



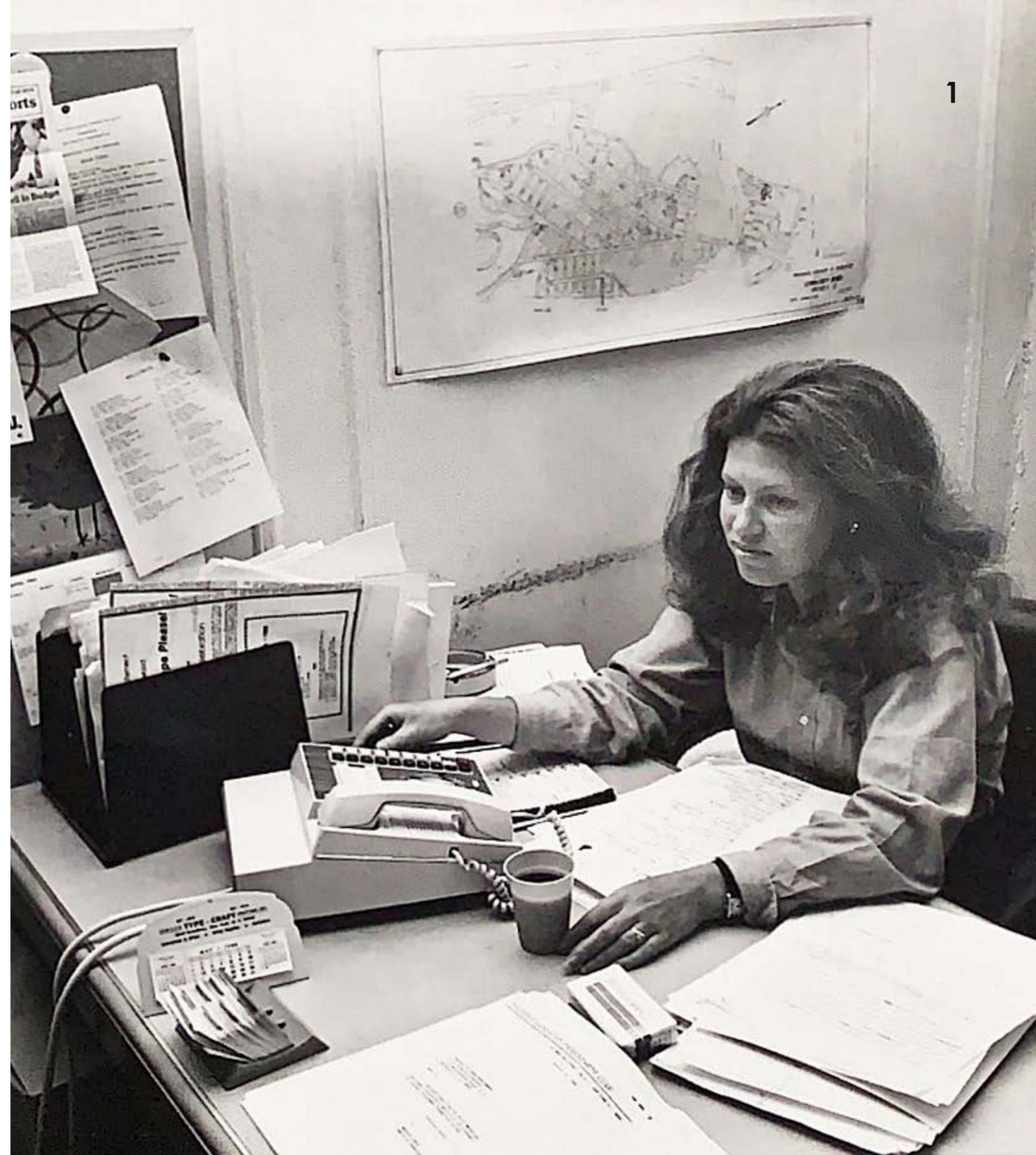
ANNUAL REPORT

2020 & 2021

ABOUT

NMIC was founded in a small apartment over four decades ago. We offered legal services to recent immigrants primarily from the Dominican Republic and were the only organization offering these services for free in Northern Manhattan. Since then, we have grown alongside our community and now have over 120 dedicated professionals that identify and address a wide array of immediate and capacity building needs.

Together, we offer and integrate numerous services that provide our clients with the tools and resources to meet their goals. We are pleased to support our clients in their transition from crisis to self-sufficiency to prosperity.



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 and
prosperous futures.

SENIOR STAFF

Maria Lizardo, LMSW
Executive Director

Greg Bangser
Chief Program Officer

Jennifer Blackman
Director of Human Resources

Rosanna Montilla-Payano
Director of Development

Rosaura Morales
Chief Financial Officer

Rodrigo Sanchez-Camus, Esq.
Director of Legal, Organizing, & Advocacy Services

Sara Chapman
Director of Education & Career Services

Dan Rieber
Director of Weatherization

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A WORD FROM OUR LEADERSHIP

The last two years have been some of the most difficult times New York City residents have ever faced. This is especially true for residents in the communities served by NMIC, many of whom have been on the frontlines of New York's response to the COVID pandemic as essential workers. Indeed, our communities are some of the hardest hit by the COVID-19 crisis, which exacerbated existing economic, housing, health, and educational disparities. Nonetheless, like true New Yorkers, these communities have exhibited an amazing grace and resilience while facing the challenges and uncertainty created by this unprecedented global health and economic crisis.

Throughout the pandemic, we have seen the needs of the communities we serve rapidly shift and increase. As an organization, we worked to nimbly address these needs as they arose. NMIC has offered vital resources and services to members of the Upper Manhattan and South/West Bronx communities at every step of the way. COVID-19 has forced us all to deeply consider the fundamental importance of having a safe and affordable home to live in with our families and loved ones. In 2020 and 2021, we leveraged \$11.5 million of financing to develop an affordable housing cooperative for our community members. We helped community residents feed their families and pets through food pantries. We also helped pay their rent and other living expenses through publicly and privately funded programs. To protect our community's health, we secured vaccinations and other healthcare services and employment through a partnership with NewYork-Presbyterian Hospital. In response to the growing number of clients who experienced a loss of income during these unprecedented years, our legal team applied for and secured \$3,144,074 for clients to use toward overdue rent. In addition, we have continued to provide critical legal, counseling, educational, and job training services.

Our legal team has also gone after landlords who subjected low-income New Yorkers to unlawful rent increases when they could least afford it. Over the past two years, we secured millions in rent credits or repayments for families living in rent-stabilized apartments

who were subjected to years of illegal rent increases. We have also worked with local and state authorities to ensure that such landlords are held fully accountable for their actions.

In addition to widespread housing insecurity, low-income New Yorkers had many obstacles to access general financial stability. Our Benefits & Finance services provided 4,966 residents with assistance accessing benefits and 3,267 residents with free tax prep services, and as a result, received \$4,343,679 in refunds. Our immigration team distributed \$400,000 of cash relief to 455 families who were unjustly excluded from the government stimulus checks based on their immigration status.

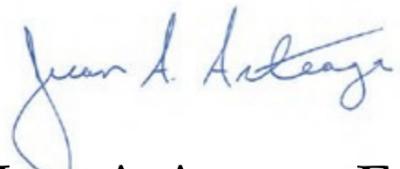
The accomplishments of our community and team members these past two years have emboldened and inspired us. Changes made of necessity, like adapting our essential services to be offered virtually, will remain in place as long-term improvements. We hope to return to providing all of our services in person soon and plan to retain the hybrid options that have allowed us to reach community members with mobility impairments, parenting responsibilities, or other restrictions that prevented them from fully engaging with our programming pre-COVID. The pandemic has taught us that through our combined efforts, we can build without limits.

Within this two-year annual report, covering Fiscal Years 2020 and 2021 due to COVID emergency response efforts, you will learn more about the many projects, programs, and services we launched and altered to better serve our community.

We are grateful for your support, without which none of this would have been possible.



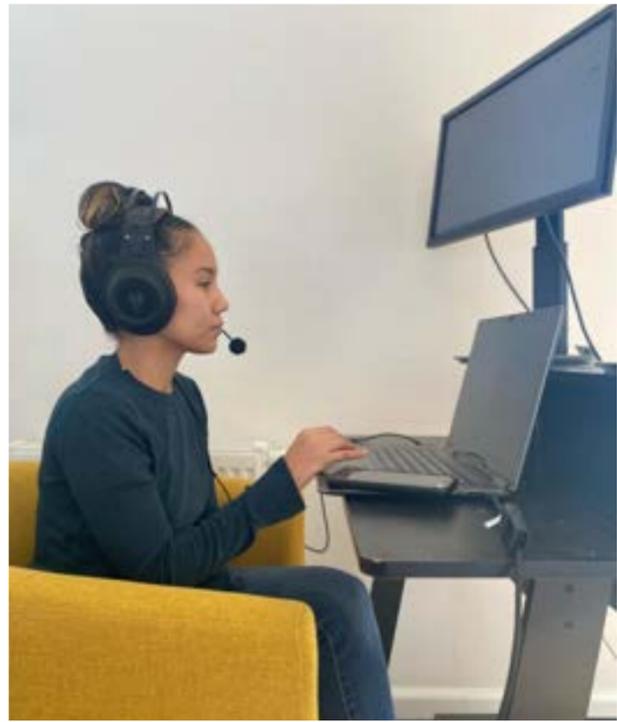
Maria Lizardo, LMSW
Executive Director



Juan A. Arteaga, Esq.
Board Chair

NMIC'S COVID RESPONSE

When New York City was declared the epicenter of a global crisis, all members of our community at NMIC were forced to quickly restructure our programming to adapt to the new reality and respond to growing community needs. In the first week, we:



SHIFTED
all our programs online.



DOUBLED
our food pantry impact.



LAUNCHED
a multi-lingual intake hotline.



DISSEMINATED
important health guidelines.



As unemployment began to skyrocket nationwide, our community members faced loss of income at a disproportionately high rates compared to more affluent neighborhoods. In response, we created an emergency fund for families that did not qualify for government stimulus and launched several initiatives to provide relief to our community.

In the first six-months:

- \$400,000 of direct cash-relief was raised and distributed to 455 families.
- 370 residents were assisted with Unemployment Insurance Benefits.
- 903 families accessed our bi-weekly food pantry.
- 3,074 hotline calls answered regarding housing, benefits, and immigration needs.

Scientific breakthroughs developed the lifesaving COVID-19 vaccine almost a year into the pandemic. We promptly began to strategize how to ensure that our community members had equitable and easy access to vaccine appointments. We partnered with NewYork-Presbyterian Hospital, hired bilingual community members, and created a vaccine call center.

THROUGH OUR VACCINE CALL-CENTER:

18,135

COVID-19 vaccine appointments scheduled.

21,773

unique callers had vaccine questions and needs addressed.

15

living wage jobs developed.

54%

of callers were served entirely in Spanish.

FOOD PANTRY

One of the many disastrous effects of COVID's economic crisis was the sharp increase in food insecurity. We launched our food pantry in the early days of the pandemic with our partners West Side Campaign Against Hunger. Additionally, we teamed up with the Hungry Pet Project and served our community's pets!

WITHIN EIGHTEEN MONTHS:

- 4,758 bags of nutritious food were distributed to 1,300 unique households.
- 266 volunteers packed and handed out 90,000 meals.
- 128,000 lbs of fresh food and 23,600 lbs of pet food were received.





JOANEL SASSONE

NMIC Summer Intern

“One of my favorite services at NMIC is the bi-weekly food pantry. I was responsible for calling the elderly Spanish-speaking clients to remind them of their appointment times. The most heartening aspect of the job was having the clients recognize my voice and expect my calls week after week. At the distributions, I found myself looking forward to seeing the clients and their high-spirited personalities.”

- 5,121 housing cases were handled and 1,246 evictions were prevented.
- 48 tenant associations received ongoing support from NMIC.
- \$11.5 million of financing to develop an affordable housing cooperative.
- 533 units across 10 buildings were weatherized.
- 140 new air conditioners were installed for residents with health conditions.

HOUSING

Our clients belong to both the growing number of unemployed individuals in the city and the ever-essential workers braving the pandemic to provide for their families. With their health and economic situations in catastrophic condition, many suddenly faced eviction. We launched a housing hotline; hosted Facebook Live info-sessions and Zoom workshops on changing housing policies; and carried out legal, organizing, and weatherization activities to maintain affordable and safe housing.

BENEFITS & FINANCE

As hard-working residents of New York, our community members are often eligible to receive benefits from government and charitable sources. Our benefits team screens residents, informs them of viable benefits options, and assists them in applying to receive relief. NYC and NYS even selected NMIC to help connect residents with emergency funds designed to support residents in overcoming crises caused by COVID-19.

- 4,966 residents received assistance accessing benefits.
- 601 residents enrolled into SNAP.
- \$3,144,074 of rental arrears secured for 449 households.
- \$4,343,679 in returns were yielded, and 3,267 free tax preparations were provided

HEALTH

The pandemic highlighted several social determinants of health that led to our community experiencing high COVID infection and death rates. To enhance the health of our community, NMIC's programs help connect New Yorkers to insurance, information, and mental health treatment to promote better health practices.

7,282

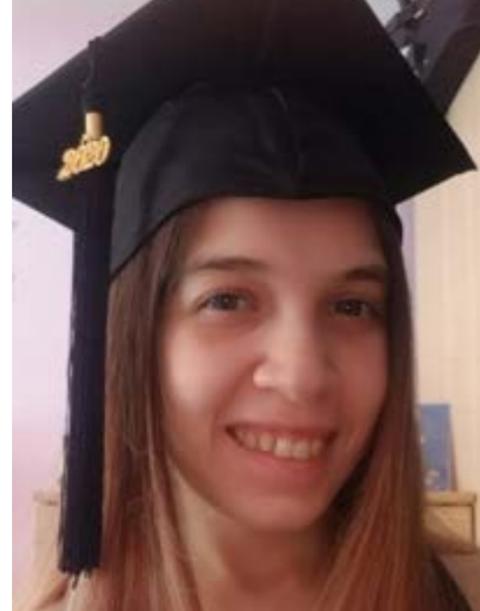
New Yorkers reached via our community health initiatives.

1,724

residents enrolled in health insurance.

200+

clients attend one-on-one mental health counseling each year.



EDUCATION & CAREER SERVICES

COVID-19 left many residents who work in the service and luxury industries without work. As the pandemic stretched into 2021, 65% of Latinx New Yorkers, compared to 48% of white residents, were still experiencing loss of income. Our Education & Career Services Department remained diligent in helping community members access the education, training, and network to secure higher-paying and stable jobs.

- 405 community members accessed our adult education classes.
- 230 unemployed people engaged in our workforce training initiatives.
- 102 residents received job placement.
- 35 young adults completed 2,800 hours of internships.

IMMIGRATION

Millions of undocumented immigrants worked to keep us all functioning and safe during the COVID-19 pandemic. In return, we at NMIC have been proud to serve, and be part of, our immigrant community (86% of our clients are immigrants). Our dedicated team works to protect our clientele through advocacy and free legal and educational programs. In addition to naturalization and citizenship applications, we help with DACA (Deferred Action for Childhood Arrivals) applications, Battered Spouse Waivers, and Temporary Protective Status petitions, among other forms of immigrant relief. We also offer free citizenship preparation classes for those working on becoming citizens.

- 5,385 legal cases regarding immigration issues handled.
- 90 residents granted work authorizations.
- 1,051 immigration applications filed including 311 for citizenship.

DOMESTIC VIOLENCE PROJECT

Domestic violence was a pandemic within the COVID-19 pandemic. Intimate partner violence became more frequent—and often more extreme. As with so many things, communities of color are affected more severely, with systematic inequities usually meaning lower income and less access to social services. NMIC's Domestic Violence Project stepped in to ensure that 485 survivors received legal and holistic support.

ALICIA REYES*

Client, Domestic Violence Project



Alicia Reyes’* stability was thrown into disarray at the start of the pandemic. In a short matter of time, she lost both her job and her mother. As a single parent from the Bronx, Alicia could not work with her children homebound. Without child support or any other sources of income, she couldn’t afford essential items for herself or her children, including supplies necessary to succeed in school. When life appeared to be merciless, Alicia found solace in NMIC. Through the counseling and peer support groups provided by our Domestic Violence Project, Alicia found comfort and healing.

Furthermore, staff members of NMIC guided Alicia through the screening process for the Excluded Worker’s Fund. Upon completion of the screening, Alicia was approved to receive \$15,600.

**Name anonymized. Photo at left not of client.*

THANK YOU

to the individuals, community members, foundations, corporations, and organizations that make being a catalyst for positive change possible.

FY20 & FY21 INSTITUTIONAL SUPPORTERS

Brooklyn Mechanical Htg Corp.
 C2 Development Corp.
 Capital One Foundation
 Catholic Charities Archdiocese of New York
 Charter Communications, Inc.
 Children's Defense Fund New York
 Columbia University Irving Medical Center
 Con Edison
 Consortium for Worker Education
 Crowell & Moring LLP
 Daniel Weisz PC
 Enterprise Community Partners, Inc.
 Finger Management, Corp.
 FPWA
 Fund for the City of New York
 Gerstner Philanthropies

Golden Elevator, Inc.
 Hispanic Federation
 Laura B. Vogler Foundation
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 Manhattan Action Fund
 MUFG Union Bank Foundation
 National Philanthropic Trust
 New York Bar Foundation
 New York Immigration Coalition
 New York State Health Foundation
 NewYork-Presbyterian Hospital
 PGIM, Inc.
 Ponce Bank
 Popular Bank & Popular Foundation
 Real Windows, LLC
 Ridgewood Savings Bank

Riverdale Electrical Services
 Robin Hood Foundation
 SOMOS Community Care
 Sterling Sanitary Supply
 The Fordham Graduate School of Social Service
 The van Ameringen Foundation
 United Neighborhood Houses
 United Way of NYC
 Upper Manhattan Empowerment Zone
 USI Insurance Services
 Valley National Bank
 Verizon
 WEACTION for Environmental Justice
 West Harlem Development Corporation
 Youth Action Programs and Homes, Inc.

TO OUR ESSENTIAL WORKERS

A heartfelt thank you to NMIC's essential workers. Thank you for your dedication while providing essential services that keep our communities safe and thriving.

FY 20

*Independent Financial Audits by
Mayer Hoffman McCan P.C.*

REVENUE

Government Grants & Contracts	\$15,033,577
Contributions	\$771,253
Program Revenue	\$115,204
Rental Income	\$12,080
Other Income	\$220,635
Total Revenue	\$16,152,749

EXPENSES

Program Services	\$12,680,279
Administrative	\$3,051,057
Fundraising	\$170,616
Total Expenses	\$15,901,952

CHANGE IN NET ASSETS

Net Assets - Beginning of year	\$1,859,913
Change in Net Assets	\$250,797
Total Unrestricted Net Assets	\$2,110,710
(+) Deferred Rent Adjustment	\$2,396,083
Adjusted Net Assets - End of year	\$4,506,793

FY 21

**FINANCIAL INFORMATION
WILL BE AVAILABLE IN THE
SPRING 2022**



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