancy Group
- Baby School
- Early Head Start Family Child Care
- Early Head Start Home Visiting
- Family Child Care Network
- Early Learn NY
- Headstart

2020 DEPARTMENT HIGHLIGHTS

- We continued serving families. We distributed 60 tablets and laptops and delivered the services.
- Kitchen staff changed food distribution: we moved from family style to separate, disposable trays; adopted a multicultural menu; worked with food pantry staff to distribute food to ECS families.
- Provided English and Spanish support groups for families mental health, telehealth therapy continued, virtual home visits were done; after two days of unresponsiveness staff went to the homes to check the safety of children
- Worked in partnership with the Professional Development Institute (PDI) to train all staff on COVID. A registered nurse educated staff on myths and facts of COVID and how to deal with pandemic.



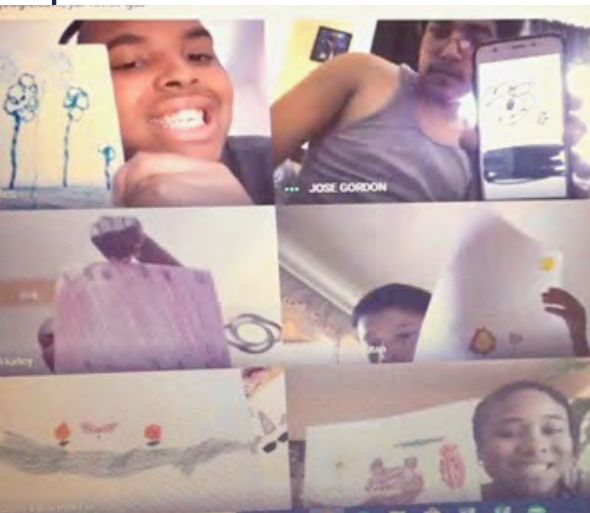
YOUTH DEPARTMENT



Our programs include after school and summer day camp for elementary and middle school; College Directions is focused on both high school and post-secondary educational success; and a Respite program for young people, up to age 25, with special needs.

PROGRAMS

- After School Program at P.S. 207
- Bronx Theatre After School Program
- College Directions
- ELLIS High School Partnership
- SONYC Center-Based Tween Program
- SONYC Middle School Program at International School of Liberal Arts (ISLA)
- Special Needs Program
- Summer Day Camp
- Teen Program



2020 DEPARTMENT HIGHLIGHTS

- Secured New Funding, including Learning Labs Contract to support remote and hybrid K-8th graders and WTGrant Youth Improvement grant to work with LGBTQ youth at ISLA
- NYCSAA prevention and education grant to run Project DOT and the Alliance Youth Council Campaign.
- Many families were helped to access technology, whether through free and low-cost wifi providers, the DOE tech helpline, or KHCC gently used devices.
- Youth Programs worked with evaluation consultant Julie Poncelet to develop evaluation frameworks and a plan for various evaluation methods to be rolled out in spring 2021



ADULT AND FAMILY SERVICES

Programs in this division include Changing Futures, an intervention for survivors of child sexual abuse and their non-offending family members; Parenting Journey designed to help struggling parents learn self-care and build healthy family units; ESOL classes; and adult, family, and senior recreation.

PROGRAMS

- ESOL Program
- Parenting Journey
- Changing Futures (CFP)
- Horticultural Therapy
- Garden and Nutrition Education
- Food Pantry

2020 DEPARTMENT HIGHLIGHTS

- Recruited and placed over 25 Bachelors and Masters level interns in social work, marriage and family therapy, and mental health counseling across all YAF programs (most years we take 15)
- Adult and Family worked with evaluation consultant Liz Diluzio to create Two Theories of Change, and Evaluation frameworks for Changing Futures and KHCCConnect/ESOL, complete with recommended outcome surveys and procedures for focus groups, etc. CFP has started to roll out their outcomes survey as of fall 2021.
- Support groups and social-recreational activities were offered virtually; Staff were encouraged to seek out their own counseling whether through CFP or outside the center.

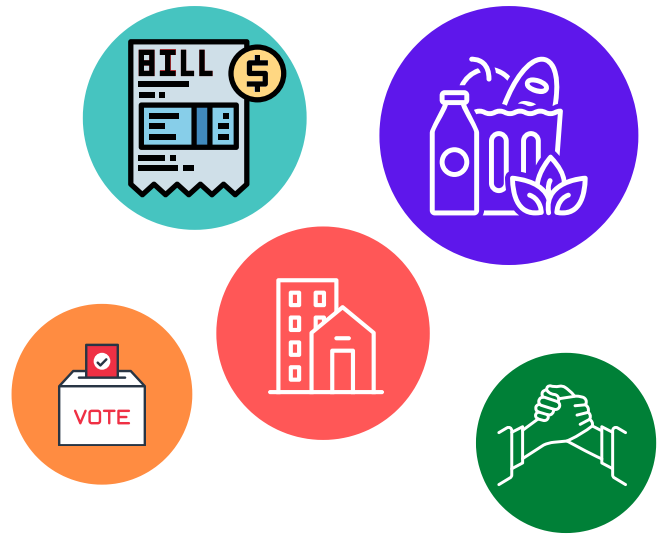


KHCCONNECT

Four years ago, our agency launched KHCCConnect, a case management program to better assist families visiting KHCC for services. In 2020, the team at KHCCConnect led our emergency response at the height of a global pandemic.

SERVICES

- Emergency Gift Cards
- Bill Relief
- Case Management
- Housing Connect
- Financial Literacy Workshops
- Civic Education/ Voting



2020 DEPARTMENT HIGHLIGHTS

- Bill Relief: Several rounds of support for 109 families with up to \$500 payments to cover phone and electric bills (133 families to date)
- KHCCConnect team learned about the eviction moratorium and the online application process to provide families (including undocumented) with documentation for protection. When Emergency Rental Assistance Program (ERAP) became available, KHCCConnect began outreach to families and built relationships with ERAP specialists at other agencies.
- Emergency gift cards: Provided ongoing support to high need families struggling with basic needs like toiletries, diapers, wipes, cleaning supplies via 468 Emergency Gift Cards of up to \$100 (506 Gift Cards to date)
- COVID Community Needs assessment replaced the Universal Screening - this helped programs assess families beyond the need for traditional KHCC services and outside referrals. The Universal Screening was eventually updated to include ongoing questions about the long-term impact of Covid on the family.
- Programs were better able to connect families with concrete resources, i.e. food, gift cards, bill relief, SNAP, etc.
- Hosted first KHCC Blood Drive in over a decade - coordinated by KHCCConnect

"WHAT ARE PEOPLE SAYING ABOUT KHCC?!"

"We all need to understand that food is a right for everyone. Anyone who needs it, should have it. I give thanks to God and the community for the helping hand."

-KHCC Food Pantry Visitor



"What's beautiful about KHCC is it gives you the opportunity to experience and hear what will help you get to where you need to go!"

-Darryl "DMC" McDaniels



With two kids at home, with the food, with the rent, for the pampers, the baby formula, it's been so difficult.

KHCCConnect has helped us throughout the whole pandemic, and I am so grateful."

-KHCCConnect Client

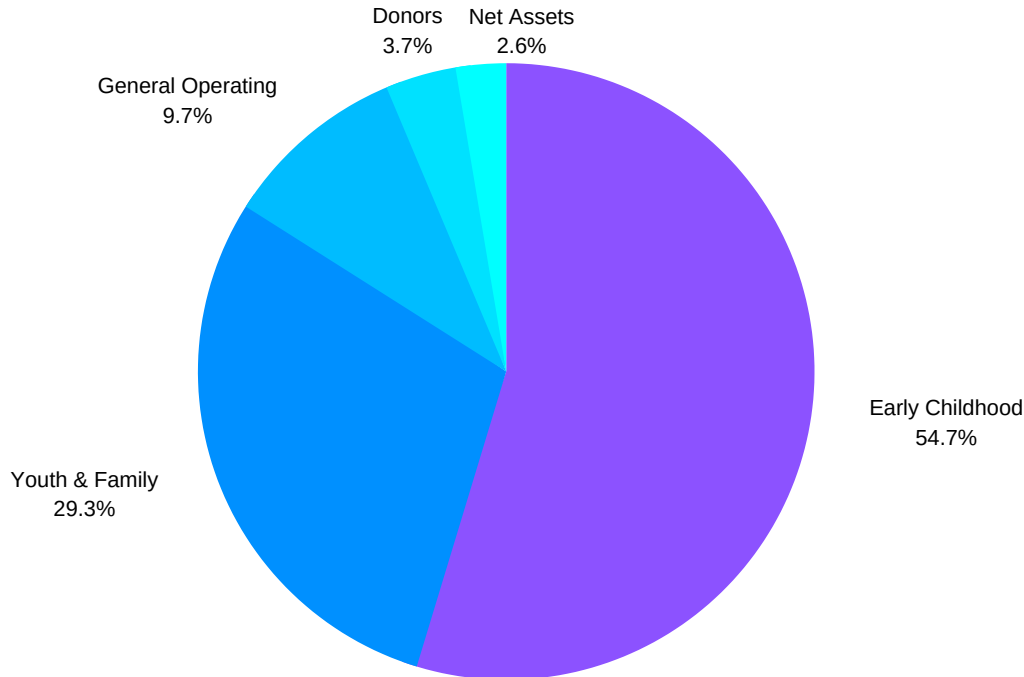
"I'm most proud of helping my community by giving out food and telling my family and neighbors that they can get food at my internship"

- Summer Bridge Interns 2020 Cohort



FISCAL REVIEW FOR 2020

THE FOLLOWING IS AN OVERVIEW OF KHCC'S INCOME AND EXPENSES FOR THE FISCAL YEAR ENDED JUNE 30, 2020:



SERVICES	EXPENSE
EARLY CHILDHOOD SERVICES	\$6,146,869
<i>Early Headstart, Family Childcare Network, Early Learn NY</i>	
YOUTH & FAMILY SERVICES	\$3,298,175
<i>AfterSchool, Middle School, Teens, College Directions, Adult/ESOL, Respite, Changing Futures, KHCCconnect</i>	
PROGRAM SERVICES TOTAL	\$9,445,044
.....	
MANAGEMENT AND GENERAL	\$1,091,406
INDIRECT DONORS + GENERAL DONORS	\$425,304
SUPPORTING SERVICES TOTAL	\$1,516,710
.....	
NET ASSETS	\$305,292
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TOTAL	\$10,961,754
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PLEASE VIEW OUR [2020 990 FORM](#) FOR MORE INFORMATION



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CONNECT WITH KHCC

Join our journey! There are many ways to get involved in our community:

BECOME A KHCCHAMPION

Demonstrate your company's commitment to corporate and social citizenship by sponsoring a program at KHCC. Your company will make a clear and powerful statement of support and commitment to equity for families in our Bronx community.

VOLUNTEER

Your employees have valuable skills and talent! KHCC can provide community service activities for your company that foster collaboration and trust, build highly motivated teams with improved productivity, increased creativity, and problem solving skills. And, of course, you get a chance to engage with our dynamic neighbors!

Visit our [SignUpGenius](#) to find an opportunity for you.

OFFER AN OPPORTUNITY

Stay connected by becoming a member of our Board of Directors or Advisory Board. Members support the agency through event planning, program support, development, fundraising and many more opportunities! Your support to our executive leadership team can make a huge impact on the long-term vision of our agency.

MAKE A GIFT

When you make a donation, you help to ensure our community has the necessary resources to thrive. By giving an individual gift of over \$300 today, you secure enough food for our family food pantry boxes. You also help our KHCCConnect team provide emergency microgrants to KHCC families and program participants with outstanding bills.

