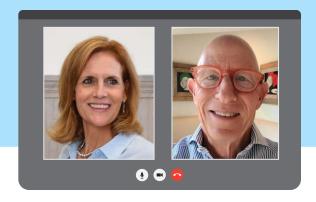
IN WAYS THAT MEET THE TIMES

2020 ANNUAL REPORT





Through the individual stories in this book, you'll see the larger story of a **nimble**, **dynamic**, **client-centered organization** led by team members who are uniquely positioned to help their clients and have a heart for service.



DEAR FRIENDS:

The COVID-19 pandemic hit our communities hard from the beginning. In response, our team not only kept showing up, but stepped up to do more. When most of us were able to stay safely at home, our employees remained mission driven and focused on those who needed us most. As the pandemic spiraled out of control throughout the nation, it became clear that the system was not prepared — but The Child Center team was ready to rise to the occasion.

In looking through these pages, seeing so much of it in one place, we are overcome by how much our team achieved. On a moment's notice, team members not only had to do the job they were hired to do — say, tutor kids in math — but also entirely new ones, such as organize food banks. And no one complained. Instead, they said, "Let's do what needs to be done." And they did it incredibly well. Because the communities we serve trust us, they pivoted to adjust to this new world right along with us.

The murders of Ahmaud Arbery, George Floyd, and Breonna Taylor — only the latest instances of brutal, unjust violence perpetrated against the Black community — hit just as hard. Our clients are 95% BIPOC (Black, Indigenous, People of Color) folks, our team 90%. The lives lost reopened old wounds and injustices that have existed since before our country's founding.

As an organization dedicated to service, it is our mandate to be there for families through trauma, sickness, and loss. This is our commitment every day, but the events of the last year saw our work take on deeper meaning and urgency. Our employees continued to show up, and show up again, and gave their very best.

Just as our team gave their best, as leaders of this organization, we renewed our resolve to give them our best. We created a new department, Organizational Culture and Talent Development (OCTD). Dedicated to creating a culture of belonging, OCTD centers our diversity of cultures, identities, values, beliefs, styles, skills, and lived experiences, and all this brings to the table. We also are using these principles to inform our work with clients.

Over the period covered in this report (and since), our lives have changed dramatically. But in the midst of loss, separation, and pain, we've seen people doing really good things, really compassionate things, and really innovative things. The Child Center of NY is a shining example. As we look forward with hope, we will move ahead together with hard-won skills, knowledge, compassion, and ways of working that strengthen the people and communities we serve. We hope you share our sense of hopefulness as you explore this report.

Thank you for your support and partnership in making our work possible.

Warmly,

Traci Donnelly

Chief Executive Officer

Diek

Dick Jay

President of the Board of Directors

IN MEMORIAM

The COVID-19 pandemic has touched us personally. Clients' lives have been devastated, and we tragically lost three team members to the virus — three caring and dedicated individuals who devoted their lives to service. We miss them terribly, and we hope their families take comfort in knowing how many lives they touched.



JEREMY BEDDOE
Group Leader and Activity
Specialist
COMPASS afterschool program
at P.S. 24 and Parsons Beacon
community center



GABRIELLA HERNANDEZ
Family Worker
Early Childhood Corona



JERMAINE MILLER
Coach
Beacon program at M.S. 72

We continually assess family and community needs and find new, effective ways to meet them — every season of the year.



Page 3



Page 4



Page 5



Page 6

ABOUT US

The Child Center of NY strengthens children and families with skills, opportunities, and emotional support to build healthy, successful lives. Founded in 1953 as a children's counseling center, The Child Center has become a powerful community presence throughout NYC and Long Island, annually serving 40,000 children and families in under-resourced neighborhoods through 100 programs. We work in six program areas:

BEHAVIORAL HEALTH

Licensed mental health and substance abuse professionals provide therapy and other services to children and adults.

CHILD ABUSE PREVENTION AND FAMILY SUPPORT

Prevention programs help parents raise their children in a safe and nurturing environment.

EARLY CHILDHOOD EDUCATION

Early Head Start, Head Start, ParentChild+, and child care services ensure our youngest clients start school ready to learn and begin life ready to thrive.

HEALTH HOMES AND INTEGRATED CARE

For children with multiple chronic conditions or serious mental health diagnoses, these programs ensure everyone in a child's world — from teachers to health care providers — are working together for the child's overall well-being.

RESIDENTIAL SERVICES*

Our Residential Treatment Facility provides a warm and welcoming home and the highest level of care for youth facing the toughest mental health and behavioral health challenges.

YOUTH DEVELOPMENT

Afterschool and summer programs, internships, and specialized programs support youth ages 5-24 in developing academic, social-emotional, and vocational skills.

OUR APPROACH

The Child Center is community-based. We provide services community members tell us they need, in the places where they live.

We take a holistic approach. If a child is failing in school, we do more than provide tutoring — we get to know the child's family and environment.

Our approach is data-driven. We measure and track our progress, using methods proven to make a difference.

We believe in Equity, Diversity, Inclusion, and Belonging (EDIB). We work to break out of systems rooted in systemic racism — on the client, community, and organizational level.

We are staff-driven. Many of our 1,000+ team members come from the neighborhoods they serve. They collectively speak two dozen languages. They are a unique group of highly trained professionals who work with skill, heart, and innovation.

These qualities were more important than ever during the COVID-19 pandemic. Seeing that our existing programs were not enough, our team shifted quickly to meet previously unimagined needs. Our ability to move rapidly and effectively comes from a commitment to continually innovate to meet evolving needs, but stay rooted in unchanging core principles: closing the gap between ability and opportunity for the under-served; supporting the whole person and community; making mental health an integral part of care; and listening to clients, understanding that they know best what their families and communities need to thrive.

2019

SUMMER

Core Principle

Integral to The Child Center's mission is closing the gap between ability and opportunity for children in neighborhoods where patterns of racial inequity and economic disparity persist.

Meeting the Times in 2020

We never consider it too soon or too late to make a difference in the course of a child's life, and we provide educational opportunities year-round to youth from birth to adulthood. We still work in places where racial inequity persists — and also where immigrants face unique struggles.

- Expanded Early Head Start to Woodside and Astoria, communities with high rates of poverty and recent immigrants. Parents receive support in achieving their own goals, such as learning English. Students in our early childhood education programs improve an average of more than 50 percent in all developmental areas.
- Selected for the NYC Department of Youth and Community Development (DYCD) Film

Festival. Through 20+ afterschool programs, students participate in enrichment activities that help them explore their strengths.

At our Preparatory
Academy for Writers
program for middle schoolers, participants produced a
documentary chosen out of
thousands for inclusion in the
festival. Thanks to supporters
like Sterling National Bank
Charitable Foundation, middle
school programs also include



Steps to Success, a curriculum that tracks resiliency areas aligned with high school graduation. For students considered "at risk," 89% improved in at least one area; 60% improved in all eight areas.

Launched Operation Parenting for immigrant caregivers whose children are in therapy. Parenting programs are a vital part of our education mandate, as parents are children's first and most important teachers.

106%

graduation rate for **WIOA Internship Program**(100% of seniors plus 2 juniors)
85% went on to college
100% of juniors advanced to the next grade.

Students attending the DYCD Film Festival

The T. Family

Kevin T. was just shy of two years old when he enrolled in our Early Head Start Astoria program. Kevin's parents, Maria and Daniel, speak only Spanish and were glad to discover that our educators have special training in teaching dual language learners. Maria, Daniel, and Kevin clicked with Home Visitor Eliana Guillen, and Kevin experienced significant progress in communication, gross motor, and fine motor skills, as measured by the ASQ (Ages and Stages Questionnaire) developmental screening tool. Maria and Daniel feel confident that their son is on his way to beginning school ready to learn at the level of his peers.

Kevin's family had what we call a "light" entry into The Child Center. Because the family trusts us as a provider, they know we are here for them should any other needs arise. (continued on page 6)



Kevin and his mom, Maria, in 2021



FALL



Lidia Bastianich with fellow restaurateur Angelo Vivolo at August Martin High School

Core Principle

The Child Center takes a holistic approach, supporting each child's cognitive, social-emotional, and physical well-being.

Meeting the Times in 2020

We don't stop at the child. Healthy families and communities matter. Today we invest in community centers for all ages, initiatives that serve whole families, and partnerships that extend our reach.

• Introduced **hydroponics** to Ocean Bay Cornerstone Community Center in the Rockaways, where nutrient-rich produce is scarce and expensive. Students gain hands-on STEM (science, technology, engineering, mathematics) experience, and training enables community center members to create mini hydroponic garden systems at home.

 Expanded partnerships at August Martin High School (AMHS), a Community School

where The Child Center has worked with school administration since 2015 to offer services and caring support to young people and their families so that students (called "scholars") can focus on academic goals. In December, AMHS' culinary scholars were featured in Child Center supporter Lidia Bastianich's PBS special, *Lidia Celebrates America*.

Hydroponics participants building irrigation systems and monitoring conditions with the precision of professional scientists

Opened the NYPD
 Community Center
 in East New York,
 Brooklyn. In a first-of-its-kind partnership,

The Child Center joined with the NYPD and local organizations to create a state-of-the-art facility where community-police relationships are built, and where youth access programming shown to counter poverty indicators. Research suggests that teens who engage in meaningful extracurricular activity for 2-5 hours per week are likely to advance to the next grade, and that youth who have access to consistent and caring adults with high expectations for their success experience better outcomes. Youth get both those things here. In its first year, 641 participants ages 12-19 engaged for at least 105 hours.

Through our innovative Health and Well-being
 Questionnaire (CC-HWQ), developed in collaboration
 with Northwell Health, we assessed the social determinants of health (SDOH) for 2,293 families in FY
 2020 and connected 557 of them to services. SDOH
 are socioeconomic conditions and factors, such as
 unsafe housing conditions, that significantly impact a
 child's and family's well-being.

91.7%

graduation rate at **August Martin High School** in 2020, up from **24%** in 2015.

Amber

Amber is a fourth-grader who participates in the afterschool program at Ocean Bay Cornerstone Community Center. She's exuberant and bright, but she needs help in certain areas, as most kids do. Tutoring services are scarce in the Rockaways, so quality homework help is par for the course at the center, as are academic enrichment opportunities, like Ocean Bay's hydroponics garden. Amber helps maintain the herb section. She has become an expert at the scientific method and wants to do something related to planting when she grows up. The sky's the limit to Amber. When she literally saw her garden grow she developed confidence in her abilities and future possibilities.

Amber's mom, Latoya, attends parent events and loves seeing Amber's work. Latoya hasn't needed services for herself, but she knows we are here as a resource. That knowledge became crucial in the spring of 2020, when she, like so many of us, needed support in ways we never thought we would.



Amborin 2021

2019-2020

WINTER

Core Principle

The Child Center began as a children's counseling center, and a commitment to mental health remains embedded in everything we do. Our four behavioral health clinics offer therapy by licensed mental health professionals to children, adults, and families in neighborhoods where services are scarce, poverty rates are high, and stigma is pervasive. We also have made mental health an integral part of education. Team members in every program area are skilled at assessing potential mental health issues.

Meeting the Times in 2020

In FY 2020, we launched new programs and spaces to meet current needs. We also leveraged the use of technology in ways that would prove significant.

 Opened our renovated Jamaica Family Wellness Center, featuring state-of-the-art equipment and a welcoming environment. Shifting the paradigm from clinic to total wellness center, the JFWC offers

licensed Integrated Outpatient
Services, including mental
health, physical health, and
addiction treatment, along
with programs such as
internships and social

services guidance.

A group therapy session for new moms at the JFWC. Babies welcome. OnTrackNY Primary Clinician Zhen "Anna" Han, LMSW, conducts sessions with immigrant parents in Mandarin.

• Launched OnTrackNY
for low-income adolescents and young adults
experiencing symptoms
of early psychosis. We
saw a gap in services
in the neighborhoods
we serve and stepped in
to fill it so people struggling
with these symptoms wouldn't
be living on the streets or trapped in
unfulfilled lives.

 Completed an enterprise-wide electronic health record (EHR) that increased efficiency and decreased costs and began offering tele-therapy — moves that put us ahead of the curve in the spring.

93%

of clients in our **Health Homes Program**, for youth with multiple chronic conditions or serious emotional disturbance (SED), were able to remain in the home and **did not require hospitalization or residential treatment**.



Kioshi is a 17-year-old who enjoys music, writing, and spending time with his pets. He also struggles with severe depression triggered by the trauma of sexual abuse. In 2018, after Kioshi expressed suicidal thoughts with a plan, his parents brought him to Elmhurst Hospital, which referred them to our Woodside Clinic, where Kioshi began therapy with Xiomara Borja, LCSW. "Kioshi experienced terrible trauma," Xiomara says.

"Fortunately, he has a supportive family and a strong will to be happy and healthy." Xiomara used trauma-focused cognitive behavioral therapy, which has been shown to reduce PTSD symptoms. She helped Kioshi understand his trauma and guide him in turning his strengths and interests, like music and friendships, into coping mechanisms. Using the PHQ-A depression screening tool, Kioshi maintained a PHQ-A score of <4 this quarter, indicating the absence of depressive symptoms.

Although welcome news, it was not a surprise to Kioshi. "Therapy has been helpful because I'm able to process my childhood trauma, identify my triggers, and learn coping skills. My family learned how to support me and keep me safe." (continued on page 7)



2020

SPRING

New York State deemed our work essential because we make a real difference.

When the COVID-19 pandemic began, we knew the communities we serve would be hit hardest. Many of our families are headed by workers in the service industry: in restaurants, as house cleaners, manual laborers, or home health aides. They were the first to be let go from their jobs, and most likely to have no safety net.

Thankfully, our clients knew they could depend on us.

Far from closing down, we scaled up and broadened the scope of what we do. Here are ways we shifted to meet the new reality from March to June 2020:

Technology for remote learning and health care

 Transitioned to tele-health without missing a beat. We purchased,

"I'm relieved – I can see my therapist without exposing my baby to COVID on the bus to my appointment."

configured, and distributed more than 300 HIPAAcompliant Chromebooks, laptops, and smartphones and provided training. Broken appointments decreased from 24% to 15%. New York State's Office of Mental Health used The Child Center as a model and awarded us the 2020 OMH Community Cares Award for the New York City region.

"La escuela nos dio un Chromebook, pero no teníamos conexión al internet y las líneas de ayuda solo estaban en inglés. El programa después de la escuela de mi hijo nos conectó."

- Joined with the NYC Department of Education to distribute remote learning technology so lowincome students wouldn't fall behind. We answered 8,384 service calls and provided technical assistance in families' home languages.
- Partnered with Strong Children Wellness to offer pediatric primary care virtual visits.



strongchildrenwellness.com

In-Person Behavioral Health and Prevention Services

- Home Visiting and Child Abuse Prevention team members continued home visits to ensure the most vulnerable children were safe.
- OnTrackNY staff (see page 5) met with high-risk **clients** in the community or at home.

The T. Family (continued from page 3)

The COVID-19 pandemic had scarcely begun when Daniel lost his job in a restaurant. and Maria contracted the virus. Eliana, their home visitor, noticed their 12-year-old daughter seemed depressed. Eliana was trained to know exactly how to help. The family was given a mental health assessment and began receiving therapy at our Woodside Clinic. They also received an ERF micro-grant (see page 7) and essentials like diapers.

Meanwhile, the pandemic was taking a heartbreaking toll on Maria's sister-in-law, Melinda. Melinda's husband Juan passed away from COVID-19, leaving behind their 12-year-old

daughter Emely and their son, Erick, just six weeks old. In addition to being deeply loved by his family, Juan had been the sole breadwinner. Maria referred Melinda to The Child Center. We provided Melinda with direct cash assistance, supported her in finding employment, and are providing family therapy. Erick is enrolled in Early Head Start and thriving. This is the way The Child Center works: earning the trust of a community and addressing families' needs with comprehensive, wraparound care. We help families and communities work through the toughest challenges and build futures full of promise.





CEO Traci Donnelly spoke with MSNBC's Stephanie Ruhle about our work in marginalized communities.

Filling Gaps to Meet Essential Needs

- Accepted psychiatric patients from hospitals.
 When hospitals were inundated with COVID-19 patients, The Child Center stepped in.
- Purchased and distributed baby products. Early Childhood programs gave out 113,988 diapers, 199,840 wipes, and 1,946 engagement kits with books and other learning materials through 2021.
- Organized food banks. In partnership with New York
 Common Pantry, Early Childhood sites distributed
 4,428 bags of food to 1,912 families across divisions
 in the first year of the pandemic.
- Turned Cornerstone community centers into vital hubs of support. Our Cornerstones

remained open every weekday.

Each center conducted

wellness checks, made
referrals, and served an
average of 3,000 meals

to families who would otherwise go hungry.

- Became resource navigators. Team members in all divisions assessed needs and connected families to services.

 Our Single Stop Benefits Access program alone connected 1,389 people with services like SNAP (food stamps) and health insurance in the first three months of the pandemic.
- Cared for children of essential workers. Team members pitched in at NYC Regional Enrichment Centers for children of first responders and health care providers.
- Created the Emergency Response Funds (ERF), a
 cash assistance program for struggling families. To
 date, we have distributed \$725,500 to 1,295 families.
 A seed was planted for a new way of supporting communities and families by investing directly in them.

When you support The Child Center, you support a skilled, dedicated, and highly innovative team. Incredibly, they transformed a season of loss into a time when new things could grow.

A food bank at Hammel Houses Cornerstone Community Center in the Rockaways. Less than two miles away at Ocean Bay Cornerstone, weekly food banks distributed more than 5,000 meals through May, including to Amber's family (see page 4).

Kioshi (continued from page 5)

When New York City shut down, Kioshi didn't worry about his therapy, he says: "Xiomara communicated that a plan would be put in place." The pair conducted therapy via doxy.me, a HIPAA-compliant video platform. Xiomara used a HIPAA-compliant laptop that The Child Center provided. Kioshi never missed a session.

Even with his family facing multiple pandemic-related challenges — job loss, COVID-19 infections, loneliness — Kioshi's PHQ-A score indicated the absence of depressive symptoms, and he began seeing Xiomara every other week instead of weekly. "My life is very different now because I no longer live with my abuser, and I understand trauma," he says. "My relationship with my parents has improved, and I feel more supported." Asked why he wanted to tell his story, Kioshi answered, "I would like readers to know it does get better. Even if you do not feel comfortable sharing your story yet, there are people willing to hear you and support you."



Xiomara Borja, LCSW, conducts a tele-therapy session with Kioshi.

EQUITY, DIVERSITY, INCLUSION, AND BELONGING



The Child Center of NY has served communities in need for nearly 70 years. Our work has evolved to meet the times, but our purpose remains constant: to strengthen family, build community, and provide our clients with care to live healthy, successful lives.

We are committed to empowering the diverse and resilient communities we serve. Understanding the roots of racism, poverty, and inequity in our country — and their resonance in the lived experiences of those we serve — informs the impact we are dedicated to having when serving primarily BIPOC (Black, Indigenous, People of Color) and immigrant families. We are proud of the trust and mutual respect we've built and our ability to provide culturally responsive care (in two dozen languages!).

Over the period this report covers, the sickness, loss, and hardship wrought by the pandemic were felt by all but not borne equally. We saw a disproportionate impact on BIPOC folks, women, and other marginalized groups. This was tragic, and it was predictable.

Alongside our communities, we collectively witnessed the murder of George Floyd and horrific violence against the Asian and South Asian community — and a new chapter in the fight for racial justice. Diversities of people came together demanding justice for those most affected by ongoing racially motivated violence in America.

The pandemic and upheaval showed more plainly than ever the historic injustices our work is designed to combat. We looked at how we are accountable as an organization for dismantling systems of inequity and exclusion. In summer 2020, we established a new department, Organizational Culture and Talent Development, led by Sonia Banks, Ph.D.; an Equity, Diversity, Inclusion, and Belonging (EDIB) Council; and cultural competency working groups. These groups — representing all levels and divisions — ensure we are constantly working toward an inclusive and equitable workplace and a culture where everyone feels they belong. Our mandate is to liberate our team to keep innovating, speaking up, and partnering across our organization. We also are working to ensure our Board of Directors reflects the people we employ and serve, and that our service to clients is grounded in programs that give people agency over their lives.

We take seriously our obligation to do better as caregivers, advocates, and a workplace. We move forward with hope as we look back and appreciate that after each tragedy and each pivot we made in 2020, instead of giving up, we emerged more committed to serving our communities. We will continue building a thriving culture of innovation and service together — by listening to and learning from our team and communities, and by supporting one another.

OUR CLIENTS BY ETHNICITY



- 47% Hispanic or Latino/a
- 28% Black or African American
- **13%** Asian
- 5% Two or More Races
- 4% White
- 2% Did Not Disclose
- 1% Pacific Islander

OUR TEAM BY ETHNICITY



- 35% Black or African American
- 35% Hispanic or Latino/a
- **14%** Asian
- 9% White
- 5% Two or More Races
- 1% Native American or Alaska Native
- 1% Pacific Islander

FINANCIAL HIGHLIGHTS

Statement of Activities and Changes in Net Assets

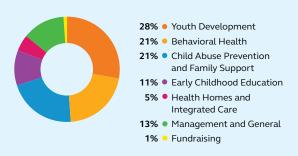
For the years ending June 30, 2020 and June 30, 2019

Totals

REVENUE AND SUPPORT:	2020	2019	
Contracts and grants revenue	\$ 43,311,941	\$40,224,862	
Patient services revenue, net	14,809,229	13,728,282	
Contributions	2,529,201	489,127	
Fundraising, net of direct expenses of \$43,548 and \$244,757	74,460	976,457	
In-kind contributions	667,226	703,236	
Other income	257,339	73,367	
Total revenue and support	61,649,396	56,195,331	
EXPENSES:			
Program services	52,441,109	48,511,901	
Supporting services, management and general	7,738,866	7,135,994	
Supporting services, fundraising	656,724	314,187	
Total expenses	60,836,699	55,962,082	
Change in net assets	812,697	233,249	
NET ASSETS:			
Beginning of year	4,141,785	3,908,536	
End of year	\$ 4,954,482	\$ 4,141,785	

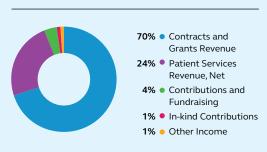
To see our complete audited financial statement, please visit www.childcenterny.org.

TOTAL EXPENSES



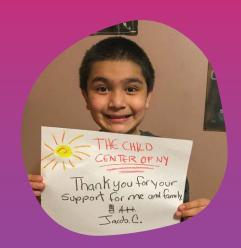
Programs and Services: 86%; Administration and Fundraising: 14%.

REVENUE AND SUPPORT



THANK YOU TO OUR SUPPORTERS

The support of our friends was more crucial than ever this year*. The generous individuals, foundations, corporations, and other entities who donated to The Child Center stand as testament to the compassion and humanity that helped us all through the year. Thank you for coming through when needed most and profoundly changing lives.



\$1,000,000+

Joseph & Katherine Macari Foundation

\$500,000+

The Carson Family Charitable Trust

\$250,000+

Mother Cabrini Health Foundation

New York Community Trust

Robin Hood

\$100,000+

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United Way of New York City

\$25,000+

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Sterling National Bank Charitable Foundation

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\$20,000+

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Heartfelt thanks to the generous sponsors of our COVID-19 response funds.

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The Edith Glick Shoolman Children's Foundation

Flushing Bank

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D'Arcy and Peter Green

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Organization Analysis & Design

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Shames Family Foundation

The Melanie and Alan Stein Family

Sterling National Bank

Gelvina Rodriguez Stevenson

Leo Swergold

Techworks Consulting, Inc.

The New York Community Trust

United Way

US Pacific Transport, Inc.

J. Sean Withrow

Special thanks to the Queens delegation of the New York City Council and the New York State Assembly for their generous support.

We are especially grateful to the following elected officials for supporting The Child Center of NY with discretionary program funding in FY 2020:

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Adrienne Adams, District 28

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Melinda Katz (through January 2020)

Sharon Lee (Acting Borough President, January 2020-December 2020)



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of Health and Social Services, Division of Substance Abuse and Mental Health

Senior Leadership (Pictured above)

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Senior Vice President, Finance

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Senior Vice President, Behavioral Health and Early Childhood

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Cycle Management

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Vice President, Human Resources

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Vice President, Early Childhood Education, Programs and Curriculum

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Vice President, Development and Communications

Anderson Sungmin Yoon, DSW, LCSW-R, CASAC,

RPT-S, ACT Vice President, Integrated and Value-Based Care

Sandeep Dhingra, M.D.

Medical Director

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THE CHILD CENTER OF NY OFFERS A HOLISTIC, FAMILY-CENTRIC APPROACH TO LIFTING UP UNDER-SERVED YOUTH AND COMMUNITIES.

Our mission is to strengthen children and families with skills, opportunities, and emotional support to build healthy, successful lives. We hold ourselves accountable for our results, using methods that are proven to make a difference.

Our programs are located in the communities we serve, with staff who collectively speak two dozen languages and understand the challenges our clients face. Recognizing that children do not grow in isolation, we provide services to whole families and the larger community. We know that with the right opportunities and support, children and adults of any background can reach their full potential.



Central Administrative Office

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