



2023-2025 Annual Report

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Introduction



Since its inception, Housing Solutions of New York (HSNY) has stood as a beacon of hope for New Yorkers navigating the hardest moments of their lives. What began as a commitment to shelter families has grown into a citywide movement, one rooted in dignity, compassion, and the unshakable belief that every person deserves stability, opportunity, and a place to call home.

Over the last several years, HSNY has undergone a profound transformation. We did more than rebuild; we reimagined what a housing and human services organization can be. We strengthened transparency, rebuilt trust, and aligned every part of our work with a renewed purpose: **to break cycles of homelessness and uplift entire communities.** Our leadership team, senior management, and board, composed entirely of people of color, continue to champion equity not only as a value, but as a daily practice. We stand firmly against racism, sexism, and discrimination in all forms, and we remain proud allies to LGBTQ+ New Yorkers.

From 2023 to 2025, HSNY expanded its reach and deepened its impact across all five boroughs. We launched innovative programs, modernized our systems, invested in staff development, tightened fiscal stewardship, and built new pathways of support that meet individuals and families where they are. This period marked a turning point: HSNY became not just a housing network, but a comprehensive human services organization meeting the interconnected challenges of homelessness, food insecurity, mental health, employment, youth development, and community wellness.

Today, HSNY stands at the intersection of housing and human services, uniquely positioned to address the full spectrum of needs that shape a person's journey out of crisis. With every new site, every family placed, every young person supported, and every meal shared, we move closer to a city where stability is possible for everyone.

It is a new era for HSNY.

One defined by growth, innovation, and unwavering resolve.

One fueled by the strength of a staff whose compassion and expertise change lives every single day.

One powered by a community of partners, donors, and supporters who believe in our mission as deeply as we do.

As we look ahead, we do so with boldness and optimism. HSNY is expanding its footprint, strengthening its partnerships, and extending its model beyond New York to uplift even more communities. The work is challenging, but the opportunity is extraordinary, and our belief in what's possible has never been stronger.

Thank you to everyone who has walked with us on this journey. Your support transforms struggle into stability, despair into hope, and temporary shelter into lasting change. HSNY exists because of you, and our shared promise remains unwavering:

To build a future where homelessness is not a life sentence, but a temporary chapter on the road to a brighter tomorrow.



Sincerely,
Housing Solutions of New York

Letter from the *Chief Executive Officer*

I am pleased to present our annual report (which covers 2023-2025).

Wow - it's been a busy, eventful, and productive two years.

On behalf of the more than 500 staff of HSNY, thank you. Without the help of our stakeholders, funders, donors, staff members and support staff, the successes we've had could not have been achieved. This support provides HSNY the ability to help, assist and provide full support services for the thoughts of clients we serve. The changes and growth of our agency reflect the commitment and passion each of our staff members share for assisting and providing individuals, families, and children in New York City the services and support necessary to help and assist.

HSNY has established itself as a committed housing service provider for clients in all five boroughs. Our model of complete wrap around supportive services, places us the top tier of providers in New York City.

HSNY's programs, which include financial literacy, workforce development, job coaching and training, supportive housing services and of course our food and nutrition program, provide our clients complete wrap around support, which addresses the person and their needs.

Over the past two years, like the prior two years, HSNY has had great accomplishments successes. Here is some of the "Wow."

- HSNY's budget continues to grow, with more programs and services.
- HSNY's footprint in the supportive housing area made more than quadrupled in size and scope.
- HSNY expanded its offices with another 3,000sq of space.
- HSNY has opened a Manhattan Welcome Center, second of its kind in NYC, serving street homes population.
- HSNY doubled our Community Health Program, providing food and food services and education through the city.
- HSNY has added professional staff and services, including compliance, marketing, and development.
- HSNY held our second annual GALA, which raised over 90k.
- HSNY held our second SEEN 2 symposium.
- HSNY added new board members.

HSNY has more planned for 2026 and beyond.

Again, wow.

I am very honored to lead an organization whose staff and mission are so intertwined. HSNY does great work, and more is on the way.

Thanks very much for your support.



Seth Muraskin
Chief Executive Officer

“HSNY has doubled our staff. We have increased our operating budget in excess of \$60 million ... HSNY has redesigned our approach ...”

Seth Muraskin
Chief Executive Officer



Letter from the *Chief Program Officer*

“To be SEEN is to be valued, and when we see the unhoused, we recognize their humanity, their strength, and their potential for a brighter future.”

Dr. Xellex Z. Rivera,
Chief Program Officer

Dear Friends, Partners, and Community Stakeholders,

When you hear of Housing Solutions of New York think of resilience, restoration and reunification. Through our comprehensive and compassionate services, we have touched the lives of countless New Yorkers, offering hope, support and stability to those who need it most. Our impact is reflective in work. HSNY makes an intentional effort to ensure that our clients are heard and respected as humans, because we all can agree that Housing is a HUMAN right. When a person is SEEN, the people experiencing homelessness realizing it is temporary and success in housing is unlimited.

Over the past two years, Housing Solutions of New York has emerged as a transformative force in addressing New York’s housing crisis. With strong foundations in the Bronx, Housing Solutions of New York has had growth to expand to all five boroughs, having a client impact of more than 4500 people/families a year. Ranked in the top 20 providers in New York, Housing Solutions of New York’s impact extends to all corners of our diverse city. Homelessness is not hopelessness, and in the next year we aim to Restore Hope. We remain dedicated to the fight to...

End Homelessness.

During the city’s humanitarian crisis, HSNY did more than respond, we led. We opened our doors to newly arrived migrants, providing safety, dignity, and a real chance at a better life. We strengthened our Food and Nutrition Services, integrating case management, care coordination,

and culturally responsive pantry bags, establishing what has become New York City's premier food and nutrition program. With our no-line community pantry, we uphold dignity while meeting essential needs, and through our Health Home Program, we continue advancing independent stability for every client we serve. Across the city, our Youth Services team partners with community schools, centers, and elected officials to bolster mental health resilience for young people both in and beyond shelter. Our Emergency Housing Program equips clients for long-term success through coordinated care and the JUST Health Employment Program, which provides job readiness training as a pathway toward independence. Recognizing that ending homelessness requires stepping boldly into the housing arena, HSNY expanded its mission. In July 2025, we launched the C.R.E.A.T.E. (Community, Resilience, Empowerment, Access, Transformation, and Equity) Supportive Housing Division, adding more than 295 units of permanent supportive housing, a transformative milestone in our commitment to ending homelessness in New York City.

Program Impact at Housing Solutions New York:

- **DHS Shelter Portfolio continues to expand** – HSNY has opened a Manhattan Welcome Center, second of its kind in NYC, that focuses on the street homelessness. This expansion has now brought HSNY to cover all homeless populations in New York City. More to come...
- **Total # of DHS Shelter Portfolio Placements – 1,133**
- **NEW!! Community Health Program** inclusive of the Food and Nutrition (F&N) Program increased our program reach to food education, case management and peer specialist services. F&N enrolled 509 persons (286 waitlisted). HSNY has the premiere NO LINE Community Pantry. In conjunction with DHS, Ryan White and Community Pantry, HSNY has provide 19,621 pantry bags in the last two years.
- **Youth Services**
 - C2C:BRY continues to advance its mission of providing critical mental health support to youth ages 13 to 21. This program has introduced more than 325 youth to program with 142 completing full intake assessments.

- Work Plus Program has expanded its reach and impact through a series of interactive workforce and college readiness workshops. This program has work with 20 youth a quarter on a rotating basis.

- **Emergency Housing Program continues to grow and expand** – now overseeing 3 additional programs and the program rehabilitation of the Yale Hotel. This program is the ONLY program of its kind in New York, in all 5 boroughs.
- **NEW!!! HSNY opened the C.R.E.A.T.E. Supportive Housing Division July 2025** focusing on permanent supportive housing for HASA, Continuum of Care and NNYII, with 295 scattered site beds throughout NYC.

Over the past two years, we also deepened our commitment to equity, empowerment, and long-term impact. Through staff development opportunities, cross-agency partnerships, and our expanding footprint in community engagement, HSNY continued to uplift not only our clients but also the professionals who serve them.

At the heart of our work is a steadfast belief that every person deserves dignity, safety, opportunity, and a place to call home. The impact reflected throughout this report is a testament to the courage and resilience of our clients, the unwavering expertise of our staff, and the collective strength of a community united in purpose. We are also reminded that any one of us can be just one step away from needing the very support systems we champion, making this mission not only essential, but deeply human. We extend our profound gratitude to the partners who stand with us. Corporations, foundations, government partners, city agencies, and an ever-growing community of donors like you transform possibility into reality. Your trust and belief in this work fuel every milestone we reach and every life we help change.

Thank you for your continued trust, partnership, and belief in our mission.

Dr. Xellex Z. Rivera

Dr. Xellex Z. Rivera
Chief Program Officer

Mission



Our Story

People are at the heart of everything we do at HSNY. We believe that individuals deserve the right to access, develop, and enhance their resources to reach their goals. We provide safe, supportive spaces that empower growth, change, and resiliency. We help NYC's unhoused population access the funding, tools, training, and support they need. We believe every New Yorker has the right to have a brighter tomorrow, and access to safe and affordable housing.



Our Mission

Housing Solutions of New York was founded with a mission to make a difference in the lives of NYC's most marginalized citizens. No one should have to suffer in solitude.

To this end, we provide the highest level of service by expanding our shelter sites across the five boroughs, bolstering our social services for clients, ensuring that our buildings are clean, safe, and well-maintained, and providing a satisfactory working environment for our staff, so they can truly take ownership for the great work they do to making New York the capital of the world.

Every day we see the positive effects on the lives of our clients, and we hope to go even further in 2024 and beyond in our mission to ...

End Homelessness.



Programs

The core of mission is serving unhoused families, children and adults. HSNY started as a “housing network” to address the issues relating to homelessness, especially among children. Over the years, HSNY has expanded its portion and footprint, with over 30+ sites situated around the city. In addition to housing, HSNY provides placements, social services and case management support to our clients in shelters.



Shelters Under DHS

Ramp up – staffing programs:

20 Current number of sites Persons served annually **12,402**
(Across all programs and sites)

HSNY operates:



14 Families with Children Shelters

Number of Clients **4,504**



2 Adult Family Shelters

Number of Clients **964**



2 Single Adult Shelters

Number of Clients **1,045**

Number of Asylum seekers **1,663**

2024

EHP

Clients

660

Family Members

679

Total Individuals

1280

2025

EHP

Clients

1005

Family Members

319

Expanded
PLHIV
Services

Clients

304

Total Individuals

1628

EHP Success Story



In February 2025, AF arrived at our Amsterdam location seeking refuge but carrying the weight of untreated substance use challenges and mental health concerns. Although she had no formal diagnosis, her emotional distress was evident. From the beginning, AF was resistant, not only to services, but especially to the idea of housing. Amsterdam felt familiar and safe to her, and she made it clear she wasn't ready to consider any other option.

Despite the initial barriers, her Case Coordinator (CC) refused to give up. Understanding that trust takes time, the CC continued to show up consistently, checking in, offering support, and extending compassion without pressure. Weeks of gentle engagement turned into meaningful conversations, and over time AF began to respond. This shift marked the beginning of a strong rapport grounded in patience, persistence, and respect for AF's autonomy. As the relationship strengthened, AF became more open to exploring her goals. Recognizing her growing readiness, a collaborative team effort emerged.

The CC, Client Care Supervisor (CCS), and HRA Case Manager worked closely together, ensuring AF received coordinated support that addressed her needs holistically. Through thorough planning and partnership, the team identified a safe and suitable housing option aligned with AF's preferences and long-term stability.

In September 2025, AF took a courageous step forward and transitioned into permanent housing. Her journey is a powerful reminder that progress is rarely linear and that persistent engagement, collaboration, and belief in a client's potential can lead to life-changing outcomes.

"I didn't think I was ready to move forward, but you all reminded me I still had a future worth fighting for."

AF's success reflects the strength of our team, the effectiveness of our services, and most importantly, the resilience she discovered within herself.

Emergency Housing Program (EHP)– under HRA



Clients served at DSP Sites:

During CY '24

1280

During CY '25

1628

Comprehensive Assessments

During CY '24

457

During CY '25

508

Housing Focused Service Plans

During CY '24

389

During CY '25

440

Clients Linked to Supportive Housing

During CY '24

12

During CY '25

21

Move Outs to Supportive Housing Programs

During CY '24

28

During CY '25

42

Move Outs to Independent Housing

During CY '24

237

During CY '25

236

Grant Programs

HSNY's mission is to support all New Yorkers break the cycle of poverty and homelessness. In addition to shelter services, HSNY offers people-centered, high quality and cost-effective care coordination services that promote stability, autonomy, and dignity.



The Ryan White Food & Nutrition Services (FNS) empowers clients to better manage their wellbeing through food and nutrition, helping them manage their own care and avoid unnecessary hospitalizations.

FNS empowers people living with HIV (PLWH) who experience food insecurity to take charge of their life and health by eating well. By teaching them the value of nutrition, they avoid unnecessary hospitalizations and increase their own autonomy and independence. The service is for clients with HIV who experience food insecurity, chronic kidney disease, kidney failure, diabetes, high blood pressure/cholesterol, heavy reliance on junk food/soda, and are over or underweight.

In the Spring of 2026, FNS will be looking to expand to a larger space at a new location in the Bronx. Since food insecurity is more prevalent in households with children and disproportionately impacts people of color, our Food and Nutrition Service was created to respond to this unique population of New Yorkers. Over the past two years, HSNY's Food & Nutrition Services team distributed more than 380 tons of nutrient-rich groceries and meals to New Yorkers facing food insecurity. Our services include home-delivered meals, congregate meals, pantry bags, and vouchers. Our greatest achievement is empowering our clients to increase their independence with healthy eating and nutrition.



509 FNS clients
FY '23-'25

Food and Nutrition Services

Client enrollment

During CY '24

59

During CY '25

51

Total clients added to waitlist:

During CY '24

165

During CY '25

121

Number of FNS Clients served

During CY '24

277

During CY '25

232

Number of bags distributed by Ryan White Part A FNS:

During CY '24

12,459

During CY '25

12,861

Number of Duplicated Community Pantry Clients served

(program piloted 9/2023)

During CY '24

794

During CY '25

5,517

Number of Community Pantry bags served

(program piloted 9/2023)

During CY '24

948

During CY '25

5,342

Number of DHS shelters served

During CY '24

10

During CY '25

10

Number of emergency pantry bags distributed to DHS shelters:

During CY '24

1,462

During CY '25

1,416

Total Pantry bags distributed by FNS

(includes Ryan White, community pantry, and DHS emergency bags)

During CY '24

14,867

During CY '25

19,621

New Funders

- Ryan White Part B (RWPB) Support Services to Address Social Determinants of Health (piloted 10/2024)
- Hunger Prevention and Nutrition Assistance Program (HPNAP)
- Nourish NY Food Grant
- Emergency Food and Shelter Program (EFSP) – Phase 41
- Emergency Food and Shelter Program (EFSP) – Phase 40
- HPNAP Operations Support (OS) Grant
- Community Food Connections (CFC)
- Discretionary Funding- Senator Persaud- Nutrition For Life
- Emergency Food Relief Organizations Grant (refrigerated vehicle)

Impact

Between March 1, 2024 and February 28, 2025, the Food and Nutrition Services (FNS) program significantly expanded its reach and impact across all service areas. During this period, FNS served 232 Ryan White Part A clients and distributed 12,861 food bags, reflecting continued stability and strong program performance. The Community Pantry program saw remarkable growth since its pilot launch in September 2023, serving 5,517 duplicated clients and distributing 5,342 bags- an increase of more than fivefold from the previous year. FNS also continued its partnership with 10 DHS shelters, providing 1,416 emergency pantry bags to residents in need. Altogether, FNS distributed a total of 19,621 pantry bags, demonstrating a 32% increase from the previous reporting year. This highlights the growth capacity of the FNS program to address food insecurity within the community.

In addition, FNS successfully secured multiple new funding sources, including Ryan White Part B Support Services, HPNAP, Nourish NY, EFSP Phases 40 and 41, HPNAP Operations Support, Community Food Connections, Senator Persaud's Nutrition for Life initiative, and the Emergency Food Relief Organizations Grant for a refrigerated vehicle to conduct home delivery services. These new partnerships strengthen the program's foundation for sustainability, operational growth, and its ability to meet the nutritional needs of vulnerable populations.



C2C – Building Resilience in Youth

4 Staff Trained

360 Number of Youth Served

Program Expansion & Outreach Sites:

Outreach and mental health screenings were conducted across:

- 9 HSNY shelter sites
- New Directions High School
- BronxWorks
- Good Shepherd Services
- NYPD 40th Precinct
- Community Board Meetings (CB5, CB7, CB9, CB11)
- Area shelters
- HSNY Youth Committee
- United Charter High School for Advanced Math & Science
- Knowledge and Power Preparatory Academy (KAPPA)
- George Washington High School Campus Affiliates

3 Staff Trained

218 Number of Youth Served

Program Expansion & Outreach Sites:

Outreach and screenings were conducted across:

- New Directions Secondary School
- Wediko Children's Services
- Girls Inc.
- Bronx High School of Business
- Save Our Streets
- NYPD 42nd Precinct
- HSNY shelters
- Success Academy
- DREAM Charter School
- Girls Prep Bronx Middle School Charter

Work Plus



FY 2023–2024

42

Number of Participants

62%

Graduation Rate

26 out of 42 graduated (others still enrolled in high school)

12

Exited with employment

5

New Partnerships

NDSS, Marie Curie School, Bronx Community Justice Center, Bronx Science, NYPD

FY 2024–2025

39

Number of Participants

74%

Graduation Rate

29 out of 39 graduated (others still enrolled in high school)

17

Exited with employment

1

New Partnership

Boricua College



HSNY taught me that I'm a decent person, that life is not hopeless, and I could turn my life around. If they can help me, they can help others. ”

– HSNY client

HSNY's Medicaid Redesign Team (MRT) Supportive Housing Program provides housing and supportive services to individuals who are homeless, physically, and mentally incapacitated, and are chronically ill, requiring frequent hospitalizations.

The program gives the recipient stability and security by paying at least 85% of their rent when 30% of their incomes goes toward rent. Currently, the program services 15 individuals who have been housed since 2018 at the start of the program.

The MRT staff assists participants with paying rent, obtaining home health aids, gaining referrals for mental health services, and keeping track of medical and mental health appointments. The program assists individuals with living an autonomous, healthy life, and gives them the tools to ensure the safety and well-being of all participants. increase their independence with healthy eating and nutrition.

MRT – Medicaid Redesign Team

FY 2023–2024

1

New Enrollment

18

Total Enrolled

3

Clients Transitioned to Independent Living

FY 2024–2025

4

New Enrollments

18

Total Enrolled



Financials

HSNY has seen tremendous growth under new leadership and direction. HSNY's revenue has grown by \$40M compared to FY22. The agency operated at surplus of \$568k for FY23. FY22 ended with \$71M in revenue which has increased to \$111M in FY23 driven by HSNY's expansion with five new hotels and a new youth resilience program. HSNY's Net Assets Without Donor Restrictions have trended positively from a loss in prior years.



\$121M
Revenue
for FY25

\$126M
Revenue
for FY24

Looking ahead for FY26, budgeted revenue has grown to **\$160M**.

Financial Summary

FY 2024–2025

| In thousands (\$000s) | FY25 Budget | FY25 Actual | YOY Variance \$ | YOY Variance % |
|-----------------------------|------------------|------------------|-------------------|----------------|
| Total Revenue | \$147,873 | \$121,048 | \$(25,825) | -22% |
| Personnel Services | \$39,977 | \$31,381 | \$(8,596) | -27% |
| OTPS | \$107,896 | \$89,792 | \$(18,104) | -20% |
| Total Expenses | \$147,873 | \$121,173 | \$(26,700) | -22% |
| Operating Surplus | - | \$(125) | \$(125) | |
| Depreciation & Amortization | - | \$130 | \$130 | |
| Net Surplus | - | \$(255) | \$(255) | |

FY 2023–2024

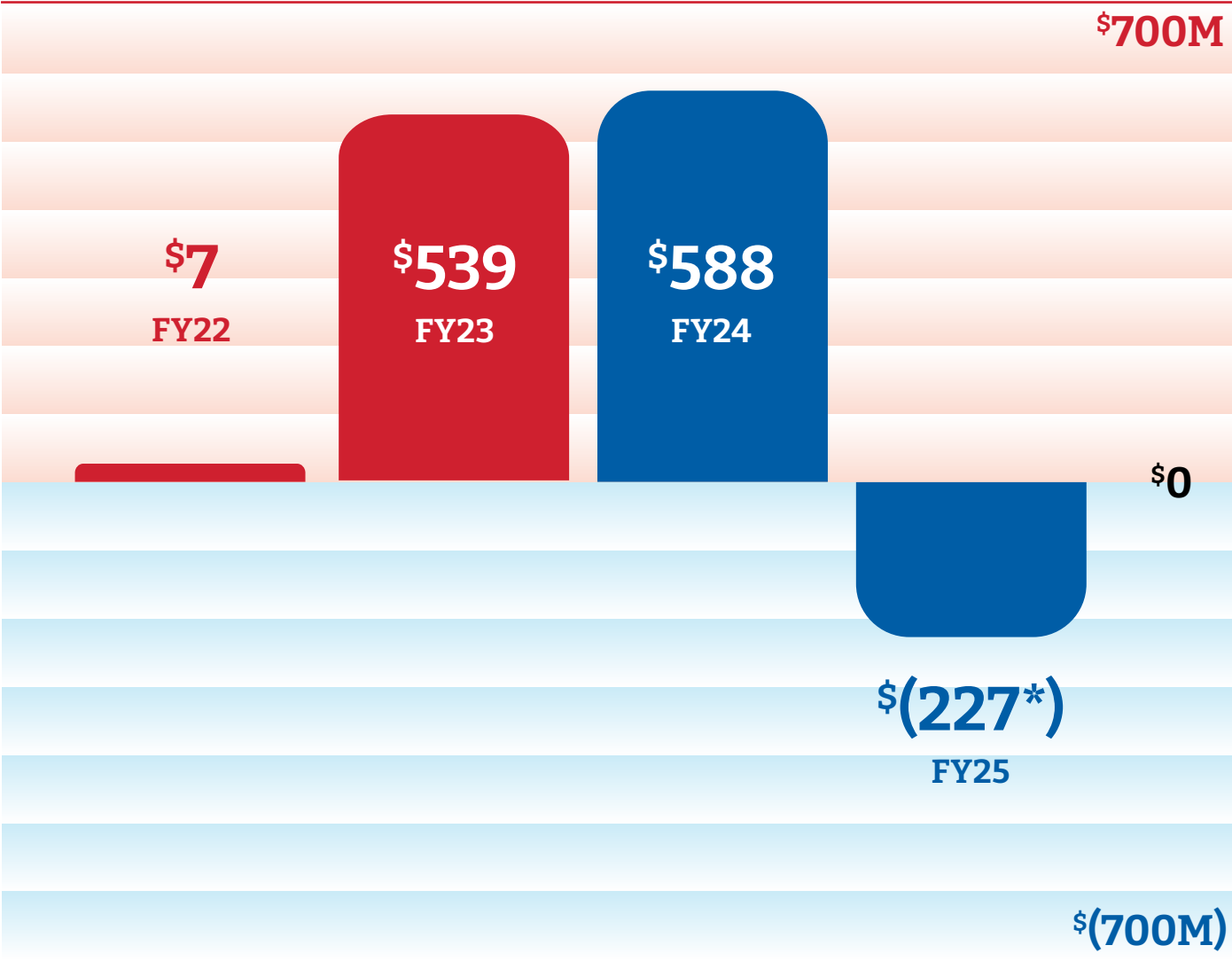
| In thousands (\$000s) | FY24 Budget | FY24 Actual | YOY Variance \$ | YOY Variance % |
|-----------------------------|------------------|------------------|-------------------|----------------|
| Total Revenue | \$146,325 | \$126,359 | \$(19,966) | -16% |
| Personnel Services | \$40,296 | \$27,934 | \$(12,362) | -44% |
| OTPS | \$105,513 | \$97,695 | \$(7,818) | -8% |
| Total Expenses | \$145,809 | \$125,629 | \$(20,180) | -16% |
| Operating Surplus | \$516 | \$730 | \$214 | |
| Depreciation & Amortization | \$132 | \$142 | \$10 | |
| Net Surplus | \$(384) | \$588 | \$204 | |

Adjusted Net Surplus (FY23–FY25) \$827
Total Revenue Shortfall \$(60,717)
Total Expense Savings \$61,462

Year over Year Change in Net Assets Without Donor Restrictions

| In thousands (\$000s) | FY22 | FY23 | FY24 | FY25 |
|---|------|-------|-------|---------|
| Change in Net Assets without Donor Restrictions | \$7 | \$539 | \$588 | \$(227) |

Currently, HSNY is seeking private fundraising in a campaign to increase their outreach work, to serve more New Yorkers who are in danger of slipping through the cracks with the goal of finding them permanent housing.



*HSNY recognized \$566K in non-cash rent expense adjustments required by accounting principles (GAAP). Excluding these non-cash charges, the organization would have realized a surplus of \$311K for FY25.

HSNY–The Journey





**HSNY's original mission was to end homelessness.
It still is.**

The events of 2025 made an impact on how HSNY operates everything. HSNY remained committed to its mission.

Because of the changes instituted by new management, the partnered oversight provided and the professionalization of the organization, HSNY has developed the infrastructure to further support our cause.

To that end - each team member was charged to redefine the organization and move it ahead.

Leadership Team



Seth Muraskin
Chief Executive Officer

Prior to joining HSNY, Seth served as Director of HR and Chief Administrative Officer at Childrens Community Services. In the past Seth has served as SVP of Human Resources and Administration at a multinational health care company, and Director of Human Resources and Chief of Staff at a National Food Manufacturer while also managing a family office. Seth has a legal background and manages his own firm and worked as a prosecutor. In addition, Seth was a special education teacher.



Dr. Xellex Rivera
Chief Program Officer

Xellex, also known as “Dr. X,” holds a PhD in Social Policy Analysis from Walden University, in addition to several master’s degrees. Prior to joining HSNY, Xellex worked as Senior Director of Homeless Programs at Urban Resource Institute, New York City. She works tirelessly to advocate and develop programming for vulnerable populations, particularly the homeless. Her work has been featured on Fox News, CBS News, and NBC News. Xellex also founded a non-profit organization called #iAmSHE, which prides itself on the advancement of minority women through positivity, strength, and self-empowerment. Xellex continues to educate and facilitate workshops on homelessness in NYC, and is an adjunct professor at Fairleigh Dickinson University.



Jerry Hyppolite
Chief of Staff & Head of Government Affairs

Jerry Hyppolite is the Chief of Staff and Head of Government Affairs at Housing Solutions of New York, bringing 20+ years of government, nonprofit, and community development experience. A strategic leader and relationship-builder, he bridges policy and practice to expand housing access and address homelessness. Jerry partners with the CEO and leadership team to align operations, strengthen governance, and drive key initiatives. He also leads HSNY’s advocacy efforts, ensuring the organization’s voice is heard across city, state, and federal partners. Guided by the belief that “strategy without execution is just conversation,” he turns priorities into measurable progress.



Nadia Masters
VP of Budgets & Grants

Nadia is Vice President of Budgets & Grants and is the direct contact for all funders concerning budgeting and financial reporting. With more than 16 years of nonprofit experience and grants management, Nadia has acquired the skills and expertise in budgetary issues, including budget negotiation, budget creation, budget modification, and reporting. Nadia holds a B.S. degree from Fordham University, and an MBA from Syracuse, with a concentration in Finance and Analytics.



Eric Alston
VP of Operations

Eric Alston, a proud Bronx native, holds both a BBA and MBA in Marketing from Iona University, along with an Advanced Certificate in Sports & Entertainment. With more than 14 years of diverse operations experience, he has built a strong record of developing innovative systems, improving organizational efficiency, and leading cross-functional teams. As VP of Operations, Eric oversees all HSNY facilities and ensures compliance with State and City agency standards, including OTDA, DHS, and HRA. He brings exceptional problem-solving skills, a proactive approach, and the ability to manage shifting priorities while supporting HSNY’s clients, staff, and stakeholders.



Camisha Worthy
VP of Human Resources

Camisha is a human resource professional with an MBA from the University of Bridgeport. She is an enthusiastic, results-driven HR Professional and is dedicated to keeping the ‘human’ in Human Resources. Her expertise is in employee relations, employee engagement, counseling, and training of both management and employees. She also specializes in new hire onboarding, developing talent, serving as the support arm of the organization, and implementing HR best practice policies and procedures.



Joseph Pinzon
IT Director

With over 20 years of experience in the IT field, Joseph Pinzon is a seasoned IT Professional specializing in Microsoft server systems, network infrastructure, and virtualization. As the Director of IT at Housing Solutions of New York, Joseph oversees a 750-device network spanning 25 sites, implementing major projects such as creating a virtual environment and establishing a comprehensive SOPs repository. In his previous role at Argus Community, Joseph successfully merged two company networks, implemented redundant connections between sites, and virtualized physical systems. During his tenure at Hudson Guild, Joseph consolidated disparate networks and orchestrated the relocation of network services. Joe has a wide-breadth of IT knowledge that allows HSNY staff to effectively connect digitally amongst each other and the broader public.



Kenya Robinson
VP of Compliance

Kenya Robinson, Director of Compliance, holds both a BS and MS in Social Work from Syracuse University, as well as certificates from Nyack College and the New York State Board of Education. A proud Bronx native, she brings 20+ years of experience in substance abuse counseling, case management, and quality assurance. Kenya is committed to reshaping compliance so staff see it as support, not punishment. She believes training, clear guidelines, and consistent monitoring are essential to true compliance. Known for asking, “Is the system system’ing?” she ensures policies translate into real practice. Hands-on and detail-oriented, she regularly conducts inspections and audits. Kenya is excited to bring her expertise to HSNY to improve processes, strengthen accountability, and help the organization work smarter, not harder.



Cuyler Washington
Controller

Cuyler is a CPA with a B.S. degree in Accounting from Hampton University. He is responsible for internal controls improvement, ad hoc reporting, managing and motivating teams to achieve goals and meet tight deadlines, needs assessments and process improvements, and implementing electronic reporting systems. Prior to joining HSNY, Cuyler worked as Director of the Siegfried Group where he was responsible for financial reporting and analysis, budgeting, forecasting, internal auditing, acquisition and divestiture support, and special project implementation.

Board of Directors



Marilyn Sola Tavarez
Chair

Marilyn Sola Tavarez is one of HSNY's longest serving board members. She is a Business Administration graduate from Iona College with over 10 years of experience as an educator, boasting remarkable success in various roles. As the Director of Saint Anselm's School Extended Care Program, Marilyn oversees operations, develops policies, manages staff, and ensures a safe and nurturing environment for the children. Under her leadership, the program has expanded offerings and enhanced quality, earning praise from parents and administrators. Serving as a Lead Guide for the Bronx Children's Museum, Marilyn inspires and educates children in the STEAM fields, fostering creativity and curiosity. Currently, she holds the position of Senior Motor Vehicle License Examiner at New York State's Department of Motor Vehicle, ensuring compliance with laws and policies while improving efficiency and customer satisfaction. Marilyn takes pride in her achievements and appreciates the opportunities to positively impact the lives of others.



Joshua Crespo
Secretary

Joshua Diaz Crespo is a civically engaged professional with a Master of Urban Planning, Housing, and Economic Development from New York University. Joshua currently serves as the Regulatory Affairs Project Specialist at Con Ed. He excels in regional and community affairs, serving as a liaison with state entities, managing special initiatives, and representing the company at various levels. Joshua has extensive experience through almost every level of government and non-profit. During his tenure at the Mayor's Office of Appointments he was responsible for boards and commissions and as Deputy Chief of Staff at the New York State Assembly he fostered community engagement and represented the Assemblyman at public meetings. With a solid foundation in business administration and a rich background in public service, Joshua is a dedicated professional making impactful contributions to urban planning and community development.



Isaiah Harris
Treasurer

Isaiah Harris is an operational and strategic leader with experience across affordable housing finance, higher education, philanthropy, and national nonprofit organizations. His work focuses on strengthening institutional performance, supporting executive decision-making, and building systems that enable effective teams and long-term organizational health. He is currently Deputy Chief of Staff at the New York City Housing Development Corporation, the nation's largest municipal housing finance agency, and has previously held roles at Columbia University, Blue Meridian Partners, Planned Parenthood, and the Free Library of Philadelphia Foundation, as well as serving as an MBA Fellow at Marsh McLennan. He serves on the board of Housing Solutions of New York as a director and treasurer, and holds an MBA in strategy and leadership from Indiana University's Kelley School of Business and a bachelor's degree from Shippensburg University of Pennsylvania.



Minelly De Co
Board Member

Minelly De Co is an infrastructure leader with 15+ years of experience delivering complex projects across government and the private sector. Her work bridges engineering, policy, and implementation to advance high-impact initiatives that improve people's lives. She most recently served as Special Assistant to the President for Infrastructure Implementation at the Biden-Harris White House, helping deliver the \$1.2 trillion Bipartisan Infrastructure Law. Previously, Minelly was Deputy Director of Infrastructure for New York Governor Kathy Hochul and Director of Capital Projects at the NYC Mayor's Office. She began her career in engineering consulting, contributing to transit, bridge, and facility development and building a strong foundation in technical execution and cross-sector coordination. Minelly holds a B.S. in Civil Engineering from NYU Tandon and an M.S. in Sustainability Management from Columbia University.



Rosita L. Marinez

Board Member

Rosita L. Marinez brings 20+ years of experience in operations, fiscal management, project management, program development, and executive leadership, with a focus on mental health, substance use disorder, HIV/AIDS, and housing. She is the Senior Vice President of Supported Housing at the Institute for Community Living, overseeing the nation's largest OMH-supported housing portfolio with 1,700 units. Rosita has contributed to major initiatives in housing, HIV/AIDS, and workforce development, and is a published, award-winning author in *Latinx/e Social Work Vol. 2*. She has spoken nationally on mental health and housing and mentors emerging leaders through the Supportive Housing Network's RELISH Program. Rosita holds two master's degrees, advanced clinical training, and multiple certifications in leadership, housing development, and compliance, and is deeply committed to expanding equitable access to supportive housing.



Shams DaBaron

Board Member

Shams, dubbed "Da Homeless Hero," knows NYC's homeless system from the inside, having experienced homelessness since the age of 10, even raising his son in the family shelter system toward graduation and a high school diploma. Shams has led the conversation regarding the Lucerne Hotel, designated a temporary shelter during the pandemic, to public outcry. Whether brokering mayoral conversations or detailing the policies and services necessary to support vulnerable New Yorkers, Shams is a relentless advocate, speaking with those directly impacted, elected officials, faith leaders, and anyone who will listen. He's a bridge builder, a strong voice at the table for HSNY, and the accountability watchdog to the city.



Nicole Connell-Clarke

Board Member

With over 25 years of experience in the banking industry, Nicole Connell Clarke has built a distinguished career rooted in strategic leadership, financial expertise, and a strong commitment to community service. She has held senior roles throughout her career, leading major initiatives, optimizing operations, managing risk, and strengthening customer experience, with deep experience in strategic planning, financial analysis, and regulatory compliance. Beyond her professional work, Nicole is deeply committed to giving back and has participated in numerous charitable initiatives and volunteer programs, believing in using her skills to support nonprofit organizations through collaboration and leadership. She holds a bachelor's degree in business administration from Mercy College and has completed professional development in finance and leadership. She is eager to contribute her experience in support of Housing Solutions of New York's mission.

HSNY-Quantified

New Hire Momentum:

+408

Total new hires from 2023-2025

(Average of 34 hires per quarter)

Headcount Growth:

2023
120



2024
97



2025
269

(177% increase from 2024 to 2025)



New Hires

+408

Avg: 34.0/quarter



Date Range: 01/01/2023-12/09/2025

Expansion & New Locations

Welcome Center – Opened September 2025

- Achieved 98% staffing by grand opening
- Successfully onboarded and trained new team members prior to launch

Expanded PLHIV Services. Site – Opened January 2025

- Reached 90% staffing at opening, ensuring operational readiness from Day 1

Operational Improvements

HR Ticketing System Launched – September 2025

- Introduced a centralized system to streamline HR inquiries
- Achieved 24–72 hour response and resolution times
- Increased transparency, tracking, and employee satisfaction with HR support

Staff Training & Development

Launched an expanded catalog of trainings to support staff growth and organizational excellence, including:

- Conflict Resolution & De-escalation Training
- Emerging Leaders Program
- Sexual Harassment Prevention Training
- Performance Management Training
- Ongoing professional development support
- Supervisory Skillset Series

Donors, Partners, and Supporters

Over the course of two decades, HSNY has worked tirelessly to provide the highest quality of support to all our clients. The dedication and support of our individual and corporate donors enhanced HSNY services through numerous initiatives. We were able to provide all our children with toys and backpacks and we expanded food access to our families and the broader community through our Food and Nutrition Services program. **We are grateful to our donors and our countless supporters who partner with HSNY to...**

End Homelessness.



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Innovations

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