



Report to the Community 2022

Turning the Page: A New Era

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Photos / **Jon Reis**: Cover; Staff, p. 2;
Board, p. 4; Ted Woodard, p.5; Yoshiko,
p. 7; Stella and Ali, p. 8; Kathy, p. 9.
SWBR: Founders Way, p. 6. **Ben Carver**,
INHS Director of Manufactured Housing:
Compass, p. 12.

ADMINISTRATION

Johanna Anderson
Executive Director

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Director of Manufactured
Housing

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Relations

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Director of Human
Resources

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Administrative Assistant

Scott Reynolds
Director of Information
Technology

Kristie Snyder
Community Relations
Associate

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Finance Director

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Accounting Associate

Susan Hogben
Accounting Associate

Amber Inman
Accounting Manager

Mayghen Johnson
Finance Manager

Katie Lopez
Accounting Manager

Rose Stutzman
Accounting Manager

Vinessa Tavelli
Finance Manager

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Director of Homeownership

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Project Manager

Griffin Case
Home Repair Specialist

Leslie Debo
Lending Associate

Allison DeGuzman
Homeownership Assistant

Louis Gunn
Senior Project Manager

Patrick Mitchell
Loan Officer

Jason Morrow
Home Repair Specialist

REAL ESTATE DEVELOPMENT

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Director of Real Estate
Development

Leslie Ackerman
Community Housing
Trust Manager

Victoria Neenan
Senior Real Estate Developer

Hillary Opperman
Real Estate
Development Associate

Chau Pham
Project Manager



2023 INHS staff

PROPERTY MANAGEMENT

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Director of
Property Management

Jessica Gambino
Director of Compliance

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Property Management
Associate

Heather Kaufman
Property Manager

Denise Hembree
Property Manager
Founders Way, Breckenridge,
Cedar Creek, Scattered Site

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Sr. Property Manager

Donna Sherwood
Property Manager
Verona Village

Michael Simpson
Property Manager
Glen Lake & Newfield
Garden Apartments

Liberty Urban
Property Manager Associate
Founders Way, Breckenridge,
Cedar Creek, Scattered Site

Danelle Williams
Compliance Specialist

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Facilities Manager

Tina Carlsen
Maintenance Coordinator

Brendan Farrell
Maintenance Coordinator

Diego Kingsley
Maintenance Coordinator

Tyler Rapone
Assistant Facilities Manager

Nicos Smith
Maintenance Coordinator

Brandon Ward
Maintenance Coordinator

Ted Woodard
Senior Maintenance
Coordinator

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Lisa Nicholas

Cooper Sirwatka

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Brendan Wilbur

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Cheers to the Next Chapter

FROM THE EXECUTIVE DIRECTOR – **Johanna Anderson**

Looking back on 2022, I'm struck by what a transformative year it was for INHS. We've emerged from the pandemic as a renewed and invigorated organization, with an entirely new Manufactured Home Community Program, a streamlined and revitalized Homeownership Department, and a roster of new faces that bring fresh energy and vital skills to the organization.

Our Manufactured Home Community Program came to life in 2022, offering a pioneering model of the potential found in this often-overlooked form of affordable housing. We can't wait for the community to see the transformation that's under way at our Compass Manufactured Home Park. 2022 also saw the merger of our Lending and Construction Services Departments into one Homeownership Department, which launched with renewed commitment to offering those in our community a path to home ownership and safe, healthy homes to live in. I invite you to learn more about these dynamic departments as you delve into this report.

I'm incredibly proud of my time here and the work we've accomplished together. I'm proud of our staff and their tremendous commitment. I'm proud of our dedicated Board of Directors; our funders and donors, who are fundamental to our ability to accomplish our mission; and our community, which has supported us for decades.

I'm proud of and inspired by the people we serve. As I take on a new professional role, I will continue to support our staff, the transition to new leadership, and the crucial work that INHS does in our community.

INHS is an enduring institution that will survive far beyond any of us. Together, we are transforming our communities into more vibrant, just, and joyful places to call home.



Cover / Funders, partners, and INHS staff, board, and Founders Way resident gather to ceremoniously cut the ribbon at the newly completed development in the City of Ithaca. (Left to right) Tompkins County Legislator Anne Koreman; Acting Mayor of the City of Ithaca Laura Lewis; HCR Asst. Commissioner Leonard Skrill; Founders Way Resident Stella Avcisoy; Assemblymember Dr. Anna Kelles; INHS Executive Director Johanna Anderson; INHS Founding Member Thys Van Cort.

Our Mission

INHS is dedicated to expanding housing opportunities for low- and moderate-income residents of Cayuga, Chemung, Cortland, Schuyler, Seneca, Tioga, and Tompkins Counties.

It seeks to foster communities that embrace diversity, equity, and sustainability in ways that produce lasting outcomes.

Full Steam Ahead

FROM THE BOARD PRESIDENT – **Jeremy Thomas**

Throughout the years of challenges and the unknown, INHS has consistently remained steadfast in its mission to provide healthy, safe, and affordable housing, proving time and time again its strength, viability, and focus remains. 2022 was no different.

The Board of Directors is proud to say the organization is on a path of steady growth and stability with a team of leaders, innovators, and inspiring professionals who are proud of their work and the impact of an organization that is constantly forming new ways to ensure their neighbors have a place to call home.



2022 brought us many projects and accomplishments to be proud of. The completion of a new 75-unit development in the heart of Ithaca, Founders Way; the approval to begin construction in 2023 on a years-long project in the making in Trumansburg, Village Grove; and the new Manufactured Home Community Program with the purchase of Compass, which has begun upgrading and adding park-wide infrastructure and amenities, and replacing dilapidated abandoned units with new high-quality homes.

As we prepare for the departure of Executive Director Johanna Anderson, please know that she leaves INHS in a strong position for continuous growth and community impact, and we are incredibly grateful. The Board of Directors is undeniably confident in INHS leadership and staff to ensure a smooth transition and continued organizational success so we can continue the important work of INHS and project its mission forward.



2022 INHS Board of Directors

(Back, left to right) **Nicole Carrier-Titti, Lacey Lent, Michael Cannon, Jeremy Thomas, Johanna Anderson** (Executive Director), **Thys Van Cort, Cooper Sirwatka, Denise Malone**
(Front, left to right) **Lisa Nicholas, Ellen Morris-Knowler, Rachel Lampert, Julee Johnson**
(Not pictured) **Maureen Abbott, Brendan Wilbur**

2022 Financial Summary

CONSOLIDATED STATEMENT OF FINANCIAL POSITION • As of December 31, 2021 and 2022

summary
FY
2022

Assets	2021 All Funds (Includes Operating)	2022 All Funds (Includes Operating)	2022 Operating Fund
Cash and Equivalents (Unrestricted)	4,396,478	5,350,769	196,221
Cash and Equivalents (Restricted)	1,585,476	1,369,805	501,598
Real Estate tax escrow	19,695	18,734	
Reserve for capital improvements	226,584	302,470	–
Reserve for operations	530,869	533,947	533,947
Accounts receivable/ prepaid	3,053,661	3,249,450	498,957
Pre-development costs	2,112,770	2,548,275	–
Loans receivable	9,092,215	8,855,597	–
Notes receivable	15,059,157	15,453,886	–
Accounts receivable-long term	4,133,649	4,593,834	–
Investment in subsidiaries, net	779,628	867,500	–
Construction In Progress	1,567,757	2,538,734	–
Fixed Assets(Buildings, Office Equip)	6,881,787	7,374,380	418,372
Total Assets	49,439,726	53,057,381	2,149,095
Liabilities and Net Assets			
Accounts Payable & accrued liabilities	2,506,796	3,853,596	113,838
Mortgages and loans payable	5,387,800	5,711,796	–
Other Liabilities	69,136	78,739	78,739
Total Liabilities	7,963,732	9,644,131	192,577
Net Assets			
Without Donor Restrictions- Unrestricted	34,402,031	36,907,640	920,973
Without Donor Restrictions- Board Designated	757,453	836,417	533,947
With Donor Restrictions	5,586,799	4,859,082	501,598
Total Net Assets	40,746,283	42,603,139	1,956,518
Total Stockholder's Equity, net	729,711	810,111	–
Total Liabilities and Net Assets	49,439,726	53,057,381	2,149,095

The consolidated financial statements of Ithaca Neighborhood Housing Services (INHS) include financial activities of INHS and its affiliates INHS CDFI LLC, NHS Housing Corp., INHS Breckenridge Inc., INHS Stone Quarry Inc., INHS Hancock Inc., INHS Poet's I & II, and Cayuga Flats Inc. Copies of the audit report and the complete financial statement is available for inspection at INHS, 115 W. Clinton Street, Ithaca, NY 14850. 607-277-4500.



Staff members Jessica Gambino and Leon Holden pose in front of 210 Hancock during a staff clean-up day.



INHS staff member Ted Woodard at the ribbon cutting ceremony of Founders Way.

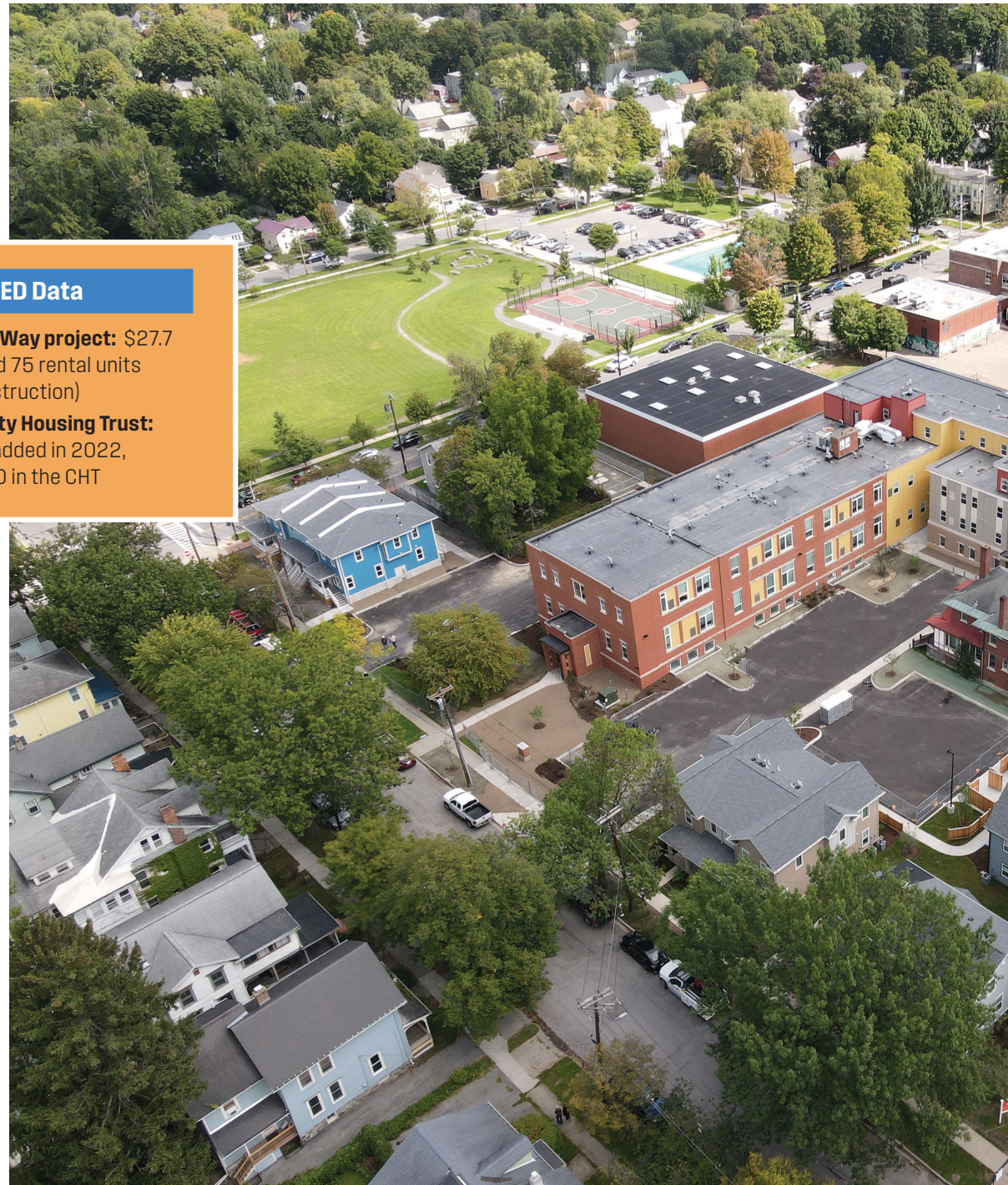
Real Estate Development

2022 was a momentous year for the Real Estate Development department, as it marked the completion of the Founders Way project. This reimagined former school site was designed to meet high-priority community needs, offering a vibrant mixed-use development of 75 rental units, townhomes, and nonprofit space in the heart of Ithaca. Funders, partners, INHS staff and board members, neighbors, and residents came together at a celebratory ribbon cutting in November to thank those who made the project possible and tour the newly completed development. Now fully occupied, Founders Way has become a bustling, diverse mini-neighborhood, with easy access to schools, shops, and public transportation.

2022 also marked a milestone for INHS's Community Housing Trust (CHT), which brought its 70th property to market. The CHT enables households of modest income to become homeowners through a shared-equity model — the homeowner purchases the house, while the Housing Trust owns the land, leasing it to the homeowner for a small monthly rent. Since 2009, this permanently affordable housing has benefited 90 households, as 20 of 70 homes have changed hands.

2022 • RED Data

- ▶ **Founders Way project:** \$27.7 million and 75 rental units (new construction)
- ▶ **Community Housing Trust:** 7 homes added in 2022, totaling 70 in the CHT



Aerial view of Founders Way



Yoshiko Hogg First-Time Home Buyer

A mother of three working full-time and attending graduate school online, Yoshiko found herself unable to access stable housing for her family after her divorce. She knew that buying a home was a smart financial move, but she believed homeownership was out of reach on her single income.

“It’s life-changing”

As a second-language English speaker and immigrant who has faced discrimination, she found the complexities of homebuying and financing challenging to navigate as well.

When a friend recommended INHS, Yoshiko eagerly signed up for home-buyer education classes. Director of Homeownership Delia Yarrow steered her through the process, offering encouragement at every step. With the aid of down-payment and closing-cost assistance from INHS, Yoshiko and her youngest son moved into their new home in early 2022.

“I never thought I could buy a house,” Yoshiko shared. Owning her own home has brought her a newfound sense of security. “It’s like a big weight off. It’s life-changing.”

Property Management

2022 was a year of revitalization for INHS's largest department, with two co-directors and a slew of enthusiastic and talented new team members joining the organization to manage our roster of nearly 575 rental units scattered across three counties. Our team of property managers and maintenance staff

perform critical roles, ensuring that renters have access to clean, safe, high-quality properties.

This year, newly hired property managers jumped in to assist with the launch of Founders Way. The lease-up of the 75-unit property offered an exceptional hands-on training opportunity to learn skills that staff have now taken to several other rental locations.

Our property maintenance team reinvented itself this year as well, dividing into two crews — one

focuses on readying vacant apartments for new residents, while the other works to keep properties in tip-top condition through essential maintenance and timely repairs. The fleet of INHS trucks and vans is a familiar sight throughout Tompkins, Seneca, and Schuyler Counties, as our capable staff shuttles wherever they are needed.

2022 • PM Data

- ▶ Own or manage 574 units in 75 buildings in 32 locations in Tompkins, Schuyler, and Seneca Counties
- ▶ 13 commercial spaces
- ▶ Served 1,084 people with a median income of \$11,000
- ▶ 235 new rental units in development



Stella and Ali Avcisoy Founders Way Tenants

When Stella and Ali learned that INHS's Founders Way project included supportive housing for Racker clients, they knew it was where their family needed to be. Stella and Ali now live in an INHS townhouse with their young adult son, John, a Racker services recipient, right next door in the Founders Way apartment building. The arrangement has kept their family connected while supporting John's independence. "We are much more stable now," says Stella. "We have a safety net."

"INHS kept our family together. Their work matters."

For the Avcisoy family, living at Founders Way means connection with the larger community as well. "We just love being downtown," says Stella. "We're very community-minded, and INHS is very community-minded... it's a good fit for us."

Homeownership

In 2022, INHS fused its lending and homeownership preservation departments into one renewed, streamlined department, which promotes homeownership in the region through the twin missions of helping people purchase their first homes and aiding with projects to ensure that homes continue to meet the needs of their owners.

As the cost of homeownership climbs in our region, INHS works to connect buyers to sources of down-payment assistance and offers a comprehensive homebuyer education program of classes and one-on-one counseling.

Graduates of the program report not only feeling more confident in their ability to purchase a home, but also that their overall financial health is strengthened.

The beating heart of the program, and of INHS as an organization, is our Minor Repair Program, which provides urgent home repairs and accessibility improvements to low-income families, seniors, and people with disabilities. Whether it's installing a wheelchair ramp, securing wobbly railings, replacing dangerously worn flooring, or simply adding functional smoke detectors, the work of the Minor Repair Program is lauded by clients as improving their quality of life and promoting their health and independence.

2022 Homeownership Data

- ▶ **Lending:** Closed 47 purchase loans serving 75 people, closing over \$550,000 in loans
- ▶ **Home Buyer Education:** 565 households took an INHS education course or participated in one-on-one counseling
- ▶ **Major Home Repair:** Closed 23 rehab loans, serving 38 people, closing nearly \$350,000 in loans
- ▶ **Minor Repair Program:** 148 people with a median income of \$23,000 received free repairs

Kathy's Story Safe and Independent

Kathy moved to a manufactured housing community in Ithaca after deteriorating vision left her isolated in her previous rural home.

A former cab driver, she enjoys living closer to her son, stores, and other amenities, while working part-time in taxi dispatch. After two hip replacements, however, she struggled to climb the steps to her home and found it difficult to navigate the bathtub.

A neighbor recommended INHS's Minor Home Repair Program, which built Kathy a ramp for easi-

er access to her home. Indoors, INHS remodeled the bathroom to include a walk-in shower complete with safety grab-bars. "It's so much better. All I have to do now is just walk in," she shared. "I feel a lot more secure."

The improvements to Kathy's home ensure that she can live independently for longer. "I would recommend INHS to anybody," Kathy said. "They were so good to me... I've worked all my life, and it's wonderful that INHS helps people that are my age."

"My home feels safer. Much safer. INHS helped me so much."



Our success is thanks to you!

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Staff, INHS Board of Directors, partners, funders, donors, and residents gather to celebrate the opening of Founders Way.



Ithaca Fest: Staff, family, and friends unite for the first time since 2019 to participate in the annual Ithaca Festival parade.

Manufactured Home Community Program

Compass Manufactured Home Park launched in 2022

Manufactured housing provides many in our region with an affordable path to homeownership, but the current business model is rife with opportunity for exploitation, from outright closure of parks to make way for more lucrative development to profit-driven lot rent and neglect of maintenance and services.

2022 - MHC Data

- ▶ **Budget:** \$7,000,000
- ▶ **Pads:** 151

in 2021. Compass, a 151-pad manufactured-home community, straddles

the Tompkins-Seneca County line on the outskirts of Trumansburg. The 51-year-old development had fallen into disrepair under its former owners, and INHS has begun upgrading and adding park-wide infrastructure and amenities and replacing dilapidated, abandoned units with new high-quality homes.

Our goal is to develop, restore, and improve manufactured-home communities throughout our service area, protecting this regional affordable housing resource. Compass is one of only two manufactured-home parks in New York State that is owned by a nonprofit, putting INHS at the forefront of pioneering a sustainable manufactured-home park business model that benefits both owners and residents.

