

35

35 Years of Exemplary Service in New York City



URINNYC[®]
Urban Resource Institute

2015 Annual Report



Urban Resource
Institute's (URI) mission
is to provide quality,

compassionate, and innovative
client-centered services to victims
of domestic violence and other
vulnerable populations so that they
may lead the safest and fullest
lives possible.

URI's hands-on programs for victims
of domestic violence and the
developmentally disabled are
specifically tailored to meet the
needs of the individual, while our
advocacy and community outreach
initiatives advance social change
and build wider visibility and
support for the issues that have an
impact on our clients' quality of life
and New York's urban communities.

Programs and Services

URI DOMESTIC VIOLENCE PROGRAMS

As one of the largest domestic violence (DV) shelter providers in New York City with 500 beds, URI operates a 24-hour emergency hotline and five DV shelters (four emergency shelters and one transitional facility) with separate apartment-style accommodations for individuals and families—a welcoming, secure, healing environment that helps victims and their children recover from trauma and abuse. URI's clients receive a full spectrum of support services including individualized assessment, counseling and referrals.

URI'S PEOPLE AND ANIMALS LIVING SAFELY (URIPALS)

In working with victims of domestic violence, URI identified a great need for domestic violence shelters that accept animals. In response, URI developed URIPALS—People and Animals Living Safely—the first and only co-sheltering program in New York City and one of few offered nationwide, which houses families and pets together, preserving the welfare and safety of all. Since its launch in May 2013 through December 2015, URIPALS has housed 47 families with 40 cats, 20 dogs, 6 turtles and 1 fish.

WORKING INTERNSHIP NETWORK (WIN)

Since 1998, the WIN program has provided URI's domestic violence shelter residents with vital financial literacy programs, as well as computer and job skills training, securing internships for shelter residents in a variety of work settings. In 2015, 63 domestic violence survivors participated in the WIN program.

LEGAL EDUCATION AND ADVOCACY PROGRAM (LEAP)

URI's Domestic Violence Legal Education and Advocacy Program (LEAP) provides specialized, on-site legal services to the residents of URI's five domestic violence shelters. LEAP served 111 shelter residents in 2015.

URBAN CENTER FOR THE DEVELOPMENTALLY DISABLED (UCDD)

URI's Urban Center for the Developmentally Disabled provides individualized treatment and care programs as well as one-on-one job counseling, training, and placement services for developmentally disabled men and women. In 2015, UCDD secured 26 new job placements.

INTERMEDIATE CARE FACILITIES (ICF)

Linden House (14 beds) and the Beny J. Primm Residence (11 beds), both located in Queens, provide 24-hour, full service custodial care for a total of 25 adult men and women with developmental disabilities who have been diagnosed with mild to profound mental retardation.

INDIVIDUALIZED RESIDENTIAL ALTERNATIVE (IRA)

Ferndale House provides around-the-clock residential care for a total of 8 adult men and women who have developmental disabilities and are diagnosed with mild mental retardation, providing them with personalized attention and opportunities for more independent living.



A Message From Our Leadership

2015 was an amazing year for the Urban Resource Institute. We celebrated our 35th anniversary of serving New York City's most vulnerable residents in four boroughs.

Within those 35 years, 2012 saw the beginning of a different URI with new leadership and a refreshed Board of Trustees. While the organization continues to evolve, we have been laser-focused on our mission to serve our clients with the highest quality of service. Our strategic plan has helped to enhance operations, strengthen our board and organizational leadership and allowed us to have innovative programs that meet our clients' needs. As part of this retooling and rebranding, we transferred a substance abuse program that did not fit in with our new targeted vision, while strengthening our programs focused on domestic violence survivors and continuing to operate two 24-hour, full-service Intermediate Care Facilities, an Individualized Residential Alternative facility and a transitional employment program for adult men and women with developmental disabilities.

Next, we relocated our headquarters from Brooklyn to Manhattan and introduced exciting new initiatives such as URIPALS (People and Animals Living Safely), the first co-sheltering program in New York City for victims of domestic abuse and their pets at our Brooklyn domestic violence shelter. URIPALS proved so successful that we added a second location in Manhattan in 2015. We collaborated with our partner, Purina, on creating dog parks in both locations and now we are working toward expanding both the program and the dog parks to all of our domestic violence shelters.

Over the last three years we have worked to raise public awareness of the problems of domestic violence, and we expanded the reach of our Economic Empowerment program, which helps survivors establish their economic independence, increase their safety and enhance their self-esteem through job readiness and economic literacy workshops, internships and job training.

All of this work culminated in a 2015 that saw significant accomplishments, such as the opening of a 60-bed domestic violence shelter in the Bronx, our first since 2002, the introduction of a new program focusing on family homelessness, as well as the release of a White Paper and a successful forum that centered on the link between domestic violence and pet ownership.

Looking ahead to the future of URI, we'll expand our work to combat domestic violence by broadening our reach and extending our capacity to serve special populations, such as singles, the elderly, the LGBTQ community and homeless families. We are opening new shelters and will add job placement services to our Economic Empowerment programs.

We do all of our work with the needs of the people we serve at the core. In this year's report you'll read the inspiring stories of three amazing survivors of domestic violence who are regaining their self-esteem and rebuilding their lives, thanks to their participation in our programs.

Of course, we couldn't haven't accomplished any of this alone. We are so grateful to our partners and supporters who have helped make all our good work possible, and, as always, we appreciate your ongoing support and dedication to our mission. We hope you'll join us for the next 35 years.

Sincerely,

Whittaker Mack III,
Chair, Board of Trustees

Nathaniel M. Fields,
President and CEO

■ 1980

The Urban Resource Institute (URI) is founded in Brooklyn, NY as an affiliate of the Addiction Research and Treatment Corporation (ARTC)

■ 1984

URI begins its Domestic Violence Programs with the opening of the Urban Women’s Shelter (UWS), an emergency DV shelter located in Manhattan.

■ 1985

URI establishes the Urban Center for the Developmentally Disabled (UCDD)—a transitional employment program for adult men and women with developmental disabilities.

■ 1987

URI begins the Urban Transportation Project (UTP), a network of transportation services for adult men and women with disabilities. UTP ceased operations in 2010.

■ 1988

URI founds the Marguerite T. Saunders Urban Center for Alcoholism and Addiction Services—an outpatient chemical dependency program.

■ 1990

URI opens the doors of the Beny J. Primm Residence and Linden House, two Intermediate Care Facilities (ICFs) in Queens that provide permanent housing for adult men and women with developmental disabilities. URI changes the name of Urban Women’s Shelter to Urban Women’s Retreat (UWR), relocates and expands the program to 112 beds.

■ 1993

URI’s Tier II transitional DV shelter, Urban Center for Change (UCC), opens in Brooklyn.

■ 1994

URI creates the Human Services Division Evaluation and Research Unit to assist in the understanding of those factors that contribute to domestic violence. Operations ceased in May 2012.

■ 1998

URI begins the Working Women’s Internship Network (WWIN), a program that establishes 8-week internships for women residing in URI’s DV shelters.



■ 2001

Due to ongoing need, URI establishes its second emergency domestic violence shelter in Manhattan, Urban Women's New Beginnings (UWNB) with 89 beds.

■ 2002

URI doubles its capacity to provide emergency shelter to women and children fleeing domestic violence, by opening its third emergency DV shelter with 120 beds, Urban Women's Safe Haven (UWSH) located in Brooklyn. UCC increases its capacity to 27 families or 117 beds.

■ 2005

URI establishes Ferndale House in Queens, an Individualized Residential Alternative (IRA) for adults with developmental disabilities.

■ 2006

URI introduces the Domestic Violence Legal Education and Advocacy Program (LEAP), which provides specialized legal support to the residents of URI's domestic violence shelters.

In October, URI hosts its First Annual Conference on Domestic Violence—"Domestic Violence in the 21st Century: Moving Forward."

■ 2008

At a June conference sponsored by the Department of Homeless Services, Urban Women's Retreat is recognized as one of the top domestic violence shelters for helping survivors access permanent housing.

■ 2012

After 32 years of providing service, URI separates from its affiliate organization, moves its central office to downtown Manhattan, and introduces Nathaniel M. Fields as president and CEO.

■ 2013

Nearly one year after its split, the new URI is introduced, marking the start of a period of widespread program expansion.

URI's WWIN is renamed the Working Internship Network (WIN) in an effort to become more inclusive in describing the diverse populations with which URI works.

URI launches the URIPALS—People and Animals Living Safely—program, New York City's first and only initiative that allows domestic violence survivors to enter shelter with their pets.

■ 2014

URI celebrates the opening of New York City's first-ever dog park in a domestic violence shelter, the Purina Play Haven and Dog Park. This marks the official expansion of URIPALS to welcome dogs into the program.

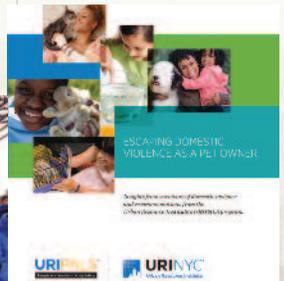
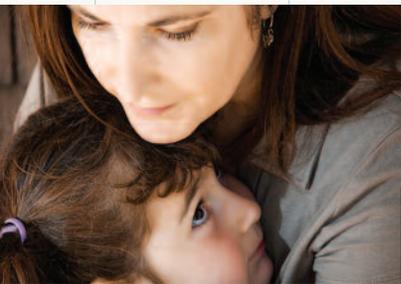
URI partners with BBVA Compass to open the first computer lab at one of its domestic violence shelters to help residents overcome economic abuse. This resource will benefit URI's Working Internship Network (WIN) program and help domestic violence survivors establish secure, self-sufficient lives free of abuse.

■ 2015

URIPALS expands to Urban Women's Retreat (UWR) in upper Manhattan and partners with Nestlé Purina again to open a second dog park.

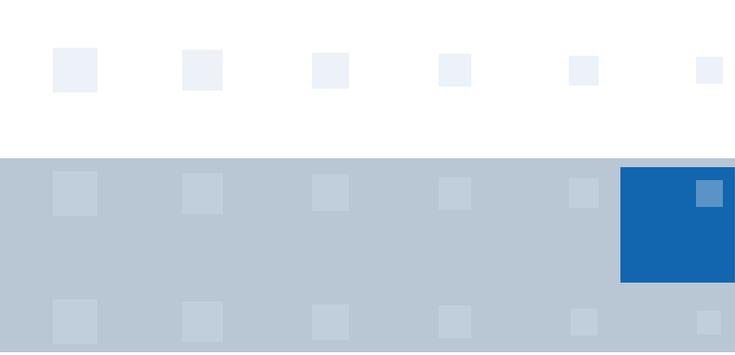
URI opens Hope House, a 60-bed DV shelter in the Bronx.

URI hosts the URIPALS forum and releases a white paper analyzing the connection between domestic violence and pet ownership with data collected from the first 2 years of the program.



A close-up, profile view of a woman with long, wavy, light brown hair. She is looking down and to the right with a somber expression. She is wearing a white long-sleeved shirt and a dark, patterned scarf with a fringed edge. The background is bright and out of focus, with a grid of light blue squares overlaid on the right side. A solid blue vertical bar is on the left side of the image.

...she texted friends and family:
“If you don’t hear from me in
30 minutes, call the police.”



Miss L.'s Story: Returning to Work and Enhancing Self-Esteem through WIN



Over a two-year period, Miss L.'s husband had stolen her money, her self-esteem and hurt her emotionally and physically. And now, she finally resolved, it was time to leave him. For good.

"This relationship is not working, and I don't want this for me and my baby," she told him one June day in 2015.

Enraged, he grabbed a belt in one hand and their baby girl in the other. When she tried to take the child in her arms, he smacked her hands. He said, "I will kill you and I will hire someone to kill your sister in the Dominican Republic."

Although she was terrified, Miss L. managed to calm him down, reassuring him that she wouldn't leave. After she fed the baby, she texted friends and family: "If you don't hear from me in 30 minutes, call the police."

She hastily grabbed her green card and her cell phone, hailed a taxi and fled with her daughter in the pouring rain to the home of her sister's friend.

Miss L. has saved the text message to this day as a reminder of her terrifying ordeal and her ultimate survival. Her journey of recovery from domestic violence isn't over.

But thanks to her healing experiences at an emergency shelter and then URI's Tier II DV shelter, Urban Center for Change, as well as her successful completion of the eight-week program, called the Working Internship Network (WIN), Miss L. is hopeful she can provide a good life for her daughter.

While Miss L. had left her husband on several occasions before seeking shelter, he had always convinced her to forgive him and return home. This time, she went to the police and they directed her to a 24-hour hotline, which placed her that day in an emergency shelter. For the first time in months, she slept peacefully through the night.

Later, as Miss L. progressed in her recovery, she moved on to URI's Tier II transitional DV shelter in Brooklyn. In addition to benefiting from many workshops and individual counseling, she joined WIN's clerical track and took a position in URI's Development and Communications Division.

Before she sought refuge, Miss L. had worked at an insurance agency in the Bronx. But she had to quit her job after she fled from her husband because it was too close to the apartment building where he still lived.

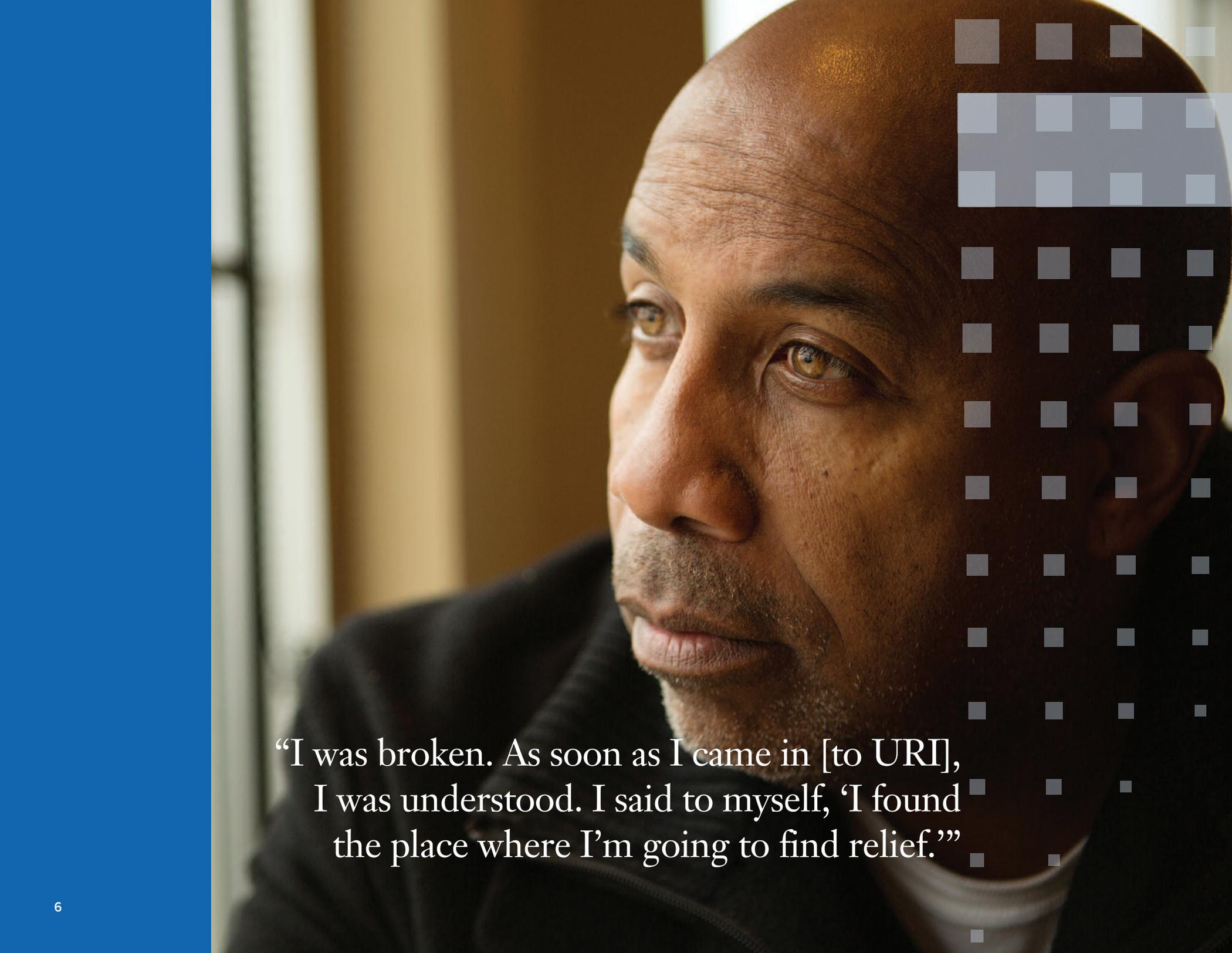
Although Miss L. has a Master's degree from the Dominican Republic, she needed help retooling her job skills and increasing her self-confidence after six months of unemployment. WIN provided all that, and more. "It was an opportunity to start again, to be productive again and to take my skills back," she says.

Experiencing first-hand the important work that URI is doing to help domestic violence victims, Miss L. has found a new career path. She now plans to earn a degree in Human Services, so she can help others in her situation.

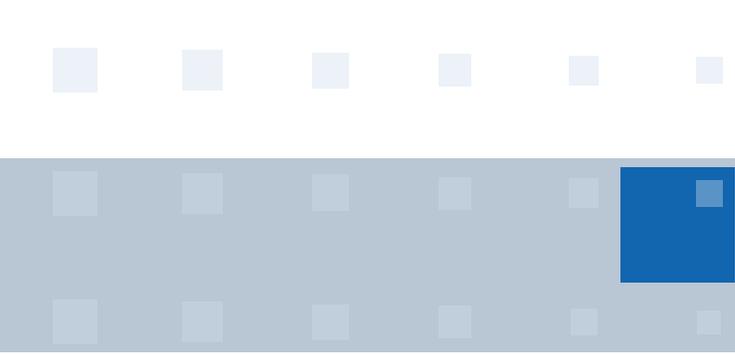
"When you arrive at a shelter without anything, just you and your baby and you have to start again without any money, without your stuff, that's difficult. You don't even know you would get this far, and they support us a lot," she says with tears in her eyes.

In April, Miss L. graduated from WIN. A recipient of the Outstanding Achievement award, she told her fellow students in a graduation speech that she wants to be "a light for others." She received a standing ovation.

Names have been withheld to protect client identity. Stock photo was chosen to represent the story.



“I was broken. As soon as I came in [to URI],
I was understood. I said to myself, ‘I found
the place where I’m going to find relief.’”



Mr. D.'s Story: How a Father Faced Abuse by His Own Son

There is perhaps no human bond that rivals that of parent and child. But what happens when the child becomes abusive, and the victim is his own father?

Mr. D., who was raising his four sons alone in New York City, found himself in such a heart-wrenching situation.

“In the African-American-Latino community it’s very rare for a man to say, ‘I need help, my son is hitting me.’ It doesn’t look right in the society we live in. They would laugh at you,” says the genteel ordained minister and social worker, who was born in the Dominican Republic.

The problems with Mr. D.’s oldest son began when he was about 14. He started coming home late at night, and he cursed his father viciously when he questioned him on his whereabouts.

Soon, the verbal abuse escalated to increasingly hostile acts. The son began stealing from his father – a laptop, money, even his eyeglasses. On another occasion, he struck his father’s face, causing a sting that was even more emotional than physical.

Like many victims of domestic abuse, Mr. D. thought that love and forgiveness would be enough to make the abuser change. “Perhaps I thought I could save him, because I save a lot of people as a man of God. I thought maybe I could change my attitude toward him, present myself as a little more understanding, talk to him,” he says.

The continuing abuse took its toll. Mr. D. wasn’t sleeping, and he could no longer work because of the mental stress. The situation grew even more urgent when the eldest son got on the wrong side of some street thugs, who began to threaten the family and nearly killed one of his children.

The last straw came after his son stole from him yet again, and threatened him with a knife for the second time. It took him three days to get up the courage to visit his local police station to report the violence and fill out a theft report. The police removed his son from the home and sent him to a program upstate. But the thugs who were angry at his son continued to threaten the family, and his children were terrified to leave the house.

More than eight months ago, Mr. D. and his family entered a URI emergency DV shelter on a leafy street in Brooklyn.

“I was broken,” he says. “As soon as I came in, I was understood. I said to myself, ‘I found the place where I’m going to find relief.’”

Numerous counseling sessions and workshops from an attentive staff helped him through those difficult first months of recovery. The counselors also guided him through the process of reconciliation with the eldest son, his former abuser. Mr. D. now speaks with his son every day and visits him once a month at the treatment facility.

Mr. D., who hopes to soon move on to permanent housing with his family, stays busy with activities, both at the shelter and his job advising clients in a back-to-work program. “This is a place of empowerment,” he concludes. “This should be an example of how the shelter system can empower individuals to become better human beings. This is a beacon of light.”

A close-up photograph of a black and white cat with striking green eyes. The cat is looking directly at the camera, its face partially framed by a person's long, wavy, reddish-brown hair. The person's hand is visible at the top, gently touching the cat's head. The background is softly blurred, showing a light-colored wall. The overall mood is intimate and affectionate.

“If it wasn’t for the URIPALS program,
who knows what would’ve happened?”

Miss H. and the Cat from Hell



Her name was Midnight, but Miss H. called her the “cat from hell.” Hiding atop cabinets and under the sofa, she’d hiss and scratch at anyone who disturbed her.

Still, when her drug-addicted sister threatened to take the antisocial feline to the ASPCA, Miss H. told her Midnight was family, and “You don’t abandon family.”

From then on, Miss H. became Midnight’s friend and protector. And, later, the cat would return the favor, transforming from demon to guardian angel. She became a critical component of Miss H.’s healing process through URI’s People and Animals Living Safely Program (URIPALS).

Miss H. first fled from a violent relationship with her second son’s father, seeking refuge at her mother’s house in Manhattan. There, she would face even more physical abuse, this time at the hands of her own sister.

“By the second week, she attacked me with a knife in front of my boys,” says Miss H. “I never expected it from her. I sent

my oldest to his father and I stayed with the little one because his father was the abuser.”

With help from the police, Miss H. eventually found her way to URI’s emergency DV shelter in Brooklyn. Midnight stayed behind at her mother’s house. But soon, her mother fled too, after Miss H.’s sister attacked her with a knife. Miss H. and her sister took turns going to the house to feed Midnight.

Then, one day, on her younger son’s birthday, the unthinkable happened. Miss H. received a threatening phone call from a drug dealer looking for her sister. Terrified, she waited several more days to go and check on the cat. When she got to the house, she encountered police tape and pure chaos – upended furniture and smashed doors. She thought, “Oh my God, they’ve killed the cat.” For three days, she looked everywhere for Midnight.

With help from URIPALS coordinator Ann Michitsch, Miss H. eventually went to the city animal control facility on 110th Street. Walking among the aisles of cages, she screamed, “Midnight, are you here?”

“Then I heard this meow. ‘Meow. Meow. Meow.’ And she’s letting me touch her. She had to be so frightened. She recognized me immediately, it was wonderful. I was in tears,” recalls Miss H.

The facility released the cat into her custody, but she still had no place for her. Michitsch arranged for temporary boarding through the Mayor’s Alliance for NYC’s Animals. Four weeks later, a URIPALS unit opened up at the shelter for Miss H. and Midnight.

Just a day after Midnight’s arrival, Miss H. faced a new heartache, as her father became seriously ill and soon died. “She was my teddy bear and support,” she says of the cat she refers to as, “My daughter.”

Midnight, now a loving animal, is thriving in the safe environment of her new home, says Michitsch. The cat has helped Miss H. through repeated bouts of depression and painful sciatica. “She always finds a way to cheer me up,” says Miss H.

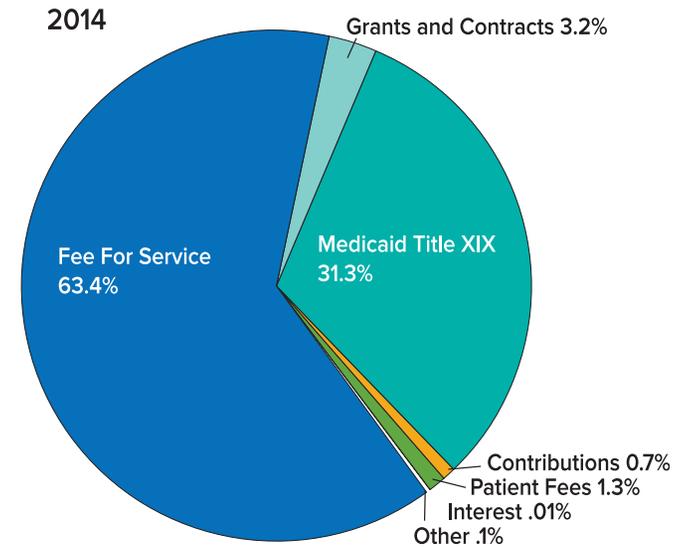
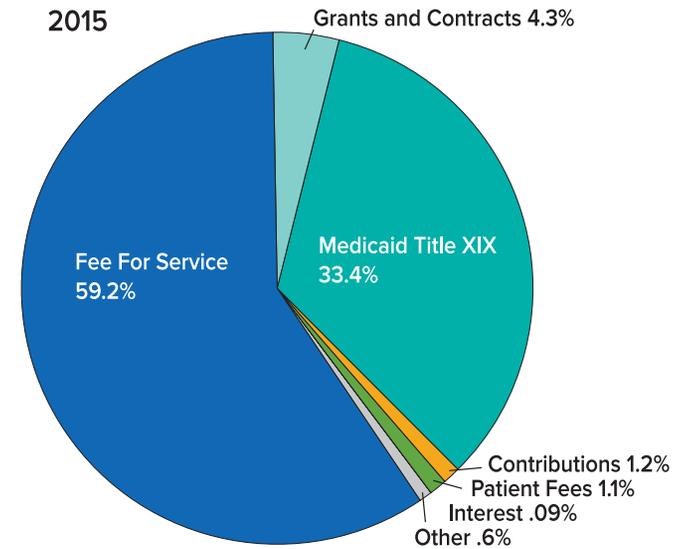
Like many other victims of abuse, Miss H. says she surely would’ve endured an unsafe situation to care for her pet. “If it wasn’t for the URIPALS program,” she says, “who knows what would’ve happened?”

Consolidated Statements of Activities

Year ended December 31, 2015 and 2014

	2015	2014
Revenue and Support		
Fee For Service	\$ 11,906,995	\$ 11,667,989
Grants and Contracts	856,805	579,690
Medicaid Title XIX	6,710,747	5,764,401
Contributions	244,899	123,635
Patient Fees	240,322	236,584
Interest	17,337	2,693
Other	123,862	24,066
TOTAL	20,100,967	18,399,058

	2015	2014
Assets		
Changes in Unrestricted Net Assets	253,541	322,564
Net Assets, Beginning of year	3,879,480	3,556,916
Net Assets, End of year	4,133,021	3,879,480

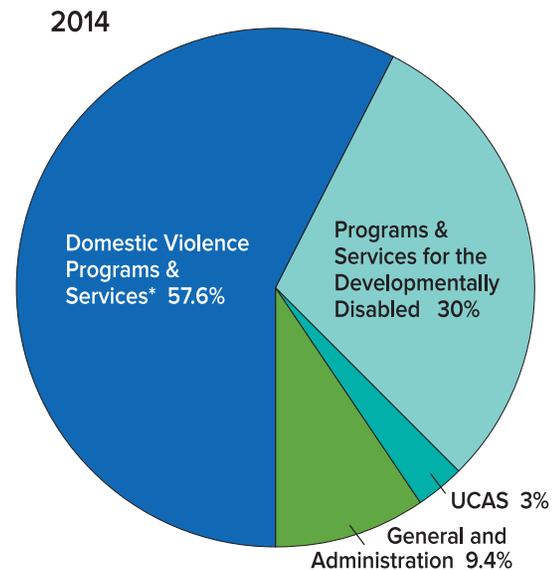
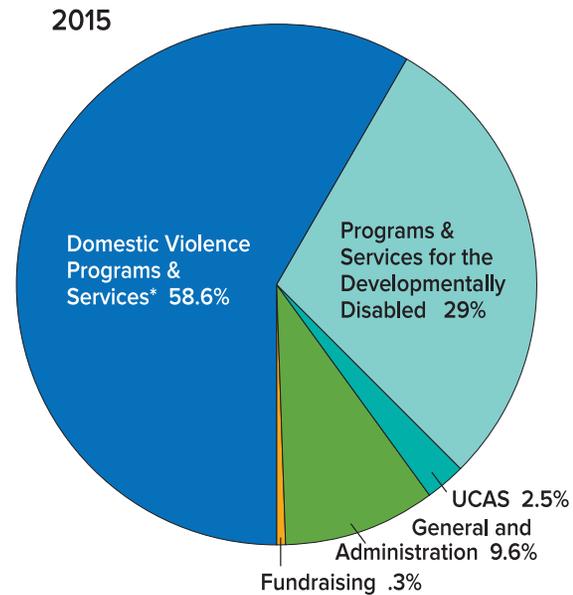


Consolidated Statements of Activities

Year ended December 31, 2015 and 2014

	2015	2014
Expenses		
Urban Women’s Residential Facilities	\$ 9,900,222	\$ 8,857,855
Urban Center for Change	1,607,552	1,567,734
Urban Center for the Developmentally Disabled (UCDD)	526,450	483,365
Urban Center for Alcoholism Services (UCAS)	499,879	536,366
Intermediate Care Facilities (ICF)/ Individualized Residential Alternative (IRA)	5,222,072	4,899,411
Housing	544	35,258
Fundraising	54,604	—
General and Administration	2,036,103	1,696,505
Total	19,847,426	18,076,494

* Programs & Services for the Developmentally Disabled in the pie chart combine UCDD, ICF & IRA.
 Domestic Violence Programs & Services in the pie chart combines Urban Women’s Residential Facilities and Urban Center for Change.



URI NEEDS YOU!

WAYS TO GIVE

There are many ways to support Urban Resource Institute. Donations are the primary vehicle to support the various programs and services we provide to some of the most vulnerable among us in New York City. We appreciate your generosity and invite you to give to URI today.

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Visit our website at urinc.org or mail a check to:

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Check to see if Your Company has a Match program

Many companies will match their employees' gifts to charitable organizations. Check with your Human Resources Department.

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As a sponsor of one of URI's events, you are assisting in supporting some of the most vulnerable among us. These dollars help us fill gaps in programming not supported by government funding. For more information, contact: events@urinc.org.

Leave URI in your Will or Trust

For more information on a legacy gift, contact: Shannon M. Carey, VP, Development & Communications scarey@urinc.org | 646.752.7107

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URI is working to partner with corporations that will step up to become leaders in their respective industries, and show their colleagues, partners and other supporters how they make a difference in the lives of those who have survived domestic violence. For more information, contact: Shannon M. Carey, VP, Development & Communications scarey@urinc.org | 646.752.7107

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Thank you to our brave survivors
who shared their personal stories
with us.



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