



CSS AT A GLANCE FY23

Powering a More Equitable New York

The Community Service Society of New York (CSS) works with and for New Yorkers to promote economic opportunity and champion an equitable city and state. We power change through a strategic combination of research, services, and advocacy to make New York more livable for people facing economic insecurity.

CSS HISTORY

Since our founding in 1843, CSS has helped generations of New Yorkers access health care, live in safe and affordable homes, and connect to opportunities for government assistance, employment and upward mobility.

- Pioneered the social work and public health fields, including founding the **Columbia University School of Social Work** and the **Hospital for Special Surgery**.
- Championed many of America's first public social welfare programs, including the **forerunner to Social Security** and the nation's first **free school lunch program**.

FAST FACTS



ADDRESS
633 Third Avenue, Floor 10
New York, NY 10017



PHONE
212-254-8900



WEBSITE
cssny.org



165 EMPLOYEES



2023 REVENUE
\$41,158,000



FOUNDED IN 1843

WHAT WE DO

We believe in an equitable New York.

Every New Yorker, across income levels, race and ethnicity, and background, shares similar goals. We all want economic well-being, the ability to exercise our rights, and to live with dignity.

The Community Service Society of New York (CSS) has worked with and for New Yorkers since 1843 to promote economic opportunity and champion an equitable city and state. Through a strategic combination of data-driven research, direct services, and people-driven advocacy, we ensure New Yorkers have the power to create change in their lives and the life of our city and state. Our programs, policy analysis, legal advocacy, and campaigns expand access to health care, safe and affordable housing, employment, opportunities for individuals with conviction histories, consumer debt assistance and more—making a tangible difference in the lives of millions.

We work with a broad coalition of New Yorkers—from community members, activists and volunteers, to government officials, civic leaders, and grassroots organizations—to fight for what matters most, especially to those facing economic insecurity or racial injustice. Our collective victories, like stronger tenant protections, paid sick and family leave for working New Yorkers, and one of the strongest “ban the box” laws in the nation, pave the way for lasting change. We won’t stop until New York is a place where those most impacted by injustice have a fair chance to not only survive, but thrive. Join us in powering a more equitable New York by visiting cssny.org.

HOW WE WIN FOR NEW YORK

Health care: Our health access programs have helped more than a million New Yorkers (and counting) enroll in health insurance and navigate the complexities of the health care landscape.

Affordable transit: Through our winning Fair Fares campaign, we made public transportation more affordable for New Yorkers facing economic insecurity.

Volunteering: We pioneered the nationally replicated AmeriCorps Seniors RSVP, which mobilizes hundreds of volunteers locally who perform up to 500,000 hours of annual service.

Worker protections: Working New Yorkers have paid sick and family leave thanks to CSS and our partners. We work toward better wages and working conditions across sectors, from restaurant workers to gig workers and more.

Financial security: We help New Yorkers achieve and maintain financial security. Our programs:

- support borrowers with education debt
- make financial coaching and public benefits more accessible
- help individuals with conviction histories overcome barriers to employment and housing
- protect tenants from eviction
- protect patients from medical debt

Housing: Our research and advocacy have been central to achieving important wins for New York tenants, including a right to free counsel for households facing eviction and a stronger system of rent laws that help keep people in their homes.

Legal justice: We helped enact crucial legislation protecting New Yorkers against conviction records-based job discrimination and are coleading efforts to automatically clear past conviction records so that people can live their lives freely after serving time.

PROGRAMS & SERVICES

Fiscal Year 2023



Benefits Plus Learning Center

For over 25 years, the Benefits Plus Learning Center (BPLC) has equipped social services professionals across New York State with publications, trainings, and consultation services on government benefits and housing programs. BPLC addresses the complexities of navigating the benefit system for real life scenarios, as well as the coordination of multiple benefits.

90 Public Benefit Trainings
3,184 Training Attendees
647 Helpline Calls

Community Health Access to Addiction and Mental Healthcare Project (CHAMP)

CHAMP is the New York State independent health insurance ombudsman program for substance use disorder and mental health care. We educate and assist New Yorkers in accessing treatment and insurance coverage for substance use and mental health treatment.

2,188 Individual Cases
21,853 Outreach Event Attendees

Community Health Advocates (CHA)

For more than 20 years, Community Health Advocates has been a leading voice for New York's health care consumers, providing free, one-on-one assistance and community trainings to help people find and use health insurance and care.

36,186 Individual Cases
6,827 Helpline Calls
\$35 million Health Care Savings

Community Service Society Navigator Network (CNN)

Enrolling Individuals, families, and small businesses and their employees in free and affordable health insurance statewide. We've got you covered.

40,624 Individual Cases
37,309 Health Plan Enrollments

OUR IMPACT

We worked directly with **106,000** program participants.

We served an additional **27,000** individuals through our helplines.

We reached an additional **44,000** New Yorkers through outreach events, trainings, and information sessions on important public benefit and financial empowerment topics.

All told, our programs and services provided a direct financial benefit to New Yorkers of over **\$85 million.**

Education Debt Consumer Assistance Program (EDCAP)

EDCAP is New York's designated education debt consumer assistance program, providing comprehensive support to New Yorkers navigating all types of education debt, whether federal or private. As a one-stop shop, EDCAP offers financial guidance across the entire higher education continuum, assisting individuals in accessing financial aid and effectively managing existing student loans.

4,363 Individual Sessions
2,925 Helpline Calls
\$9 million Student Loan Savings

Facilitated Enrollment for the Aged, Blind, and Disabled Program (FE-ABD)

FE-ABD is a New York State-sponsored public health insurance application assistance program for people who are aged, blind or disabled. We educate and assist New Yorkers with enrolling in and using public health insurance programs.

7,643 Individual Cases
2,620 Health Plan Applications



Financial Advocacy Program

The Financial Advocacy Program provides financial coaching and public benefits counseling at community-based organizations, hospitals, and other agencies that serve low-income communities in New York City. Our work is powered by a cadre of skilled volunteers, primarily retired professionals, who have been rigorously trained in financial literacy and public benefits.

4,265 Individuals Served
55 Volunteers at 33 Community Partner Sites
902 Financial Coaching Sessions
Assisted with 4,625 Public Benefits

Income Support Services

CSS's Income Support Services provides small grants to qualifying individuals and families who are struggling to make ends meet. Recognizing that low-wage work and soaring rents make it hard to thrive in today's economy, Income Support Services provides financial assistance to help avert traumatic events like homelessness or to propel job seekers towards economic independence.

482 Individuals Served
38 Community Partners
\$321,000 Direct Financial Assistance Provided

Independent Consumer Advocacy Network (ICAN)

ICAN is the New York State Ombudsprogram for people with Medicaid who need long term care or behavioral health services. We assist New Yorkers with enrolling in and using managed care plans that cover long term care or behavioral health services.

4,795 Individual Cases

8,140 Helpline Calls

\$40 million Health Care Savings

Managed Care Consumer Assistance Program (MCCAP)

New York City's Managed Care Consumer Assistance Program (MCCAP) helps residents with their healthcare access and insurance needs. The program relies on the Community Service Society (CSS) and a network of 12 community-based organizations (CBOs) in every borough who work directly with the most vulnerable populations who struggle to navigate the health care system, complex coverage rules, complaints and appeals processes, and medical bills.

3,427 Individual Cases

488 Helpline Calls



Next Door Project

CSS estimates that nearly 30 percent of official New York State criminal records contain at least one error. Fixing these errors—and getting a complete understanding of the corrected criminal record—can help open doors to employment, housing, and stability that had previously been closed.

655 Individuals Counseled

1,225 Attended an Intake Session

Reentry Services & Youth Mentoring

The impact of incarceration wreaks havoc on families, communities, and individual lives. CSS operates a trio of volunteer-based programs to help individuals and families rebuild after incarceration or detention.

346 Young People Mentored

67 Volunteer Mentors served at 15

Community Partner Sites

Retired and Senior Volunteer Program (RSVP)

RSVP in New York City connects adults ages 55 and older with meaningful volunteer opportunities that harness their skills and interests to meet urgent community needs. Created in 1966 by the Community Service Society, RSVP recruits, trains, and places volunteers at community-based organizations throughout the five boroughs of New York City.

1,045 Volunteers Serving at 145

Local Community Partners Providing

160,000 Hours of Volunteer

Service at a Value of \$731,000 to

New York City

DONOR LIST

Fiscal Year 2022

\$100,000 +

Charina Endowment Fund
Health Foundation for Western &
Central New York
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\$50,000-\$99,999

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Fiscal Year 2023

\$100,000 +

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Stardust Fund
Trinity Church Wall Street
United Hospital Fund

\$50,000-\$99,999

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\$1,000-\$9,999

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Government Funders

Corporation for National &
 Community Service
 U.S. Department of Health & Human
 Service
 U.S. Department of Health
 Medicare and Medicaid Services
 NYS Judiciary Civil Legal Services
 NYS Division of Criminal Justice
 Services
 NYS Interest on Lawyers Account
 (IOLA)
 NYS Office For the Aging – SOFA
 NYS Department of State
 NYS Department of Financial Services
 NYS Department of Health
 NYS Office of Alcoholism and
 Substance Abuse Services (OASAS)
 John Jay College of Criminal Justice
 Mayor's Office of Criminal Justice
 (MOCJ)
 Staten Island Borough President
 NYC Department for the Aging – DFTA
 The City of New York
 NYC Department for Homeless
 Services – DHS
 New York City Council

FINANCIAL STATEMENT *Fiscal Year 2022*

CONDENSED CONSOLIDATED STATEMENT OF ACTIVITIES for Year Ended June 30, 2022 (In thousands)

	Without donor restrictions	With donor restrictions	Totals
REVENUE			
Public Support:			
Government grants	\$	\$ 20,884	\$ 20,884
Contributions and federated campaigns	866	2,609	3,475
Bequests	2		2
Program fees and other revenue	126		126
Investment return used for operations, net	8,913	1,087	10,000
Net assets released from restrictions	25,488	(25,488)	
TOTAL OPERATING REVENUE AND SUPPORT	35,395	(908)	34,487
OPERATING EXPENSES:			
Program services:			
Direct program services	25,474		25,474
Policy, research and advocacy	3,208		3,208
Public interest	780		780
TOTAL PROGRAM SERVICES	29,462		29,462
Supporting services:			
Management and general	3,614		3,614
Fundraising	1,410		1,410
TOTAL SUPPORTING SERVICES	5,024		5,024
TOTAL OPERATING EXPENSES	34,486		34,486
EXCESS (DEFICIT) OF OPERATING EXPENSES OVER REVENUE	909	(908)	1
NON-OPERATING ACTIVITIES:			
Investment return in excess of amount used for operations, net	(27,789)	(10,791)	(38,580)
TOTAL NON-OPERATING ACTIVITIES	(27,789)	(10,791)	(38,580)
Change in net assets before pension and post-retirement related charges	(26,880)	(11,699)	(38,579)
Pension and post-retirement related charges other than net periodic pension cost	5,916		5,916
CHANGE IN NET ASSETS	(20,964)	(11,699)	(32,663)
NET ASSETS, BEGINNING OF YEAR	164,328	88,733	253,061
NET ASSETS, END OF YEAR	\$ 143,364	\$ 77,034	\$ 220,398

CONSOLIDATED STATEMENT OF FINANCIAL POSITION for Year Ended June 30, 2022 (In thousands)

ASSETS

Cash and cash equivalents	\$ 5,866
Investments	146,000
Government and other receivables	12,701
Prepaid expenses and other assets	540
Beneficial interest in perpetual trusts	38,816
Property and equipment, net	29,549
TOTAL ASSETS	233,492

LIABILITIES AND NET ASSETS

Liabilities:	
Accounts payable and accrued expenses	6,266
Refundable advances	756
Accrued pension and post-retirement liability	6,072
TOTAL LIABILITIES	13,094
Net Assets:	
Without donor restrictions:	
Board designated:	
Quasi-endowment fund	93,699
Operating reserve	5,000
Other	1,115
Bequest	6,317
Undesignated	37,233
TOTAL NET ASSETS WITHOUT DONOR RESTRICTIONS	143,364
With donor restrictions:	
Donor restricted endowment funds	24,203
Beneficial interest in perpetual trusts	38,816
Purpose restricted	14,015
TOTAL NET ASSETS WITHOUT DONOR RESTRICTIONS	77,034
TOTAL NET ASSETS	220,398
TOTAL LIABILITIES AND NET ASSETS	233,492

FINANCIAL STATEMENT *Fiscal Year 2023*

CONDENSED CONSOLIDATED STATEMENT OF ACTIVITIES for Year Ended June 30, 2023 (In thousands)

	Without donor restrictions	With donor restrictions	Totals
REVENUE			
Public Support:			
Government grants	\$	\$ 23,982	\$ 23,982
Contributions and federated campaigns	876	4,880	5,756
Bequests	455		455
Program fees and other revenue	168		168
Investment return used for operations, net	9,562	2,938	12,500
Special events, net expenses of \$200 in 2023	155	25	180
Net assets released from restrictions	29,942	(29,942)	
TOTAL OPERATING REVENUE AND SUPPORT	41,158	1,883	43,041
OPERATING EXPENSES:			
Program services:			
Direct program services	29,492		29,492
Policy, research and advocacy	3,117		3,117
Public interest	746		746
TOTAL PROGRAM SERVICES	33,355		33,355
Supporting services:			
Management and general	3,660		3,660
Fundraising	1,596		1,596
TOTAL SUPPORTING SERVICES	5,256		5,256
TOTAL OPERATING EXPENSES	38,611		38,611
EXCESS (DEFICIT) OF OPERATING EXPENSES OVER REVENUE	2,547	1,883	4,430
NON-OPERATING ACTIVITIES:			
Investment return in excess of amount used for operations, net	7,591	4,989	12,580
TOTAL NON-OPERATING ACTIVITIES	7,591	4,989	12,580
Change in net assets before pension and post-retirement related charges	10,138	6,872	17,010
Pension and post-retirement related charges other than net periodic pension cost	4,526		4,526
CHANGE IN NET ASSETS	14,664	6,872	21,536
NET ASSETS, BEGINNING OF YEAR	143,364	77,034	220,398
NET ASSETS, END OF YEAR	\$ 158,028	\$ 83,906	\$ 241,934

CONSOLIDATED STATEMENT OF FINANCIAL POSITION for Year Ended June 30, 2023 (In thousands)**ASSETS**

Cash and cash equivalents	\$ 8,133
Investments	155,601
Government and other receivables	15,435
Prepaid expenses and other assets	412
Beneficial interest in perpetual trusts	41,146
Property and equipment, net	28,271
TOTAL ASSETS	248,998

LIABILITIES AND NET ASSETS

Liabilities:	
Accounts payable and accrued expenses	6,566
Refundable advances	437
Accrued pension and post-retirement liability	61
TOTAL LIABILITIES	7,064
Net Assets:	
Without donor restrictions:	
Board designated:	
Quasi-endowment fund	97,476
Operating reserve	5,000
Other	1,215
Bequest	6,773
Undesignated	47,564
TOTAL NET ASSETS WITHOUT DONOR RESTRICTIONS	158,028
With donor restrictions:	
Donor restricted endowment funds	27,176
Beneficial interest in perpetual trusts	41,146
Purpose restricted	15,584
TOTAL NET ASSETS WITHOUT DONOR RESTRICTIONS	83,906
TOTAL NET ASSETS	241,934
TOTAL LIABILITIES AND NET ASSETS	248,998

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David R. Jones, Esq.



David R. Jones, Esq.
President and CEO



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