

175
YEARS OF



INNOVATION

INNOVATION

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2018
ANNUAL
REPORT

**Community
Service
Society** | Fighting Poverty
Strengthening
New York



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The Community Service Society of New York (CSS) is an informed, independent, and unwavering voice for positive action on behalf of more than 3 million low-income New Yorkers. CSS draws on 175 years of excellence in addressing the root causes of economic disparity. We respond to urgent, contemporary challenges through applied research, advocacy, litigation, and innovative program models that strengthen and benefit all New Yorkers. www.cssny.org

It is both humbling and inspiring to reflect on the legacy of an organization that has had such a profound impact over the last 175 years. The Community Service Society and its predecessors, the Association for the Improvement of the Condition for the Poor (AICP) and the Charity Organization Society (COS), have made foundational contributions to the fields of public health, social work, and public welfare, and improved countless lives along the way.

In 2018, we expanded that legacy of service. Our programs directly helped more than 150,000 New Yorkers meet their most pressing needs: from accessing health care, to finding emergency rent assistance. Our impact was multiplied further by nearly 2,300 volunteers, who together provided 500,000 hours of service.

Our efforts are bold, because we believe our city can be an incubator of large-scale solutions to the problems of poverty. At no time was this better exemplified than in the massive federal response to the Great Depression. Many of the economic relief and recovery programs at the heart of FDR's New Deal were first tested here.

If New York City was the laboratory for the New Deal, then CSS and its predecessors were its chief scientists. The nation's first school for social work, now housed at Columbia but founded by COS, trained many of its foremost architects—including Labor Secretary Frances Perkins. Commerce Secretary Harry Hopkins first implemented the work relief programs that became his hallmark as director of the AICP's Employment Bureau. AICP experiments with pensions for the elderly laid the groundwork for Social Security. And AICP and COS were the first responders to the crisis of unemployment, joining forces in 1930 to provide work relief to tens of thousands of applicants before the state and federal government stepped in.

This idea—that local innovations can spark positive change around the nation—has long been evident in our work. In 1966, a CSS program designed to

engage retirees in service to their communities became the prototype for the national Retired and Senior Volunteer Program (RSVP). More recently, our research and advocacy were instrumental in the passage of important worker-friendly reforms, including paid sick days, paid family leave, and protections against criminal records-based employment discrimination—policies that have since been replicated in other cities and states.

We are exceedingly proud that our chief innovation of 2018, half-priced transit fares for people in poverty who face daily hardships getting to work, school, and medical appointments, has already inspired other cities like Boston, Chicago, and Washington, D.C. to consider similar programs. More than 700,000 New Yorkers could be eligible for this program.

Our tradition of innovation continues as we cover more ground in 2019. Our work in education equity is changing the conversation around segregation in our schools. We're helping hundreds of thousands of New Yorkers access quality, affordable health care. And in the face of persistent challenges, we're working to ensure that NYCHA has the resources and accountability it needs to serve its 400,000 residents.

As always, we are working relentlessly to keep New Yorkers moving toward a more secure economic future. We thank you for your support.



David R. Jones, Esq.
PRESIDENT & CEO



Deborah M. Sale
CHAIRPERSON

The Road to **FAIR FARES**

MILESTONES FROM THE CAMPAIGN

July 2014

THE UNHEARD Third

A question is asked

Inspired by an idea from Community Service Society Board Member Mark E. Lieberman, we added a question to our annual Unheard Third survey to find out whether low-income New Yorkers were struggling to afford bus and subway fares.

November 2014

For N.Y.'s poor, the fare's too damn high

By DAVID R. JONES and NANCY RANKIN | NEW YORK DAILY NEWS | NOV 05, 2014 | 5:00 AM



A lot to pony up. (Marian, Todd, NY Daily News)

First op-ed on the rising transit burden for many New Yorkers

CSS President and CEO David R. Jones and Nancy Rankin, CSS VP of Policy, Research, and Advocacy, publish an op-ed in the Daily News detailing the survey's findings that show one in three poor New Yorkers are often unable to afford subway and bus fares.

April 2016

THE TRANSIT AFFORDABILITY CRISIS

How Reduced MTA Fares
Can Help Low-Income New Yorkers Move Ahead

Report: "The Transit Affordability Crisis"

CSS economist Harold Stolper and Nancy Rankin release a groundbreaking report on the need for more affordable transit for low-income New Yorkers, along with a detailed plan to offer a half-priced fare to those living at or below the poverty line.

TO BRING HALF-PRICED METROCARDS TO LOW-INCOME NEW YORKERS

April 2016



The campaign for Fair Fares kicks off

CSS joins with grassroots organizing partner the Riders Alliance to officially launch the Fair Fares campaign. Members of the newly-formed coalition hold the first of many rallies near City Hall.

May 2016

June 17th, 2016

Press Release

STATEMENT BY DAVID R. JONES ON HIS CONFIRMATION BY THE STATE SENATE TO SERVE ON THE MTA BOARD

David R. Jones

Today, the State Senate confirmed my appointment to the Metropolitan Transportation Authority Board. I want to thank members of the State Senate for approving my appointment, Governor Cuomo for nominating me, and Mayor de Blasio for recommending me to fill one of the four New York City seats on the Board.

Our mass transit system is the life-blood of our economy. It moves more than six million people every day, helping them get to work, school and to everything else the city has to offer. But the system is also clearly showing signs of strain from an aging infrastructure, growing demand for more service and the lack of alternate revenue streams to support its burgeoning capital needs.



David R. Jones appointed to the board of the MTA

CSS President and CEO David R. Jones is appointed to the Board of the Metropolitan Transit Authority with the stated goal of “equalizing the way New Yorkers of different economic backgrounds access the system.”

December 2016

The New York Times

EDITORIAL

Reduce Subway Fares for Poor New Yorkers

By The Editorial Board

PHOTO BY J. J. J.



John Winkowski for The New York Times

The New York Times weighs in

The New York Times Editorial Board releases the first of what, by the end of the campaign, will be four editorials supporting Fair Fares.

The Road to **FAIR FARES**

May 2017



“Stop Criminalizing Poverty at the Turnstile” rally held outside of City Hall

Fair Fares brings public defender groups to join the fight due to the large number of their clients being arrested simply because they could not afford the \$2.75 fare.

March 2018



Letter from the City Council

37 NYC Council members submit a signed letter to the Council Speaker and leader of the Council Budget Negotiating Team, Daniel Dromm, urging inclusion of Fair Fares in the Council’s budget response.

April 2018



The biggest rally yet

Reacting to the mayor’s failure to include Fair Fares in his preliminary budget, and with City Council Speaker Corey Johnson giving full-throated support to Fair Fares, the campaign holds a huge rally outside City Hall adding even more City Council support along with three NYC District Attorneys and an ever expanding coalition. The next day, the City Council included full funding of Fair Fares in their budget response.

May 2018

June 2018



City Council Day of action

Led by City Council Speaker Corey Johnson, numerous City Council members fan out to subway stops during the morning rush to urge commuters to contact the mayor and support Fair Fares.



Victory for low-income riders!

After days of tense negotiations, Mayor de Blasio and Speaker Johnson shake hands in the rotunda of City Hall on a budget deal that includes full funding for Fair Fares. CSS and the Riders Alliance along with the mayor, City Council speaker, elected officials, and campaign supporters gather the following day to celebrate the **inclusion of Fair Fares in the city budget.**

www.cssny.org/fairfares

Fighting Poverty Strengthening New York



Celebrating
175
Years



INNOVATIONS IN HEALTH

New York's uninsured rate has fallen from 10 percent to 5 percent since 2010, and CSS's cutting-edge research and services have played a major role in that success.

Even after the passage of the Affordable Care Act, there was a large gap in who could access health coverage through the New York State of Health Marketplace. New Yorkers who had too high of an income to qualify for Medicaid but didn't earn enough to afford the lowest-priced Bronze Plan were left with no options.

CSS provided research and analysis that was instrumental in creating the Essential Plan—a more affordable option for low-income New Yorkers through the New York State of Health Marketplace that can cost no more than \$20 a month. Today, nearly 800,000 New Yorkers have gained coverage under the Essential Plan.

OUR CONSUMER ASSISTANCE AND ENROLLMENT PROGRAMS HELP MORE THAN **130,000 NEW YORKERS** ACCESS QUALITY, AFFORDABLE HEALTH CARE.

While New York's coverage gains have already been substantial, CSS research has continued to help low-income New Yorkers access quality, affordable care. Our January 2018 research report *Unintended Consequences* highlighted the unforeseen negative impact of New York State's Hospital Financial Assistance Law (HFAL) on hospital funding distribution to safety-net hospitals, upon which low-income New Yorkers heavily rely for affordable services.

In addition to our research, an array of CSS programs and services are meeting the pressing needs of health care consumers across the state. The CSS Navigator Network, a statewide system of 27 community-based organizations that serves 61 of New York's 62 counties, assists New Yorkers and small businesses in enrolling in health coverage through the NY State of Health Marketplace. Since the Marketplace opened in 2013, the Navigator Network has helped more than 200,000 New Yorkers with health plan enrollment.

Once New Yorkers gain health insurance, navigating the complexities of their coverage plans is a whole other challenge. Community Health Advocates (CHA), functioning through a network of community-based organizations throughout the state, helps health consumers access the medical care they need at the correct cost. Similarly, the Facilitated Enrollment for the Aged, Blind, and Disabled Program (FE-ABD) and the Independent Consumer Advocacy Network (ICAN) help New Yorkers with disabilities enroll in and navigate health insurance.

Through Harlem Health Advocacy Partners (HHAP), CSS also works directly with East and Central Harlem residents, who experience chronic health conditions, such as diabetes and asthma, at higher rates than the rest of New York City. We've reached thousands of individuals in these communities, saving them over \$275,000 in health-related costs.

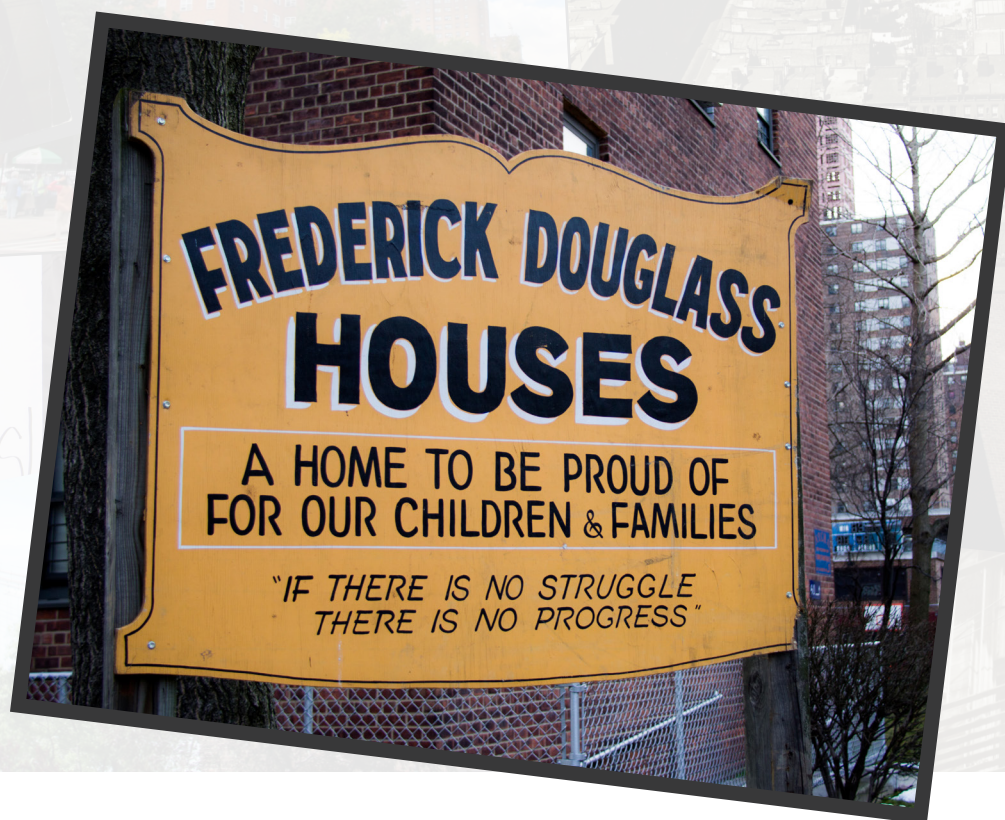


COMMUNITY HEALTH CARE

In the early 1900s, after decades of documenting poor health conditions in the city's most impoverished neighborhoods, CSS's predecessor organization the Association for Improvement of the Condition of the Poor (AICP) began an ambitious experiment: providing health care directly in communities that were underserved.

Its first clinic, opened in 1917, served residents in the primarily African-American neighborhood of Columbus Hill. Community health centers in Little Italy and Harlem soon followed, providing health services, education, and outreach. AICP also maintained a staff of trained public health nurses and dental clinicians who would go where their services were needed.

More than 70 years later, a groundbreaking CSS survey revealed an alarming lack of doctors in many areas of the city, and spurred CSS President and CEO David R. Jones to co-found the Primary Care Development Corporation to support community health centers.



INNOVATIONS IN **HOUSING**

Housing stability has always been a crucial precursor to upward mobility on the economic ladder. That's why we continue to prioritize the preservation and expansion of New York's affordable housing through our research, advocacy, and policy analysis.

Homelessness has been a major part of New York City's growing housing crisis. Our April 2018 report *Tenants on the Edge: Rising Insecurity Among Renters in New York City* revealed that homelessness had tripled since 2000 while the city's low-income population remained stable. We concluded that New York should launch a rental

assistance program, strengthen rent regulation laws, and restore better living conditions in public housing. The data we produced have provided crucial proof for claims pro-tenant advocates have been making for years, helping drive the conversation for stronger rent regulation laws in New York.

OUR RESEARCH ALONG WITH UNHEARD THIRD SURVEY RESULTS DOCUMENTED TENANT HARASSMENT IN RENT STABILIZED HOUSING, **SETTING THE STAGE FOR THE CAMPAIGN TO REFORM NEW YORK'S RENT LAWS.**

Our housing policy team has also worked directly with public housing residents to help them act and advocate on their own behalf for better living conditions. HUD introduced the Rental Assistance Demonstration program in 2011 as a way to preserve public housing through conversion to Section 8 housing under public-private development teams. We collaborated with several organizations and tenant advocates to create *Resident Handbook: A Guide to NYCHA RAD Conversion*, a publication that gives residents an easily digestible, comprehensive overview of the RAD program, their rights and protections under RAD, and how they can prepare for conversions.

Another part of the battle to help low-income New Yorkers keep their homes is fighting landlord harassment and wrongful evictions. CSS helped secure a major victory in this area by working with a broad coalition to pass Right

to Counsel legislation in August 2017. The first program of its kind, RTC provides low-income tenants facing evictions with free legal representation in housing court. This game-changing program has already helped thousands of low-income New Yorkers retain their homes, and other major cities, such as San Francisco and Newark, have adopted similar laws.

In addition to our research and advocacy, CSS provides direct assistance to tenants in need through an emergency rent coalition. In 2018, more than 500 families avoided eviction and kept their homes thanks to financial assistance from CSS.



SAFER TENEMENTS

At the turn of the twentieth century, frustrated by a lack of city response to unsafe tenement living conditions, CSS predecessor agency the Charity Organization Society (COS) mounted an unprecedented public education campaign to build political will for sweeping reform.

The Tenement House Exhibit of 1900, featuring maps, charts, and photographs by pioneers such as Jacob Riis, detailed with painstaking specificity just how crowded and unsanitary tenement housing had become. Every case of tuberculosis was documented, every application for charitable support was catalogued, and the lack of sanitation starkly illustrated in a cardboard model of a tenement block containing 39 buildings and not one bathtub.

Governor Teddy Roosevelt was quickly moved to action, appointing COS housing committee head Laurence Veiller to draft the Tenement Housing Act of 1901, which ultimately informed the state's Multiple Dwelling Code that still protects tenants today.



INNOVATIONS IN **SERVICE**

Throughout our history, CSS has created programs that have left an enduring legacy—from founding the Hospital for Special Surgery, to establishing the city's first permanent supportive housing programs.

As an innovator of direct service in New York's low-income communities, CSS extends its impact to nearly every corner of the city, empowering and educating vulnerable New Yorkers. Our program services address the pressing needs of the communities we serve through training programs,

partnerships with community-based services providers, volunteer mobilization, and individual assistance and advocacy.

The Benefits Plus Learning Center helps hundreds of service organizations better serve their clients.

WE MOBILIZED 500,000 HOURS OF VOLUNTEER SERVICE THROUGH OUR RETIRED AND SENIOR VOLUNTEER PROGRAM.

BPLC staff lead training programs and consultations that provide social service professionals with information, resources, and guidance on public benefits and publicly subsidized housing programs. More than 1,300 professionals from 148 different community-based organizations from across New York City attended BPLC workshops last year.

We also inspire talented volunteers to make significant change in their communities through direct service, mobilizing them through the Retired & Senior Volunteer Program (RSVP). CSS launched RSVP more than 50 years ago as a pilot program on Staten Island. Since then, the program has been replicated nationally and in 36 countries. In its expansion, RSVP remains as innovative now as it was upon its founding in the 1960s.

Last year, the CSS RSVP mobilized thousands of volunteers across New York City for 500,000 hours of volunteer service. Over the years, our volunteer-driven initiatives have expanded to now include specialized projects, such as the Financial Advocacy Program, Next Door Project, and mentoring programs for youth affected by incarceration and the criminal justice system. These specialized initiatives allow us to provide even better individualized assistance, whether it's money-management coaching, public benefits counseling, criminal rap sheet review and error corrections, and more.



A SCHOOL FOR SERVICE

CSS and its predecessors were integral to the development of social work in the United States. Our earliest relief work relied on “friendly visitors”—often volunteers—to evaluate the needs of families seeking support and provide appropriate assistance. Over time, this personal outreach became more effective as uniform standards of case work were put in place, and paid staff took over much of the work from volunteers.

In 1898, recognizing the need for well-trained professionals to conduct this sensitive work, CSS predecessor the Charity Organization Society (COS) partnered with Columbia University to create a six-week summer course in social work. COS soon expanded the curriculum to one year, and named the program the New York School of Philanthropy, the nation's first graduate school of social work. This influential school still exists today, as the Columbia University School of Social Work.



INNOVATIONS IN JUSTICE

Ensuring that every New Yorker has a right to full participation in society and our economy has been a hallmark of CSS's work for decades.

Mass incarceration, stop-and-frisk practices, and intensified “quality of life” policing have resulted in nearly one in three New Yorkers being marked with a criminal record, which reduces job prospects and lifetime earnings not just for the individual but intergenerationally. The myriad civil consequences of a criminal conviction also affect housing, access to higher

education, and civic engagement; accordingly, many experience a criminal conviction—even for a minor crime—as a “lifetime sentence.” For this reason, the CSS Legal Department focuses on litigation, direct services, policy, and legislative approaches to removing criminal records-based barriers to reentry.

WE HELPED DRAFT THE NYC FAIR CHANCE ACT, AMONG THE STRONGEST “BAN THE BOX” LAWS IN THE NATION PROTECTING PEOPLE WITH CRIMINAL RECORDS FROM EMPLOYMENT DISCRIMINATION.

Our innovative Next Door Project rapid sheet services, powered by volunteers and CSS legal experts, help more than 600 low-income individuals each year to be best positioned for the employment search. Our New York Reentry Roundtable, now in its tenth year, regularly convenes elected officials, faith leaders, directly impacted individuals, and advocates to address vital concerns. This past year, the Roundtable sponsored urgent discussions on critical issues including bail reform and strategies for ending criminal records-based housing discrimination.

In 2017, New York State finally enacted legislation to raise the age of criminal responsibility so that 16-year-olds will no longer be charged as adults. This historic “Raise the Age” legislation also included a provision allowing individuals to apply, in limited circumstances, to seal past criminal

conviction records. CSS immediately filed successful sealing motions on behalf of our clients, enabling them to pursue and obtain employment. In 2018, with assistance from New York Lawyers for the Public Interest, we created a thriving pro bono program to involve prominent law firms in this work, and the NYS Office of Court Administration turned to us for guidance on improving the process for *pro se* applicants.

New York’s sealing law is a good first step, but more needs to be done. As co-chair of the New York Coalition of Reentry Advocates, CSS is helping lead the charge to expand sealing eligibility and records clearance more generally, so that millions of New Yorkers with criminal conviction histories can move beyond past mistakes to become full participants in our communities.

GOING TO COURT

CSS has a long history of working to shape the justice system to protect underrepresented New Yorkers—and was highly influential in establishing the city’s first family and juvenile courts to better serve vulnerable children and teens. However, not until the 1980s did CSS begin using litigation as a primary strategy to effect change on a large scale.

Its first significant victory was a court challenge to the Board of Elections in 1989 that restored the voting rights of over 300,000 New Yorkers who had been purged from election rolls. CSS has since fought important legal battles on education equity and tenants’ rights; but its signature legal work in the 21st century has been on behalf of individuals and communities who are disproportionately stigmatized by the criminal justice system.

In 2003, CSS and the NAACP Legal Defense fund filed a landmark class action lawsuit, *Hayden v. Pataki*, which challenged the disenfranchisement of people who were incarcerated or on parole for felony convictions. In 2010, when more than 500,000 people with arrest records faced a discriminatory hiring process for the decennial Census, legal action by CSS and other civil rights organizations helped change these practices. More recently, CSS drafted two *amicus curiae* briefs—one to the United States Supreme Court—supporting federal courts’ right to expunge criminal convictions and jumpstarting a nationwide conversation about records clearance and clean slate practices.

What does

175
Years
of

INNOVATION

look like?

Advancing the field of public health



From establishing the city's first public bath house in 1852, to fighting the spread of tuberculosis, influenza, and pneumonia through pathbreaking public health campaigns; from founding the Hospital for Special Surgery in 1862, to establishing the city's prototype free school lunch program in 1913; CSS has long been at the forefront of making New York City a healthier place to live.

Laying the groundwork for the New Deal



Our early experiments with pensions for women and the elderly helped make the case for Social Security and other public welfare programs. Our pioneering public works programs—led by New Deal architect Harry Hopkins in the 1920s—became the model for Depression-era work relief.

Building the movement for political representation



In the 1980s and 1990s, we led a series of efforts that helped shape the political map of New York City to be more representative of low-income communities. We registered more than 250,000 new voters; mounted a legal challenge to discriminatory voter purges that restored more than 300,000 voters to the rolls; and developed an influential model for more representative City Council districts in 1991.

Leading policy change to fight inequality



Fueled by data from our Unheard Third survey, we have advanced a string of policy victories in the last decade: from winning the statewide fight for paid family leave; to ensuring that New York City workers have the right to paid sick days; to protecting people with conviction histories from employment discrimination. This past year, we led the campaign for a new, half-priced transit fare for New Yorkers in poverty.



DIVERSE

VOICES

IMPORTANT

ISSUES

EVENTS AT THE COMMUNITY SERVICE SOCIETY

HEALTH EQUITY

OCTOBER 11, 2017

Studies show that people of color tend to have poorer access to quality health care and suffer from worse health outcomes than white people. Access to insurance is part of the problem, and New York has made big strides toward reducing uninsurance rates for people of color in recent years.

However, coverage is just one piece of the health equity puzzle. Other factors are at play that prevent people of color from receiving the quality medical care they deserve.

Featuring leading public health experts, our panel convened in October 2017 to discuss how New York can act to reduce health disparities and create a more equitable health care system for New Yorkers.

SCHOOL & WORK

APRIL 10, 2018

In the five years after the last economic recession, New York City saw drastic declines in the number and share of young adults who are out-of-school and out-of-work, according to our joint study with JobsFirstNYC. Young adults have been able to find work during the economic recovery as well as attend school at higher rates. However, all the gains were in part-time jobs, and there were no net increases in full-time work. And while high school graduation and college enrollment rates have gone up, so have the rates of young people leaving college without a degree.

In April 2018, we hosted a panel discussion with JobsFirstNYC to discuss how New York City can take advantage of improvements in the out-of-school, out-of-work young adult population while addressing these new challenges.

MAKING THE TECH SECTOR INCLUSIVE

JUNE 28, 2018

New York City's tech sector has been booming, but not for all New Yorkers. Data produced by CSS showed that women, black, and Latinx New Yorkers struggle to break into the industry. Tech workers are more likely than non-tech workers to be highly educated, male, and non-native New Yorkers. In cases where women, black, and Latinx New Yorkers do land tech jobs, there are gender and race pay disparities that increase with age.

In June 2018, we partnered with the New York City Economic Development Corporation (NYCEDC) for a presentation and panel discussion on how to make New York City's tech sector more inclusive to women and people of color.

DISCRIMINATORY PRACTICE OF STOP & FRISK

An Analysis of Stop-and-Frisk Policing in New York City

by Harold Stolper and Jeff Jones

EXPANDING WORKERS' RIGHTS

Community Service Society
Fighting Poverty
Strengthening New York

CRIMINALIZING POVERTY

A discussion on public policy, economic opportunity, and racial justice in New York City

UNINTENDED CONSEQUENCES HOW NEW YORK STATE PATIENTS AND SAFETY-NET HOSPITALS ARE SHORTCHANGED

CLOSING THE DOOR

SUBSIDIZED HOUSING AND THE TIME OF FEDERAL INSTABILITY

Oksana Mironova

HOUSING FINDINGS

from the 2017 Unheard Third survey

As the number of low-income unregulated renters grows, they also face greater challenges with housing affordability

From 2015 to 2017, the share of low-income renters reporting a problem affording the rent declined by 13 percentage points. This improvement is likely a result of a growing economy, declining poverty, and a series of policy changes, including the state's minimum wage increase. However, as the chart below shows, these gains have been uneven among renters across housing types.

Regulated renters also benefited. While rents in regulated apartments are generally not income tested, two rent freezes on stabilized leases in 2015 and 2016 likely contributed to a 13 percentage-point decline in housing affordability concerns.

However, affordability did not improve for the growing share of low-income New Yorkers living in unregulated rentals. Even if these households benefited from an improving economy over the past few years, rising rents likely negated any gains in earnings. In 2017, 48 percent of unregulated renters reported a problem with being able to afford the rent, a decline of only 2 percentage points from the 50 percent reported in 2015.

Low-income renters living in public and subsidized housing are insulated from market pressures because their rents are based on tenant incomes. Even though a large share of low-income public and subsidized renters reported that affordability was a problem in 2017, the share dropped by 13 and 11 percentage points, respectively, since 2015.

PUBLICATIONS

2

Harassment is a challenge for rent-regulated tenants

New York State's rent laws protect rent-regulated tenants from unexpected rent hikes. However, many rent-regulated tenants face harassment from landlords, a form of housing insecurity that includes any actions that intend to force tenants to move out from their apartments, so they can then be rented for higher rents.

In the 2017 Unheard Third survey, we asked:

Q: Please tell me if you have experienced any of the following over the last 3 years:

- Long delays in making necessary repairs.
- Had the heat or hot water cut off.
- Problems caused by prolonged construction like excessive debris, dust, and blocked entrances.
- Had landlord bring you or other household member to court to try to evict you.
- Threats from your landlord or super, such as late-night calls, letters, or repeated visits.
- Repeated efforts by your landlord to pay you to move out of your apartment.

To measure harassment, we combined the six tactics described above into one index. Strikingly, we found that 41 percent of low-income renters experienced at least one type of harassment. A significant percentage of regulated (22 percent) and unregulated (17 percent) renters experienced two or more types.

Regulated tenants were more vulnerable: as shown in the chart below, the share reporting at least one type of harassment was 8 percentage points higher among regulated tenants. This confirms a pattern that advocates have pointed to repeatedly: landlords' use of harassment as a strategy to push out rent-regulated tenants. Tenant turnover is profitable for landlords: each new rent stabilized lease qualifies for a "bonus": a 20 percent rent increase. Renters in a vacant rent-stabilized unit are permanently deregulated.

Systematized harassment is particularly common in buildings owned by predatory landlords who make speculative investments with a stated goal of exploiting actual and potential rents' gains.

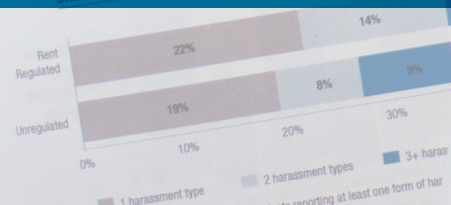
CHART 10: 9TH GRADE GRADUATION RATES Declines in Students



CHART 11: SHARE OF NEW YORK CITY POPULATION Largest Gains Among Latinos



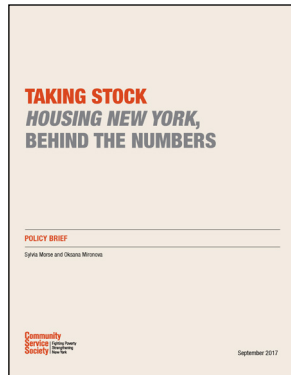
Share of low-income respondents reporting harassment, by housing type



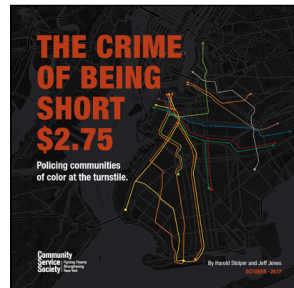
Share of low-income renters reporting a problem affording rent, by housing type



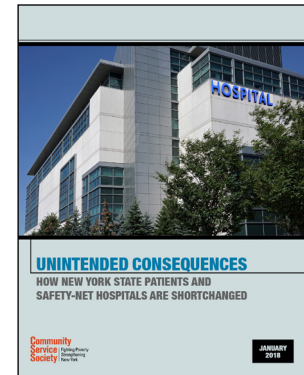
Q: Please tell me if being able to afford rent, mortgage, or maintenance costs is a very serious problem, somewhat serious problem, not too serious a problem, or not a problem at all where you live.



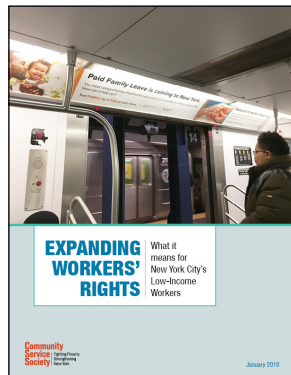
September 2017
TAKING STOCK: HOUSING NEW YORK, BEHIND THE NUMBERS
 Oksana Mironova



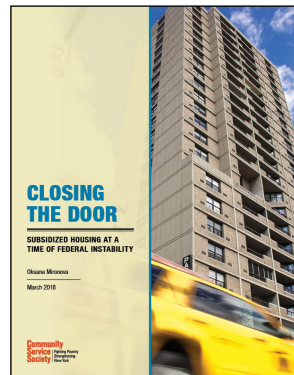
October 2017
THE CRIME OF BEING SHORT \$2.75: POLICING COMMUNITIES OF COLOR AT THE TURNSTILE
 Harold Stolper, Jeff Jones



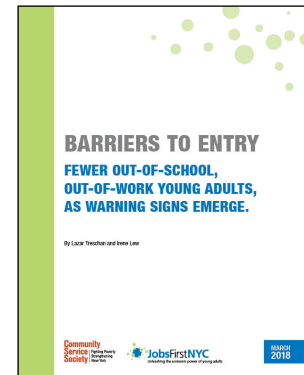
January 2018
UNINTENDED CONSEQUENCES: HOW NEW YORK STATE PATIENTS AND SAFETY-NET HOSPITALS ARE SHORT CHANGED
 Carrie Tracy, Elisabeth Ryden
 Benjamin, Amanda Dunker



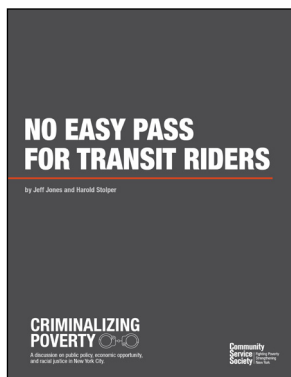
January 2018
EXPANDING WORKERS' RIGHTS: WHAT IT MEANS FOR NEW YORK CITY'S LOW-INCOME WORKERS
 Nancy Rankin, Irene Lew



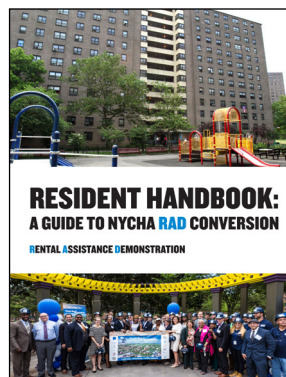
February 2018
CLOSING THE DOOR: SUBSIDIZED HOUSING AT A TIME OF FEDERAL INSTABILITY
 Oksana Mironova



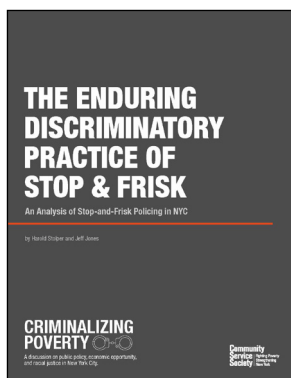
March 2018
BARRIERS TO ENTRY: FEWER OUT-OF-SCHOOL, OUT-OF-WORK YOUNG ADULTS, AS WARNING SIGNS EMERGE
 Lazar Treschan, Irene Lew



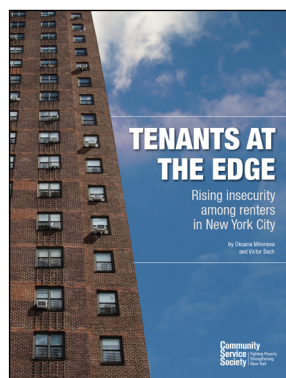
March 2018
**NO EASY PASS FOR
 TRANSIT RIDERS**
 Jeff Jones, Harold Stolper



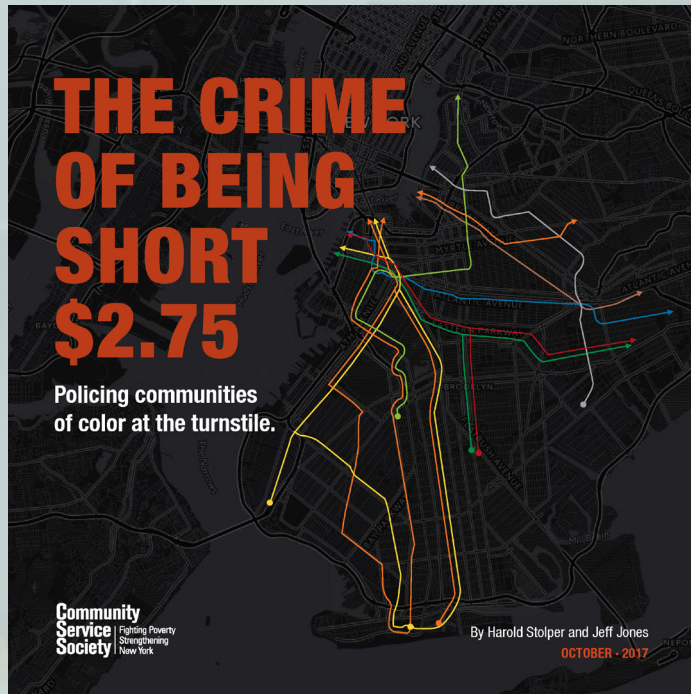
March 2018
**RESIDENT HANDBOOK:
 A GUIDE TO NYCHA RAD
 CONVERSION**



April 2018
**THE ENDURING
 DISCRIMINATORY PRACTICE
 OF STOP AND FRISK**
 Harold Stolper, Jeff Jones



April 2018
**TENANTS AT THE EDGE:
 RISING INSECURITY AMONG
 RENTERS IN NEW YORK CITY**
 Oksana Mironova, Victor Bach



FARE EVASION AND THE CRIMINALIZATION OF POVERTY

In the first three months of 2017, the NYPD arrested 4,600 people for fare evasion, an overwhelming 90 percent of them black or Latinx. In Brooklyn in 2016, young black men (ages 16–36) made up half of all fare evasion arrests, but represent only 13.1 percent of poor adults. This is a prime example of how “broken windows” policing of low-level crimes of poverty disproportionately targets poor communities of color—criminalizing young black men in Brooklyn at alarmingly high rates.

Our report examines never before seen fare evasion arrest data from public defender organizations and finds that, in Brooklyn, poor black communities have higher arrest rates for jumping the turnstile than other areas of Brooklyn, even when accounting for poverty and crime.

The findings in this report helped to make the case for “Fair Fares,” the CSS-sponsored program that provides half-price MetroCards for low-income New Yorkers, and helped lead to a new law demanding transparency from the NYPD on fare evasion enforcement.



PROGRAM Snapshot



ACES Project

Since 1984, the ACES Project (Advocacy, Counseling, and Entitlement Services) of the CSS RSVP program has helped New Yorkers access critical public benefits—such as Medicaid, SNAP, SSI, and Cash Assistance. ACES volunteers receive intensive training in how to navigate a complex array of public benefit programs. Volunteers are placed in community-based partner agencies to work directly with clients, thus strengthening the service offerings in communities throughout New York City.

- **58** volunteers serving in **34** sites
- **6,651** total client contacts
- Counseling on **7,730** public benefit issues

Benefits Plus Learning Center

The Benefits Plus Learning Center offers training, publications, and consultation services to educate and support the social service professional through the complexities of the public benefit system. Benefits Plus Online, our comprehensive, searchable resource manual for social service professionals, includes in-depth information on over 80 different federal, state, and local government benefit and housing programs.

- 65 workshops conducted with **1,335** attendees representing **148** different community-based organizations
- 327** users of Benefits Plus Online with **70** different organizations subscribing

Community Health Advocates

Community Health Advocates (CHA) is New York State's designated consumer assistance program. CHA helps New Yorkers navigate the complex health care system by providing individual assistance and public outreach to communities throughout New York State. Through a network of community-based partner organizations, CHA helps consumers and small employers understand health insurance coverage and access the care they need.

- 61,614** cases completed
- 19,955** helpline calls
- \$12.3 million** in health-related costs saved for New Yorkers



PROGRAM Snapshot

CSS Navigator Network

With the opening of the new health care marketplace in 2013, CSS launched the Community Service Society Navigator Network (CNN) to help individuals, families, and small businesses enroll in health coverage through the New York State of Health Marketplace. CNN's extensive network of state-certified Navigators offer services in multiple languages, in person or over the phone, in communities throughout New York State.

- **27** community-based partners
- **61** out of 62 New York counties served
- Helped over **209,818** New Yorkers with health plan enrollment since 2013

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

The Facilitated Enrollment for the Aged, Blind, and Disabled Program (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. The FE-ABD Program consists of a network of eight community-based organizations around New York State. This network provides application assistance to individuals in 38 out of New York's 62 counties. Facilitated Enrollers are not connected with any health insurance plan and all services are free and confidential.

- **8** community-based partners
- **38** out of 62 New York counties served at **90+** sites
- **4,088** applications completed

Financial Coaching Corps

The Financial Coaching Corps (FCC) empowers clients by helping them take control of their personal finances and increase their future security by developing skills in money management, savings, credit, debt reduction, reviewing and repairing credit reports, and asset building. FCC is powered by a cadre of older adult volunteer financial coaches who complete a rigorous training program and provide services at local community-based organizations.

- 738 clients were helped with issues including banking, budgeting, and reviewing and repairing credit reports
- 28 financial coaches serving at 21 partner agencies
- 90% of clients reported an increase in understanding of one or more personal finance topics

Harlem Health Advocacy Partners

In 2014, the Mayor's office launched a place-based New York City demonstration project called the Harlem Health Advocacy Partners (HHAP) to improve the health outcomes of New York City Housing Authority (NYCHA) residents in East and Central Harlem. The initiative focuses on five NYCHA developments by addressing risk factors for disease, such as physical inactivity and poor diet, and improving management of existing chronic diseases. As part of this initiative, CSS's community-based Health Advocates bring health insurance enrollment and post-enrollment navigational assistance to residents. The program's Community Health Workers, Health Advocates, and Community Health Organizers all assist individuals and families access social services and make healthy changes to improve their overall quality of life.

- Assisted 996 individual clients with 3,325 health care and coverage needs
- 5,304 individuals reached through 358 workshops outreach events
- \$275,154 In health-related costs saved



PROGRAM Snapshot

Income Support Services

CSS connects New Yorkers in immediate financial need with resources from a variety of grant programs—including The New York Times Neediest Cases Fund, the United Way Emergency Food and Shelter Program, and the New York City Department of Homeless Services. Our Income Support Services Unit works with clients referred from more than 30 nonprofit partner agencies in all five boroughs.

- 750+ clients served
- 550+ families received emergency eviction prevention grants
- 500+ participants in workforce development programs received grants for transportation, job training, and other urgent needs
- 15+ children received summer camp scholarships



Independent Consumer Advocacy Network

The Independent Consumer Advocacy Network (ICAN) is New York's Ombuds program for people who need Medicaid long term care or behavioral health services. ICAN represents a collaboration between the New York State Department of Health, CSS, and a network of community-based organizations around the state. ICAN helps older adults and people with disabilities needing home attendant or nursing home care; people with developmental disabilities; and people with behavioral health needs. ICAN helps people navigate all of the different kinds of Medicaid managed care in New York, including Managed Long Term Care (MLTC), Fully Integrated Duals Advantage (FIDA), FIDA-IDD for people with intellectual or developmental disabilities, and Health And Recovery Plans (HARPs) for people with behavioral health needs. ICAN's statewide network of trained health counselors works closely with consumers and caregivers to resolve problems accessing the services they need, appeal unfavorable plan determinations, address quality of care issues, and file complaints to the state.

- 17 community-based partners
- 57 sites serving clients throughout New York State
- 25,112 hotline calls answered
- 15,251 cases completed
- 983 appeals of coverage denials won



PROGRAM Snapshot

MentorUP & MentorCHIP

CSS provides mentoring to children affected by incarceration and the criminal justice system through two volunteer-driven programs. Mentoring Youth of Promise (MentorUP) trains volunteer mentors to build the academic confidence and social skills of youth who are in Alternatives to Incarceration programs. Mentoring Children of Incarcerated Parents (MentorCHIP) offers site-based mentoring at partnering organizations to build the confidence and resilience of children ages 6–16 whose parents are incarcerated.

- **113** volunteer mentors at **10** partner sites
- **5,275** hours of intergenerational mentoring service to
- **330** youth affected by incarceration

Next Door Project

One out of every three New Yorkers has a criminal conviction history, and almost half of all official criminal records contain at least one error. These errors compound the problems people with past criminal convictions face in obtaining employment, housing, and a firm footing in their communities. The Next Door Project helps New Yorkers obtain, review, understand, and correct official criminal record “rap sheets.” Next Door Project staff and highly-trained older adult volunteers also assist clients with obtaining Certificates of Relief or Good Conduct to remove licensing and employment barriers; and connect them with CSS Legal Department attorneys who can help address illegal employment discrimination practices and community resources that help open doors to employment and economic stability.

- **1,141** New Yorkers served
- **12** highly-trained volunteers who all believe in second chances
- Over **45%** of client “rap sheets” contained errors

Retired and Senior Volunteer Program

The Retired and Senior Volunteer Program (RSVP) recruits, trains, and places volunteers at community-based organizations throughout the five boroughs of New York City. The strength of the RSVP program is three-fold: it provides life-changing opportunities for volunteers ages 55 and over; it helps meet the critical needs of communities by mobilizing hundreds of thousands of hours of volunteer service; and it strengthens public and nonprofit agencies by matching skilled volunteers with vital programs and services.

- Nearly **2,300** RSVP volunteers serving citywide
- More than **280** community sites
- **500,000** hours of annual service provided by our volunteers

NEW YORK TIMES NEEDIEST CASES

Since 1912, The New York Times has sponsored the Neediest Cases Fund to raise money for low-income children, families, adults, and individuals with disabilities at eight major New York City nonprofits.

CSS is fortunate to be one of the recipient agencies. **Support from the Fund enables CSS to directly assist New Yorkers seeking to overcome financial obstacles and improve their quality of life.** Each year throughout the course of the campaign, The New York Times Neediest Cases shares the stories of these individuals and families, providing a message of hope for recipients and for others seeking to better their lives.



Condensed Consolidated Statement of Activities for Year Ended June 30, 2018 (In thousands)

	Unrestricted	Temporarily Restricted	Permanently Restricted	Totals
REVENUE				
Public Support:				
Government grants	\$19,126			\$19,126
Contributions & federated campaigns	715	865		1,580
Bequests	288			288
Program fees and other revenue	117			117
Subscription and advertising income				
Investment return used for operations, net	5,376	3,348		8,724
Special events, net expenses	45			45
Net Assets released from restrictions	7,133	-7,133		
TOTAL OPERATING REVENUE AND SUPPORT	32,800	-2,920		29,880
OPERATING EXPENSES:				
Program services:				
Direct service program	23,540			23,540
Policy research and advocacy	3,121			3,121
Public interest	1,311			1,311
TOTAL PROGRAM SERVICES	27,972			27,972
Supporting services:				
Management and general	5,295			5,295
Fundraising	1,087			1,087
TOTAL SUPPORTING SERVICES	6,382			6,382
TOTAL OPERATING EXPENSES	34,354			34,354
DEFICIT OF OPERATING EXPENSES	-1,554	-2,920		-4,474
NON-OPERATING ACTIVITIES:				
Investment return in excess (deficiency) of amount used for operations, net	1,947	3,126	1,431	6,504
Gain from equity interest in The United Charities				
Loss on disposition of property and equipment				
TOTAL NON-OPERATING ACTIVITIES	1,947	3,126	1,431	6,504
Change in net assets before pension and post-retirement related charges	393	206	1,431	2,030
Pension and other post-retirement related charges other than net periodic pension costs	-173			-173
CHANGE IN NET ASSETS	220	206	1,431	1,857
NET ASSETS, BEGINNING OF YEAR	115,693	25,796	65,155	206,644
NET ASSETS – END OF YEAR	115,913	26,002	66,586	208,501

Consolidated Statement of Financial Position for Year Ended June 30, 2018 (In thousands)

ASSETS

Cash and Cash equivalents	\$2,813
Investments	168,383
Government and other receivables, net	12,485
Prepaid and other assets	428
Beneficial interest in perpetual trusts	37,491
Investment in The United Charities Property and equipment, net	34,416
TOTAL ASSETS	\$256,016

LIABILITIES AND NET ASSETS

Liabilities:	
Accounts payable and accrued expenses	8,320
Accrued pension and post-retirement liability	15,621
Line of credit	23,574
TOTAL LIABILITIES	47,515
Net Assets:	
Unrestricted	115,913
Temporarily restricted	26,002
Permanently restricted	66,586
TOTAL NET ASSETS	208,501
TOTAL	\$256,016

NOTES

These consolidated statements include all funds of the Community Service Society of New York and its affiliates, The Institute for Community Empowerment, and Friends of RSVP, Inc. The statements are condensed from the financial statements for the year ended June 30, 2018, which has been audited by Dorfman Abrams Music LLC.

1. A copy of the latest CSS financial report filed with the New York State Office of the Attorney General in Albany is available upon request from the Department or CSS.
2. The society is now governed by the NYPMIFA spending policy, which establishes a maximum prudent spending limits of 7% of its previous five years' balance. For the fiscal year ended June 30, 2018, the Society appropriated \$8,724, according to this formula.

OUR SUPPORTERS

The Community Service Society of New York is grateful for the generosity of all its supporters. As space is limited, we are only able to list our major contributors. However, this does not minimize our appreciation of everyone who cares about CSS's work. Listed below are the generous individuals and entities who supported us in 2018 (year ending June 30, 2018).

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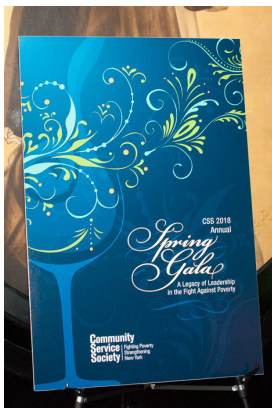
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Department of Marketing and Communications
Community Service Society of New York
633 Third Ave, 10th FL
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Telephone: 212-254-8900

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