

# 2022

## ANNUAL REPORT



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for homeless new yorkers, the way home





**Thank you for an amazing year!**

## **OUR MISSION**

Ensuring that homeless and at-risk New Yorkers have the housing, services, and support they need to be self-sufficient.

## **OUR VISION**

Help create a society in and around New York City in which our clients achieve and sustain independence, stability, and wellness as fully integrated members of their communities.

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## A LETTER FROM OUR CEO

Dear Friends,

I am pleased to share with you the annual report for the year 2022, which showcases the vital work that Urban Pathways has done to support those in our community who are experiencing homelessness.

This report provides a comprehensive overview of the services Urban Pathways has provided, the impact we have had, and the challenges we have overcome. It also highlights the partnership between our organization and those who generously support our mission, without whom our work would not be possible.

My hope is that this report will help underscore the essential role that Urban Pathways plays in meeting the everyday needs of New Yorkers who are striving to regain their footing. We are grateful to be able to do the work we do, and I want to thank you for continuing to invest in our mission and our community.

Warmly,



Frederick Shack, LMSW  
Urban Pathways CEO





# HOW WE SERVE

**2,179 unique individuals served**

## 1. OUTREACH

**877 people served**

For many individuals who live on the streets, outreach is the first step on the path toward stability. Our Outreach Teams engage street-homeless adults through consistent interaction, offering services designed to meet their immediate needs.

## 2. DROP-IN CENTER

**828 people served**

Many individuals who have lived on the streets for years avoid entering City shelters. The Olivieri Drop-In Center offers 24-hour services, including hot meals, clothing, showers, health assessments, crisis intervention and more.

## 3. SAFE HAVENS

**507 people served**

The cornerstone of our Housing First approach, Safe Havens and our stabilization program are effective alternatives to city-operated shelters. These transitional housing residencies provide individualized on-site support services.

## 4. EXTENDED STAY AND PERMANENT SUPPORTIVE HOUSING

**703 people served**

These residences help adults move into homes they can call their own. Program sites range from apartment buildings with on-site support to scattered-site apartments for individuals who can thrive with less intensive support.

## TOTAL PLACEMENTS: 688 INDIVIDUALS

**45%** of active outreach clients were placed into transitional or permanent housing

**93%** of individuals in our Permanent Housing achieved **1-year stability**



## CLIENT SATISFACTION \*

**86%** of Urban Pathways clients are satisfied with our work and services.

**86%** of Urban Pathways clients are satisfied with the quality of staff at their program and/or residence.

\*based on the 2022 client satisfaction survey

# WHO WE SERVE

demographic data based on 2,179 unique clients

**48** average age  
**4%** veterans

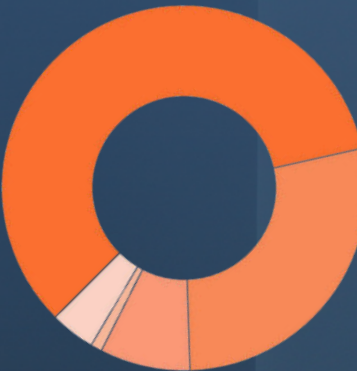
## Health

**73%** disabling condition  
**88%** chronic condition  
**57%** mental illness



## Gender

**28%** Female  
**70%** Male  
**1%** Transgender  
**1%** Gender non-conforming or chose not to disclose



## Race

**59%** Black / African American  
**28%** White / Caucasian  
**8%** Native American, Alaskan Native, Asian, Mixed Race / Multi-racial  
**1%** Chose not to disclose  
**4%** No data

## Ethnicity

**29%** Hispanic / Latino  
**70%** Non-Hispanic/Latino  
1% Chose not to disclose

## Education

**39%**  
Less than High School

**37%**  
High School / GED

**2%**  
Graduate degree

**17%**  
Associate's, Vocational or  
some college completed

**6%**  
Bachelor's degree



# WILL'S PATHWAY HOME



**Life unexpectedly reminds us that it has its own plans.** Growing up, Will was the oldest of five siblings and a self-described “teacher’s pet.” He followed what many would consider a conventional path and had been working in retail banking for a decade when his life reminder arrived.

Will was diagnosed with Crohn’s disease, which developed into debilitating pain. Physically unable to work, Will not only lost his means of living but had to endure the stress of realizing the life he built had “fallen apart.” Shortly after his diagnosis, his sister passed away. Physical limitations, financial challenges and emotional grief compounded — Will lost his home and the life he once knew.

Reflecting on this time in his life, Will said, “you could have been doing everything right and still end up in an impossible situation, and if that could happen for folks it’s ‘not supposed to happen to,’ think of all the folks who don’t have that level of privilege to avoid it.”

This lived experience, in tandem with his perseverance, has made Will an integral member of the Urban Pathways community for the past six years. After staying in the shelter system, he moved into The Residence at Hallet’s Cove. He has been an active member of the Consumer Advocacy Program ever since, using his own understanding of homelessness and listening to his neighbors’ perspectives to inform Urban Pathways’ advocacy efforts.

When Urban Pathways’ strategic planning process began in 2022, Will was invited to join the Steering Committee due to his demonstrated care for the community.

When asked what motivates his commitment, Will shared a few things. First, there are clear and equitable solutions to the homelessness crisis. It is not an impossible problem. His stance is both pragmatic and hopeful. He’s frustrated by the stigma and bureaucracy hindering necessary change but believes that individuals and organizations have the ability to make a difference.

Above all, Will believes in leading with empathy and understanding. It’s easy to miss what our community members are going through. The housing crisis isn’t only about street homelessness; homelessness could be a coworker leaving the office to sleep in their car or a friend staying on their family’s couch. When we acknowledge the spectrum of homelessness, we can better understand the needs of our community and identify how we can meaningfully contribute to the fight to end homelessness.

Everybody has the ability to grow and overcome their challenges. With a bit of compassion and individualized care, people experiencing homelessness can achieve housing stability and personal independence and even continue the cycle of giving back to their community — just like Will.



NEW JERSEY

BRONX

QUEENS

MANHATTAN

BROOKLYN

Hudson River

Central Park

East River

Lincoln Tunnel

JFK Airport

-  - Outreach & Drop-In
-  - Safe Haven
-  - Extended Stay, Permanent Supportive & Affordable Housing
-  - Office

## PROPERTIES

- 1 Webster Avenue Safe Haven**  
1732-1734 Webster Ave (60 units)
- 2 Hughes House**  
1974 Hughes Avenue (55 units)
- 3 Fairmount Residence**  
798-802 Fairmount Place (24 units)
- 4 George Washington Bridge Outreach Program**
- 5 Clinton Avenue Apartments**  
1344 Clinton Avenue (80 units)
- 6 Boston Road Apartments**  
1351 Boston Road (43 units)
- 7 162nd St Apartments**  
316 East 162nd Street (86 units)
- 8 Scattered Site Apartments Program Office** (266 units)
- 9 New Roads Plaza**  
489 East 164th Street (57 units)
- 10 105th Street Safe Haven**  
54 West 105th Street (33 units)
- 11 Cluster House**  
902 Amsterdam Avenue (52 units)
- 12 Howard Amron House**  
166 East 100th Street (11 units)
- 13 The Residence at Hallet's Cove**  
2646-2650 Second Street (50 units)
- 14 La Guardia Airport Outreach Program**
- 15 53rd Street Apartments**  
439 West 53rd Street (13 units)
- 16 Ivan Shapiro House**  
439 West 46th Street (55 units)
- 17 The Longacre Stabilization Bed Program**  
317 West 45th Street (60 units)
- 18 Operation Alternative Outreach Program**
- 19 Main Office**  
Administration, Flatiron NoMad BID Outreach, Garment District BID Outreach, PATH Outreach, UPwards Employment Program
- 20 Travelers Safe Haven (+Annex)**  
274 West 40th Street (55 units)
- 21 Olivieri Drop-in Center**  
257 West 30th Street (90 clients daily)
- 22 Hegeman Safe Haven**  
740 Hegeman Avenue (55 units)
- 23 JFK Airport Outreach Program**



# PROGRAMS & INITIATIVES

## POLICY & ADVOCACY

Urban Pathways works closely with our partners, allies, and elected officials to advocate for policies that will positively impact our programs and staff, improve access to resources for the people we serve, and create long-term solutions to homelessness in New York City.

### #JustPay Campaign

An ongoing campaign to fight for fair wages for human services workers on the government contracts that help support our work.

### What We Did

As a Lead Advocate, our staff rallied, gave testimonials, and called and wrote to New York elected officials.

### What We Achieved

**5.4%**

Cost-of-Living-Adjustment on State contracts that fund our supportive housing programs

**\$60 million**

investment in the FY23 City Budget for human services workers, including staff at our Drop-In Center and Safe Havens



## Consumer Advocacy Program

The voices of people with the lived experience of homelessness are central to our policy work. The Consumer Advocacy Program provides vital feedback on our advocacy initiatives and opportunities for our clients to get involved in policy changes:

- Consumer Advocates met with their Congressional Representatives as participants in the National Alliance to End Homelessness Virtual Capitol Hill Day.
- In FY23, Urban Pathways' Consumer Advocates are partnering with Consumer Advocates at Care For the Homeless to advocate for the Homeless Protection Act.



Scan here to learn more about our advocacy efforts!

## UPWARDS EMPLOYMENT

The UPwards Employment Program at Urban Pathways helps individuals who have experienced homelessness or who are at risk of becoming homeless find and keep jobs, improve their economic well-being, and achieve long-term stability. Services include resume and job application assistance, interview preparation, and support to overcome barriers to employment. Trained staff members help participants identify skills and match them with job opportunities.



## TOTAL WELLNESS PROGRAM

The Total Wellness Program at Urban Pathways is designed to help the people we serve improve their overall health and well-being. The program takes a holistic approach, recognizing that good health involves not only physical well-being but mental, emotional and social health. To achieve this goal, the program offers a range of services and support, including:

- Connecting people to community-based healthcare
- Providing education on health and wellness topics
- Reducing reliance on expensive emergency services and treatment
- Promoting proper sleep, hygiene and nutrition



## WHAT'S NEXT

### EXPANDING THE TOTAL WELLNESS PROGRAM

In November 2022, Urban Pathways received a **\$1.2 million grant from the Mother Cabrini Health Foundation** to expand and fully staff the Total Wellness Program, which connects residents at Urban Pathways' supportive housing residencies to healthcare services. In 2023, the program will expand to three additional sites in the Bronx in addition to its current locations in the Bronx, Queens, and Manhattan.



Courtesy Monica Lopez Architect, LLC.

### NEW DEVELOPMENTS

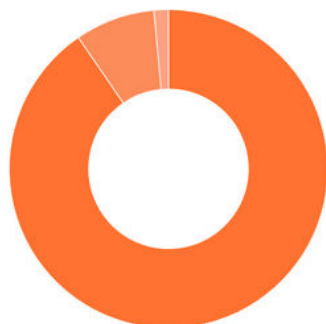
Breaking ground in 2025, Urban Pathways will continue planning for the **Crossroads Residence**, a new 79-unit supportive housing residence in the Bronx. There will be 55 units for formerly homeless individuals and 24 units reserved for low-income community members, becoming Urban Pathways' eleventh congregate supportive housing residence.

# FINANCIALS

## Urban Pathways Inc. and Affiliates

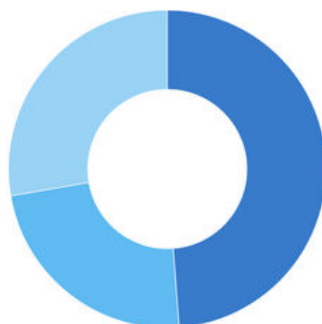
Combined statement of activities for the year ended June 30, 2022.

### PUBLIC SUPPORT



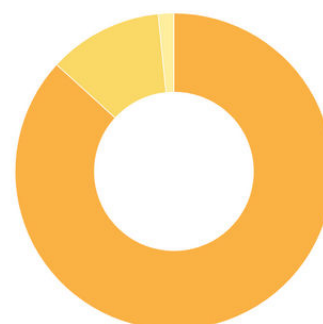
Government Grants	\$30,141,206
Contributions	\$3,106,879
Fundraising events, net	\$469,053
<b>TOTAL</b>	<b>\$33,717,138</b>

### EARNED REVENUE



Rentals	\$5,845,386
Client Services Feeds	\$2,834,243
Misc Income & interest	\$3,366,566
<b>TOTAL</b>	<b>\$12,046,195</b>

### EXPENSES



Program Expenses	\$32,589,547
Management & General	\$5,339,133
Fundraising	\$639,662
<b>TOTAL</b>	<b>\$38,568,342</b>

Increase in net assets before depreciation and amortization  
 Depreciation and amortization  
 Increase in consolidated net assets

Controlling net assets, beginning of year  
 Controlling net assets, end of year

Non-controlling interests, beginning of year  
 Non-controlling interests, end of year

Unrestricted	Temporarily Restricted	Total
6,200,488	994,503	7,194,991
-3,530,216		-3,530,216
2,670,272	994,503	
25,078,085	656,881	25,734,966
31,612,563	1,651,384	33,263,947
19,778,705		19,778,705
15,906,499		15,906,499

## Combined statement of financial position at June 30, 2022.

### ASSETS

Cash and cash equivalents	11,215,302
Cash – participants' accounts	533,597
Investments	763,621
Grants and contributions receivable	12,085,386
Deposits, prepaids and other assets	3,034,566
Cash and cash equivalents – funded reserves	6,422,218
Property, plant and equipment, net	82,194,519
<b>Total Assets</b>	<b>\$116,249,209</b>

### LIABILITIES

Accounts payable and accruals	8,091,849
Accounts payable – construction	527,067
Advances from government agencies	7,133,440
Long-term debt	50,792,828
Participants' accounts	533,597
<b>Total Liabilities</b>	<b>\$67,078,779</b>
Non-controlling interest	15,906,496

### NET ASSETS

Unrestricted	31,612,549
temporarily restricted	1,651,384
<b>Total net assets</b>	<b>33,263,933</b>

**TOTAL LIABILITIES & NET ASSETS** **\$116,249,209**

For the complete financial statements, including the Auditor's Report and the footnotes to the financial statements, contact Urban Pathways, Inc. at 575 Eighth Ave, Floor 16, New York, NY 10018.



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Thank you to our donors who gave from July 1, 2021 to June 30, 2022

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