

2011 ANNUAL REPORT



Founded in 1895, Union Settlement Association is the oldest and largest social service agency in East Harlem. Our programs foster leadership and self-sufficiency by helping our neighbors build better lives for themselves and their families. We reach more than 13,000 people each year with effective programs in education, childcare, youth development, senior services, and mental health. In addition, we bring public health resources, job training, arts programs and community development support to East Harlem. Our services are more than the sum of their parts: taken together, Union Settlement offers the support of an extended family and a lifeline to our community.

CONTENTS

2	More than a Century of Leadership	13	Manhattan HIV CARE Network
4	Youth	14	Credit Union
6	Seniors	15	Home Care
8	Early Childhood	16	Supporters
10	Adult Education	20	Financial Report
12	Mental Health	21	Locations

EAST HARLEM: HOME TO MANY OF THE NEEDIEST NEW YORKERS

- ▲ 74% of East Harlem children are born into poverty
- ▲ 45% of residents receive some kind of public assistance
- ▲ East Harlem has highest rate of pediatric asthma in New York City
- ▲ Adult unemployment is 17%, twice the rate of Manhattan
- ▲ 17% of adults 25 and older did not complete 8th grade, another 16% did not graduate from high school, and only 14% have graduated from college
- ▲ 32% of East Harlem residents over 65 receive food stamps
- ▲ 55% of rental units in East Harlem are subsidized



FROM THE BOARD CHAIR AND EXECUTIVE DIRECTOR

When you turn to the next two pages in this report, you will see a timeline of the history of Union Settlement's work here in East Harlem. It starts with our founding by Union Theological Seminary alumni in 1895, and continues through more than a century of accomplishments. Indeed, our history of service to the East Harlem community was recently acknowledged when New York City re-named East 104th Street between Second and Third Avenues

— where Union Settlement's main headquarters have been since 1895 — as "Union Settlement Way."

Throughout our history, Union Settlement has been a pillar of strength for East Harlem families, especially during periods of financial downturns. Unfortunately, the current economic statistics are bleaker than they have been in decades. About 20% of New York residents — 1.6 million individuals — and 30% of our children live below the poverty level. And those are city-wide numbers, so the statistics in East Harlem clearly are much worse.

As we have in the past, Union Settlement continues to provide vital assistance to those in need during these difficult times. Each day, Union Settlement allows hundreds of East Harlem parents to seek and maintain employment by providing child care and after-school educational services for their children. We help high school students prepare for college and the world of work, offer English literacy and citizenship classes to recent immigrants, and provide GED classes to those who never completed high school but seek a diploma to improve their job prospects. We provide counseling to both adults and children struggling to overcome the emotional challenges they face; offer financial services to thousands of local residents and businesses striving to succeed; and provide life-enhancing activities and meals to hundreds of seniors. And so much more.

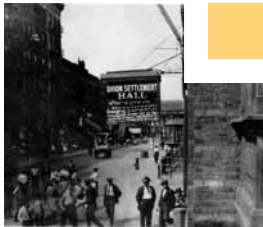
This is the core of our mission — providing essential services and programs to the hard-working residents of East Harlem, thereby allowing them to build better lives for themselves and their families. This has been, and always will be, the "Union Settlement Way."

We hope that you enjoy reading about our work in the pages that follow. It is your support that makes all of this possible. Thank you so much.

Maxine L. Rockoff
Chair

David M. Nocenti
Executive Director

MORE THAN A CENTURY OF LEADERSHIP AND SERVICE



1895 Union Settlement Association is founded by the alumni, faculty and students of Union Theological Seminary.

1900 More than 3,000 people are served by Union Settlement each week. Programs include Kindergarten, Library, Girls' Clubs, Boys' Clubs, Workingmen's Club, Mothers' Meetings, Coal Club, and Music Classes.

1917 Campgrounds are established in Palisades Interstate Park. The camps provide important growth experiences to tens of thousands of youngsters from 1917 to the 1960s.

1930 Union Settlement creates an Emergency Relief Fund. 75% of the East Harlem community is on relief.

1932 Union Settlement launches one of the first birth control clinics in New York City.

1937 Union Settlement opens a cooperative grocery which serves the East Harlem community until 1960.

1942 In response to the growing population of isolated elderly, Union Settlement initiates one of the first Old Age programs in New York City.

1957 Union Settlement Federal Credit Union opens its doors. Over its 54 years, the credit union has provided \$36 million in small loans to local residents and businesses.

1964 Union Settlement's College Readiness Program is founded. During the past 47 years, it has helped 19,000 young people gain admission to college, most of whom are the first in their families to do so.

“Union Settlement is an outstanding model for what we can do together for New Yorkers of all ages, and we join its members and friends in looking forward to even greater achievements in the years ahead.”

— Mayor Michael Bloomberg



1965 Union Settlement becomes the site of one of the nation's first Head Start programs.

1970 Hotline Cares, the first telephone counseling services for and by inner-city youth, is founded by Union Settlement.

1979 Union Settlement Home Care is founded to help elderly and disabled community members and provide employment opportunities.

1992 Union Settlement is selected as the lead agency of the East Harlem HIV Care Network and later the Manhattan HIV Care Network.

2000 In partnership with the New York Academy of Medicine, Union Settlement develops a preschool-based pediatric asthma monitoring and intervention program that becomes the model for all child care providers in New York City.

2007 Union Settlement Youth Services launches programs for disconnected youth and young fathers; both programs serve as pilots for the City.

2011 The inaugural Joan H. Tisch Community Health Prize is awarded to Union Settlement for its accomplishments in urban public health.

UNION SETTLEMENT WAY

New York City honored Union Settlement and recognized its 116 years of service to the East Harlem community by adopting legislation officially renaming East 104th Street between Second and Third Avenues “Union Settlement Way”. The new street sign was unveiled on September 27, which Mayor Bloomberg proclaimed as “Union Settlement Day” in New York City.



YOUTH

Since coming to the U.S. in 1995, **Fatou Diatta** has raised her three children with the help of Union Settlement. They all attended the Union Washington Child Care Center and then our after-school and summer camp programs. These services have enabled Fatou to study and improve her English, train to be a nursing assistant and gain employment.

“Education must be their priority because I want them to achieve,” Fatou says. She feels it is important for her to set the example of being a serious student and has continued to study as she has raised her children and worked.

“I grew up here at Union Settlement,” notes Fatou’s son Issa, now 17 years old. “I learned to draw, got help learning to read and also because I am shy, I learned a lot about how to relate to people. I see a difference between me and some of my friends that didn’t attend youth programs here.”

Issa dreams of attending Delaware State University because it has a Division I basketball team as well as an Astronomy and Planetary Sciences Department.

One of the highlights of Issa’s involvement with Union Settlement has been the annual Young Men’s Retreat, which takes boys,

young men and staff from across our programs out of the city for a weekend of team-building, leadership development, recreation and sharing. Issa likes the fact that the retreat brings together participants of all ages. His mother points out, “During the retreat, they talk about ‘male stuff’ that I might be too shy to speak about with Issa.”

Union Settlement has been just as strong an influence on Issa’s sister Adjé, who recently started high school. Three years ago, thanks to the efforts of Youth Services staff, Adjé was given a scholarship to attend a girls’ sleep away camp in Maine. Camp has been a tremendous experience for Adjé and she smiles from ear to ear as she describes her experiences. Adjé is hoping to spend more summers there and become a counselor. “Every time she comes back from camp, she is more mature and responsible,” adds Fatou.

Watching her children benefit from Union Settlement’s programs, Fatou has sought out ways to give back to the agency that has meant so much to them and her. Recently, she and her sister-in-law created costumes for one of Youth Services’ African Dance classes.

FY11 PROGRAM HIGHLIGHTS

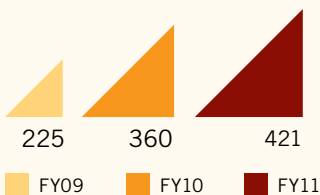
150 East Harlem middle school students took part in sexual literacy programming, including pregnancy and parenting simulation, and life skills workshops. Of those who completed the parental simulation module, 85% reported feeling more comfortable dealing with peer pressure around sex. 100% of the participants have avoided pregnancy and remained in school since the launch of the sexual literacy program in 2004.

399 low-income, predominantly minority high school seniors applied to college and gained acceptance at such schools as New York University, Carnegie Mellon University, St. John’s University, Brown University, Cornell University and Skidmore College. Many of these young people are the first in their family to attend college. One student received a full scholarship to Trinity College through the Posse Foundation.

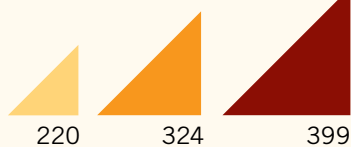
102 academically struggling teens gained summer and/or part-time employment and career-building internships as well as ongoing mentorship and guidance. This is almost double the number served in the last fiscal year. 78% of these participants were placed in summer jobs and 84% of the high school seniors in the program graduated on time and 100% are enrolled in post-secondary education.

College Readiness Program Expands

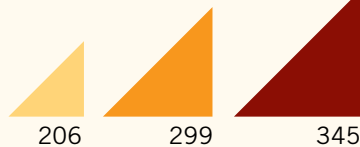
GRADUATE FROM HIGH SCHOOL



APPLY TO COLLEGE



ENROLL IN COLLEGE



FY09 FY10 FY11



✦ Fatou, Issa, Awa, and Adjii Diatta

100% of young men, classified as “disconnected” because they were out of school and out of the work force and who completed over 200 hours of instruction at Union Settlement, have increased their scores by 1.72 grade levels in math and 1.6 grade levels in reading.

1,975 East Harlem youth ages 5 to 24 accessed Union Settlement’s youth development programs. They benefited from academic support, arts programming, counseling, recreation, and many other services and resources targeted to help them overcome challenges and to thrive.

85 noncustodial fathers ages 16 to 24 came to Union Settlement for individual and family counseling, parent skills workshops, job readiness training and placement, visitation assistance/court advocacy, and more.

▲ 100% fathers have contact with their child/children at least 2-3 times a week.

▲ 42% are now able to provide consistent financial support for their children.

▲ 27 fathers are actively interviewing for full-time jobs and 31—twice the number from last year—have acquired long term or temporary employment with restaurants, security firms, maintenance departments and other businesses.

▲ 30 have enrolled in pre-GED classes.

27 disconnected youth—who are neither employed nor in school—enrolled in our green jobs training program in partnership with STRIVE.

▲ 90% improved their reading and/or math GED scores by 1.5 grades after 100 hours of instruction.

▲ 55% improved their scores by 3 grades.

More than 1,460 low-income, prospective first-generation college students in 6 public high schools and 3 middle schools received college preparatory and financial aid counseling through Union Settlement.

SENIORS

José and **Egda Constante** have been married for 61 years and have seven children. They immigrated to the United States from Ecuador 42 years ago and have lived in East Harlem ever since. José worked as a chef for many years and when the business moved he joined the Parks Department as a caretaker in local parks.

Now, José and Egda spend most weekdays together at Union Settlement's lively Jefferson Senior Center.

"We made so many friends here," says José.

Egda agrees, "My friends are here."

They participate in many of the activities from sharing lunch with their friends, to celebrating birthdays and holidays. They attend parties and love to dance. Egda takes part in games and volunteer activities and José likes to play dominos. They also use the transportation services to go shopping and enjoy trips to Atlantic City and Heckscher State Park.

"We come every day," explains José. The center is the focus of their social lives and where they feel comfortable.

"We come to have a good time," notes Egda. "We have fun and the day goes by quickly while we are here."

FY11 PROGRAM HIGHLIGHTS

500 older adults participated in a wide range of activities at our five senior centers, including healthy lunches, recreational trips, exercise, health and nutritional workshops, arts, crafts, games and more.

Surveys show that our services for seniors reduced feelings of isolation and supported independent living.

As senior hunger rates soar, Union Settlement provided over 230,000 nutritious meals to East Harlem seniors.

▲ 70,000 nutritious, hot meals were served to older adults at our five centers.

▲ More than 100,000 hot meals were delivered to our homebound clients.

▲ And to supplement these hot meals, an additional 60,251 light meals were also delivered. Clients regularly report the project's positive effects on their diabetes, weight and high blood pressure.

Every weekday, 45 East Harlem seniors accessed Union Settlement's Senior Transportation Program for a total of more than 11,000 individual round trips to doctors' appointments, shopping and the bank; to volunteer sites and on recreational outings; to attend health and fitness classes; to buy fresh local produce at the farmer's market and to attend our senior garden parties.



José and Egda Constante

185 senior center participants volunteered over 50,000 hours of their time during the last year. They packed meals and sandwiches, set tables for lunch, planned trips and parties, called bingo numbers, and assisted in arts and crafts activities. Many visited or called homebound and ill seniors, providing a vital lifeline to the outside world.

40 seniors, on average, attended our new Café Gaylord, a twice weekly early evening meal and activity program. They were served a light, early supper and took part in such activities as exercise classes, films, and crafts.

With the goal of every senior participating in at least one exercise activity per week, we expanded our exercise programs, providing two sessions (fall and spring) of 12–15 weeks at Asphalt Green Fitness Center, Walking Clubs, Staywell Exercise Classes, Yoga and Tai Chi.

EARLY CHILDHOOD

Union Settlement is an important place for **Cleo Malone**, her children, and now her grandson. After moving to East Harlem with four young children, she chose our Carver Child Care Center because she saw how much fun the children were having in the playgrounds outside their classrooms. She liked the Director, Diana Holbrook, who helped her to enroll her two older children in Union Settlement's after-school programs.

"I did so many things at Union Settlement," said Cleo's daughter **Jessica**, who attended child care for two years and then after-school for four years. "We went on trips; I did gardening and performed African Dance. Ms. Ramos was the director. She was funny!" For decades Ms. Ramos greeted every child on arrival. Jessica remembers those welcomes warmly.

Cleo is proud of her contributions to Union Settlement. She began volunteering in the classroom and then was elected as Class Parent, later Center Parent, and eventually she served for three years on the Delegate Agency Parent Committee, an agency-wide oversight committee for child care. "We raised money and went to Albany to support child care funding," explained Cleo. "I tried to teach the parents that they had to fight for child care."

Cleo cares about the children and the parents at the center. She helped organize a workshop for parents who were interested in starting a Family Child Care business and another about becoming a Home Care Attendant. She also promoted health programs that benefited children and their parents.

In 2011 when it came time for Jessica to look for child care for her son **Cameron**, age two, she naturally thought of Union Settlement. It was a place where she learned and had fun. She wanted the same experience for Cameron.

He has just started at Carver Child Care. Like his grandmother Cleo, Cameron has asthma and will benefit from our pediatric asthma program.

After just three weeks, Jessica is pleased with his transition to child care and glad to get back to school. She explained, "I love to hear him singing the songs he has learned in school. They have one which helps the children learn the names of their classmates, 'Jump up and down, Jacob: Jump up and down, Cameron....' He sings it all the time."

FY11 PROGRAM HIGHLIGHTS

More than 500 East Harlem children attended one of Union Settlement's six Child Care/Head Start centers and our Family Child Care Network.

30 provider members of our Family Child Care Network cared for 120 children ages 6 weeks to 12 years.

More than 60 children benefited from music education through our Start the Music Program in partnership with Opus 118 Music School.

Over 300 young children and their parents and teachers paraded through the East Harlem community in celebration of the Week of the Young Child to raise community awareness about the importance of child care.

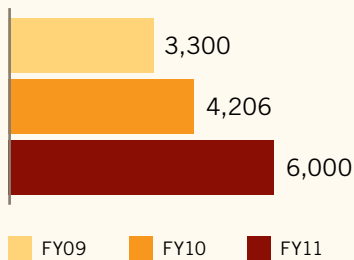


Week of the Young Child Parade



Cleo and Jessica Malone and Cameron Johnson

Children enrolled in our pediatric asthma tracking and training activities.



More than 6,000 children, up 16% from last year, were enrolled in our pediatric asthma tracking and training activities, which combat East and Central Harlem's high rates of pediatric asthma.

▲ 162 staff members and parents at 81 centers across East and Central Harlem benefited from asthma awareness training.

▲ When parents and staff receive training, the children they care for have fewer absences from school and fewer emergency room visits.

Over 30,000 healthy meals were provided to children age 5 and under in our child care centers.

Through a new partnership with Mount Sinai, medical school students have conducted workshops for parents on child health and nutrition, exercise, asthma and childhood diseases.

ADULT EDUCATION

Fatima Cruz moved to New York from Rio de Janeiro for love. Her fiancé was here and they wanted to be together. In Rio she was a typist, a secretary and a teacher. She taught a class to train young people for office work. She loves to work; before leaving Rio, she sometimes worked three jobs in one day.

When she arrived in New York City, Fatima didn't speak English and this kept her from continuing to work as a secretary. Her friend suggested she find out about English classes at Union Settlement, but her need to work kept her from making progress in her studies. She would take classes for a few months and then take a job as a nanny and be forced to drop out of her class.

In September 2010, she decided to put her goal of learning English first, so that she could get a secretarial job. She attended English classes three days a week at Union Settlement and joined the computer class to learn new programs.

"The teachers here are *optima*," said Fatima. "When I don't understand, they are able to explain and make the topic clear to me. Everyone at Union Settlement wants to help."

"Fatima has a great future in the U.S.," said Armando Hernandez, her computer teacher. "She is responsible and has learned a lot here."

Fatima has been very supportive of her fellow students. She volunteers by helping her fellow students in the computer class. Eager to use her computer skills, she volunteered to convert and format a large manual, bringing it up to date and saving staff a great deal of time.

"Fatima is an amazing volunteer. Some weeks I just couldn't send her documents fast enough!" said Ari Briski, Volunteer Coordinator.

FY11 PROGRAM HIGHLIGHTS

924 students studied in our Adult Education Program, enrolling in 29 different classes, tailored to students at all levels, from those who couldn't speak English at all and were functionally illiterate in their native language, to fluent English speakers who wanted to prepare to take the GED.

326 students took part in citizenship classes as well as immigration and educational counseling.



◀ Hundreds of community members of all ages flocked to Union Settlement on November 2nd to join in the traditional Mexican Celebration of the Day of Dead. They built a huge altar in the gym, shared a Mexican feast, and enjoyed dance, traditional skits, and Mariachi performances.



Armando Hernandez and Miriam Abdul

More than 80 students have started careers in health care, through our innovative Bilingual Home Health Aide Training Program. They have gained employment as home health aides, a union job in a growing field with health insurance and other benefits.

After two semesters, 85% of students, who had tested as illiterate, achieved functional literacy and were able to do homework with their children and interact with their children's teachers.

Hundreds of students participated in our Writing Through Reading Program, attending workshops, doing creative writing and attending special readings by such world-renowned writers as Marie Lundquist, Tomasz Rozycki, and Maxine Hong Kingston.

Director of Adult Education, Melissa Nieves, was honored with a United Neighborhood Houses Emily Menlo Marks Leadership Development Award. She used the funds to establish a program-wide culture of acceptance and understanding for the lesbian, gay, bisexual, transgendered and questioning community within our agency and community.

MENTAL HEALTH

Carlos, a Cuban immigrant, entered our mental health counseling program in 2004. (To protect his privacy, his name has been changed and he is not pictured.) He had survived traumatic losses as a child, six years of incarceration during his teens in Cuba, and other abuses. At the age of 31, he managed to escape from Cuba, arriving in the U.S. without knowing anyone or speaking English.

When he arrived at Union Settlement's Mental Health Services, Carlos was suicidal, severely depressed and anxious; he experienced auditory hallucinations and had trouble controlling his impulses and anger. Union Settlement has provided him with weekly psychotherapy and, for an extended time, psychotropic medication.

Through the course of his therapy, Carlos has improved dramatically, but he has also had to deal with extremely stressful events along the way, including conflict with his son's mother, a stroke in 2006 followed by extensive physical therapy and a period of homelessness. While homeless, he tried staying in homeless shelters but found them too dangerous and ended up sleeping in cars or on the street. It was very difficult for him to

continue with physical therapy and recover from his stroke while he was homeless.

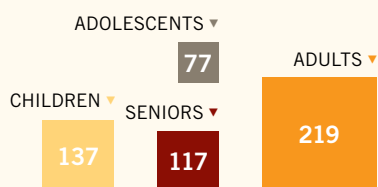
Now Carlos is stable. He rents a room in the neighborhood which he finds very comfortable, and he has completed a job training program in culinary arts. Working in a restaurant or catering firm is one of Carlos' long-term goals. Now, he communicates regularly with his ex-partner and 15 year-old son and is continuing to build and strengthen relationships with another child and other family members.

"I am so pleased to see that Carlos is able to manage adversity and difficult situations when they arise," said **Christopher Anderson**, Carlos' therapist. "He doesn't withdraw or become depressed. He is able to maintain a positive outlook and is very determined not to slip back."

Now, Carlos is interviewing for full-time employment with the aim of getting off public assistance and eventually having his own apartment. His therapist expects him to obtain a job and continue to progress toward his goals.

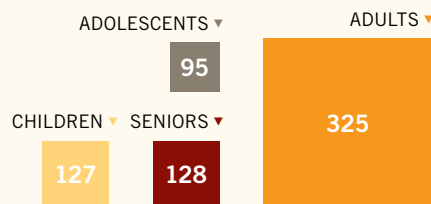
FY11 PROGRAM HIGHLIGHTS

2010 – 550 Clients



To better meet the needs of East Harlem's underserved senior population, Union Settlement brought bilingual social workers directly to our senior centers. They conducted group and individual counseling designed to help members deal with issues related to aging, depression, anxiety, bereavement and death/dying.

2011 – 675 Clients



675 clients received Mental Health Services, an increase of 23% over last year. Approximately 19% of our clients were ages 12 and under, with another 14% ages 13 to 20. Nearly 20% were over age 55.

All children ages three and under in our child care centers were screened to identify those who have been exposed to trauma and are in need of mental health services.



Christopher Anderson

MANHATTAN HIV CARE NETWORK

An immigrant from France via Canada, **Yves Gebhardt** moved up to East Harlem in 2004 and began attending the meetings of the Manhattan HIV Care Network soon after. He openly discloses his HIV positive status and finds volunteering for the network a wonderful opportunity to share information with the community.

Yves is a quiet leader, dedicated to service and involved at many levels, from influencing policy as a member of the New York City HIV Planning Council to engaging Hispanic grandmothers in dialogue at local street fairs. Yves volunteers most weekdays for our network by attending meetings and responding to calls for information. He has helped the Network become a de facto clearinghouse for the dissemination of vital information for front-line staff and those living with HIV/AIDS.

“I am lucky to have this opportunity to volunteer in a supportive organization and contribute to the community where I live,” said Yves. “It is very important to be able to bring people together for a common goal or to tackle a problem. I want to play a role in this.”

Yves recently helped a man who needed to access medications after being released from jail. He understood immediately the stress the man was under and was able to provide information for both short term and long term solutions. “Interruption of treatment can lead to resistance,” explained Yves. “I was very glad to be able to help him to get life saving medication in time.”

FY11 PROGRAM HIGHLIGHTS

We responded to 60 calls per week from case managers and people living with HIV/AIDS for referrals to services, programs, legal assistance, etc.

Our e-group list expanded from 220 to 250 members

More than 180 East Harlem residents attended our National Latino AIDS Awareness Day event.

More than 90 participants and approximately 25 agencies participated in the National Gay Men's Awareness Day where we organized two panels: one on research and the science of HIV/AIDS prevention, the other on the risk of psychosocial issues, particularly depression, among HIV positive gay men.



Yves Gebhardt

CREDIT UNION

For years, **Carlixa Hernandez'** husband handled their finances and credit card bills. She didn't pay much attention to interest rates and fees. Unfortunately, they found their debt getting out of control. "I came to the credit union feeling very desperate and depressed," said Carlixa.

The Union Settlement Federal Credit Union (USFCU)* staff helped her organize and prioritize her payments. She cut down on unused services and expenses. Then she and her husband took a 5-week course offered by the USFCU. It taught them how to use and manage money, credit and what kinds of financial fees and service charges to avoid in the future.

They also benefited from a debt consolidation loan provided by the credit union. "I am enormously proud to say that after a couple of months, our accounts are almost entirely paid off," said Carlizta. "The credit union always explained things carefully and I never felt rushed."

Now that the "heavy" financial burden and anxiety has begun to lift, Carlixa reports that her family's life has improved and things are more peaceful.

"Now I am ready for new adventures and financial freedom," concluded Carlixa.

"We have responded to the faltering economy exactly as a member owned cooperative should, emphasizing efficiency while providing quality services to our membership."

— Gina Rusch, Chair

YEAR	LOANS	AMOUNT	MEMBERS	TOTAL ASSETS
2008	293	\$1,100,000	3,817	\$7,915,790
2009	233	\$871,100	3,901	\$9,445,503
2010	235	\$1,045,076	3,958	\$8,013,521

FY11 PROGRAM HIGHLIGHTS

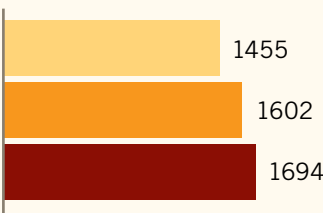
3,958 community members share ownership of USFCU* with net total assets of \$8,013,522.

340 participants from the local community and across our programs, including parents in our childcare program, senior center members, youth in our after-school programs and Adult Education students, attended 26 financial literacy workshops.

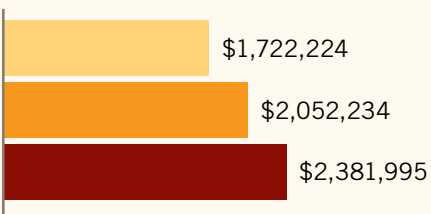
145 members took advantage of one-on-one financial counseling to assist them in achieving their goals in these challenging economic times.

USFCU offered debit card and expanded home banking services, Money Now and SEED loans, important alternatives to costly payday lending schemes.

TAX RETURNS COMPLETED



TAX REFUNDS OBTAINED



APR 2009 APR 2010 APR 2011



Carlixa Hernandez

*Separately incorporated entity

HOME CARE

Carmen Sanchez and her husband lived most of their lives in East Harlem. They raised their family here and their son Edwin held his wedding reception in the Community Room in Union Settlement's main building on East 104th Street.

It was natural for them to turn to a trusted community organization when Carmen and her husband, then in their 70s, became ill. Union Settlement Home Care Services (USHCS)* helped them to live out their final years at home and near family and friends. At first they only needed a few hours of home care per day, but after her husband passed away and her Alzheimer's progressed, Carmen needed more help.

"She was very disoriented and upset when she was in the hospital. It was much better for her to be in the familiar surroundings of her home of fifty years," explained her son Edwin.

Union Settlement provided consistent care with just a handful of aides sharing the case so that Carmen had caregivers who knew and understood her. **Jannette Santana**, one of the aides who worked with Carmen for six years, described Mrs. Sanchez, as a "very sweet and caring person. The Sanchez' were good people. I was very happy to be able to care for Mrs. Sanchez."

Although their parents were ill, Edwin and his sister needed to work. Without our home care services, their lives and their mother's life would have been thrown into chaos. The aides all called Carmen "Mom" and she considered them family members. In addition to providing services in the home, the aides took her to medical appointments; USHCS provided nursing services and arranged for the necessary equipment to allow Carmen to stay in her home.

"I have nothing but good things to say about Union Settlement," said Edwin Sanchez.

At Carmen's funeral service, her daughter, Ester DeJesus said, "These four aides cared for our mother as if she was their own."

FY11 PROGRAM HIGHLIGHTS

340 elderly or disabled patients received care from 360 home health aides enabling the patients to continue to live at home.

311 nursing visits were provided to clients, an increase of 146% over last year.

285 of our 360 aides became certified home health aides in the past year, enabling them to work on cases requiring a higher level of care. This valuable training was provided by USHCS.

In order to ensure that USHCS provides for our frailest constituents, homebound seniors, with the best possible care, we added a comprehensive quality monitoring process that includes policy review, record review and analysis of incidents and grievances.

Debora Orr, who has been with the agency for seven years, was named one of the 2010 Home Attendants of the Year by the Home Care Council of New York City.

HOME HEALTH AIDS AND ATTENDANTS



CLIENTS



2010 2011



Jannette Santana

*Separately incorporated entity

We thank all our contributors for their generous support.

Gifts of \$200,000 and Above

John H. T. Wilson Family
Bridgemill Foundation

Gifts of \$100,000–\$199,999

Clark Foundation

Gifts of \$50,000–\$99,999

AT&T Foundation
Stella & Charles Guttman
Foundation
MetLife Foundation
Bernard & Anne Spitzer
Foundation

Gifts of \$25,000–\$49,999

Louis & Anne Abrons Foundation
Morgan Stanley Foundation
Neuberger Berman Foundation
New York Women's Foundation
Sullivan & Cromwell LLP
Teagle Foundation
Isaac H. Tuttle Fund
Verizon Foundation

Gifts of \$15,000–\$24,999

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Maxine L. Rockoff & Wesley A.
Clark
Szilvia Szmuk-Tanenbaum
Washington Square Fund

Gifts of \$10,000–\$14,999

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Coventry Health Care
Debevoise & Plimpton, LLP
Laura Engelhardt & David
Castelblanco
Mary Ross Fisher
Mrs. Marina Kellen French
Eli & Jennifer Gross
Home Instead Senior Care
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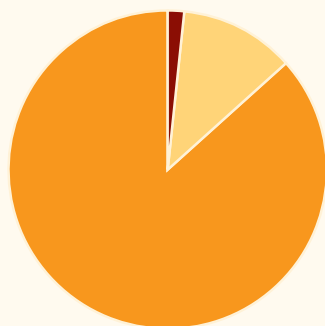
STATEMENT OF FINANCIAL POSITION

For the fiscal year ended June 30, 2011

	2010 AUDITED	2011 UNAUDITED
ASSETS		
CASH & CASH EQUIVALENTS	\$127,877	\$550,039
INVESTMENTS	267,940	1,076,318
ACCOUNTS RECEIVABLE	2,368,905	2,388,075
PROMISES TO GIVE	40,000	0
PREPAID EXPENSES	16,338	5,331
DUE FROM GOVERNMENT AGENCIES	2,006,809	1,903,576
FIXED ASSETS, NET	76,621	140,243
OTHER ASSETS	17,200	13,000
Total Assets	\$4,923,690	\$6,076,582
LIABILITIES AND NET ASSETS		
LIABILITIES:		
ACCOUNTS PAYABLE	\$2,002,342	\$1,534,104
ACCRUED WAGES AND FRINGES	2,231,267	2,122,003
DEFERRED INCOME	109,139	0
DUE TO GOVERNMENT AGENCIES	925,494	554,492
LIABILITY FOR PENSION BENEFITS	3,990,837	2,812,493
LOAN PAYABLE	470,938	75,608
Total Liabilities	\$9,730,017	\$7,098,700
NET ASSETS:	(4,806,327)	(1,022,118)
Total Liabilities and Net Assets	\$4,923,690	\$6,076,582

STATEMENT OF ACTIVITIES

For the fiscal year ended June 30, 2011



PROGRAM SERVICES
\$22,483,026 86%

ADMINISTRATIVE SUPPORT
\$3,028,691 12%

PUBLICITY & FUNDRAISING
\$490,238 2%

TOTAL SUPPORT AND REVENUES		
FOUNDATIONS	\$486,908	\$650,185
INDIVIDUALS AND CORPORATE	225,878	274,331
IN-KIND SERVICES	1,570,918	1,570,918
OTHER COMMUNITY GROUPS	508,811	1,672,225
GOVERNMENT GRANTS AND CONTRACTS	9,115,515	8,838,666
PROGRAM AND MANAGED CARE	13,208,295	11,844,243
SPECIAL EVENTS	159,497	329,342
BEQUEST	0	1,995,755
OTHER REVENUES	1,527,783	1,433,018
Total Support and Revenues	\$26,803,605	\$28,608,683
EXPENDITURES		
YOUTH SERVICES	\$2,462,948	\$2,610,716
EARLY CHILDHOOD SERVICES	7,036,677	6,230,795
SERVICES FOR OLDER ADULTS	2,439,329	2,043,499
COUNSELING AND HIV CARE SERVICES	3,808,348	3,759,818
ADULT EDUCATION	1,217,216	496,526
HOME CARE PROGRAM	6,990,918	6,879,509
OTHER PROGRAM SERVICES	518,864	463,026
Total Program Services	\$24,474,300	\$22,483,026
ADMINISTRATIVE COSTS		
ADMINISTRATIVE SUPPORT	\$3,574,465	\$3,028,691
PUBLICITY AND FUNDRAISING	303,173	490,238
Total Administrative Costs	\$3,877,638	\$3,518,929
Total Expenditures	\$28,351,938	\$26,002,818
CHANGE IN NET ASSETS		
CHANGE IN NET ASSETS	(1,548,333)	2,605,865
UNREALIZED PENSION PLAN MARKET GAIN (LOSS)	(634,232)	1,178,344
NET ASSETS – PRIOR YEAR	(2,623,762)	(4,806,327)
Total Net Assets at End of Year	\$(4,806,327)	\$(1,022,118)



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- 1 237 East 104th Street
(212) 828-6000

Adult Education

- 1 237 East 104th Street, 2nd Floor
(212) 828-6016

Credit Union

- 1 237 East 104th Street, Main Floor
(212) 828-6061/2/0

Early Childhood

- 1 FAMILY CHILD CARE NETWORK
237 East 104th Street
(212) 828-6059
- 2 HEAD START AT 218
218 East 104th Street, Main Floor
(212) 828-6070

- 3 HEAD START AT FRANKLIN PLAZA
2081 2nd Avenue
(212) 828-6413

- 1 LEGGETT MEMORIAL DAY CARE CENTER
237 East 104th Street
(212) 828-6051

- 4 METRO NORTH DAY CARE CENTER
304 East 102nd Street
(212) 828-6083

- 5 UNION CARVER DAY CARE CENTER
1565 Madison Avenue
(212) 828-6078

- 6 WASHINGTON DAY CARE CENTER
1893 2nd Avenue
(212) 828-6088

Home Care

- 7 174 East 104th Street, 3rd Floor
(212) 828-6182

Manhattan HIV CARE Network

- 8 158 East 115th Street, Suite # 218
(212) 828-6141

Mental Health

- 9 2089 Third Avenue
(212) 828-6144

Seniors

- 10 CORSI SENIOR CENTER
307 East 116th Street
(212) 828-6756
- 11 EAST RIVER SENIOR CENTER
402 East 104th Street
(212) 828-6107

- 12 GAYLORD WHITE SENIOR CENTER
2029 2nd Avenue
(212) 828-6055

- 13 JEFFERSON SENIOR CENTER
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- 14 WASHINGTON/LEXINGTON SENIOR CENTER
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- 14 WASHINGTON COMMUNITY CENTER
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