



2022

Neighborhood Housing Services of Queens

IMPACT REPORT

*CREATING AND PRESERVING GENERATIONAL WEALTH FOR LOW TO
MODERATE INCOME NEIGHBORS*



Table of Contents

01

Introduction

02

FY22 Overview

03

Our Impact

06

Housing Expo

07

Adopt a Family

09

Milestones

12

NHSQ in the Media

13

Partners

15

Our Team



Introduction

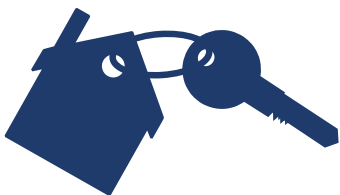
Neighborhood Housing Services of Queens (NHSQ) CDC, Inc. is HUD-Certified non-profit counseling agency with over 28 years of housing and advisory services for local residents of Queens.

As an independent 501(c)3, NHSQ's mission is to revitalize and preserve underserved Queens neighborhoods. Working in partnership with government and businesses, we are led by local residents and guided by local needs.

NHSQ targets approximately one million Queens residents in Woodside, Sunnyside, Corona, East Elmhurst, Jackson Heights and Elmhurst, 17% of which live below the poverty level and 32% own their own homes.

Through events, such as our Housing Expo and Spruce-Up NHSQ maintains a high level of engagement with these local communities to address the numerous housing challenges faced by residents.

Programs



First-Time Homebuyer



Homeowner Services



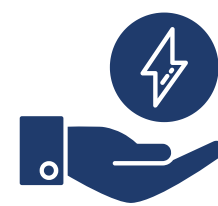
Affordable Housing



Financial Capability



Workforce Development



Energy Efficiency

FY22 Overview

NHSQ serves a diversified population that includes low and middle-income individuals. A snapshot of those we serve is below.

Participant Demographics



55%

of clients served are female and 30% are female-headed households.

52%

of clients served are low-to-moderate income residents who fall in the 30-80% AMI range

\$40,020

the average income for a household of 4 amongst our clients



53%

of clients are 56 years and older, including seniors, our most vulnerable NY residents



49%

of clients identify as Latino, the largest ethnic group in Western Queens



20%

of clients identify as Arican-Americans and 16% as Asian.

Our Impact



In 2022, Neighborhood Housing Services of Queens CDC (NHSQ) touched the lives of 8,851 neighbors. More specifically, we **educated and counseled 2,740 low to moderate-income neighbors through 43 webinars and counseling sessions** regarding homeownership purchase, budgeting, credit repair, foreclosure prevention, home rehab, rental assistance, and workforce development.

First-Time Homebuyer Program



33 Families
Assisted in Purchasing a Home

\$8,634,924
in Affordable Financing Secured

530
Home Purchase Seminar Attendees

80
Homebuyer Education Graduates

Our Impact

Rehab Program - Emergency Home Repairs



\$306,800
Forgivable Loans Awarded
to 20 Homeowners for
Emergency Repairs

Foreclosure Prevention

184 Families

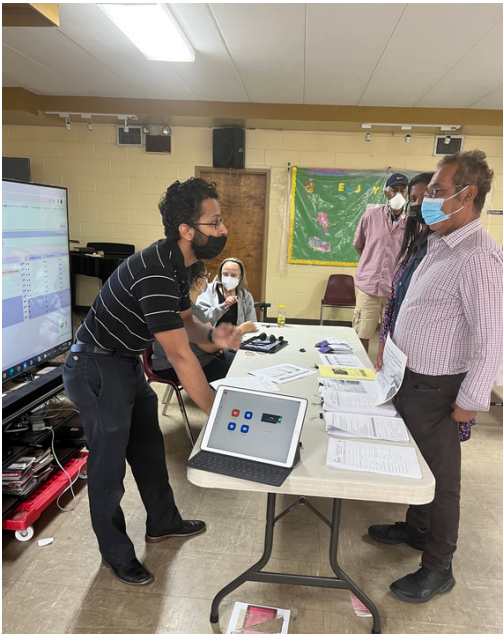
assisted in preserving their home and preventing foreclosure through aggressive foreclosure prevention fairs, mortgage relief workshops, and other NHSQ programs and reinvestment of \$1,960,000 in the stabilization of neighborhoods through the avoidance of foreclosure costs.

10 Clients
Approved for the Homeowner Assistance Fund

\$255,291.39
Funds Received to Bring Mortgages Current

Affordable Housing & Tenant Rights

Affordable housing clients are assisted with creating or modifying their online profiles and with learning how to apply for housing lotteries. NHSQ also connects clients who have tenant issues with legal services.



154
Webinar Attendees

103
Clients Assisted

Our Impact

Workforce Development

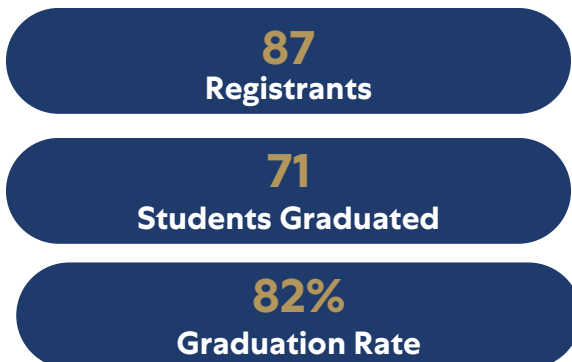
In partnership with the LaGuardia Career Center, Elmcors, and the Council for Airport Opportunity, NHS of Queens has contributed towards the outreach and recruitment of job-seekers for job opportunities at LaGuardia Airport and as a group we have had our biggest impact year-to-date.

As of October 31st, 2022



Digital Literacy

In partnership with UnidosUS and Verizon, we continued our digital literacy classes by equipping our Queens residents with the digital skills to enter the workforce. We conducted four cohorts, and upon completion, graduates were given a laptop equipped with the necessary software for participants to continue to hone their skills.



Housing Expo Makes its Return

For two years, NHS of Queens adapted and delivered its largest programmatic event, its Housing Expo, virtually. In 2022, in partnership with the Queens Museum, our elected officials, and sponsors, we brought back our Housing Expo in person this year. Over 300 residents joined us at the Queens Museum for a day filled with resources and seminars ranging from homeownership to affordable energy efficiency tools. [Read more about our expo.](#)



25
Vendors & Sponsors

300+
Attendees

Adopt a Family



Giving back during Thanksgiving

Three years after it was founded, our Adopt a Family program continues to deliver food assistance to our Queens neighbors. In partnership with Empire BlueCross BlueShield, Betty's Catering, and the office of Assemblymember Jeffrion Aubry, NHS of Queens delivered 75 Thanksgiving food packages that included turkey and other key ingredients. As a result, over 315 Queens residents could have a dignified Thanksgiving meal with their loved ones.

One of the Thanksgiving donation recipients said, " I want to thank you for the amazing Thanksgiving gift box you sent us! My family and I appreciated and enjoyed it very much! Might your helping heart be joyful this holiday season."



Additionally, NHS of Queens partnered with the office of Assemblymember Catalina Cruz in their efforts to give back to the community. Through their Turkey Drive, we were able to distribute 85 turkeys and help approximately 320 residents in the Assemblywoman's district. Turkeys were distributed at Elmhurst Hospital, Elmcors Senior Center, and neighboring public schools.

We are thankful for everyone's monetary and time this Thanksgiving season to help deliver food this past November.



Equipping our Youth for Back to School

Through a partnership with our local Target stores, community youth were equipped with the clothing and supplies they needed to return to school.

Spreading Joy this Holiday Season

Through our Adopt a Family program and annual Toy Drive, Neighborhood Housing Services of Queens (NHSQ) distributed food, clothing, and gifts to hundreds of families in Queens on Christmas Eve. These efforts were made possible through our individual donors, Empire BlueCross BlueShield, Target, and Betty's Catering. Recipients are from our target areas in Community Board 1-4.

760+
Hot Meals & Groceries Recipients

23,100
Meals Provided



Milestones Accomplished

Regional Clean Energy Hub

Connecting you to the clean energy economy.



Regional Clean Energy Hub
Partnering Organization



\$6,623,725

Largest Contract in NHSQ's history

"Connecting Queens with Clean Energy Resources"

In 2022, NHSQ received its largest multi-year grant from NYSERDA. We will be working with our partner Kinetic Energy and a number of community-based organizations to support clean energy solutions and build a more inclusive clean energy economy that benefits historically marginalized communities.

Executive Director, Neighborhood Housing Services of Queens, Yoselin Genao-Estrella said, "We look forward to uplifting Queens, and Staten Island residents as our communities navigate a post-pandemic society. We are hopeful to support NYC achieve CLCPA goals in a holistic, equitable, and just approach, centering residents' needs first in a clean energy future."

If you want to learn more, you can call our office or visit the hub's official website [and locate a hub near you.](#)

NHSQ Milestones



Funding for our Casita was Secured

Neighborhood Housing Neighborhood Housing Services of Queens was selected as one of fifteen community projects funded by Representative Alexandra Ocasio-Cortez. The \$2.4MM award will be used to acquire a permanent home for NHSQ--our Casita. Additionally, NYS Assemblymember Catalina Crus also funded the project at \$250,000. We our new casita, we will be able to continue providing housing services to thousands of individuals and families--providing first time homebuyers' assistance, home repair services, foreclosure prevention, financial education services and digital skills.

Preparing for Future Natural Disasters

As a response to Hurricane Ida, we partnered with the offices of elected officials, community boards and associations, and other CBOs in Community Boards 3 & 4 to create a resource map and guide to navigate various forms of emergencies ranging from natural disasters to power outings.

This work was made possible through the guidance and funding from the Strengthening Communities program by the NYC Office of Emergency Management.

Installing Energy Efficient Tools

In the beginning of 2022, NHSQ & NYSERDA facilitated the installation of 8 heat pumps and hybrid water heaters for our neighbors who didn't have heat due to Hurricane Ida by using clean energy at no cost.

This was a major accomplishment as many families are without heat and it provides some of those affected with some comfort knowing that they are able to keep themselves and their families warm.

NHSQ Milestones



Regional Affiliate of the Year

Neighborhood Housing Services of Queens was awarded UnidosUS Northeast Regional Affiliate of the Year Award at the Annual Conference in San Antonio last July.

NHS of Queens is one of 300 affiliates and was honored to be named a Regional Affiliate of the Year.

Executive Director, Yoselin Genao-Estrella, accepted the award on behalf of the organization.

NHS of Queens Goes to Washington

Executive Director Yoselin Genao-Estrella represented Neighborhood Housing Services of Queens in Capitol Hill. Our organization was invited to testify in front of the Committee on Financial Services on July 13th on the proposed Notice of Proposed Rulemaking (NPR) to modernize the Community Reinvestment Act (CRA).

NHSQ believes that while the CRA is one of the most important tools that has held financial institutions accountable and has benefited LMI families, there are still discrepancies. The NPR addresses some of these issues, but more has to be done.

Affordable Pathway to Homeownership

We were excited to partner with Lemle & Wolff, an affordable housing developer on their project in the Soundview section of the Bronx, which will create an affordable pathway to home ownership for NYCHA residents. There will be a total of 72 newly constructed affordable cooperative homeownership units.

NHS of Queens' role is leveraging our experience and success in outreach and education. We have hosted four webinars with over 175 attendees to learn about this new opportunity that will contribute towards creating generational wealth in our own communities.

NHSQ in the Media



GOVERNOR HOCHUL HONORS HEROES ON ONE YEAR ANNIVERSARY OF HURRICANE IDA

"WE COMMEND GOVERNOR HOCHUL AND HER TEAM FOR BRINGING RESOURCES TO OUR COMMUNITIES THAT WERE DEVASTATED BY HURRICANE IDA AND COVID 19 PANDEMIC AND FOR TODAY'S' RECOGNITION OF OUR WORK.

[**Read More**](#)

FINANCIAL TIMES

LUXE REDUX: NEW YORK'S HIGH-END HOMEBUYERS RETURN

"IN QUEENS, INVESTORS ARE SCOOPING UP HOMES IN LOW- TO MODERATE-INCOME NEIGHBOURHOODS, DISPLACING COMMUNITIES BY SUGGESTING TO HOMEOWNERS THAT THE ONLY WAY FORWARD FINANCIALLY IS TO SELL"

[**Read More**](#)



QNS

FLUSHING BANK GIVES GRANTS TO LOCAL NONPROFITS

"HAVING A PLACE TO CALL HOME IS THE FOUNDATION FOR A GREAT START FOR ANY FAMILY OR INDIVIDUAL. HAVING A HOME BRINGS FAMILIES TOGETHER AND GIVES THEM A SENSE OF PLACE AND PRIDE"

[**Read More**](#)

Government Partners

NHSQ of Queens prides itself on being a small but mighty team. However, none of this work would have been possible without the continued support and belief in our work and mission from our elected officials and partnerships with local and state agencies.

Offices of Elected Officials



Government Agencies



Private Sector Partners

We want to thank all of our funders and partners for their continued financial support, and we look forward to expanding out partnerships.

Funders



Miranda Family
Foundation



M&T Bank



BANK OF AMERICA



citibank

FLUSHING
Bank



Partners



KINETIC
COMMUNITIES
CONSULTING



LW Lemle & Wolff
COMPANIES



A WHOLE
NEW LGA



Neighborhood Housing Services of Queens is a proud affiliate of

UNIDOS US

STRONGER COMMUNITIES. STRONGER AMERICA.

Meet Our Team

STAFF

Yoselin Genao-Estrella
Executive Director

Miriam Martin
Program Director

Raiza Martinez
Program Manager - Homeowner Services

Donneil Reed-Harris
Homeownership Promotion Manager

Joel Trinidad-Santos
Housing & Financial Services Manager

Carlos Chacon
Outreach Coordinator

Rosa Murphy
Marketing & Communications Specialist

Yesenia Pazos
Program Assistant

Alex Perez
Contract & Development Coordinator

EXECUTIVE BOARD

Kara Manners
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Real Estate

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Emeritus President


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Board Member
Law Office of Walsh & Gilad




**Thank you for your
continued support
of Neighborhood
Housing Services of
Queens, our mission
and our clients. We
look forward to our
continued
partnership and
your support.**

Contact

Neighborhood Housing Services of Queens
6020 Woodside Avenue, Lower Level, Woodside, NY 11377
718-457-1017

www.nhsoqueens.org 

@nhsoqueens 

@nhsoqueens 