



CENTER for NYC
NEIGHBORHOODS

2022

Annual Report



2022 was a challenging year for many New Yorkers. As we emerged from the worst of the pandemic, many families and individuals grappled with job loss, medical bills, deaths of loved ones – events that can impact lives and finances for years to come. In response, the Center for NYC Neighborhoods, through our CDFI Sustainable Neighborhoods, administered New York’s Homeowner Assistance Fund (“HAF”). Led by NYS Homes & Community Renewal, this state program was funded through federal pandemic relief dollars to help homeowners who suffered financially from the pandemic. We were proud to successfully deliver critical dollars to New Yorkers in need, to ensure they saved their homes. To take on this challenge, our operating budget increased to \$300+M (from ~\$10-20M) and we hired more than 20 new colleagues to deliver relief to as many homeowners as possible, stretching the impact of every dollar to financially strengthen homeowners as well as communities and municipalities.

Even as we stretched our capacity to help New Yorkers recover, the Center continued our flagship programs, and secured new funding and talent to launch new pilots. Each was designed to address unmet needs expressed by homeowners, whether by phone to our Homeowner Hub (which engaged with over 7,615 homeowners this year!) or through the research we conduct on city- and state-wide trends. With funding from Bank of America, we launched a third pilot under our Black Homeownership Project umbrella – the Down Payment Assistance Navigator (DPAN). This intervention joins our Generation 2 Generation Estate Planning, powered by JPMorgan Chase Foundation, and our Homeowner Landlord Services, funded by Trinity Church Wall Street, the Revson Foundation, and the Robin Hood Foundation – all of which are aimed at reducing barriers to stable homeownership for Black New Yorkers. Our partnership with NYC’s Department of Housing Preservation & Development continued to deliver results to homeowners, as we closed 85+ HomeFix loans for a total of \$4.2M, supporting the home repair needs of NYC’s most vulnerable homeowners! To promote community resilience, the Center worked with our Network Partners after Hurricane Ida to deliver over \$100,000 in direct financial assistance to homeowners in need, along with meals, shelter, and relief guidance. We also launched a Flood Recovery Fund pilot with the Mayor’s Office of Climate & Environmental Justice to test how to get quick and flexible cash assistance to New York’s homeowners in the wake of an extreme rainfall event. Finally, we embarked on a multi-million dollar collaboration to bring Clean Energy Hubs to the Bronx and Brooklyn, supporting energy users in reducing costs and their carbon footprints with partners including NYSEERDA.

In a year marked by much change and uncertainty, the Center was proud to be a beacon of stability for our communities, homeowners, and partners. We took on new challenges like HAF while maintaining our core services. All of this is possible because of our Network Partners, funders, board members, and community and government partners, whose work with us powers every story and number that follows. Explore our impact in the pages ahead.

A handwritten signature in black ink, appearing to read 'CPeale', written in a cursive, flowing style.

Christie Peale
CEO/Executive Director

SUMMARY

Since our founding in 2008,
we have reached over

3,291,445

homeowners across New York.

Our Impact in 2022

212,494

People reached

\$252.2M

In zero interest loans to 12,483 people

10,472

New Yorkers learned about
their flood risk

7,615

Engagements via our Homeowner Hub

From 2008 to The Present

\$388.5M+

Total savings for homeowners



29,415

Homes saved



\$13.3B+

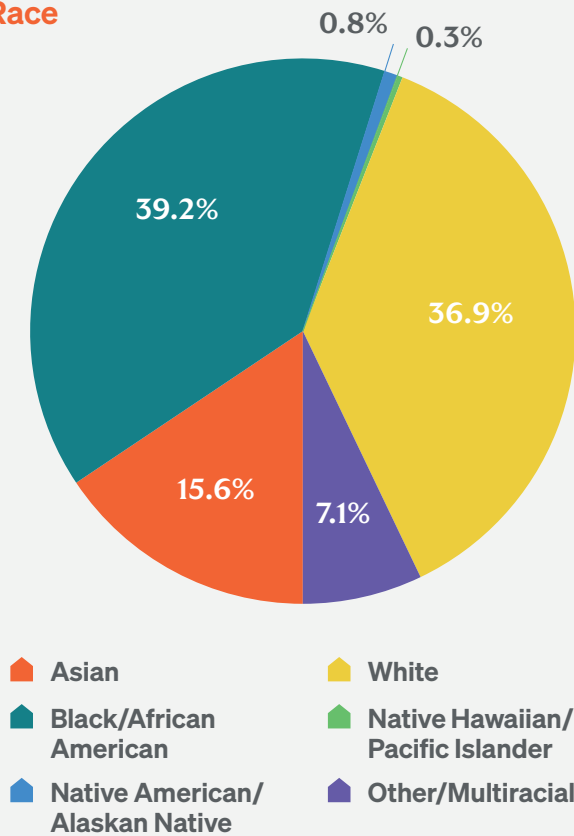
Property value preserved



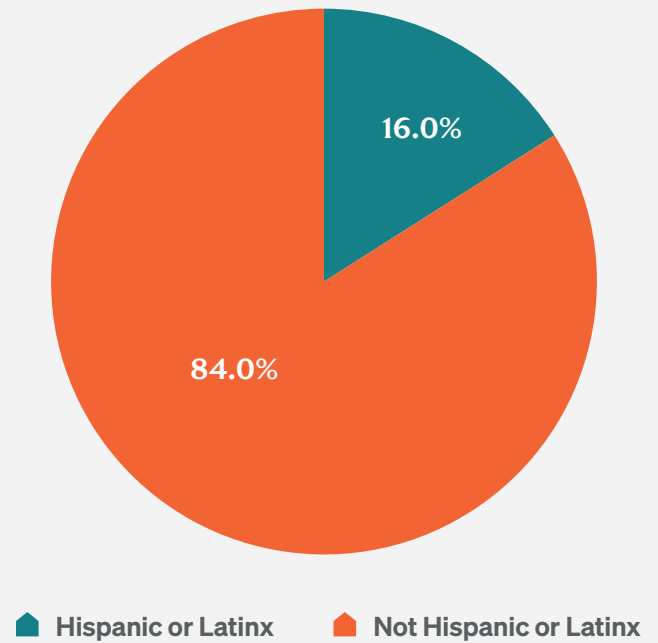
SUMMARY

Homeowners Served

By Race



By Ethnicity



\$45,375

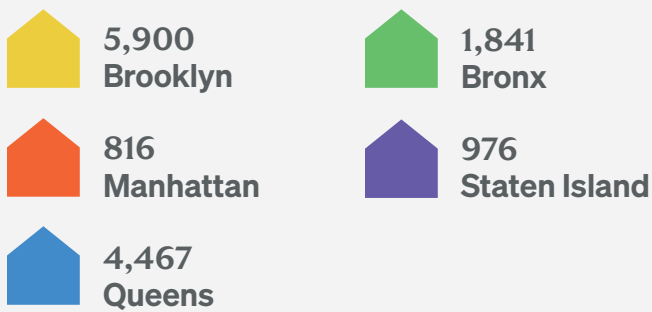
Average household income of families served

4,400

Connections made to high-quality free services

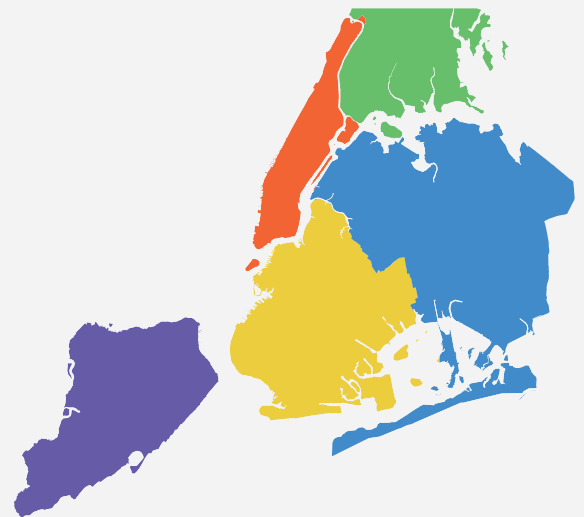
17

Number of languages made accessible to homeowners through the Homeowner Hub



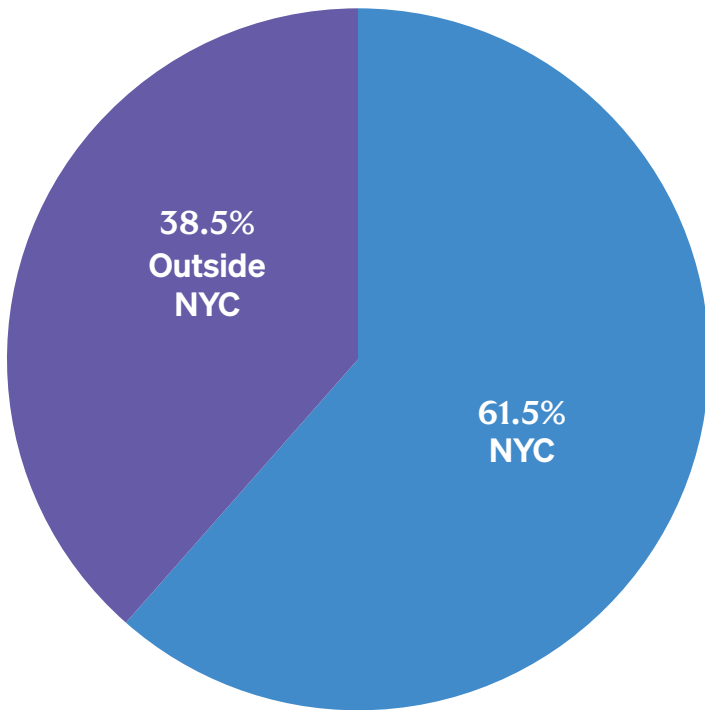
14,000

Homeowners served across all five boroughs



SUMMARY

People Served in NYC & Rest of State



57,435

People served



1

Housing Counseling Successes Multiply with HOPP

The Homeowner Protection Program (HOPP) is one of the Center's longest running partnerships, a cornerstone of the NYS social safety net, and a model for national support for homeowners.

The strength of this network is in its broad reach and its ability to handle diverse roadblocks, including foreclosure proceedings, scams, partitioning, flood concerns, tax lien sales, destabilizing medical setbacks or financial challenges, and more. The Center is one of two anchors (along with the Empire Justice Center) leading the 89 statewide partners, to coordinate responses and spot emerging trends. In many ways, the HOPP network enabled the HAF program's success: we had a trusted, statewide cohort of front-line advocates already embedded in communities. When COVID struck, homeowners knew they could rely on trusted organizations that were based in their communities. The governor, Legislature, and Office of the Attorney General were instrumental in increasing HOPP's statewide funding from \$20M to \$35M in 2022, acknowledging the needs present in communities across the state. And the Center delivered an efficient and effective program to direct the funding back to communities in need.

One of our HOPP partners, MHANY Management, leveraged the power of the network to design a sustainable solution for one Brooklyn family. When her mother passed, Mrs. H. inherited a two-family house that had been in her family for decades. She also inherited the mortgage debt. The family's financial situation was stable for a while, but then they had multiple medical issues while living on a fixed income, and then they fell behind on their mortgage. Mrs. H sought MHANY's assistance. After reviewing her case, a housing counselor was able to submit a Homeowner Assistance fund application on her behalf. Shortly thereafter, she was awarded two kinds of support from the program: HAF helped reinstate her mortgage, and was able to make forward payments to get her through a gap when she was not yet approved for disability payments. Once her income was made whole with her approval for disability, HAF had left Mrs. H. in a sustainable position to keep her home and to pass it along to her children.

The HOPP network's ability to connect with homeowners in need enables us to stabilize families and communities, whether during a pandemic or simply helping with everyday ups and downs in the lives of New Yorkers. Housing counselors have always been communities' first lines of defense, and we are proud to work alongside them to help New Yorkers succeed.



2

12,000 Homeowners Stabilized by HAF in one year

In January 2022, the Center began accepting applications for our state's Homeowner Assistance Fund, to help homeowners that suffered income loss due to the pandemic regain financial stability and retain their homes.

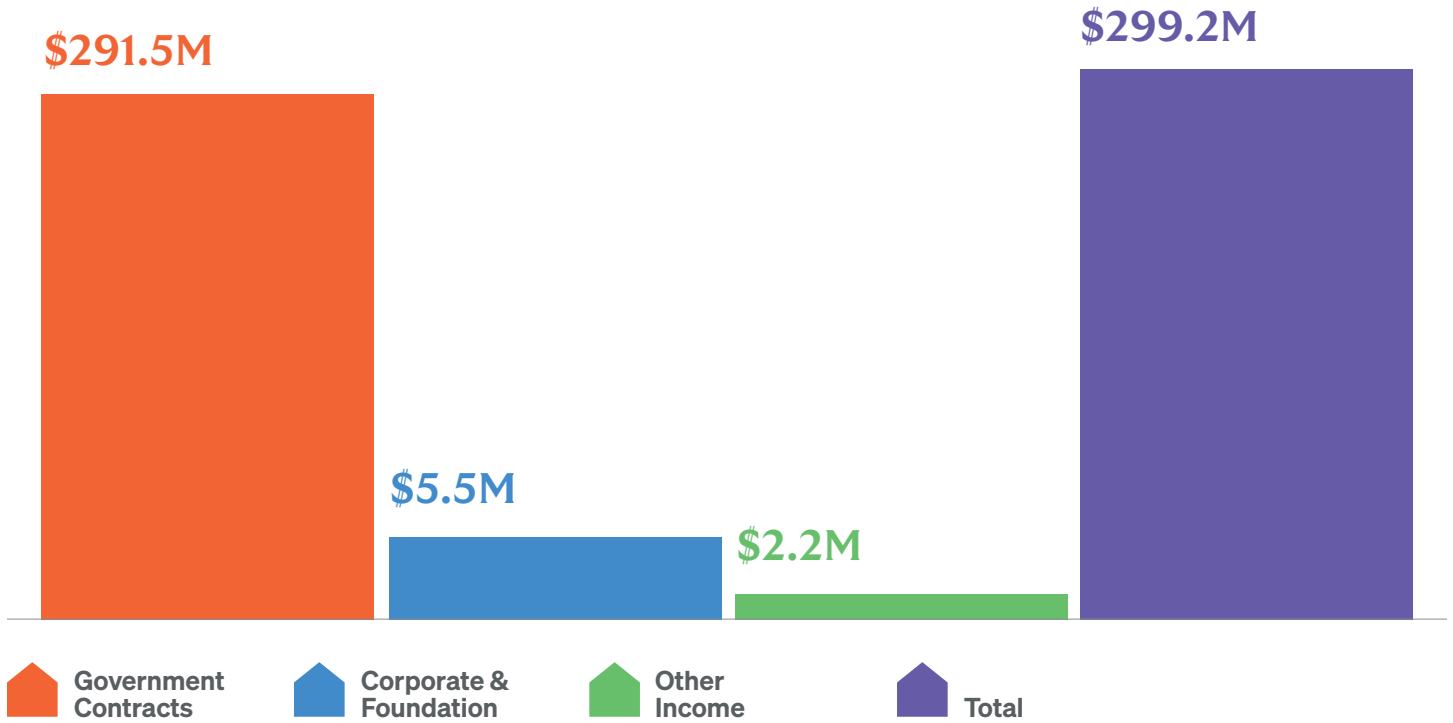
As the original, national epicenter of COVID-19, our communities needed deep multifaceted interventions that considered individual circumstances. To meet this need, we designed our program to take into account intersecting issues and hard cases, and to work with other resources. One story illustrates this approach: a mother and son who owned a home together faced financial hardship when the pandemic struck. The son, a baggage handler at LaGuardia Airport, saw his income evaporate, and the family quickly fell into arrears. Having addressed earlier challenges, they were already familiar with our partners at Grow Brooklyn. A housing counselor there helped them apply to HAF, which resolved many of their issues. However, the family needed extra help beyond HAF's scope. Fortunately, the counselor paired their HAF grant with assistance from the Center's Equitable Reverse Mortgage Assistance (ERMA) program, which had recently expanded its homeowner assistance capabilities. The combined support, coordinated by compassionate experts from Grow Brooklyn, the Center, and Sustainable Neighborhoods, allowed the family to stabilize financially. Now back on track, this family is once again contributing not only to their success but also the stability and success of their community stability and success as homeowners and taxpayers.

In the first year of active programming, the Center and our CDFI, Sustainable Neighborhoods, disbursed \$244M in funds, helping an astonishing 12,026 homeowners — just like this mother and son — stay in their homes. It's clear that HAF is a highly impactful investment that leverages other programs to multiply success and achieves outcomes that accrue dividends for years and generations to come.

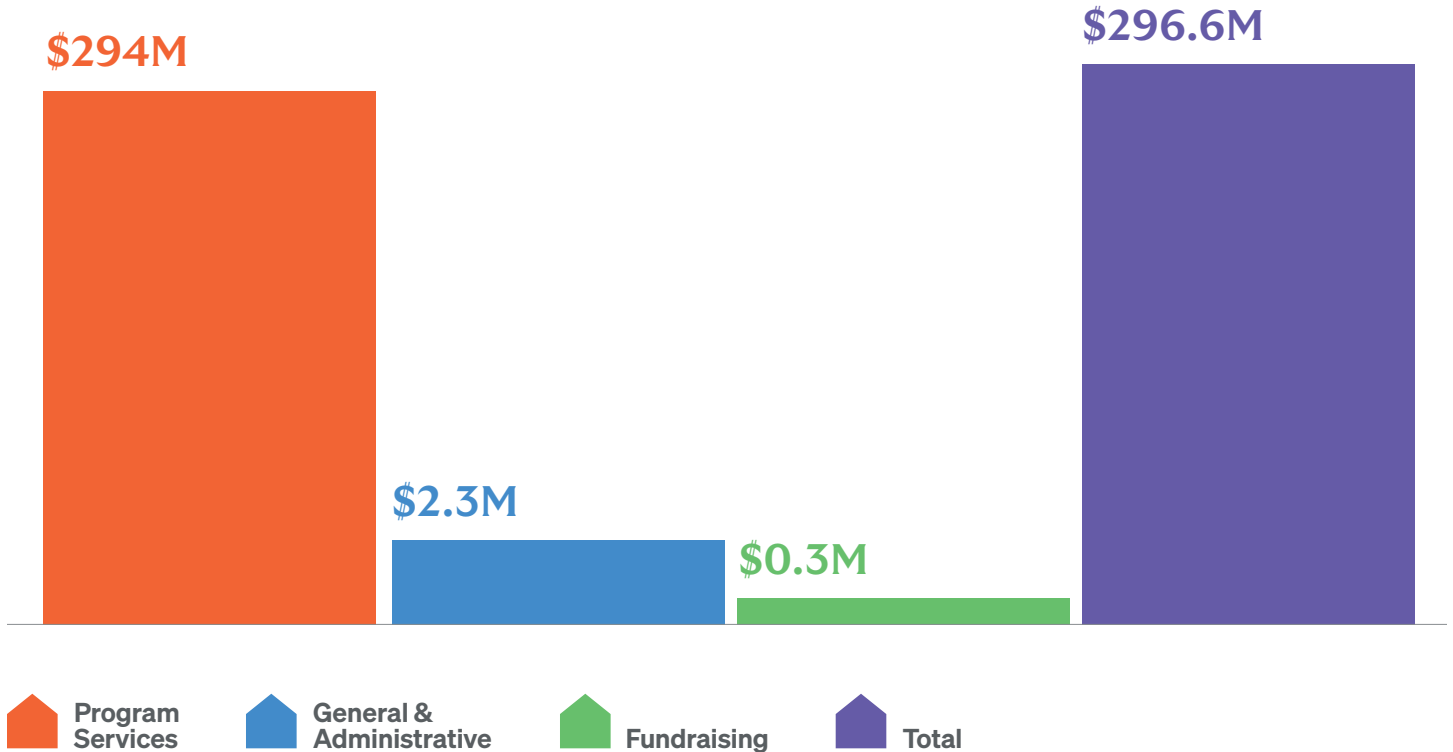


Our Financials

Income



Functional Expenses



Our Board

Louise Carroll

Board Chair

Baaba K. Halm

Viraj Patel

Mathew Wambua

Joseph Weisbord

Board Secretary

Frederick Harris

Gwen Robinson

Valerie White

Colvin Grannum

Board Treasurer

Cathleen Mahon

Merilyn Rovira

Adolfo Carrión Jr.

Ex-Officio

Christie Peale

CEO/Executive Director

Sam Marks

Alexa Sewell

Donovan Richards

Ex-Officio

Eric Enderlin

Jonathan Mintz

Hakim Thompson



Our Funders

The Center is grateful to our funders for helping us reach and serve vulnerable New Yorkers every day. Their commitment to the Center and our work will have a lasting impact on New York’s residents and communities.

Altman Foundation	DIME Community Bank	MOCEJ
Amalgamated Bank	Enterprise	Morgan Stanley
ANHD	Flagstar Bank	National Science Foundation
Banco Santander	Freddie Mac	NeighborWorks
Bank of America	Goldman Sachs	NYS OAG
BankUnited	GOSR	Ocwen
Battery Park City Authority	Grounded Solutions Network	Queens Borough President
Berlin Rosen LLC	HPD	Revson Foundation
BTQ Financial	HSBC	Robin Hood
CDFI Fund	JPMorgan Chase	State Bank of India
Change Capital Fund	Keybank Foundation	Trinity Foundation
Citibank	LISC	Wells Fargo
Deutsche Bank	M&T Bank	

Our Partners

The Center’s Network Partners are community-based housing counseling and legal services providers located in neighborhoods across New York City. We coordinate, monitor, and train this network and fund their service provision at approximately \$1.5 million annually. Our Partners are critical to deepening and amplifying our impact across New York.

Organization	Borough
Access Justice Brooklyn	Brooklyn
Asian Americans for Equality	Queens
Bronx Legal Services	Bronx
Bronx Neighborhood Housing Services	Bronx
Brooklyn Legal Services	Brooklyn
Brooklyn Legal Services Corporation A	Citywide
Brooklyn Neighborhood Services CDC, Inc	Brooklyn, Queens
CAMBA Legal, Inc.	Brooklyn.
Chhaya Community Development Corporation	Queens, Brooklyn, Bronx
City Bar Justice Center	Citywide
Cypress Hills Local Development Corporation	Brooklyn, Queens, Bronx
Empire Justice Center	Upstate
Grow Brooklyn	Citywide
Housing & Family Services of Greater New York	Citywide
IMPACCT Brooklyn	Brooklyn, Queens, SI, Manhattan
Jewish Association Serving the Aging	Brooklyn, Queens, Manhattan
Legal Aid Society	Queens, Bronx
Margert Community Corporation	Queens
Mobilization for Justice, Inc	Citywide
Mutual Housing Association of New York Management, Inc	Citywide
Neighborhood Housing Services of Brooklyn CDC	Brooklyn, Queens

Organization	Borough
Neighborhood Housing Services of Jamaica CDC	Queens, Brooklyn
Neighborhood Housing Services of NYC CDC	Citywide
Neighborhood Housing Services of Queens CDC	Queens
Neighborhood Housing Services of Staten Island CDC	Staten Island
Neighbors Helping Neighbors, Inc	Citywide
New York Legal Assistance Group	Citywide
Northfield Local Development Corporation	Staten Island
Queens Legal Services	Queens
Queens Volunteer Lawyers Project	Queens
Staten Island Legal Services	Staten Island



Dial 311 and ask for the Center for NYC Neighborhoods
Or call us directly at 646-786-0888
Or email us at info@cnycn.org