

NeighborWorks®
CHARTERED MEMBER



Report to the Community 2023



INHS

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.

ADMINISTRATION

Kate G. de la Garza
Executive Director

Ben Carver
Director of Manufactured Housing

Justina Fetterly
Director of Community Relations

Scott Reynolds
Director of Information Technology

Danielle Gould
Administrative Assistant

Hillary Opperman
Operations Manager

FINANCE

Patricia Paolangeli
Director of Finance

Amber Compton
Accounting Manager

Jane Freebern
Accounting Associate

Mayghen Johnson
Finance Manager

Katie Lopez
Accounting Associate

Vinessa Rollins
Finance Manager

Rose Stutzman
Accounting Manager

Front cover: **INHS staff gathers for a group photo in May 2024.**
Photo: Jon Reis

HOMEOWNERSHIP

Delia Yarrow
Director of Homeownership

Heather Boob
Project Manager

Griffin Case
Senior Home Repair Specialist

Leslie Debo
Loan Associate

Louis Gunn
Senior Project Manager

Amber Inman
Homeownership Assistant

Patrick Mitchell
Loan Officer

Corey Puckett
Home Repair Specialist

REAL ESTATE DEVELOPMENT

Lynn Truame
Director of Real Estate Development

Leslie Ackerman
Community Housing Trust Manager

Victoria Neenan
Senior Real Estate Developer

Chau Pham
Real Estate Project Manager

PROPERTY MANAGEMENT

Jessica Gambino
Director of Compliance



INHS staff poses on the Marc Leathers Playground outside of the INHS headquarters in Ithaca.

Photo: Jon Reis

Chelsey Miller
Director of Property Management

Denise Hembree
Property Manager

Heather Kaufman
Property Manager

Jessica Kwiatkowski
Senior Property Manager

Logan Lincoln
Property Manager

Donna Sherwood
Property Manager

Michael Simpson
Property Manager

Liberty Urban
Property Manager

Danelle Williams
Compliance Specialist

MAINTENANCE AND FACILITIES

Dylan Mier
Facilities Manager

Len Carlsen
Facilities Coordinator

Tina Carlsen
Facilities Coordinator

Brendan Farrell
Facilities Coordinator

Diego Kingsley
Facilities Coordinator

Tyler Rapone
Assistant Facilities Manager

Nicos Smith
Facilities Coordinator

Thomas Swartout
Facilities Coordinator

Brandon Ward
Facilities Coordinator

Ted Woodard
Senior Maintenance Coordinator

BOARD OF DIRECTORS

Jeremy Thomas, President

Julee Johnson, Treasurer

Denise Malone, Secretary

Maureen Abbott

Michael Cannon

Nicole Carrier-Titti

Cris Donovan

Lacey Lent

Lisa Nicholas

H. Matthys Van Cort

Brendan Wilbur

Steve Woods

New Beginnings

FROM THE EXECUTIVE DIRECTOR,
Kate G. de la Garza



As I reflect on my first several months with INHS, I am continually struck by not just the breadth of our community development impact, but also the deep commitment and dedication with which we undertake all that we do here.

During recent meetings with residents and community members, I have been describing the various INHS business lines as foundational to the communities that we serve. No matter where you are in life, we want to meet you where you are at.

Whether exiting homelessness to a new rental apartment; taking a class on how to prepare for homeownership; becoming a first-time homebuyer; or, needing an emergency repair to your existing home, INHS is here for you.

As we approach our 50th anniversary in 2026, our goal is to reflect on the impact the organization has not only had on the community, but the impact the community has had on the organization. Join us as over the next two years, we dive deep into reflection and how we can continue to work together to shape the future.

Without the support of our Board, staff, funders, donors, and communities we serve, INHS and the thousands of people we help access affordable housing each year wouldn't be possible.

2023 Annual Report

FROM THE PRESIDENT,
Jeremy Thomas



2023 was a year of transition for INHS. In June, we said goodbye to our fearless leader, Johanna Anderson, and named Patricia Paolangeli, INHS veteran and current finance director, as acting executive director while the Board of Directors and Search Committee worked tirelessly to identify a replacement.

When the Search Committee came across Kate de la Garza, it quickly felt like the right fit. With twenty years of community-based affordable housing development and finance experience, they were placed at the top of our list. We are so grateful that Kate so eagerly agreed to become the next INHS executive director and began their tenure on January 2, 2024.

The Board would like to extend its sincere thanks to Patricia Paolangeli. With over 26 years of service to INHS, Patricia's expertise and knowledge proved critical in ensuring a smooth transition of leadership. And also, thank you to the INHS staff whose tenacity to keep the organization moving forward so effortlessly was remarkable.

On behalf of the Board, I commend you, our funders, donors, partners, and community members for supporting Kate's arrival into the community. We look forward to the next chapter at INHS!



Building Sustainable Communities

Sustainability is a core value at INHS, and develops housing that consistently exceeds industry green building standards, including 85 units that are certified as LEED Platinum, 93 as LEED Gold, and 77 as LEED Silver. The remainder of INHS-developed housing units are built to meet or exceed, a variety of other green-building certification requirements.

In 2023, INHS received the Community Climate Champion Award by the U.S. Green Building Council® (USGBC®). The recognition is given to a group that demonstrates exceptional and unique solutions that address carbon neutrality and the climate crisis.

VILLAGE GROVE INHS began construction on its greenest project to date, Village Grove, in October 2023. The \$26 million development in the Village of Trumansburg is a residential mixed-use, mixed-income project on a nineteen-acre parcel of land.

It will consist of nine market rate lots, ten affordable for-sale townhomes to be sold into the INHS Community Housing Trust, and 46 rental units. The project also includes a new facility for the Trumansburg Community Nursery School.

Village Grove will be one of the first affordable housing developments in upstate New York to attain Passive House certification and utilize ground source heat pumps, and plans to achieve NetZero through the purchase of off-site community solar. It has also been named a Phius Design Certified Project.

Revitalizing Neighborhoods

INHS takes great pride in renovation projects that revitalize properties and neighborhoods. Currently, there are two projects underway to support healthier and safer places to call home for our communities.

VERONA VILLAGE Verona Village in Ovid, NY, a 46-unit senior housing property acquired by INHS in 2020. The property, built in the 1980s, is undergoing a \$10 million renovation. Renovations include replacement of all heating and ventilation systems with electric air-source heat pumps; replacement of insulation, siding, and roofs; expansion of the kitchens and remodeling of the bathrooms to increase accessibility for tenants with a mobility impairment; all new cabinets, fixtures, lighting, and flooring; and site improvements including new patios for each unit and a common gazebo. The first phase is complete with full completion scheduled for August 2024.



COMPASS Compass is INHS's first manufactured home community. INHS purchased the 51-year-old development in 2021 with the intention to overhaul its infrastructure, add amenities, and replace dilapidated, abandoned units with new high-quality homes. Completion for the \$7 million project is set for June 2024.



KT: “INHS reflect my values”

KT never imagined that motherhood would put her housing at risk. But when she disclosed her pregnancy to her landlord, the response was an illegal eviction. Too overwhelmed to fight, she moved several times with her baby until she was able to find stable housing – a renovated INHS apartment building in downtown Ithaca.

As an immigrant, KT doesn’t have local family support, so reliability is important to her. “I’m a single mother with a low income, so I feel quite alone,” she explains. “But having an agency that is very solid as an organization and knowing that people who work there are very supportive and kind just gives me a huge comfort.” KT is grateful for the stability that INHS housing has brought her family.

“When the housing situation is rocky, everything gets rocky,” she says. “Having a safe place and comfortable place to live, it’s really huge.”

To preserve KT’s privacy, this photo is a representation of our client.



Donna & Mason: “Life or death” support

After cancer and other health problems struck the Gilberts, they found themselves falling behind on home repairs. Their entry stairs had deteriorated to the point that they could no longer host their young granddaughter or other visitors.

The couple tried to shore up the crumbling stairs, but after Donna slipped, she’d had enough.” “We’re not people that like to ask for help – we’re more the people that give the help,” she explains. She’d seen various INHS projects in the community, so she applied for the Minor Repair Program. INHS was able to rebuild the steps with a special design with shorter stair heights to help minimize Donna’s arthritis pain.

“We have good sturdy steps, and they just look beautiful,” Donna says. “It matters a lot for our dignity.” Mason adds, “It was life or death for us. I don’t know how else you’d put it.”



Sam

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In 2023, INHS: Provided a safe, stable home to over 1,000 people with a median income of \$12,000 in our 650 rental units. ■ Made 123 free loans with a median income of \$31,000. ■ Offered over \$628,000 in support to first-time home buyers, empowering 33 households to purchase homes.



Samira: “So happy with my own home”

Samira rented multiple INHS apartments as her family grew. But she yearned for a space of her own. A single mother working as a housekeeper, she doubted homeownership was possible. But when she saw a “For Sale” sign on the INHS townhomes at Founders Way, she stopped to investigate.

Several months later, with INHS’s Homeownership Department guiding her, she purchased a townhouse. “I love the place,” she shared.

A native of Morocco, Samira describes her life as “simple ... I take care of my kids, work, take care of my bills.” Now, that life includes a new sense of security for her family.

“I’ve done something important for me and for my girls,” she said. Something I still don’t believe – I got my own home.”

free home repairs for 103 seniors and people with disabilities, and homes with down-payment assistance of up to \$20,000.

Empowering Neighbors + Preserving Home

INHS promotes homeownership in the region through helping people purchase their first home, educating them on how to purchase a home and maintain them after purchase, and aiding with projects to ensure that homes continue to meet the needs of their owners.

This is done through down payment assistance programs that offer up to \$20,000 to eligible first-time home buyers, one-on-one counseling, home buyer education classes, and the Minor and Major Repair Programs that help homeowners preserve the integrity and safety of their homes.

In 2023

45 first-time home buyers

32 home rehabs

123 free home repairs

210 households took a home buyer education course

262 households participated in one-on-one counseling



Power of Community

INHS is incredibly grateful of its staff and board, partners, donors, and community members who turn up for INHS in a variety of ways, whether it's through volunteerism, donations of materials or funds, or the power of sharing positive stories and interactions with INHS.

This past year, INHS hosted a Fall Volunteer Cleanup. Over twenty people devoted their time to weeding, cleaning up litter, removing brush and debris from properties, and planting flowers. In total, over 40 hours of service were donated to make sure INHS properties were beautified. On Giving Tuesday, a global day of giving the Tuesday after Thanksgiving, sixteen donors raised \$1,100 in one day to support the heart of INHS's mission, the Minor Repair Program. The program provides free health and safety repairs and upgrades to homeowners aged 60 and over and those with disabilities. The funds raised covered the cost of a wheelchair ramp installation for a client.



Donor Funding Proves Life-Changing

When the Simmons family sought state modification assistance to install a needed wheelchair ramp on their home in the Compass Manufactured Home Community, they

were denied due to the condition of the home. While INHS is working to assist with major repairs to the home in the future, the family couldn't wait for a ramp. Their ability to safely enter and exit their home depended on replacing steps with a more accessible means of entrance.

Many low-income homeowners face the challenge of being unable to afford upkeep or repairs to their homes. And, once a home is in a dilapidated condition, it can be difficult to secure grant funding aimed at smaller issues. For homeowners who may need modifications to continue aging in place, that can leave them with few options.

INHS stepped in to solve the problem for the Simmons by using generous donor funding from the Community Foundation of Tompkins County and the Legacy Foundation to purchase and install a sturdy, portable aluminum ramp. When major repairs are made in the future, the ramp can easily be disassembled and reinstalled, ensuring access for years to come.

“This work matters,” said INHS Director of Homeownership Delia Yarrow. “We are thrilled to be able to offer such a life-changing improvement for these neighbors.”





Shaping the Future

In June 2023, INHS said goodbye to Johanna Anderson, INHS executive director since 2017. The Board and a Search Committee began its search for her replacement and identified Kate de la Garza as the organization’s next leader. Kate, a seasoned community development professional, with over 20 years of community-based affordable development and finance

experience, started their tenure at INHS in January 2024, and has quickly become acclimated with INHS.

Kate’s focus has been getting to know staff, neighbors, and community members while diving headfirst into shaping INHS’s future endeavors.

Kate G. de la Garza, new INHS executive director
Photo: Ithaca Times/Ken Waterhouse



Founders' Way
Honoring the individuals and institutions that founded Ithaca Neighborhood Housing Services, Inc. September 24, 1970

| | |
|------------------------------------|--|
| Larry Beyer | Randy Marvita (First National Bank) |
| Claude Coleystone | Marcelle Myers (Citizens Saving Bank) |
| Mary Franklin | Richard Oberster |
| James Gibbs | Harwood Richardson |
| William Hestler (Cornell) | H. Mathias Van Court (City Planning Dept.) |
| Thomas Hoard (City Building Dept.) | Raymond Van Houcke (Thompson Trust Co.) |
| Margaret Jones | Grady Walker |
| Walter Kramer (First Federal Bank) | Executive Director: Arthur Piazza |



On the Horizon

We are looking forward to what 2024 and beyond has in store! INHS currently has 247 rental units in development and 19 homes in the Community Housing Trust pipeline. This growth equates to more resources, and more ways to meet our mission in the years to come.

2024 will also bring the (near) completion of Village Grove in the Village of Trumansburg and Wheat Street Apartments in the Village of Cayuga, and the complete revitalization of

Compass Manufactured Home Community and Verona Village. Our homeownership team will be focusing on expanding the Minor Repair Program into Tioga County, and accessing more funds to help hopeful home buyers purchase their first home. We will also be busy preparing to celebrate INHS’s 50th anniversary in 2026!

A huge thank you to our staff for their continued dedication, support, and hard work. None of this is possible without you!

2023 Data

650 rental units in Schuyler, Seneca, & Tompkins Counties

247 rental units in development

19 CHT homes in the pipeline

Our success is thanks to you!

\$10,000 and above

Anonymous
Bank of America Charitable Foundation
Community Foundation for South
Central New York
Cornell University
Ed and Robin Dubovi
KeyBank Foundation
Catherine Penner †
Tioga Downs Regional Community
Foundation
Tompkins Community Bank

\$5,000-\$9,999

Community Foundation of Tompkins
County
Kammen Family Fund of the
Community Foundation of
Tompkins County
Hamilton Stern Construction
HOLT Architects, P.C.
Carol Kammen
Lane Family Fund
Legacy Foundation of Tompkins County
M&T Bank
The Helen T. Howland Foundation

\$1,000-\$4,999

Anonymous
Johanna and Kurt Anderson
Byrnes Family Fund of the Tompkins
Charitable Gift Fund
In memory of David W. Sprague
Carol Chock and Paul Mazzarella
Chris Corrigan
Jonathan Culler and Cynthia Chase
J. Cutting
Donna Fleming and Rick Kaufman

monthly donor
† volunteer

David and Sally Grubb
Insero & Co. CPAs
Karl Kremling and Joo Hyun Im
David Squires and Rachel Lampert
In honor of INHS' amazing staff
Laura Lewis and Kevin Murphy
Dr. Daniel Peter Loucks
Kenneth McClane and Rochelle Woods #
Patrick and Patricia Paolangeli #
In memory of David W. Sprague
Ritchie Patterson and Lawrence Gibbons
#Vickie and Rahn Pitzer
Pursuit Foundation
T. Merrell Shipherd Flexible Fund
T.G. Miller, P.C. Engineers and Surveyors
Kim Depew
Tompkins Charitable Gift Fund
United Way of Tompkins County
Maurice and Steffi White

\$500-\$999

Anonymous (2)
Paul Feeny and Mary Berens #
Kathleen Rasmussen and Brian Chabot
Hancock Estabrook, LLP
David and Stephanie Herrick
Heveron and Company, CPAs
Ann Hoffman and Brian Heltsley
Bill and Carol Klepack
Lynn B. Leopold
Ann McAdams
Philip and Mary Lu McPheron
Craig and Paula Miller
In memory of David W. Sprague
Mary Beth Norton
Zev Ross
David and Lesli Sagan
Keith Sanders #
Kirk Sigel and Beth Ahner
SWBR
Chuck Tauck and Fran Littin
Joe and Marney Thomas
Tompkins Today and Tomorrow Fund

\$250-\$499

Anonymous (2)
Maureen Abbott †
Nina Bassuk and Peter Trowbridge
Cargill
Judy Hyman and Jeff Claus
Robert and Michelle Delaney
David Fernandez and Elizabeth Lawson
Carl Feuer and Carol Cedarholm
Steve and Carla Fontana
Bradley and Mary Grainger
William and Maggie Guerrero
Ronald and Rebecca Harris-Warrick
Carman and Sandra Brink Hill Fund
of the Community Foundation of
Tompkins County
Eva and Roald Hoffmann
Lisa Holmes and Sally Ryan
Howard Hanna Real Estate
Isabel Hull
Julee Johnson †
In honor of Patty Paolangeli
Judith Jones
Bruce Lauber and Andrea Lachance
Peter and Scobie McClelland
Jonathan Ablard and Lisa Nicholas †
Max J. Pfeffer
Martha and Steve Robertson
In memory of David W. Sprague
David and Susan Ruppert
Harry Shaw and Judy Jensvold
Robert R. Sprole II
SRF & Associates
Roger Stern and Carmela Merlo
Pamela and Robert Swieringa
Lori Yelensky

\$101-\$249

Anonymous (2)
John Abel
Barbara Adams
Max Pensky and Katherine Anderson
Martha Armstrong and Lois Levitan †

Arnold Printing Corporation
Allen Back and Birgit Speh
Shelley Blackler
James Breslin
Christina Brown
Spring Buck and Alan Midura
Mary and Santo Camobreco
City Club of Ithaca
Susana and Royal Colle
G. Walton and Jean S. Cottrell
Ann DiPetta †
In memory of David W. Sprague
Cristine and Chuck Donovan †
Helene Moran Eberts
In memory of Paul R. Eberts
Carole Dennis and John Efroymson
Lisa M Everts
Justina and Joe Wallitt †
John Forester
Patricia and Bill Foster
Dr. Carla Golden
Louis and Norma Gunn
Ellen Z. Harrison
Keith and Martha Hjortshoj
Mary Kane
Peter and Mary Katzenstein
Danny Fox and Karen Knudson
Dr. David and Susan Kramer
Elizabeth Kreitinger and Wade
Simmons
Aaron Kueck
Jennifer Loucks
Denise Malone †
Heather McDaniel
Tammy McMillen
In memory of David W. Sprague
Alice Moore and Robert Smith
Ellen and Jim Morris-Knower
Jane Mt. Pleasant
Anne Neiryneck and Ken Birman
Eileen Percevault
Sue C. Perlgut
Thomas Rishel
Nancy Robbins
Wendy Robertson and Douglas Antczak

Gordon Rowland
Tanya R. Saunders
Lee Newhart
Laura Taylor and Scott Nissenson
In memory of Shirley Smith
Janice Thies and Mark Cushing
Jeremy Thomas †
Thys Van Cort and Elisabeth Prentice †
Vertex Foundation
Justina and Joe Wallitt
James and Margaret Webster
Brendan Wilbur †
Steve Woods †
Ruth Yarrow
In honor of Delia Yarrow and Anngel
Delaney
Joel and Cathy Zumoff

up to \$100

Anonymous (16)
In memory of David W. Sprague
David and MaryAnn Albonesi
Amazon Smile
Mark Dewitt
Franklin and Harriet Becker
In memory of David W. Sprague
Lynda Bogel
Heather Boob and Sybil Conrad
Joe Bowes
George Boyer and J. Lee Millman
Susan and Ken Brown
Monica Burke
Michael and Michelle Cannon †
Marvin and Patricia Carlson
Regina Carpenter
Dr. & Mrs. Gerald R. Carrier
Carrie Coates Whitmore
Amber Compton
Caroline and Edward Cope
Lisken and James Cordes
Joe Cummins
Deborah Dawson
David Delchamps
Sylvia Dickinson

Jeanette Ecker
 Jayne Ellis
 Josephine Ennis
 Steve Fast
 David Feldshuh and Martha Frommelt
 Shelly Fetterly
 Mary Grant
 In memory of Henry Granison
 Tom Gudeman
 Hirasuna-Hunter Family
 Margaret Hobbie and Roger Haydon
 Dan Hoffman
 Steve Hoffman
 Susan Hogben
 In honor of Paul Mazzarella
 David Holmberg and Kathryn March
 Erin Hudak †
 Robert and Mary Hutchens
 Karen Hwa and Richard Keller
 Susan and John Jaquette
 Mayghen and Mitchell Johnson, Sr.
 Sarah L. Johnson
 Audrey Kahin
 Jonathan Kanter
 Mary Kenyon
 Evan Kopelson and Rae Ostman
 John and Kathleen Kramer
 Kathleen Kramer
 Amy Kremenek
 Tonia Landon
 Eric Levine
 Irene Liu
 Caitlin and Jamie Loehr
 Randall B. and Terry Marcus
 In memory of David W. Sprague
 Peter William Martin
 Nanci McCraine
 George McGonigal Landscaping
 In memory of Lorna McGonigal
 Stacy McNeil
 Nina Miller
 Joyce Morgenroth and Gerold Wolfe
 Roberta Moudry
 Elizabeth and Tim Mount
 Ducson Nguyen

Jerome and Barbara Nosanchuk
 Stanley O'Connor
 Margaret Hammond and John Oakley
 Missy Park †
 Arthur and Kathryn Pearce
 Quinn-Jacobs Family
 Mary Raddant Tomlan
 Andrew and Nancy Ramage
 Bob Riter
 Sue Robinson
 Vinessa Rollins
 In memory of Valerie Crispell
 James Rothenberg and Mariana Wolfner
 Neil Saccamano
 In memory of David W. Sprague
 Tim Seeler
 Phoebe Sengers
 Betsy Shrier and Alphonse Pieper
 Michael and Karen Shuler
 Mike Sigler
 Michael and Sandra Simkin
 Robert Slocum
 Frank and Cheryl Smith
 Daphne Sola
 David W Sprague*
 Zeb and Lacey Strickland
 Joanne Sturgeon
 Jeffrey Strecker
 David Shmoys and Eva Tardos
 Jennifer Tavares
 Patty Mahool Thayer
 In memory of Anna Mahool
 Jo Todd
 Joanne Trutko and Christopher Carey
 Lula Tucker
 Orlando Turco
 Sharon and Richard Turecek
 Carol Tuttle
 Curtis and Amanda Ufford
 Liz Walker
 Whitham Planning Design Landscape
 Architecture PLLC
 Vicky Wu
 Jacob Yale
 Paula and Victor Younger

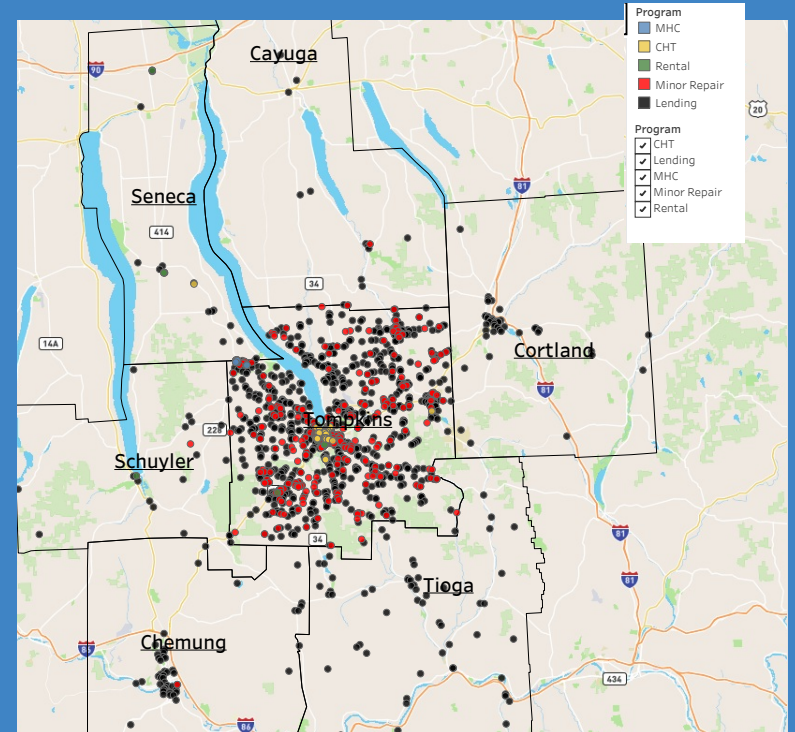
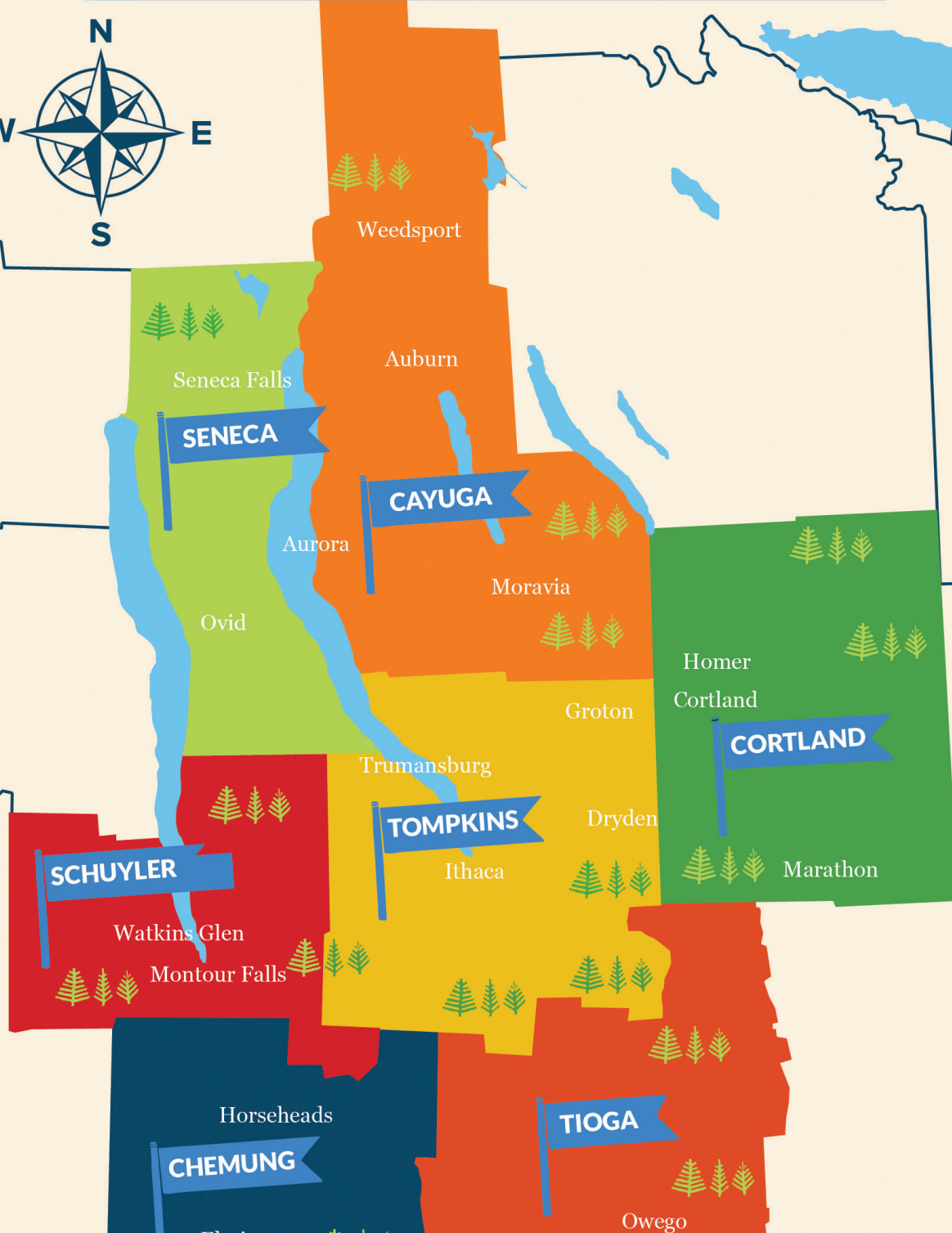


INHS Financial for Audit Report

| ASSETS | OPERATIONS | ALL FUNDS |
|---|------------------|-------------------|
| Total Cash & Equivalents | 1,052,663 | 5,887,612 |
| Total Acc. Receivable | 644,511 | 1,625,112 |
| Total Loan & Note Receivables | - | 25,204,702 |
| Total Construction in Progress | - | 2,039,238 |
| Total Fixed Assets-Net | 356,496 | 5,680,094 |
| TOTAL ASSETS | 2,053,670 | 47,223,402 |
| LIABILITIES & NET ASSETS | | |
| Total Accounts Payable | 249,107 | 2,177,500 |
| Total Other Liabilites | 81,712 | 81,712 |
| Total Long-Term Liabilities | - | 2,973,105 |
| Total Net Assets & Equity | 1,722,854 | 41,991,085 |
| TOTAL LIABILITIES & NET ASSETS | 2,053,670 | 47,223,402 |

Complete financial statement is available for inspection at INHS, 115 W. Clinton St., Ithaca, NY 14850 607-277-4500

The INHS Service Area



INHS's impact since it was founded in 1976. Thank you to everyone who has made this possible!