The COVID-19 pandemic hit the Bronx in a particularly devastating way. Almost overnight, thousands were out of work and many found themselves with no access to childcare. Figuring out how to continue addressing this relentless surge in need in a way that was safe for clients, volunteers, and staff was the challenge of 2020 for Part of the Solution (POTS).

POTS stayed open and served food throughout the pandemic. We were able to serve more than double the number of meals to our neighbors, helping to ensure that thousands did not go hungry. We are a very “in-person” staff, but our operations team, case managers, legal team, workforce coordinator, and comprehensive case managers were flexible and found creative ways to do the work using new technology. We served clients in a completely new way, and we were there for our community.

After close to forty years, our wonderful staff, volunteers, supporters and board have become imbued with POTS’ core values, and while our programs were adjusted, our mission and vision were unaffected. Our comprehensive model makes for greater convenience for our clients and enables us to accommodate large numbers. But more importantly, it is a reflection of our core values, which include respecting the dignity of every individual. For POTS, that means recognizing that no two clients have exactly the same needs, resources, or problems.

There were people we had been working with for a long time who had made great gains in stability. They had found jobs and made advances in their education. But with the pandemic, they found themselves falling backward with the rest of us. Having put in a lot of effort to make such great leaps, many encountered a moment of failure when the system changed. We continue to work with these clients to support them as they find new paths or restore old ones.

We also saw new clients who had been fully-employed and did not need POTS’ services prior to the pandemic, but then suddenly did. Not only were they able to get food from our pantry, but staff members were able to connect them to case management for more in-depth support. When someone comes for help with food, we help make sure their kids can access what they need for school, that they can cover heat and electricity bills, and rent.

Some clients had no access to any of the government benefits offered during the pandemic due to their immigration status or loss of their household’s breadwinner to COVID. POTS provided them with direct financial support, without which, their chances of finding a pathway forward would have been far lower.

POTS was able to meet all these challenges because of the unprecedented outpouring of financial support from individuals and institutions, and through the energetic and creative efforts of volunteers. From extra pantry service, transitioning from an in-person to a virtual benefit event, providing services to clients in new ways, and being adaptable and flexible to changing client needs, the POTS community continued to serve our neighbors in need.

As we look to the future, we look forward to gradually doing more in our facility. While we managed to serve people remotely, we feel that there are certain ways in which people need to be served in-person. Ways in which we can build trust with our clients. We look forward to the continued expansion of POTS, and to providing immediate necessities, as well as avenues for reaching long-term stability and self-sufficiency.
Akeem
VOLUNTEER GROUP LEADER,
STRIVING WITH STRENGTH

We try to integrate people with disabilities into the community. We volunteer as a group at POTS to learn work skills. The majority of the guys learn social skills, a work ethic, they learn how to handle dilemmas, and work with the community. We have also gained experience with sorting goods, stocking shelves, working in the kitchen, and serving food.

The majority of the guys are not able to find employment right now, so being in a work setting where it is mostly smiles and positive attitudes shows the guys that there is hope. This gives them the chance to say I’ve been in the workspace before. I have experience. I did some sort of task that will help me gain employment later on.

POTS has been good to us. They are very respectful to the individuals we serve. That is very important because a lot of times people with disabilities are overlooked or treated differently, but the staff at POTS treats everyone equally.

Carissa
LEGAL ADVOCATE

I’m one of the legal advocates on the legal team, and I came to POTS during the pandemic. I was really drawn to it because of the comprehensive model. The Legal Clinic provides legal services and advocacy support for residents of the Bronx that are having issues with housing. We are working with people who are dealing with very challenging situations, and it feels great to be able to say we can help not only with issues like rent or housing, but also community resources. We can also say if you are having a problem with employment, we have a jobs specialist. If you have a benefits issue, we have case managers. We also have food downstairs.

When the pandemic made its way to New York and the government made the decision to go on lock-down, I was one of the first people to be let go at my prior job. It was a scary time, not knowing what the future would hold for me and my neighbors who I knew had it a lot worse. I desperately wanted to find a way to help, because I knew there was so much need out there and then I found this job. Working at POTS was like finding my community. In this role, I am able to make a real tangible impact in our community in the Bronx. It has given me a newfound sense of hope and purpose for my own future.

In 2020, POTS helped more than 40,000 people, including 12,000 children, with a multitude of needs common to individuals and families living in poverty.

DIVERSE SOLUTIONS FOR A DIVERSE COMMUNITY

In the Bronx, you can see incredible diversity: not just in culture and language, but also in story, circumstance, and need. The Bronx is also a community which has experienced generations of poverty in one of the most expensive cities in the world. This puts our neighbors at greater risk for a host of challenges, including food and housing insecurity, disadvantages in accessing employment and education, and poor medical and mental health outcomes.

Through our comprehensive and personalized approach, we seek to provide clients with the widest variety of services possible under one roof. We believe that every person should have access to the essentials of life and the support necessary to achieve stability and ultimately self-sufficiency. We also believe that every person who experiences poverty is unique and deserving of an individualized plan.
You are a person first

HENRY

Well, I can remember, not far away from here at the Metro-North train station, that is where I spent my first night homeless, right under that dome.

I maybe caught an hour and a half nap, and that nap was broken into segments. 15 minutes here. 20 minutes there. You don’t sleep in an environment like that. I was working in this club doing security four nights out of the week. So even though I was homeless, I was still able to maneuver and I had places to go to take a shower, change clothes. I could say, “Here, let me put this in your refrigerator”, you know, or, “let me come by and cook real quick” - you know what I’m saying. Some people would let me stay the night, a couple of days or whatever.

People dropped on the island of, shall we say, homeless in different ways. Some dropped in by parachute, some dropped when leaping out a plane. Some crash landed. But, you were a person first. You still are a human being. I really want to stress that. If you believe in yourself first and then believe in some sort of higher power, it will lighten the load. Yes, there’s gonna be stumbling blocks. You are going to take five steps forward and get knocked two and a half steps back. Do not let that deter you. These tears that you see coming out of my eyes are tears of joy.

The acronym POTS, Part of the Solution, whoever came up with that, they are geniuses. There is just nothing like the 3 keys I have. It’s just so, so precious. It’s priceless. To have keys to my own home. To walk into the house and say, “all this stuff going on, well I’m going to leave the outside world behind me.” And don’t get me wrong, there is still stuff going on. But I can just literally leave the outside world behind me.

Just because you get an apartment, life is not going to be peaches and cream. You are still gonna have moments like, “oh my goodness, this is due,” or “I have a half a loaf of bread, four slices of cheese, and maybe two slices of bologna.” But hey, that is better than nothing. You are not in this alone if you know who to reach out to. This is one of these places that you should definitely reach out to.

2,301,307

In 2020, POTS served 2.3 million meals – more than doubling the number provided in 2019.

The average food pantry client is a family of three that has an income of less than $12,000 a year.
“These tears that you see coming out of my eyes are tears of joy.”
“I didn’t realize that I had to go through something to get to something.”
But POTS was there

CHARLENE
In March 2020, I believe it was on the 8th, I came home to a lock on my door. I was devastated, of course. The next morning, I went to court and tried to put the slip in. The court told me “no way.” They said “you gotta come up with the money.” I said I’m going to fight for the apartment. Every day I was trying to fight this stuff, and many days I was losing the faith. I’m ashamed to say that I was losing my faith, because I thought that God had closed the door on me. I thought that this was the end. I didn’t know how somebody could go from everything to nothing. I didn’t realize that I had to go through something to get to something.

I called POTS, and they told me to come in. And then they told me that I had to wait for an appointment, and I said that I can’t because the next day I was going to court. Beth, POTS’ Supervising Attorney, said “that’s okay, okay.” I kept grabbing her hand, you know, I give myself to everybody, but when I needed help nobody was there. But Beth was there.

Some people take their job for a job, but Beth took the job because she loves us. Now we are going through a pandemic. I got locked out March 8th. March 25th, I got put back in my apartment.

Then I got a phone call to start work that night. And where it was at? In a shelter. I started on March 25th and in July I was promoted to Director. Ever since, I’ve been helping my ladies and telling them my story and trying to influence somebody. I don’t know what journey God has got me on, but I’m loving it.

14,000
In 2020, POTS’ case management team helped 14,000 clients access $7 million in public benefits.

180
POTS’ Legal Clinic prevented 180 evictions despite extended eviction moratoria.
EDGARDO

I learned about POTS through a friend of my wife. She gave us the phone number when the pandemic started because we were in need. I lost my job because the company declared bankruptcy. I worked there for 17 years, and now I had no income. We called, and they started helping right away.

In the first few weeks, POTS started helping us with lunch and groceries. We used to come often to get food. They helped throughout the whole pandemic. After the first few months, it got a little better because they also helped us apply for SNAP benefits and unemployment. I had never applied before, because I had always been working.

It was a very tough time. Everything was delayed due to the pandemic. Unemployment was delayed. Food stamps were delayed weeks before we got the first benefits.

POTS is a great organization. I can say that from my own personal experience. There is no one specific area that their help is limited to. They are helping in every sense of the word, everything you need, not just one main area.

Going to POTS for help feels like asking a family member for a favor. I call my case manager about certain things, and they are happy to support me. I’d tell anyone, don’t be ashamed. Anything you need, just call them.

CASE STUDY

Anything you need, just call

EDGARDO

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Everyone who uses Next-Step Services talks with a staff member so they have the opportunity to express other needs and access additional services.
“Going to POTS for help feels like asking a family member for a favor.”
According to POTS' Theory of Change, individuals will make the greatest and most sustained progress toward stability and self-sufficiency if they are provided access to the resources, programs, and services needed to make progress in five related stability-creating areas:

POTS measures its own success by how well we help each client increase their level of stability in all of these areas.

POTS' services address the varying issues and complexities that accompany poverty by helping clients find stability in the areas of financial wellbeing, health, education, housing, and day-to-day needs. By providing comprehensive and personalized support to our clients, we can address their unique circumstances, while also helping them carve out and navigate a pathway forward.
Part of the Solution’s programs are thoughtfully designed to create enduring stability for all the members of our community. Our comprehensive and personalized approach is based on three programmatic pillars.

**Emergency Food Programs**, which consist of a daily nutritionally-balanced lunch from our Community Dining Room, and a monthly supply of fresh groceries from our Pantry.

- Emergency Food Programs provided **2,301,307** total meals to over **12,000** households in 2020, more than double what was distributed in 2019.

**Day-to-Day Services**, which include a hot shower, a haircut, and medical and dental services.

- Through POTS’ Day-to-Day Services, **1,100** people were helped by the mail facilities and the shower program was re-introduced in October 2020, after a temporary suspension due to the pandemic.

**Next-Step Services (NSS)**, which include case management, social services, legal, educational, workforce development, and mentoring programs.

- POTS’ Legal Clinic prevented **180** evictions.

- POTS’ general case management team helped over **14,000** clients access more than **$7,000,000** in public benefits, such as SNAP benefits and public assistance.

- POTS’ workforce development program helped to place **41** people in full and part-time employment, conducted **219** client assessments, and connected **90** people to employment training.

- POTS’ social services coordinator assisted **60** clients seeking mental health support, including placing **8** formerly homeless, mentally-challenged clients in supportive housing.

- POTS’ NSS team distributed over **$400,000** in direct emergency assistance to over **600** households who found themselves in danger of eviction, electrical turnoff, facing lost employment without Unemployment Insurance benefits, lacking the resources for remote schooling, or otherwise in financial need.
“POTS gave me a chance to branch out.”
I am married. I have five children. I came to POTS about three years ago when I was in great need for food, more safe and secure housing, and food stamps. Here I found all the support I needed for myself and my family. I came back, and I was interested in the English for Speakers of Other Languages class because I feel like this is a country where you come to make progress, not to get stuck. This is one of my first steps towards true progress. I have received the support of everyone working here at POTS in achieving my goal, which is to study English and go to college.

I also work. I take care of my family. I take care of my home, but I continue studying because I believe in discipline, and I feel capable of achieving my goal. I have the help of my husband, my children and, also, for me, the community at POTS is a family. POTS is a big family for me. They have supported me during the pandemic. They always call me, message me, they even provide access to tutorials for my children.

I feel very excited because they have helped me with everything, everything, everything. I think people should know there are places where you can get some help, and they do not ask for anything in return. They only ask for our time and a just a bit.

Many times, you feel like you can’t do it, or you feel down, but you tell yourself “No, I can do it. I will continue!” I keep going, even if I feel tired. With discipline, a lot of faith, and with everyone’s help, I am going to achieve a goal in my life. When you have so many obligations— your children’s school and homework, work, and yourself— it is a lot. But I think that we should keep going. POTS is giving us the opportunity to make a change in our life, in our family, and in society too. Because if we are better people, we can create a better society.

We need more institutions like this across the United States so that everyone has better access to aid. This is really true. Sometimes at home, we do not know how to use the computer, we do not know English, and then we face these difficulties when we are trying to fill out an important application. But, with a simple call to POTS, they will help you.

Another thing, an institution like POTS is so important because we are all welcome. Anyone, even without documentation, can come here without any fear. There are many immigrants who are afraid to go to the doctor, to find food, and they are starving. I have told many of them to come here. If you are not getting SNAP, if you don’t have a stable job, obviously, your kids will be hungry. If they don’t know where can they look for a meal, you must tell them about POTS.

POTS helped to place 41 people in full- and part-time employment during the pandemic and continues to help clients with long-term goals around employment. Additionally, the workforce development team conducted 219 client assessments and connected 90 people to employment training.
Strength in numbers

Thanks to the support of our donors, we maintained a strong financial position throughout 2020. Our commitment to using donated funds efficiently has paid off in low management and fundraising costs.

### FINANCIALS

#### PART OF THE SOLUTION AND AFFILIATE

**AUDITED CONSOLIDATED STATEMENT OF POSITION**

<table>
<thead>
<tr>
<th>ASSETS</th>
<th>2020</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and cash equivalent</td>
<td>$6,996,427</td>
<td>$4,913,279</td>
<td>$4,573,734</td>
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<tr>
<td>Restricted cash</td>
<td>2,673,735</td>
<td>2,027,281</td>
<td>1,008,409</td>
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<tr>
<td>Investments</td>
<td>267,266</td>
<td>234,081</td>
<td>193,536</td>
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<tr>
<td>Contributions and grants receivable</td>
<td>1,315,748</td>
<td>1,557,281</td>
<td>1,803,351</td>
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<tr>
<td>Prepaid expenses and other assets</td>
<td>82,993</td>
<td>57,094</td>
<td>70,033</td>
</tr>
<tr>
<td>Property and equipment, net</td>
<td>6,832,812</td>
<td>6,931,061</td>
<td>6,998,796</td>
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<tr>
<td><strong>ASSETS</strong></td>
<td><strong>$18,168,981</strong></td>
<td><strong>$15,720,077</strong></td>
<td><strong>$14,647,859</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LIABILITIES AND NET ASSETS</th>
<th>2020</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>LIABILITIES</strong></td>
<td><strong>$843,518</strong></td>
<td><strong>$130,580</strong></td>
<td><strong>$114,882</strong></td>
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<tr>
<td>Accounts payable and accrued expenses</td>
<td>$158,968</td>
<td>$106,722</td>
<td>$91,024</td>
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<td>Deferred revenue</td>
<td>458,360</td>
<td>23,858</td>
<td>23,858</td>
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<tr>
<td>Loan payable - PPP Program</td>
<td>199,190</td>
<td>0</td>
<td>0</td>
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<tr>
<td><strong>LIABILITIES</strong></td>
<td><strong>$843,518</strong></td>
<td><strong>$130,580</strong></td>
<td><strong>$114,882</strong></td>
</tr>
<tr>
<td><strong>NET ASSETS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Without donor restrictions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Undesignated</td>
<td>$12,145,369</td>
<td>$10,342,391</td>
<td>$10,309,920</td>
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<tr>
<td>Board designated for capital campaign</td>
<td>1,650,000</td>
<td>1,650,000</td>
<td>1,650,000</td>
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<tr>
<td>Total net assets without donor restrictions</td>
<td>13,795,369</td>
<td>11,992,391</td>
<td>11,959,920</td>
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<tr>
<td>With donor restrictions</td>
<td>3,530,094</td>
<td>3,597,106</td>
<td>2,573,057</td>
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<tr>
<td><strong>NET ASSETS</strong></td>
<td><strong>$17,325,463</strong></td>
<td><strong>$15,589,497</strong></td>
<td><strong>$14,532,977</strong></td>
</tr>
<tr>
<td><strong>LIABILITIES AND NET ASSETS</strong></td>
<td><strong>$18,168,981</strong></td>
<td><strong>$15,720,077</strong></td>
<td><strong>$14,647,859</strong></td>
</tr>
</tbody>
</table>

**SOURCE DATA:** The financial information presented in this Annual Report represents the independently audited consolidated financial statements of POTS and its affiliate POTS Building for the Future for the year ending December 31, 2020. For a copy of the audit, please visit our website [www.potsbronx.org](http://www.potsbronx.org).

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**Edith VOLUNTEER**

I am from the Dominican Republic. I looked for a long time for a place where I can give back the support I received from this country—a organization where I can help people in need.

I like to volunteer here because everything is in order. The people are very friendly and smiling, and we work as a team. My son would see me after I’ve had an opportunity to volunteer. He said “Ma, I want to go with you.” It makes me so happy that my son wants to join as a volunteer here.

I would say that at POTS, people can find solutions for any problem that they have. It’s not only food. It’s not only emotional support. It’s everything that people might need: housing, food stamps, counseling, job placement. I encourage anyone that has a need to come and see POTS, and they will really be happy to help you.

God gives us 24 hours in a day. I encourage everyone to take a couple of hours and volunteer with POTS. It’s a beautiful place. You will enjoy it and talk about it the same way I am now.
### REVENUES

- **Individuals & community**: $2,143,000
- **Government**: $1,374,000
- **Foundations & corporations**: $2,798,000
- **Special events**: $407,000
- **In-kind**: $1,852,000
- **Other**: $41,000

**TOTAL REVENUES**: $8,614,000

### EXPENSES

- **Food service programs**: $3,812,000
- **Next-step services**: $1,864,000
- **Day-to-day services**: $239,000
- **Management and general**: $442,000
- **Fundraising**: $520,000

**TOTAL EXPENSES**: $6,878,000

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### PART OF THE SOLUTION AND AFFILIATE

#### AUDITED CONSOLIDATED STATEMENT OF ACTIVITIES

<table>
<thead>
<tr>
<th>OPERATING REVENUE WITHOUT RESTRICTIONS</th>
<th>2020</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contributions</td>
<td>$2,080,227</td>
<td>$714,817</td>
<td>$731,329</td>
</tr>
<tr>
<td>Government grants</td>
<td>$1,327,085</td>
<td>$763,920</td>
<td>$737,697</td>
</tr>
<tr>
<td>Foundations and corporate contributions</td>
<td>$1,148,174</td>
<td>$632,286</td>
<td>$594,376</td>
</tr>
<tr>
<td>Special events, net of expenses</td>
<td>$406,805</td>
<td>$598,193</td>
<td>$667,315</td>
</tr>
<tr>
<td>In-kind contributions</td>
<td>$1,852,225</td>
<td>$670,333</td>
<td>$651,416</td>
</tr>
<tr>
<td>Investment income</td>
<td>$35,528</td>
<td>$56,419</td>
<td>(2,544)</td>
</tr>
<tr>
<td>Miscellaneous income</td>
<td>$5,154</td>
<td>$17,838</td>
<td>$16,508</td>
</tr>
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</table>

**OPERATING REVENUE WITHOUT RESTRICTIONS**: $6,855,198

<table>
<thead>
<tr>
<th>OPERATING REVENUE WITH RESTRICTIONS</th>
<th>2020</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contributions</td>
<td>$62,573</td>
<td>$990,245</td>
<td>$305,964</td>
</tr>
<tr>
<td>Government grants</td>
<td>$46,500</td>
<td>$84,400</td>
<td>$72,000</td>
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<tr>
<td>Foundations and corporate contributions</td>
<td>$1,649,647</td>
<td>$852,700</td>
<td>$1,090,707</td>
</tr>
</tbody>
</table>

**OPERATING REVENUE WITH RESTRICTIONS**: $1,758,720

### EXPENSES

<table>
<thead>
<tr>
<th>EXPENSES</th>
<th>2020</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food service programs</td>
<td>$3,812,496</td>
<td>$1,609,376</td>
<td>$1,610,160</td>
</tr>
<tr>
<td>Next-step services</td>
<td>$1,863,915</td>
<td>$1,544,468</td>
<td>$1,419,277</td>
</tr>
<tr>
<td>Day-to-day services</td>
<td>$238,837</td>
<td>$287,110</td>
<td>$281,653</td>
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<tr>
<td>Management and general</td>
<td>$442,313</td>
<td>$550,601</td>
<td>$531,397</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$520,391</td>
<td>$333,076</td>
<td>$371,555</td>
</tr>
</tbody>
</table>

**EXPENSES**: $6,877,952

### CHANGE IN NET ASSETS

<table>
<thead>
<tr>
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<th>2020</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change in net assets</td>
<td>$1,705,138</td>
<td>$1,056,520</td>
<td>$650,726</td>
</tr>
<tr>
<td>Net assets released from restriction</td>
<td>$903,296</td>
<td>$903,296</td>
<td>$1,359,571</td>
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<tr>
<td>Change in net assets with donor restriction</td>
<td>$53,582</td>
<td>$1,024,049</td>
<td>$109,100</td>
</tr>
</tbody>
</table>

Numbers above reflect capital expenses as well as programmatic and operating expenses.
THANK YOU

We want to thank all of our donors for their extraordinary generosity and vision.

Volunteer & In-Kind Contributors

Academy of Mount St. Ursula
Accenture
Adapt Community Network
All Hallows High School
America Works
AMS II Athletics
Angels Unaware
Appalachian State University
Ariva
Baldor Specialty Foods
Bank of NY Mellon
Berkeley College
Blackstone Charitable Fnd.
Blink Fitness, North Bronx
Bombas
Borussia College
Bronx Ale House
Bronx Youth Court
Bronxdale High School
buildOn
Caring Hearts Church of Revelation
Carter’s, Inc.
Catholic Charities
Child & Family Support Service
Choices Day Habilitation
Church of Latter Day Saints
Church of Resurrection, Rye
Church of the Holy Rosary
Church of the Resurrection, Rye
City College
CitySquash
College of Mount Saint Vincent
Columbia University Athletics
Common Justice
Convent of the Sacred Heart School
Credit Suisse
Crescent Contracting Corp.
Deloitte
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Fordham Community Church
Fordham Prep Families
Fordham Preparatory School
Fordham University
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GIF Street Ministry Team
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Goldman Sachs
Greenwich Academy
Gun Hill Brewing Co.
Harris Hands Community Service
Hebrew Institute of Riverdale
Help on the Way
High School For Contemporary Arts, National Honors Society
High School Of American Studies
Holy Rosary Church, Bronx
Hostos Community College
Hostos Student Leadership Academy
Hunger Free America
Inwood Community Services
Immaculate Conception School
Iona Preparatory School
Jesuit Scholars
John Jay College of Criminal Justice
JPMorgan Chase
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Knights of Malta
La Salle College High School
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 Philippine American Assco. Bronx
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PROMISE - Bridges to Work
Red Rabbit
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St. Mary Star of the Sea Church, City Island
St. Mary’s Orthodox Church of India
St. Matthew’s Episcopal Church, Bedford
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While I had volunteered with POTS occasionally in the past, it was the pandemic that gave me a greater sense of urgency, both for the hardships it caused me, as well as the even greater need I saw in our community. When I lost my job, I had almost no savings. While volunteering, I also became a client. Until I was able to get back on my feet, POTS made sure I received pantry and hot lunches to eat. It is a humbling experience to be in such a state of need, but it is also a very warm feeling to know that you will not be left without a helping hand.

POTS gave me the opportunity to add to my skill-set while serving my community. This has made a big difference in the type of work I have been able to apply for and has given me a sense of purpose through an otherwise dark and trying time. I really love and gratefully appreciate the cheerful sense of comradery and mutual assistance at POTS. People at any level or background or experience are all willing to help. It is also very heartening that an organization that believes no one should go hungry would make such amazing meals. The meals are so delicious! It sure makes it easier to get through your day! POTS has shown me that the efforts of just one person really can make a dramatic impact, and that when we come together as a team, we can maintain a vital link and permanent support structure that makes a big impact on our entire community.
Chris
DAY-TO-DAY SERVICES MANAGER

I am a Bronx Native. I know this community very well. My role at POTS is the Day-to-Day Services Manager. Most of the clients I see are street homeless. We help with basic needs such as showers, clothing, haircuts, as well as mail services—which is one of our biggest programs. These are services that help restore a person’s dignity. Clients feel humane, wanted, respected, and deserving of help.

Day-to-Day Services start with the basics, which is important. Something as simple as offering a secure mailing address ensures our clients can safely receive HRA letters, public benefit letters, even checks. They feel confident in us, so this service can even lead to bigger things, such as getting help from case management or the Legal Clinic. All of POTS services are connected.

Since the pandemic, we are only running the mail and shower programs and more recently haircuts. It’s changed because before clients could just walk in, but now everything is based on appointment. It’s been a challenge. Clients know POTS welcomes them through the doors, but for safety its also limited capacity inside. I like to be there for everyone and let people know that we are open. We are still here.

A lot of our clients don’t know where else to go. They feel lost. Knowing that POTS is still here brings a sense of comfort to a lot of people. It is a big relief to know that someone is willing to help you.

Giving back to the community that I grew up in is very important to me. We all have our struggles, but helping someone with some of their struggles makes me feel proud.

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Change lives, including your own

Volunteer

Our volunteers support our efforts, staff and guiding principles. There are lots of ways to volunteer. Whether it’s in the dining room or in the office, we can use your skills. We can’t do what we do without our volunteers.

Learn

Even before the pandemic, the Bronx had the highest poverty rate in New York City. And in 2020, the unemployment rate peaked at 25%. The high cost of living in major cities like New York means that for many, even steady full-time wages may be insufficient. Many residents are facing food insecurity, homelessness, household crowding, and/or significant rent burden. It is important to understand the context of our neighborhood and what our neighbors face.

Donate

We work hard to make sure that the philanthropic support we receive goes as far as possible in service to our clients. Here are a few examples of what your generous donation can do:

- **$150**: Can provide a day of haircut services for our clients.
- **$1,000**: Can help POTS provide a month’s worth of supplemental groceries to 25 families.
- **$5,000**: Can provide more than 800 individuals with a hot shower.
- **$10,000**: Can fund legal assistance enabling 30 families to pay down their past-due rent and avoid homelessness.

Donate online at [www.potsbronx.org](http://www.potsbronx.org)

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