

# Progress

Community Service Society  
Annual Report 2015



A group of four people are smiling and holding up white signs with the Community Service Society logo. The group consists of a woman on the left with glasses and a patterned top, a man in the center with a dark suit, a woman on the right with sunglasses on her head and a black top, and a man on the far right with a beard, glasses, and a suit. They are standing outdoors with trees and a building in the background. The signs they are holding feature the text 'Community Service Society' in large red letters, followed by 'Fighting Poverty Strengthening New York' in smaller black letters, and the website 'www.cssny.org' at the bottom.

# Community Service Society

Fighting Poverty  
Strengthening  
New York

[www.cssny.org](http://www.cssny.org)

# Community Service Society

Fighting Poverty  
Strengthening

[www.cssny.org](http://www.cssny.org)

# Community Service Society

Fighting Poverty  
Strengthening  
New York

[www.cssny.org](http://www.cssny.org)

## INSIDE THIS REPORT

<b>Making Progress</b>	<b>1</b>
<b>People</b>	<b>2</b>
<b>Partners</b>	<b>8</b>
<b>Policy</b>	<b>12</b>
<b>Programs</b>	<b>20</b>
<b>Publications</b>	<b>26</b>
<b>Press</b>	<b>30</b>
<b>Officers, Trustees, and Senior Staff</b>	<b>33</b>
<b>Financial Statement</b>	<b>34</b>
<b>Our Supporters</b>	<b>36</b>

# Making Progress

Each year, we poll New York City residents of all incomes to learn about their concerns, priorities, and material hardships. In our annual *Unheard Third* survey for 2014–2015, we asked a series of questions about how New Yorkers see themselves economically and how they feel about their prospects for getting ahead.

The results were sobering: **nearly three out of four New Yorkers felt they were stuck on or moving down the economic ladder.**

Despite this pessimism, our *Unheard Third* survey revealed some very positive news. New Yorkers believe that things can get better—in fact, they voiced strong support for a broad set of policy measures that would help even the most disadvantaged get ahead.

The Community Service Society (CSS) is uniquely positioned to move this agenda forward. Through our signature combination of hard-hitting policy research, innovative direct services, citywide volunteer mobilization, and partnerships with an extensive network of advocates, policy makers, and community based organizations, we have made remarkable strides in the last year.

Our 2015 Annual Report celebrates important progress in the movement to improve the economic outlook of struggling New Yorkers. But how do we define progress when one in five New York City residents continues to live below the poverty line?

Progress is helping jobseekers with a criminal record tear down a monumental barrier to finding a job and getting on solid financial footing. To combat employment discrimination, CSS championed a new law in New York City, the Fair Chance Act, which will prevent employers from asking about a job applicant's criminal history until a conditional offer of employment is made.

Progress is a brand new state health plan that will allow low-income New Yorkers who don't qualify for Medicaid to get quality, affordable health coverage for \$20 a month or less; and a new state law that protects against bankruptcy by shielding health care consumers from surprise medical bills from out-of-network providers. CSS and the Health Care for All New York Coalition were instrumental in securing passage of these vital reforms.

Progress is an unprecedented new fiscal commitment from the city and state that will help sustain our city's public housing—home to more than half a million New Yorkers—and make it a safer place to live. CSS research into the effects of government disinvestment in public housing helped make the case for new funding.

Progress is forward momentum at the state level on two urgent economic issues for New York's low-income working families: paid family leave and raising the minimum wage. CSS has worked tirelessly with a diverse coalition of advocates to keep these issues front and center on the state legislative agenda.

As we look ahead to 2016 and beyond, other issues identified in our survey—such as making college more affordable and giving the working poor relief from the high cost of public transit—have begun to define our agenda. With your support, we look forward to continued progress toward building a more prosperous, equitable city.



David R. Jones, Esq.  
President & CEO



Deborah M. Sale  
Chairperson

People:









---

## CHOOSING THE RIGHT HEALTH PLAN

New Yorkers have more health insurance options than ever before, but selecting the right plan can be daunting. The CSS Navigator Network, an extensive statewide network of 38 certified community partners, provided assistance to **over 38,000 New Yorkers enrolling in health plans on the New York State of Health Marketplace.**

After years of being uninsured, Jessica K. turned to CSS for help understanding her new health care options. She was hopeful that finding an affordable health insurance plan would ease her worries about getting sick or hurt. “Finding health care can be overwhelming,” she said, but with the assistance of her CSS Navigator, Jessica got the coverage she needed. **“I feel so much more comfortable just knowing I can go to the doctor if I am feeling sick. That’s a huge blessing. And I can afford it!”**

## FINDING HELP WITH A PHONE CALL

A woman goes to her annual checkup, believing her visit is covered as preventive care. When a bill arrives from the doctor’s office, she feels blindsided. Does she owe the money? Can she appeal? How can she find help and answers?

Fortunately for her and thousands of other New Yorkers, the Community Health Advocates (CHA) Helpline is staffed by trained volunteers who stand ready to provide free, one-on-one, unbiased information and assistance about using health insurance, disputing decisions and medical bills, and helping the uninsured access affordable care.

Stuart S. is a long-time CHA Helpline volunteer. **“I feel a great sense of satisfaction when I help a CHA client make the most of their health care.”**

## GIVING 400,000 HOURS OF SERVICE

Nearly 3,000 volunteers in our Retired and Senior Volunteer Program (RSVP) serve at hundreds of organizations throughout New York City. Their volunteer service is having a profound impact across our communities—and in the lives of those who serve.

- At a soup kitchen in Brooklyn, RSVP volunteers Christena and her friend Linda help distribute nutritious food to up to 150 members of the community. **“You really feel you are making a difference,”** says Christina.
  - Says RSVP volunteer Richard of his time spent mentoring children: **“When I get somebody to do their homework—to me that’s success. They need to know they can achieve.”**
  - Ruth joined RSVP a week after retiring from a busy career. **“I wanted to stay active, and do something to help people who need it.”**
-



---

## STARTING FRESH WITH THE SAME VITAL MISSION

In August 2015, CSS relocated to our new office space at 633 Third Avenue in Manhattan. Our staff took a moment during the move to gather for a farewell photo in front of The United Charities Building on East 22nd Street, which had served as the home and headquarters to CSS for 122 years.

As we begin this exciting new chapter, our mission remains the same: to continue CSS's more than 170-year legacy of empowering and promoting opportunities for New York's low-income individuals and families.

## EXTENDING A HAND TO NEW YORK'S NEEDIEST

After graduating high school, Sydney M. overcame serious family difficulties and tight finances to pursue training in computer programming. Just weeks before graduation, he found his savings nearly gone. Unable to afford a MetroCard to get to school, Sydney feared he would have to give up on his education and return to his old restaurant job. **Then he found CSS.** CSS's Income Support Services Unit provided Sydney with MetroCards, using money from *The New York Times* Neediest Cases Fund, enabling him to finish his training and opening up new doors for his future career.

For more than 100 years, *The New York Times* has sponsored the annual Neediest Cases Fund to raise money for low-income children, families, adults, and individuals with disabilities at seven major New York City nonprofits, and CSS is fortunate to be a recipient agency. Read more stories at [www.cssny.org/neediestcases](http://www.cssny.org/neediestcases)

## CELEBRATING FRIENDS AND ALLIES

On October 21, 2014 more than 250 CSS friends and supporters gathered at the Edison Ballroom for the Step-Up New York cocktail reception recognizing CSS's legacy of leadership in the fight against poverty. **We paid tribute to Mayor Bill de Blasio and the Honorable David N. Dinkins** for their commitment to our shared goal of eliminating social and economic inequalities in New York City.

---

Partners:







---

## **ADVANCING AFFORDABLE HEALTH CARE**

CSS works with community partners across New York State to push for affordable, comprehensive, high quality health care. As a founding member of the statewide Health Care for All New York (HCFANY) coalition, we are able to provide consumer assistance and deploy a quick-response policy network on emerging issues. CSS programs and research, meanwhile, help inform the HCFANY legislative agenda.

CSS also maintains HCFANY's communications network on New York State health reform. Together with HCFANY, CSS works for greater access to coverage for immigrants, and for proposals such as the Basic Health Plan, or Essential Plan, to cover more New Yorkers while easing the state's budget burden.

## **FIGHTING FOR PAID FAMILY LEAVE**

CSS helped lead the fight for paid family leave in New York State as a Steering Committee member of the Paid Family Leave Coalition. The coalition, consisting of over 45 organizations from advocacy groups and trade unions, held numerous press events and collected thousands of signatures as part of its continued efforts to pressure the NYS Senate and Governor Cuomo to pass paid family leave legislation for New York.

## **TAKING A REENTRY AGENDA TO ALBANY**

From 2007–2015, more than 100 participants of Albany Advocacy Day traveled with us to the state capital each spring to meet with elected officials. Their goal? To address critical issues for the tens of thousands of people incarcerated in New York State who are released each year, only to face discrimination in jobs, housing, and other areas as they attempt to rebuild their lives. CSS established “Albany Advocacy Day” as an outgrowth of our monthly NY Reentry Roundtable forum.

The Advocacy Day Agenda includes bills providing greater access to education, employment, and housing for the formerly incarcerated, as well as reforms to parole and sentencing laws.

## **PARTNERING WITH RESIDENTS TO WIN CRITICAL FUNDS FOR PUBLIC HOUSING**

For the first time in more than a decade, hundreds of New York City Housing Authority (NYCHA) residents rallied in Albany in March 2015 to demand state funding for public housing after years of neglect. CSS, along with the Real Affordability for All coalition and other advocates, worked with tenant leaders to organize busloads of residents to call attention to long-running deficits that have left NYCHA housing in critical need of investment and repair. Albany responded by adding \$100 million in capital funds for NYCHA to state budget.

---

Policy:









---

## FOSTERING COLLEGE SUCCESS

Two CSS reports—in May 2014 and February 2015—helped spur the passage of a new state-funded initiative that will help youth who have been in foster care make a successful transition to college. Our initial research showed that among New York’s 4,000 college-aged foster youth, only an estimated 25 percent or less are enrolled in college or vocational school. In comparison, 60 percent of public school students in New York State enroll in some form of postsecondary education after high school. Our follow-up report provided a proposal blueprint and specific components for a new statewide initiative—and helped secure \$1.5 million in state funding.

## INVESTING IN PUBLIC HOUSING

In July 2014, CSS released a report chronicling the physical and financial decline of New York City’s public housing over the last decade. We called for a “Marshall Plan” of major city and state investment in the New York City Housing Authority (NYCHA) to counteract years of underfunding and disinvestment at all levels of government.

The state responded with an unprecedented \$100 commitment to help restore NYCHA’s aging infrastructure. The city also committed \$300 million in its capital budget over three years to fund major improvements. In addition, it increased NYCHA operating resources by relieving the Authority of annual payments to the city—\$73 million for police services and \$32 million for PILOT payments in lieu of property taxes.

## EARNING A RAISE FOR TIPPED WORKERS

Tipped workers in the food service and hospitality industry are subject to a separate minimum wage in New York State, which means they don’t benefit from wage increases that affect other workers. A CSS report found that tipped workers frequently make less than the statewide minimum wage—even when accounting for tips—and are more than twice as likely to live in poverty or rely on public benefits as compared to non-tipped workers. These findings, shared in testimony before a state wage board, informed action by Governor Cuomo in 2015 to increase the minimum wage for tipped workers from \$5.00 to \$7.50 an hour—an increase that will benefit more than 170,000 workers in New York State.

---



---

## GETTING A FAIR CHANCE AT A JOB

For more than 7 million New Yorkers with a criminal record, a common check box on job applications has long presented a challenging dilemma. Omitting information about a prior arrest or conviction might give you a shot at an interview, but raises your risk of being denied or terminated later for lying on the application. But disclosing a criminal record virtually guarantees that you won't get a call back.

Employment is a major factor in reducing recidivism. Many experts studying the negative effects of a criminal conviction on job opportunities found that people with a criminal past have a much better chance of getting hired when they are able to get to the interview phase of the hiring process. But getting to an interview had been an impossible dream for many applicants since the advent of near-universal background checks and online application systems that effectively screen out job seekers with a criminal record.

Thanks to a new law in New York City, job applicants with a criminal history will now have a fair shot at employment. CSS was the lead author of the **Fair Chance Act**, a law passed in June 2015 and in effect from the following October, which makes it illegal for most employers in New York City to ask about the criminal record of job applicants before making an offer. This means ads, applications, and interview questions cannot include inquiries into an applicant's criminal record. This allows the applicant to be judged on his or her qualifications, not a box on an application form.

---



---

## COVERING THE HEALTH CARE ESSENTIALS

In 2015, New York State introduced a new health plan for low-income households who don't qualify for Medicaid or Child Health Plus. The new plan, dubbed **the Essential Plan**, offers comprehensive coverage with no deductible for just \$0 or \$20 a month, depending on household income (up to \$48,500 a year for a family of four). CSS research detailed how the federally-funded plan could work in New York—estimating that more than 600,000 New Yorkers would gain coverage. Advocacy by CSS and the Health Care for All New York coalition helped ensure that the final plan design adopted by the state included oversight and consumer protections to extend quality, affordable health coverage to New York's low-income working families.

## PROTECTING CONSUMERS FROM SURPRISE MEDICAL BILLS

Treatment for a serious medical condition can involve a team of specialists—each of whom bill their patients separately. Many health care consumers don't realize that a service provided at an in-network hospital may not be covered by their insurance, and are shocked to discover they owe thousands of dollars to providers they may not have even met. In April 2015, **the nation's strongest law** protecting consumers from surprise, out-of-network medical bills took effect in New York. CSS worked closely with the state's Department of Financial Services and the Health Care for All New York coalition to craft the law, which significantly expands the rights and protections of consumers who are faced with out-of-network medical bills and puts the burden on providers and health plans to resolve billing disputes.

---



Programs:



## 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 Detention 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.

**80** volunteer mentors at **8** partner sites

**4,347** hours of intergenerational mentoring

Service to **290** youth affected by incarceration

## 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, Food Stamps, SSI, and Public 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.

**65** volunteers serving in **38** partner agencies

**5,744** total client contacts

Counseling on **7,534** public benefit issues

## Next Door Project

---

One out of every three New Yorkers has a criminal record, and half of all official criminal histories contain at least one error. These errors compound the problems people with past criminal convictions face in gaining employment, housing, and a firm footing in their communities. The Next Door Project helps New Yorkers obtain, review, understand, and correct official criminal records. Next Door Project staff and volunteers also assist clients with obtaining Certificates of Relief or Good Conduct to remove housing and employment barriers; and connect them with community resources and legal expertise that help open doors to employment and economic stability.

**701** New Yorkers served

**12** highly-trained, community-based volunteers

Over **45%** of client “rap sheets” contained errors

## 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.

**744** clients helped with issues including banking, budgeting, and reviewing and repairing credit reports

**27** financial coaches serving at **23** partner agencies

**89%** of clients reported an increase in understanding of one or more personal finance topics

## 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.

**700** clients served

**150** families received emergency eviction prevention grants

Nearly **500** participants in workforce development programs received grants for child care, transportation, and other urgent needs

## Experience Corps

---

Success at reading is fundamental to success in school, yet there are few proven methods for helping young children who have fallen behind. Our Experience Corps Literacy Program brings together a diverse cadre of older-adult volunteers, a network of public school sites, and a meticulous, research-based approach to help thousands of New York City's children at risk for academic failure.

**85** volunteer literacy tutors in **9** schools

**1,029** children receiving one-on-one tutoring

**6,593** books read to students participating in the program



## Benefits Plus Learning Center

---

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

**41** workshops conducted with over **900** participants

Nearly **900** users of the online Benefits Plus manual

**98%** of users say they have saved time using Benefits Plus to assist their clients

## 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 **3,000** RSVP volunteers serving citywide

More than **300** community sites

**400,000** hours of service provided by our volunteers





## 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.

**29,693** cases completed

**29,286** helpline calls

**\$3.5 million** in health-related costs saved for New Yorkers

## Independent Consumer Advocacy Network

---

The Independent Consumer Advocacy Network (ICAN) was launched by CSS at the end of 2014 to serve as the New York State Ombudsprogram for those who receive Medicaid managed long-term care, or need help with managed care. ICAN's network of trained health counselors works with clients in person, in the client's home, or through a toll-free telephone hotline and helps people enroll in long-term care and resolves issues such as getting more services from their plan or reporting issues with their care.

**13** community-based partners

**50+** sites serving clients throughout New York State

**1,500+** cases completed

## 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.

**29** community-based partners

**61** out of **62** New York counties served

Helped more than **130,000** with health plan enrollment since the start of the marketplace

## Harlem Health Advocacy Partners

---

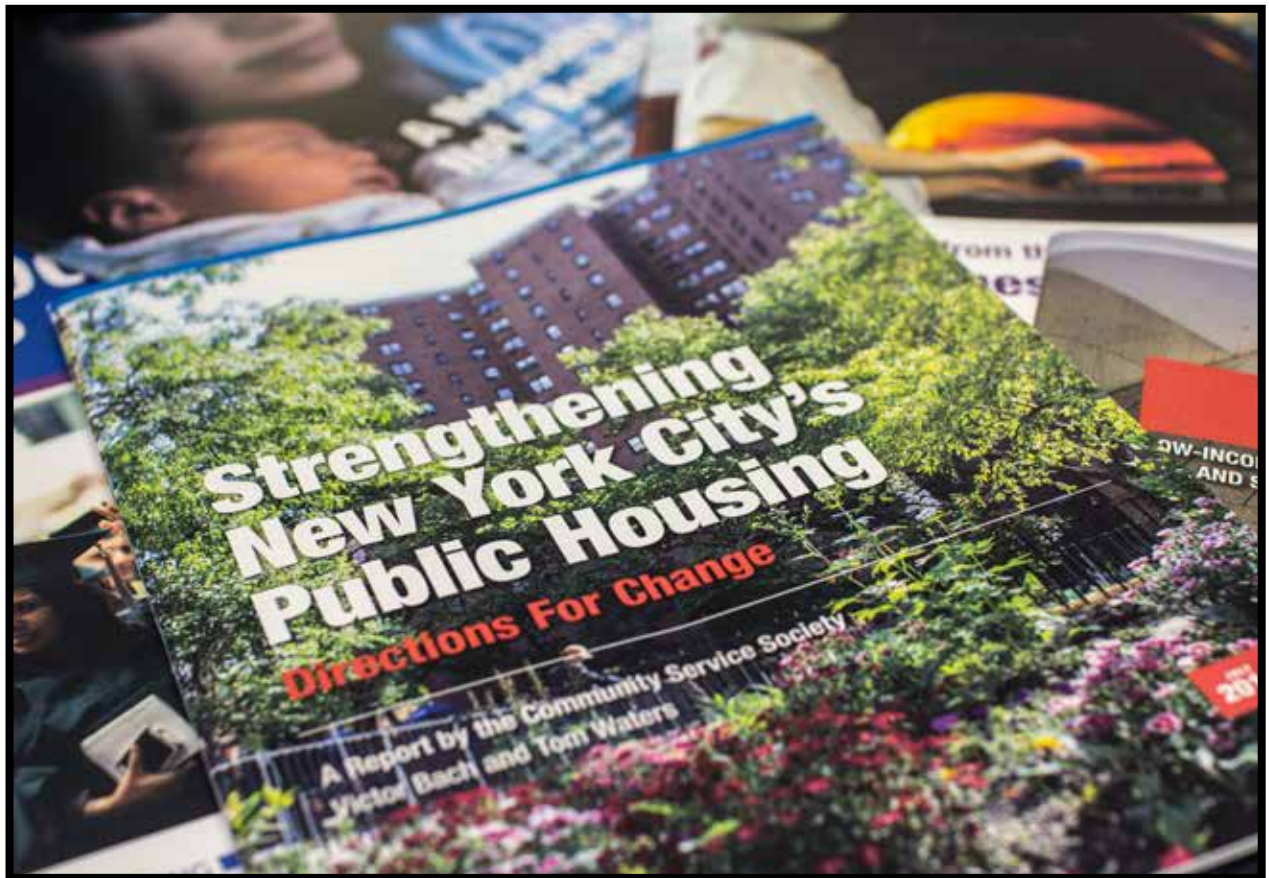
In 2014, the Mayor's office launched a New York City demonstration project called the Harlem Health Advocacy Partners (HHAP) to improve the health outcomes of New York City Housing Authority (NYCHA) residents in East and Central Harlem by addressing risk factors for disease, such as physical inactivity 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 of five NYCHA developments. CSS's Health Advocates work with Community Health Workers from Northern Manhattan Perinatal Partnership to conduct outreach and education.

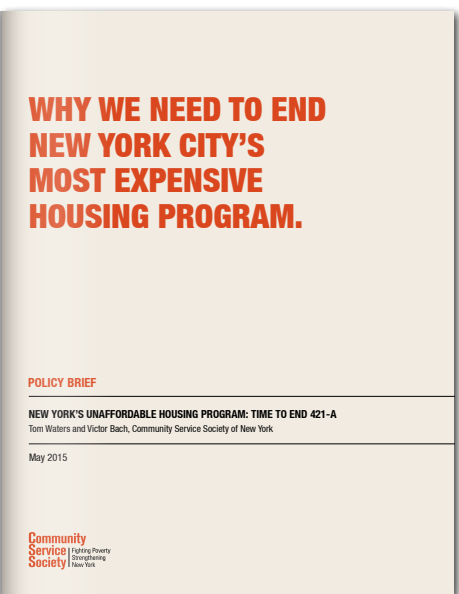
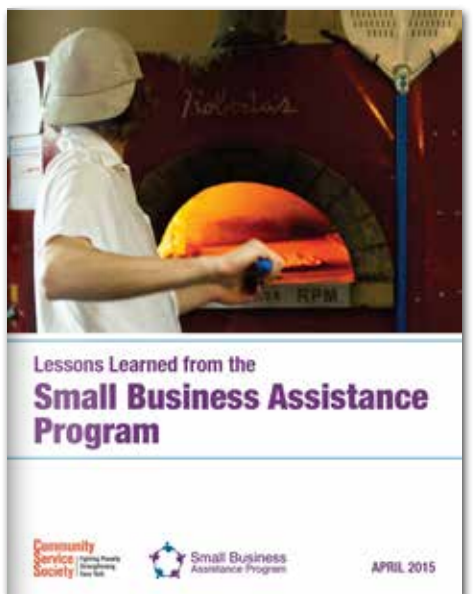
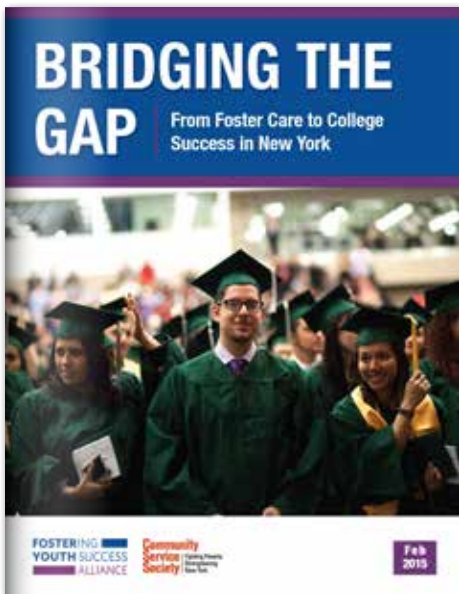
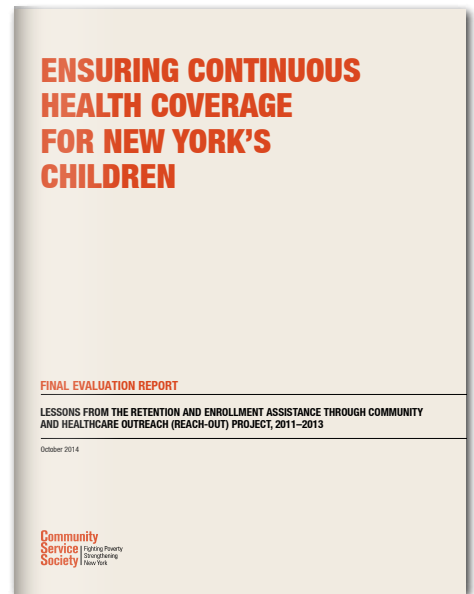
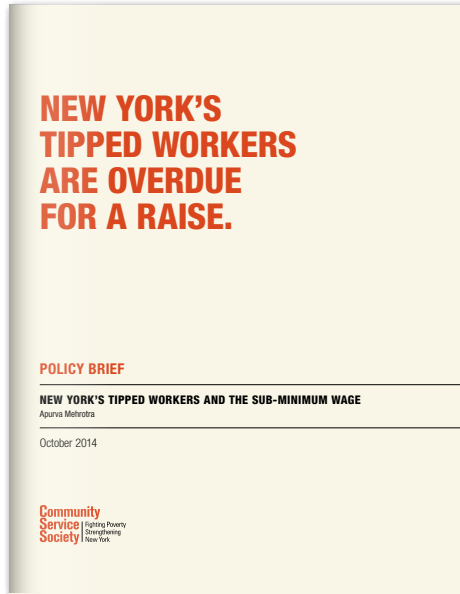
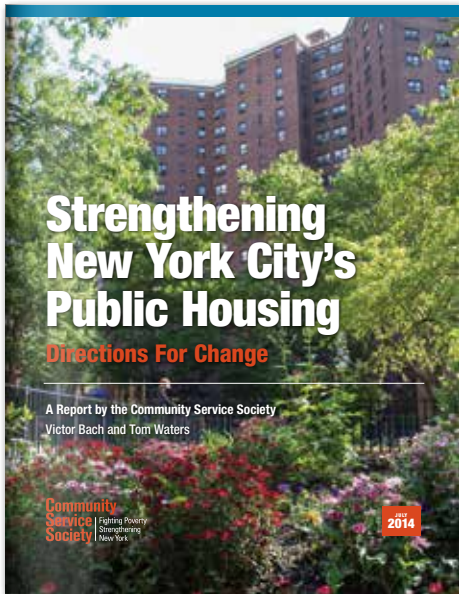
Serving clients in **5** NYCHA developments

**510** individual assistance cases completed

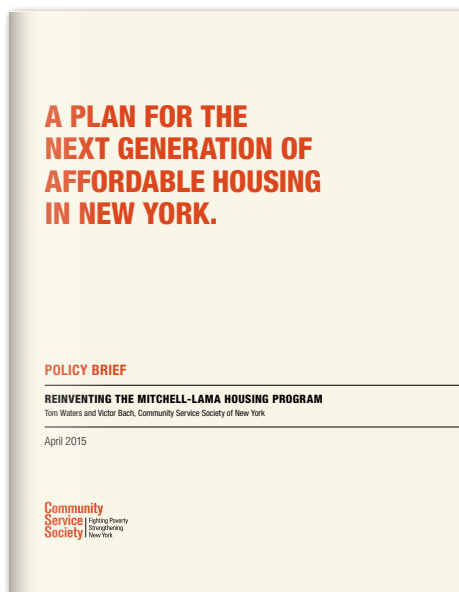
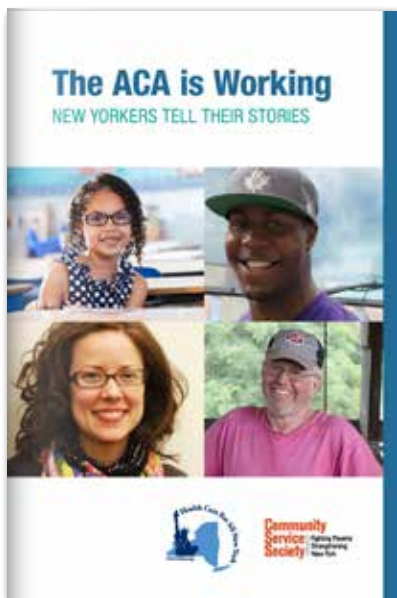
**23** workshops conducted

Publications:









Read more CSS  
publications at  
[www.cssny.org/publications](http://www.cssny.org/publications)

July 2014  
**STRENGTHENING NEW YORK CITY'S  
PUBLIC HOUSING: DIRECTIONS FOR  
CHANGE**

Victor Bach, Thomas J. Waters

October 2014  
**NEW YORK'S TIPPED WORKERS AND  
THE SUB-MINIMUM WAGE**

Apurva Mehrotra

October 2014  
**ENSURING CONTINUOUS HEALTH  
COVERAGE FOR NEW YORK'S  
CHILDREN: LESSONS FROM THE  
REACH-OUT PROJECT, 2011–2013**

Elisabeth Ryden Benjamin, Arianne  
Slagle, Amanda Peden

December 2014  
**THE ACA IS WORKING: NEW YORKERS  
TELL THEIR STORIES**  
CSS and the Health Care for All New York  
coalition

February 2015  
**BRIDGING THE GAP: FROM FOSTER  
CARE TO COLLEGE SUCCESS IN NEW  
YORK**

Lazar Treschan, Apurva Mehrotra

February 2015  
**COMMUNITY HEALTH ADVOCATES 2014  
ANNUAL REPORT**

April 2015  
**LESSONS LEARNED FROM THE SMALL  
BUSINESS ASSISTANCE PROGRAM**  
Elisabeth Ryden Benjamin, Carrie Tracy,  
Kyle Brittingham

April 2015  
**REINVENTING THE MITCHELL-LAMA  
HOUSING PROGRAM**  
Thomas J. Waters, Victor Bach

May 2015  
**NEW YORK'S UNAFFORDABLE  
HOUSING PROGRAM: TIME TO END  
421-A**

Thomas J. Waters, Victor Bach

May 2015  
**A NECESSITY, NOT A BENEFIT: NYC'S  
LOW-INCOME MOMS DISCUSS THEIR  
STRUGGLES WITHOUT PAID FAMILY  
LEAVE AND JOB SECURITY**

Nancy Rankin, Margaret Mark

June 2015  
**STUCK: LOW-INCOME NEW YORKERS  
DON'T SEE THEMSELVES MOVING UP  
AND SUPPORT POLICIES TO DRIVE  
ECONOMIC MOBILITY**

Nancy Rankin, Apurva Mehrotra



Press:

# The New York Times

## Advocates Press Cuomo to Take Action on Paid Family Leave Legislation

**The Working Life**  
By MICHAEL A. SCHARLES    NOVEMBER 15, 2014



Gov. Andrew M. Cuomo, who emphasized women's issues during his campaign last fall, has said there is little "appetite" in Albany for paid family leave. *Built In America/The New York Times*

# EL DIARIO

LA VOZ DE LA COMUNIDAD LATINA

## La mejora de la licencia familiar, pendiente en Albany

La propuesta de ley de la T2 enfrenta a los modelos de licencias existentes y un fuerte aumento al actual insuficiente salario.

#T2app: Intermedial

¡Muestra tu orgullo latino! Sigue al Campesino de los Hispanos en Facebook



La propuesta de licencia de paternidad en el Estado está por ser aprobada en la Cámara de Representantes de la T2. (The New York Times)

# DAILY NEWS

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



By MICHAEL A. SCHARLES    NOVEMBER 15, 2014

31  
DAVID N. JONES  
NOCTURNAL

We've all passed the young man pleading for a MetroCard swipe to get through the subway turnstile in order to get to work; perhaps you are or have been that young man.

But while transportation looms large in debates about how to improve life for

# The New York Times

## Public Housing in New York Reaches a Fiscal Crisis

By MICHAEL A. SCHARLES    NOVEMBER 15, 2014



Part of the Edgemere Houses in the Bronx. Mayor Bill de Blasio wants to see open land in the projects for new affordable housing. *John Heugan/The New York Times*

---

## PRESS HIGHLIGHTS

**New York City Falls Short as a Landlord, Report Says**

Laura Kusisto, *Wall Street Journal*  
July 28, 2014

**Wanted: Public housing saviors**

Errol Louis, *Daily News*  
July 31, 2014

**Public Housing in New York Reaches a Fiscal Crisis**

Mireya Navarro, *New York Times*  
August 12, 2014

**Paid Family Leave**

Letter by Nancy Rankin, *New York Times*  
August 24, 2014

**City and state must act to rescue NYCHA**

Ritchie Torres and David R. Jones, *Daily News*  
August 25, 2014

**Paid family leave should be required**

Edward Ott and Nancy Rankin, *Times Union*,  
September 1, 2014

**Gap Between Manhattan's Rich and Poor Is Greatest in U.S., Census Finds**

Sam Roberts, *New York Times*  
September 18, 2014

**The Challenge of Living on \$5 an hour**

Juan Matossian, *El Diario*  
October 20, 2014

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

David R. Jones and Nancy Rankin, *Daily News*  
November 5, 2014

**In New York Public Housing, Policing Broken Lights**

Ginia Bellafante, *New York Times*  
November 26, 2014

**Housing Agency Squandered Chances for \$692 Million in Federal Money, Audit Says**

Mireya Navarro, *New York Times*,  
December 18, 2014

**Rent soars in parts of Manhattan, Brooklyn as affordable housing drastically dwindles: study**

Greg B. Smith, *Daily News*  
June 7, 2015

**State Needs System to Expunge Criminal Records**

Judith Whiting, *New York Law Journal*  
June 3, 2015

**David Jones: Cuomo's bizarre NYCHA repair plan**

*Daily News*  
May 28, 2015

**State needs to pass paid family leave law to benefit all**

Nancy Rankin, *Times Union*  
May 26, 2015

**Study: Working mothers have little savings for medical leave**

Laura Nahmias, *Capital New York*  
May 19, 2015

**La mejora de la licencia familiar, pendiente en Albany**

Ana B. Nieto, *El Diario*  
May 19, 2015

**Lobbying Campaign Aims to Overhaul Housing Tax Abatement Plan**

Charles V. Bagli, *New York Times*  
May 5, 2015

**De Blasio unveils 'One New York' plan combining efforts to fight poverty, improve environment, add transit**

Jennifer Fermino, *Daily News*  
April 23, 2015

**A Second Life for Mitchell-Lama?**

Jarrett Murphy, *City & State*  
April 20, 2015

**Time to consider reduced fares for low-income riders**

David R. Jones and John Raskin, *AM New York*  
March 19, 2015

---

# Officers, Trustees, and Senior Staff

## Executive Officers

David R. Jones  
President and Chief Executive Officer

Steven L. Krause  
Executive Vice President and Chief Operating Officer

## 2016–2017 Board of Trustees

Deborah M. Sale  
Chairperson

Steven Brown  
Vice Chairperson

Ralph Da Costa-Núñez, Ph.D.  
Treasurer

Hon. Betsy Gotbaum  
Secretary

Terry Agriss  
Judy Chambers  
Sylvia E. DiPietro, Esq.  
Florence H. Frucher  
Patsy Glazer  
Nicholas A. Gravante, Jr., Esq.  
Joseph J. Haslip  
Michael Horodniceanu, Ph.D.

Magda Jimenez Train, Esq.  
Micah C. Lasher  
Hon. Kelly O'Neill Levy, Esq.  
Mark E. Lieberman  
Rosalie Margolis  
Riche T. McKnight, Esq.  
Joyce L. Miller  
Geoffrey Newman  
Carol L. O'Neale  
Regan Kelley Orillac  
David Pollak  
Margarita Rosa, Esq.  
Marla Eisland Sprie, Esq.  
Ken Sunshine  
Barbara Nevins Taylor  
Phyllis Taylor  
Jeffery J. Weaver  
Jerry Webman  
Abby Wenzel, Esq.  
Mark A. Willis

## Honorary Life Trustees

Stephen R. Aiello, Ph.D.  
Hon. David N. Dinkins  
Marian S. Heiskell  
Douglas Williams

## Senior Staff

Elisabeth R. Benjamin  
Vice President of Health Initiatives

Janeene K. Freeman  
Director of Government Relations

Melissa Kostovski  
Vice President, Development and Planning

Jeffrey N. Maclin  
Director of Public Relations

Alina Molina  
Vice President, Program Services

Nancy Rankin  
Vice President for Policy, Research and Advocacy

Jeffrey F. Rizzo  
Vice President and Chief Financial Officer

Judith Whiting  
General Counsel

Alia Winters  
Director of Marketing and Communications

# Financial Statement:

## Condensed Consolidated Statement of Activities for Year Ending June 30, 2015

	Unrestricted	Temporarily Restricted	Permanently Restricted	Totals 2015
<b>REVENUE</b>				
Public Support:				
Government grants	\$13,538			\$13,538
Contributions	590	3,374		3,964
Bequests	29			29
Program fees and other revenue	441			441
Subscription and advertising income				
Special events, net of expenses of \$107 in 2015	90			90
Investment return used for operations, net	1,940	6,066		8,006
Net Assets released from restrictions	9,096	-9,096		
<b>Total operating revenue and support</b>	<b>25,724</b>	<b>344</b>		<b>26,068</b>
<b>OPERATING EXPENSES</b>				
Program services:				
Direct service program	18,491			18,491
Policy research and advocacy	3,586			3,586
Public interest	843			843
<b>Total program services</b>	<b>22,920</b>			<b>22,920</b>
Supporting services:				
Management and general	4,179			4,179
Fundraising	1,036			1,036
<b>Total supporting services</b>	<b>5,215</b>			<b>5,215</b>
<b>Total expenses</b>	<b>28,135</b>			<b>28,135</b>
Deficit of operating expenses	-2,411	344		-2,067
<b>NON-OPERATING EXPENSES</b>				
Investment return in excess(deficiency) of amount used for operations, net	-3,574	474	-657	-3,757
Gain from equity interest in The United Charities	60,718			60,718
Loss on disposition of property and equipment	-1,522			-1,522
<b>Total non-operating activities</b>	<b>55,622</b>	<b>474</b>	<b>-657</b>	<b>55,439</b>
Change in net assets before pension and post-retirement related charges	53,211	818	-657	53,372
Pension and other post-retirement related charges other than net periodic pension costs	508			508
<b>CHANGE IN NET ASSETS</b>	<b>53,719</b>	<b>818</b>	<b>-657</b>	<b>53,880</b>
<b>NET ASSETS – Beginning of year</b>	<b>71,637</b>	<b>26,738</b>	<b>63,734</b>	<b>162,109</b>
Prior period adjustment		225		225
<b>NET ASSETS – Beginning of year, as restated</b>	<b>71,637</b>	<b>26,963</b>	<b>63,734</b>	<b>162,334</b>
<b>NET ASSETS – End of year</b>	<b>\$ 125,356</b>	<b>\$ 27,781</b>	<b>\$ 63,077</b>	<b>\$ 216,214</b>



## Condensed Consolidated Statement of Financial Position for Year Ending June 30, 2015

<b>ASSETS</b>	<b>2015</b>
Cash and Cash equivalents	\$2,463
Investment	166,850
Government and other receivables, net	8,937
Prepaid and other assets	684
Beneficial interest in perpetual trusts	33,982
Investment in The United Charities	8,012
Property and equipment, net	32,478
<b>TOTAL</b>	<b>\$ 253,406</b>
<b>LIABILITIES AND NET ASSETS</b>	
<b>Liabilities:</b>	
Accounts payable and accrued expenses	6,966
Accrued pension and post-retirement liability	8,526
Line of credit	21,700
Total Liabilities	37,192
<b>Net Assets:</b>	
Unrestricted	125,356
Temporarily restricted	27,781
Permanently restricted	63,077
Total Net Assets	216,214
<b>TOTAL</b>	<b>\$ 253,406</b>

### 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, 2015, which have 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's board follows a policy of appropriating Endowment monies according to a formula. The current formula allows up to 6% of the five-year average of the Endowment's market value to be spent. For the fiscal year ended June 30, 2015, the Society appropriated \$8,006 according to this formula.

# Our Supporters:

## 2015 Supporters

### VISIONARIES (100,000+)

ACA Implementation Fund  
Altman Foundation  
The Atlantic Philanthropies  
Estate of Maria L. Coffin  
The New York Community Trust  
New York State Health Foundation  
The Pinkerton Foundation  
Robert Wood Johnson Foundation

### STEWARDS (50,000+)

Carol and Charles Spaeth Memorial Fund  
Ford Foundation  
Heckscher Foundation for Children  
Mary J. Hutchins Foundation  
Mrs. Katherine C. Moore  
United Hospital Fund

### ADVOCATES (25,000+)

Mr. Roger Alcaly  
Ms. Helen Bodian  
The Hagedorn Fund  
Newmark Grubb Knight Frank  
Ms. Lela Rose and Mr. Brandon Jones  
Harold Slade Revocable Trust  
The Ted Snowdon Foundation

### CHAMPIONS (10,000+)

Anonymous  
Bank of America Corporation  
The Herb Block Foundation  
Carlton Architecture PC  
City University of New York (CUNY)  
The Cozen O'Connor Foundation Inc.  
Goldman Sachs and Co.  
Mr. Nicholas A. Gravante, Jr., Esq.  
Ms. Sandra J. Schubert  
Mr. Ken Sunshine  
Ms. Abby M. Wenzel, Esq.

### PATRONS (5,000+)

32BJ SEIU  
Stephen R. Aiello, Ph.D.  
Boies, Schiller & Flexner LLP  
Mr. Ernest J. Collazo, Esq.  
Colliers International NY LLC  
Mrs. Florence H. Frucher  
Joseph R. Harbert, Ph.D.  
Hill and Knowlton Strategies Company  
JobsFirstNYC  
The Lichtenstein Foundation, Inc.  
Milliman, Inc.  
The Rudin Foundation, Inc.  
Sarah I. Schieffelin Residuary Trust

### SPONSORS (2,500+)

Ms. Barbara Ann Abeles  
Mr. and Mrs. David C. Bigelow  
Mr. Garth W. Bray and Ms. Kathryn H. Baxter  
Mr. Richard Briffault  
Ms. Judy Chambers  
Mr. Henry Christensen, III, Esq.  
Ralph da Costa Nunez, Ph.D.  
Mr. Willis S. DeLaCour, Jr.  
DeLaCour Family Foundation  
Estate of Frances Villara  
Mrs. Barbara J. Fife  
Gannon Vitolo Contracting, LLC  
Mr. Philip L. Graham, Jr., Esq.  
Ms. Joan Granlund  
Institute for Children, Poverty and Homelessness  
Mr. Mark E. Lieberman  
Mr. and Mrs. Richard L. Menschel  
Mr. and Mrs. Jay B. Morrow  
Ms. Regan Kelley Orillac  
Mr. David Pauker  
Mr. Sidney Lee Posel  
Ms. Deborah M. Sale  
Mr. Mark A. Willis

### FRIENDS (1,000+)

Ms. Terry Agriss  
Anonymous  
Mrs. Barbara E. Appel  
Mr. and Mrs. Santo M. Azzolino  
Mr. and Mrs. David A. Barrett  
Mr. John H. Bauman and Ms. Sherry L. Norris  
Mr. Stuart Beckerman  
Mr. and Mrs. Winthrop D. Chamberlin  
Charles Stewart Mott Foundation  
Ms. Cynthia Chase  
Ms. YiPei Chen-Josephson  
The Children's Aid Society  
Mr. and Mrs. Charles Clifford  
Ms. Kate Delacorte  
Ms. Sylvia E. Di Pietro, Esq.  
District Council 37, AFL-CIO  
Dorothy Epstein Memorial Trust  
Mr. and Mrs. Frank P. Doyle  
Mr. Mark M. Edmiston  
Mr. Glenn Enoch  
Mrs. Susan S. Feinstein  
Fein Foundation  
Dr. and Mrs. Martin L. Fisher  
Ms. Maia Ginsburg  
Mr. and Mrs. Peter R. Haje  
Mr. and Mrs. Khaled Haram  
Mr. Joseph J. Haslip  
Ms. Joan C. Hiam  
Mr. Jared D. Hohlt  
Mr. and Mrs. Larry Hohlt  
Michael Horodniceanu, Ph.D.  
Mr. Chase Horton  
Mr. and Mrs. James R. Hurley  
The Inner Circle, Inc.  
Mr. Paul H. Jenkel  
Ms. Magda M. Jimenez Train, Esq.  
John Morning Design, Inc.  
Mr. David L. King

Biennial Report covers fiscal year July 1, 2014 through June 30, 2015.

This report was produced by the Department of Marketing and Communications.

Copies may be obtained by contacting:

Department of Marketing and Communications  
Community Service Society of New York  
633 Third Ave, 10th FL  
New York, NY 10017

Telephone: 212-254-8900

For more information about the Community Service Society, visit our website at [www.cssny.org](http://www.cssny.org)

Photography: Jeff Jones, Mary McGrail, Rhett Sherman, Steffie Kinglake, Leon McIntosh, Michelle V. Agins/The New York Times.



Mrs. Shirley L. Klein Clat  
 Mr. Edward Kovelsky  
 Mr. Micah C. Lasher  
 Ms. LiLo J. Leeds  
 Mr. and Mrs. David T. Levine  
 Ms. Kelly O'Neill Levy, Esq.  
 Ms. Louise Lindenmeyer  
 Loeb and Troper, LLP  
 Manatt, Phelps and Phillips, LLP  
 Ms. Eve Rachel Markewich  
 Ms. Jeannie Marie McGuire  
 Mr. Robert G. McKelvey  
 Mr. Craig S. Mende  
 Northeastern Engineers Federal Credit Union  
 Mr. and Mrs. Bruce L. Paisner  
 Mr. Jim Panichella  
 Mr. and Mrs. William B. Pollard, III  
 Mrs. Morna Reid-Schwartz  
 Ms. Susan Jan Robbins  
 Mr. Harold L. Rosen  
 Ms. Marlene Sanders Toobin\*  
 Mr. Donald Schuck  
 Mr. James S. Sliagar  
 The Sobel Family Foundation  
 Social Service Employees Union Local 371  
 Ms. Marla Eisland Sprie  
 Miss Susan Springer  
 Mr. and Mrs. James D. Streit  
 Superior Office Systems  
 Mr. and Mrs. John K. Sweeney  
 Tahl Propp Equities  
 Ms. Phyllis Taylor  
 TD Bank  
 Ms. Christie Van Kehrberg  
 Ms. Lucille Werlinich  
 Woori America Bank  
 Ms. Kathryn S. Wylde  
 The Yip Harburg Foundation Inc.

## GOVERNMENT SUPPORT

Corporation for National and Community Service  
 Corporation for National and Community Service,  
 AmeriCorps  
 U.S. Department of Health and Human Services  
 State Planning and Establishment Grants for the  
 Affordable Care Act (ACA) Exchanges  
 U.S. Department of Health and Human Services  
 Children's Health Insurance Program  
 U.S. Department of Health and Human Services  
 Affordable Care Act (ACA) - Consumer Assistance  
 Program Grant  
 U.S. Department of Health and Human Services  
 Centers for Medicare & Medicaid Services (CMS)  
 U.S. Department of Justice  
 Office of Juvenile Justice and Delinquency  
 Prevention  
 U.S. Department of Homeland Security  
 Emergency Food and Shelter Program National  
 Board Program  
 New York State Division of Criminal Justice  
 Services  
 New York State Office for the Aging  
 New York State Office for the Aging - Health  
 Insurance Information Counseling and Assistance  
 Program  
 New York City Department for the Aging  
 New York City Department of Education  
 New York City Department of Homeless Services  
 New York City Department of Health and Mental  
 Hygiene

## PRO-BONO LEGAL SUPPORT

Cozen O'Connor  
 Davis Wright Tremaine LLP  
 Fross Zelnick Lehrman & Zissu P.C.  
 Proskauer Rose LLP  
 Schulte Roth & Zabel LLP

The Community Service Society  
 of New York is a nonprofit,  
 nonsectarian, tax-exempt  
 organization. Donations to the  
 Community Service Society are tax  
 deductible.

\*Individual deceased



633 Third Ave, 10th FL  
New York, NY 10017  
PH 212.254.8900

[www.cssny.org](http://www.cssny.org)



