Community Change starts here:

Northern Manhattan Improvement Corporation Annual Report 2012-2013
Our mission is to serve 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.
As a community-based organization rooted in northern Manhattan for over three decades, we know that substantive, lasting change starts with local solutions and a multi-faceted approach. That is why we have built innovative, interdisciplinary projects into our core programs, and why we continue to address the needs of our community with culturally competent staff members who are rooted in the neighborhood we serve.

We know that there are many needs in the community still to be addressed, including affordable housing, literacy, domestic violence, employment, and others.

As such, we continue to work tirelessly to address the root causes of these issues, through a multi-tier system of integrated services. Substantive change starts here, at Northern Manhattan Improvement Corporation, and in the lives of the people we serve.
6 Central Coordinates in NMIC’s core programs include:

**Adult Education**

NMIC’s Adult Education program provides the following instructional offerings: English for Speakers of Other Languages (ESOL), GED (English and Spanish), Adult Basic Education (ABE), Basic Education in the Native Language (BENL), civics and citizenship, financial literacy, and computer skills. These classes improve students’ employment and educational prospects, while fostering learners’ capacity to be active, contributory members of society. In FY 2013, NMIC’s Adult Education instructional offerings served over 1,425 students and attracted over 400 volunteers. The New York State Education Department ranked NMIC’s adult education offerings as the top performing community-based program statewide.

**Community Organizing**

NMIC’s Community Organizing program focuses on three principal areas: tenant organizing, housing development, and community organizing. The staff educates and organizes residents into tenant associations to address unsafe building conditions and abusive rent practices, and frequently partners with NMIC’s legal program to provide group representation to tenant associations. It also supports tenants through the process of converting rental buildings to tenant-controlled cooperatives, which provide high quality homeownership options that allow low income residents to build equity in our community. On a broader level, the staff organizes community members in the Union Comunal, a membership organization of over 2,600 Washington Heights and Inwood residents who work together to address common housing issues and other collaboratively identified community priorities. In FY2013, organizers worked with 62 buildings. The program also successfully expanded a worker-owned, eco-friendly cleaning co-operative, Ecomundo with 120 individual and commercial clients.

**Legal Services**

NMIC’s Legal Services program provides comprehensive civil legal services through the provision of proactive legal representation and assistance to tenants and tenant associations. Through this comprehensive approach, the program protects community residents from the increasing threats of homelessness, displacement, and substandard living conditions. Clients also receive legal assistance regarding domestic violence, immigration, consumer debt, public benefits, disabilities, and environmental justice. In FY2013, 5,993 individuals were served, and the program saved New York State taxpayers over $36.1 million in avoided homeless shelter costs by preventing tenant evictions. The program also established a dedicated Immigration Unit in the past year, and is currently developing a Mental Health Unit in close coordination with NMIC’s Social Services program.
our Multi-Service Approach.

Social Services
NMIC’s Social Services program 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 in partnership with our Legal Services program; builds coalitions by working with other community based organizations and institutions; and targets health problems associated with poverty through case management and education about asthma, diabetes, and lead paint poisoning. The Social Services program also participates in advocacy campaigns and efforts that promote social justice and the well being of our families and community. Over 3,000 residents were served in FY2013, generating over $15 million in benefits for our community.

Weatherization
NMIC’s weatherization assistance program, offering energy conservation services to buildings with high concentrations of low-income residents, is at the cutting edge of green energy technology. The program provides funds for retrofitting buildings to replace energy-inefficient systems with the newest energy-saving materials and techniques. Weatherization assistance projects in our community, as well as other parts of Manhattan, have encouraged environmentally-conscious collaborations between tenants, landlords and building owners, and helped significantly reduce energy costs for low-income households while producing jobs and environmental benefits. In FY2013, 8 buildings were served, impacting over 530 households. The program also served 228 clients this year in the Home Energy Assistance Program (HEAP) cooling program.

Workforce Development
NMIC’s Workforce Development program targets the needs of young adult and adult job seekers with limited English, literacy, and work experience, in order to improve their skill set and job competitiveness. The training and assistance NMIC provides includes employment-focused case management, job readiness training, industry-specific job training programs, internship development, job search assistance, job placement and retention services, and career advancement services. Over the past year, the program was strengthened by the addition of an industry-recognized certified training and assisted more than 1,300 individuals in taking the next step in their career path.
NMIC’s operating budget was $13,222,975 during FY2012/2013, which represents a realignment to the agency’s stable growth trajectory after a recent operating budget spike driven by the $15,137,385 in federal American Recovery and Reinvestment Act (ARRA) funding NMIC received between 2009 and early 2012.

New Federal support was added during FY2012/2013:

- A three-year award of $1,080,000 from the US Department of Labor’s YouthBuild program was awarded to our Workforce program, and
- A two-year award from the US Office of Citizenship of $160,000 was awarded to further the agency’s citizenship services.

The grants not only enabled the agency to provide new and needed programs, they also illustrate the high quality of our services: both awards were highly competitive, and in each case, only one other service provider in New York City was funded.

In order to foster the agency’s capacity to manage its programs and find new sources of support, NMIC’s leadership undertook a series of activities to strengthen our services and improve financial stability:

- A new senior staff position of Director of Strategic Development and Operations was created to oversee strategic objectives across NMIC, translate the objectives into measurable performance indicators, and implement infrastructure and operations enhancements;
- The Board of Directors established new protocols for all key committees—Executive, Program, Nominating/Governance, Human Resources, Finance/Audit, Development and Real Estate—and all committees enhanced their level of activity;
- A broad and comprehensive internal staff survey was conducted, covering keys areas such as communication, professional development and advancement, supervision, and employee recognition. The results of the survey are currently being used to develop and implement action items under a new system of collaborative staff-led committees.
Private
The Allman Brothers Band
A.S.K. Construction, Inc.
Bank of Tokyo-Mitsubishi UFJ Foundation
Bollinger Insurance
Brooklyn Mechanical Heating & Air Conditioning Corporation
Camps Group, LLC
Capital One Bank NA
Coltown Properties, LLC
Community Service Society of New York
The Consortium for Worker Education
Harvest Quality Childcare Training Services
Hunger Solutions New York, Inc.
The Hyde and Watson Foundation
Interest on Lawyer Account (IOLA) Fund of the State of New York
The M & T Bank Charitable Foundation
Klairgar, Inc.
Mission of Peace National Corporation
NBCUniversal
Neuberger Berman Foundation
New York Bar Foundation
New York Community Trust
New York Presbyterian Hospital
Northwestern Mutual
Oak Foundation
Patrina Foundation
Real Quality Windows & Doors, LLC
Riverside Church
Robin Hood Foundation
Safe Horizon, Inc.
Seedco
Signature Cleaning Services, Inc.
Sterling National Bank
TD Charitable Foundation
United Neighborhood Houses / EHA Foundation / Russell Grinnell Memorial Trust
United Way of New York City
Laura B. Vogler Foundation
The William J. and Dorothy K. O'Neill Foundation
Wiss & Company, LLP
Vantage Properties, LLC

Public
United States Department of Labor
United States Office of Citizenship
New York State Education Department
New York State Department of Health
New York State Department of State
New York State Division of Criminal Justice Services
New York State Energy Research and Development Authority
New York State Homes and Community Renewal
New York State Office of Children and Family Services
New York State Office of Court Administration
New York State Office of Temporary and Disability Assistance
City of New York Administration for Children’s Services
City of New York Center for Economic Opportunity
City of New York Criminal Justice Coordinator
City of New York Department for the Aging
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
Manhattan Borough President
Your Contributions to NMIC Matter.

You can support our work by making a donation in any of the following ways:

Mail a donation to:    NMIC Development Office
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Call: 212-822-8300 Ext 371

Visit www.nmic.org/donate to make a secure online donation, or for additional donation options.

If you are interested in volunteering at NMIC, please contact: volunteer@nmic.org

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