Stabilizing and strengthening families.

Promoting economic self-sufficiency and education.

Preserving affordable housing.
Message From Our Executive Director

Dear Friends,

When Northern Manhattan Improvement Corporation began its programs in Washington Heights during the summer of 1979, no one could have imagined the important and effective community resource it has become today.

NMIC’s approach to improving our community requires more than just energetic and dedicated lawyers, community organizers, educators and human services workers: it demands that we continue to always innovate and find new approaches to addressing the challenges our clients face. It is why NMIC staff members are consistently recognized for their expertise and fierce commitment to the agency’s mission, and why many have over 10, 15, even 20 years of service at the agency.

In FY2011/2012, over 12,500 families turned to NMIC for help. During these very challenging economic times, I cannot emphasize enough how your support has directly impacted our ability to provide the integrated, high-quality services for which we are known in Washington Heights and Inwood.

Simply put, NMIC continues to be a catalyst for positive change because our programs make a real difference in the lives of community members we serve.

I thank you for your generous support, and invite you to make the choice to help us continue to make a difference in the lives of upper Manhattan’s most vulnerable families.

Barbara Lowry
Executive Director

U.S. Census data indicate that Washington Heights/Inwood has the highest number of non-relative household residents in NYC, suggesting a high rate of boarders and doubled-up families, both of which contribute to overcrowded living conditions.

cover photos
(left) Hands-on training in Workforce’s Building Maintenance classroom
(right) NMIC’s FY2012 Adult Education GED students achieved test scores 20% higher than the New York State average
The communities served by NMIC in northern Manhattan face enormous challenges:

- Washington Heights/Inwood contains one of NYC’s greatest concentrations of poor Spanish-speaking immigrants
- 50% of local residents are not proficient in English.
- 40% of adults over age 25 lack a high school education.
- 43% of children in WH/Inwood live in poverty, more than any of the other 58 Community Planning Districts in NYC.
- The area poverty rate is 40% compared with 18% for NYC as a whole.

Several of NMIC’s core programs impact far beyond Washington Heights & Inwood:

- Many students in our pre-GED, GED and ESOL classes come from The Bronx.
- Our Legal Services program has an office in Manhattan Housing Court, which provides immediate help to court-referred emergency eviction cases and walk-ins, enabling us to assist clients from all parts of Manhattan.
- Our Weatherization program provides services across much of Manhattan, assisting buildings in areas such as the Lower East Side, Midtown, Chinatown and Greenwich Village.
- Thanks to its strong reputation of doing culturally appropriate work with recent immigrants, our Domestic Violence program attracts clients residing in all five boroughs of New York City.
Northern Manhattan Improvement Corporation’s programs are:

- Provided free of charge
- Bilingual in English and Spanish
- Designed to interact with one another
- Continually evaluated to ensure their effectiveness
- Able to assist clients at home; 40% of program staff make home-visits

Our multi-service model provides a mix of programs:

- **Legal Services** protects community residents from the increasing threats of homelessness, displacement and substandard living conditions by providing aggressive legal representation and assistance to tenants and tenant associations. Clients also receive assistance regarding domestic violence, immigration, consumer debt, disability and environmental justice – **6,318 individuals were served in FY2012** – the program saved New York State taxpayers over $38 million in avoided homeless shelter costs by preventing tenant evictions.

- **Adult Education** provides classes in GED, Citizenship, BENL (Basic Education in Native Language), ESOL and Family Literacy. Ranked by New York State in 2012 as the best large-scale program in NYC, the classes improve the outlook for employment as well as the confidence and shared sense of community of recent immigrants – **1,375 individuals were served during FY2012**.

- **Social Services** promotes asset building through benefits screening and enrollment, financial counseling, and free tax preparation services; strengthens families by combating domestic violence; prevents homelessness with intensive case management; and targets health problems associated with poverty through education about asthma, lead paint poisoning, and diabetes – **over 3,000 residents were served in FY2012**, generating over $15 million in benefits for the community.

**FY2012 Service Highlights**

**New York State Adult Education Report Cards Rank NMIC #1 in NYC**

In February 2012, the 2011 New York State Adult Education report cards were released and stated that among the 41 Adult Education programs in New York City that serve more than 200 students per year, **NMIC’s Adult Education program was ranked as having the best large Adult Education program in the entire city**.

NMIC’s Adult Education GED students at their June 2012 graduation.
- **Community Organizing** works to develop low-income, tenant-controlled housing. To date, the program has developed 520 apartment units in 23 buildings. It has also organized hundreds of local tenant associations to help residents address unsafe, unhealthy building conditions. In collaboration with NMIC’s Legal Services program, the program combats the increasing threat of displacement of low-income tenants by aggressive landlords – in FY2012, organizers worked with 58 buildings.

- **Workforce Development** services are tailored to the needs of young adult and adult job seekers who have limited English, literacy, and/or work experience and include employment-focused case management, job-preparedness training, job-search assistance, placement and retention services, internship development, and career advancement services – 1,711 individuals were served during FY2012.

- **Weatherization** provides funds for owners of buildings with a large number of low-income tenants to replace energy-inefficient systems with the newest energy-saving materials and techniques. An early and successful example of effective public/private collaboration in community-based sustainability, our program has expanded our City’s economy, reduced energy costs and encouraged environmentally-conscious collaborations between tenants and building owners – 25 buildings were served in FY2012, impacting over 1,514 households.

## FY2012 Service Highlights

### Tenants Become the New Owners of 652 and 656 West 160th Street

In March 2012, after decades of enduring substandard housing conditions from some of the city’s most notorious slumlords, 53 tenants from 652 and 656 West 160th Street achieved a major victory when they purchased their two buildings and formed a tenant-owned cooperative. All of the families have lived in the buildings for at least 10 years, and some for as long as 40 years, and are deeply invested in making the cooperative a success. In a time of sky-rocketing rents, this opportunity to transform neglected buildings into low-income cooperatives is exactly the type of affordable housing our neighborhood needs.

In a collaborative effort that took over seven years and involved three core agency programs – Legal Services, Community Organizing, and Weatherization – NMIC was the developer and sponsor for the project, assisting the tenants in procuring more than $7.7 million in financing. The agency oversaw the complete rehabilitation of the building (involving the relocation of all of the tenants for over two years), assisted 35 tenants in obtaining Section 8 subsidies, trained the future shareholders and board members, and worked with the project attorney to form the coop. As part of the renovation, NMIC’s Weatherization program performed and paid for a “green” retrofit of the buildings, including the replacement of all windows, and installing energy efficient lighting, refrigerators, insulation, and super-efficient gas boilers.

NMIC staff, building tenants, elected officials and community members at the ribbon cutting celebration, held on May 31, 2012.
NMIC’s operating budget was $19,042,323 during FY2011/2012. Despite continuing fiscal challenges that are impacting non-profits throughout New York City – especially those which, like NMIC, serve families in communities with very high rates of poverty – the agency continued to deliver all its core programs and maintained its existing staffing levels during FY2011/2012.

While support has fallen off in some areas from government sources during the current economic crisis, NMIC has maintained considerable financial stability. From 2009 through early 2012, the agency received $15,137,385 in American Recovery and Reinvestment Act (ARRA) weatherization funds, which resulted in our overall budget increasing during the period (see chart below). Despite the end of ARRA funding during the 2nd half of FY2011/2012, the agency was able to maintain an overall level of support consistent with the previous fiscal year by obtaining increased support from other government sources, in particular for our Legal Services, Social Services and Adult Education programs.

Through expanded use of social media, events, and press releases, creation of a new YouTube channel, and the launch of a new email newsletter, the agency began a coordinated effort to heighten its visibility through improved communications and marketing this year. Designed to advance our fundraising, our communications efforts highlight the critical role NMIC programs have played – and continue to play – in the lives of thousands of families throughout northern Manhattan. This new strategy enabled the agency to obtain coverage from such media outlets as NY1, Telemundo, The New York Daily News, El Diario, New York NonProfit Press and DNAinfo.com.
FY2012 Awards & Recognitions

Literacy Assistance Center of New York’s Literacy Recognition Award
to Dr. Michael Perrone, Director of NMIC’s Adult Education program

New York State Assembly International Women’s Day Recognition Award
to Barbara Lowry, NMIC’s Executive Director

New York State Assembly Citation for Outstanding Community Service
to Kenneth Rosenfeld, Esq., Director of NMIC’s Legal Services program

New York State Department of Education Report Card
NMIC’s Adult Education program ranked highest of all large programs in New York City

FY2012 Donor List

Private

The Allman Brothers Band
Bank of America
Bank of Tokyo-Mitsubishi UFJ Foundation
Capital One Bank NA
Community Service Society of New York
Con Edison
The Consortium for Worker Education
HSBC Bank
Hunger Solutions New York, Inc.
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IBM
Jesuits, New York Province
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New York Bar Foundation
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Ridgewood Savings Bank
Robin Hood Foundation - Single Stop USA, Inc.
Safe Horizon, Inc.
Sterling National Bank
United Neighborhood Houses / EHA Foundation / Russell Grinnell Memorial Trust
United Neighborhood Houses Summer Program Grant
Van Ameringen Foundation
Young Men’s Initiative
Government

- New York State Department of Education
- New York State Department of Health
- New York State Division of Criminal Justice Services
- New York State Department of State
- New York State Energy Research and Development Authority
- New York State Homes and Community Renewal
- New York State Office of the Children and Family Services
- New York State Office of Court Administration, Judiciary Civil Legal Services
- New York State Office of Temporary and Disability Assistance
- City of New York Administration for Children’s Services
- City of New York Criminal Justice Coordinator’s Office
- City of New York Department for the Aging, Manhattan Legal Assistance to Seniors
- City of New York Department of Health and Mental Hygiene
- City of New York Department of Homeless Services
- City of New York Department of Housing, Preservation and Development
- City of New York Department of Youth and Community Development

In-Kind

- Bank of America
- Brown Rudnick LLP
- Central Park Conservancy
- Sharon Denney
- Akbar Herndon
- Amy Galleazzi Isom
- Brett Levy
- Goldman Sachs
- Amy Witners

Partners, Memberships, & Affiliations

- ARC XVI Ft Washington Senior Center
- Association for Energy Affordability
- Association for Neighborhood Housing Development (ANHD)
- Broadway Housing Communities
- C.L.I.M.B. City Life is Moving Bodies- Hike the Heights
- Chinese Consolidated Benevolent Association
- Coalition of Independent Legal Services Providers
- Columbia University Mailman School of Public Health
- Columbia University School of Social Work
- Community Association of Progressive Dominicans (ACDP)
- Community Board 12
- Community League of the Heights
- Dominican Women’s Development Center
- Emergency Rent Coalition
- Enterprise Foundation
- Food Bank for New York City
- Fordham University School of Law’s Feerick Center for Social Justice
- Fordham University Graduate School of Social Services
- Fort George Community Enrichment Center Inc.
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Mission

Northern Manhattan Improvement Corporation serves as a catalyst for positive change in the lives of the people in our community on their paths to secure, violence-free, and prosperous futures.

NMIC’s Weatherization Assistance Program, which began in 1981, has received more than $35 million in funding, helping to improve more than 15,000 low-income apartments in more than 430 buildings. These efforts save the average tenant in a NYC multi-family building $150 a year.
Support NMIC

Please mail donations to:
NMIC
Attention Development Office
76 Wadsworth Avenue
New York, NY 10033

Call 212-453-5368

Or visit www.nmic.org/donate for more options.

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Thank you for helping NMIC make a difference!