



FROM IDEAS TO ACTION

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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 nearly 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

From Ideas to Action

As longstanding advocates for economic and social justice, we, like many of our supporters, view these times as some of the most challenging we have witnessed. And we, like the millions of Americans who are finding their voices in grassroots political and cultural movements, are responding to today's challenges not with complacency, but with action.

Despite this resolve, we find ourselves operating in a political environment where nothing can be taken for granted. Federal dollars for affordable housing, access to health care, and a host of other programs are at risk. With Washington teetering between gridlock and a rapid dismantling of policies that protect and lift up society's most marginalized, we must look to local efforts to chart the course of progress. **And we must promote bold ideas that celebrate the values of freedom, fairness, and opportunity for all.**

At the Community Service Society of New York (CSS), we're proud to stand for these ideals. Our 2016–2017 biennial report provides a snapshot of some of the research-driven ideas that have shaped our action agenda for 2017 and beyond. These include:

- A half-price transit fare to help the high proportion of low-income New Yorkers who say that the cost of subway and bus fare impedes job searches and access to medical treatment.
- An end to rent-regulation loopholes that are fueling the housing affordability crisis and pushing tenants into the cutthroat private rental market.
- A truly universal summer youth employment program that would give every New York City High School student a shot at a meaningful summer job.
- Sensible proposals to extend health coverage to uninsured immigrant residents, which would narrow the state's most significant coverage gap and continue New York's pioneering record on improving access to health care.
- Fair workplace policies, such as giving appropriate notice of work schedules, and eliminating the minimum wage disparity for tipped workers.

As we continue to advance these ideas through the media, in the halls of government, and through our partnerships with a broad coalition of advocates, we also take a moment to applaud important victories. In 2016, after a lengthy campaign, **we won passage of a comprehensive paid family leave law for New York State**—an idea whose time had finally come, to the benefit of all of New York's working families.

In 1966, we tested another important idea: that the energy and talents of older adults could be put to work in service to their communities. That work is highlighted in this report because, in 2016, we celebrated the 50th anniversary of a program that has made an enormous impact not just in New York City, but across the nation: the Retired and Senior Volunteer Program (RSVP), now part of the nation's Senior Corps serving millions of Americans each year. CSS still runs the largest RSVP program, which in 2017 provided 500,000 hours of service in New York City alone.

This tradition of innovative service continues today through our programs helping New Yorkers access health care and make better use of their health insurance. Our services reach nearly 100,000 health care consumers each year.

Our work is animated by a vision of a more just and equitable New York, a vision that we know you share. We hope you'll continue to stand alongside us. After nearly 175 years in the fight against poverty, we're certainly not backing down now.

Thank you for your unwavering support.



David R. Jones, Esq.
President & CEO



Deborah M. Sale
Chairperson

WHAT IF...

public transit were truly affordable?



When Christine was laid off from her job in 2012, she figured with her experience and skills it wouldn't be long until she found steady work. She didn't. As her unemployment continued, she started falling behind on rent and bills. "I was struggling," says Christine. "I couldn't find any work."

She decided to change careers and enrolled in a training program. After graduation she headed out for a job interview, only to find she couldn't afford a MetroCard for the round trip. Embarrassed and afraid, she crawled under the turnstile and ran to the train.

Now Christine is employed, and a supporter of #FairFares—a CSS campaign to make bus and subway fares half price for people in poverty struggling to get to work, get to the doctor, and get their kids to school.

we could lessen the burden for struggling households?



As a resident of Semiperm Housing—which assists homeless single parents and their children—Nicole juggled work, college studies, and caring for her young twins. Once Nicole was ready to move into her own apartment, CSS's Income Support Services provided \$1,300 to cover her last month's rent at Semiperm.

Says Nicole: "The funds from CSS were so important. That help freed up money on my end to purchase new furniture and hire movers. Without CSS, being able to work, finish school and move into permanent housing would have been close to impossible."

CSS provides financial help to families like Nicole's, but we also advocate for affordable housing policies that reduce the staggering rent burdens of low-income New Yorkers.

New Yorkers of every origin could get covered?



“With health insurance, I finally felt like I could assimilate to life in the U.S. It’s a sign of belonging.”

Raised in Guatemala, Bartolo arrived in the U.S. at the age of 17. He knew he should find health coverage, but didn’t apply because he feared it could affect his immigration status. Eventually, health concerns forced him to seek help from a CSS Navigator Network agency, Make the Road NY. To his surprise, he found he was eligible for Medicaid.

“Having health insurance means I no longer need to worry,” he said enthusiastically. “I know that I can seek the care that I need.”

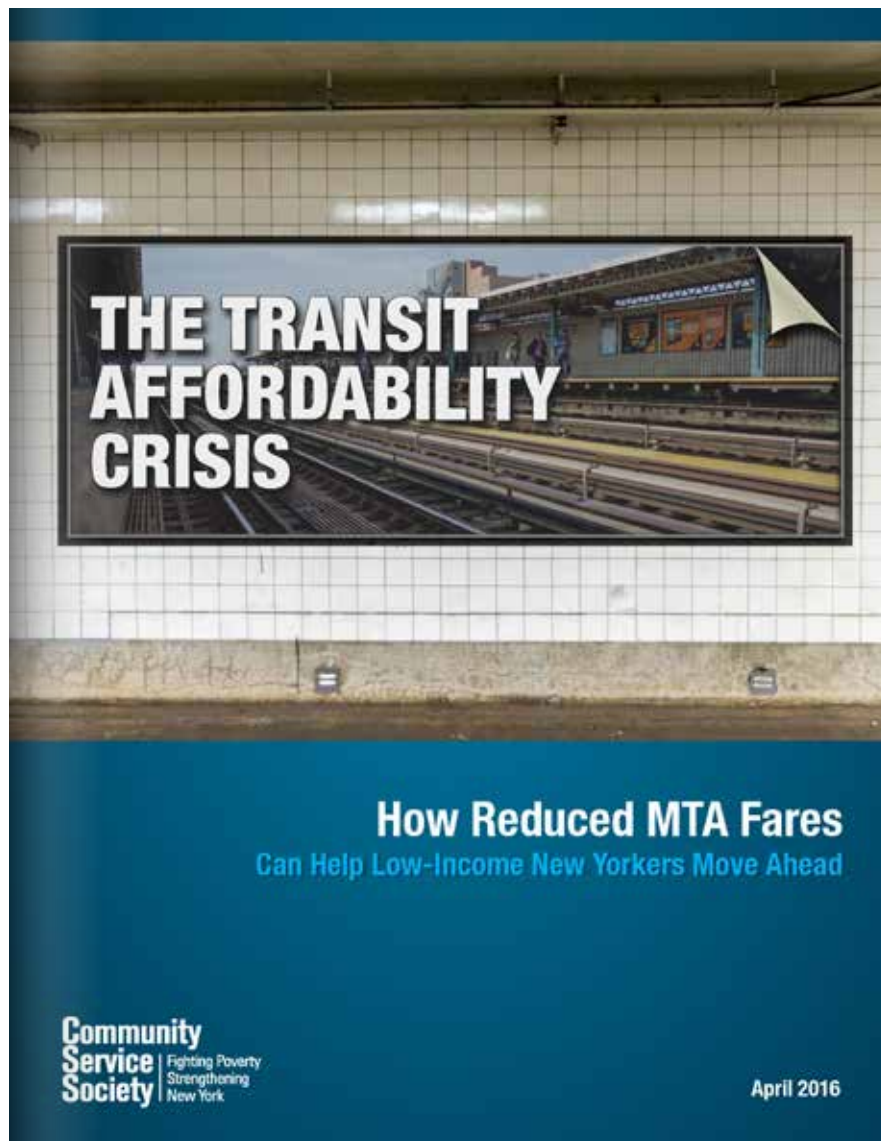
We help New Yorkers across the state access health care, while fighting to expand coverage to every resident, regardless of their status.

every high school student had a summer job?



“That was my first boat. When I finished that and saw it touch the water I literally wanted to cry. That was the first thing I ever accomplished, ever.”

Francisco spent his summer as an apprentice at Rocking the Boat in the South Bronx, learning how to build wooden boats by hand, teaching new students woodworking skills, and learning about the life in and around the Bronx River. The program at Rocking the Boat, in partnership with Fannie Lou Hamer Freedom High School and the Children’s Aid Society, exemplifies how meaningful summer jobs for New York City youth, as recommended in a CSS proposal for universal summer youth employment, can be transformative for students.



“You get discouraged when you think, ‘I don’t have enough money to get to work.’

— Leatrice S.
Community Service Society Client

One in four low-income New Yorkers reported they were often unable to afford the bus or subway, limiting the opportunities of many New Yorkers to find good jobs and affordable housing and, in many cases, forcing them to choose between transit and other necessities.

This finding from CSS’s Unheard Third Survey inspired our campaign to give transit relief to those who need it most. In a report authored by CSS researchers Harold Stolper and Nancy Rankin, we proposed a program that would allow the nearly 800,000 working-age New York City residents in poverty to qualify for half-fare MetroCards, saving them up to \$726 per year.

Since launching our #FairFares campaign in partnership with the transit advocacy group Riders Alliance, this idea has gained considerable momentum. Our proposal has earned the support of a growing coalition of advocates as well as strong backing from the New York City Council, Public Advocate Letitia James, Comptroller Scott Stringer, and four Borough Presidents—and editorial support from *The New York Times* and several other publications. Join the campaign at: www.cssny.org/fairfares

MAKING THE RENT

2016



TENANT CONDITIONS IN NEW YORK CITY'S CHANGING NEIGHBORHOODS

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

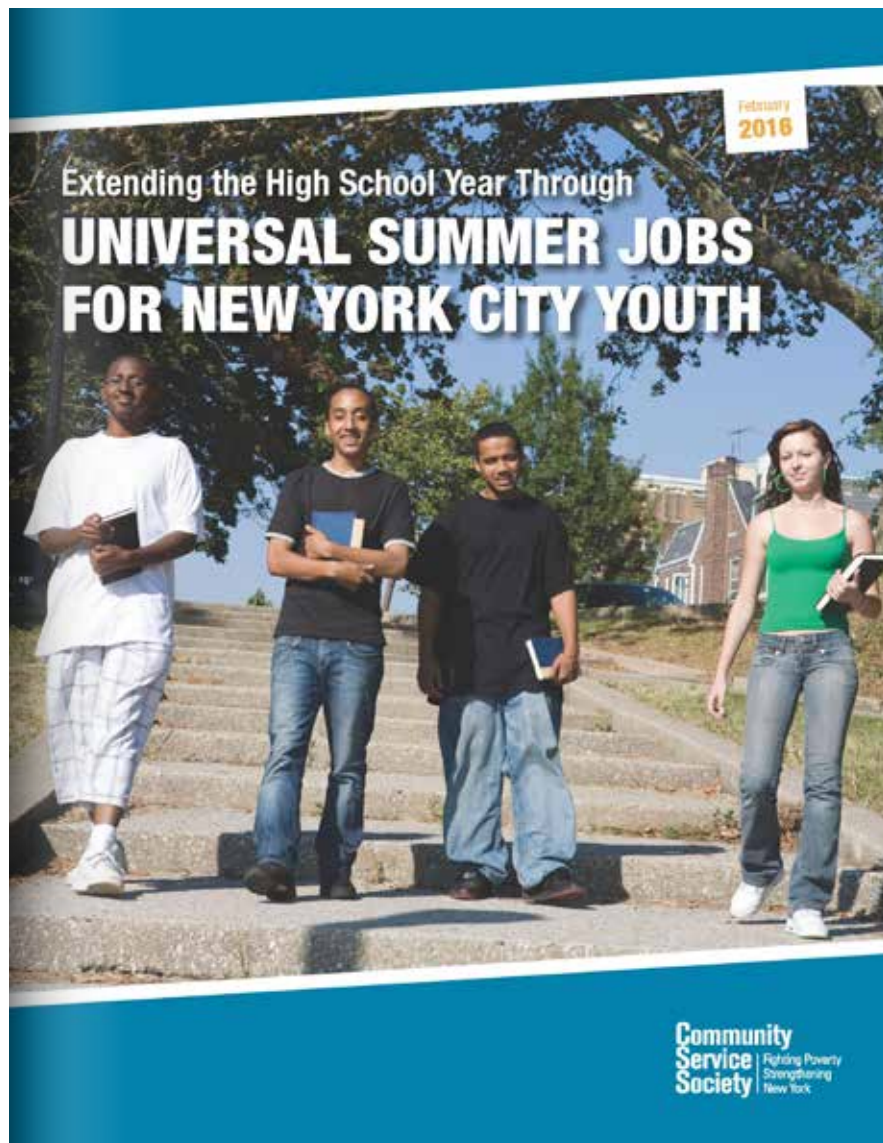
by Tom Waters and
Victor Bach
MAY 2016

“In good economic times and bad, New Yorkers find their rent growing far faster than their incomes.

— Tom Waters
Housing Policy Analyst
Community Service Society

New Yorkers' rents are growing faster than their incomes, and those with incomes less than twice the poverty level are struggling the most. Even in a period of economic recovery, low-income New Yorkers have experienced increasing rent burdens and a decline in their living standard. Rent-regulated housing, which should provide a significant improvement in affordability, has also experienced rent increases that far exceed the rate of inflation, as more and more units exit affordability protections each year.

The CSS Housing Policy team of Tom Waters and Victor Bach researched the causes of New York City's rental affordability crisis in and, in a 2016 report, proposed concrete solutions to provide relief to tenants who are straining to maintain their homes. CSS also provided testimony to the Rent Guidelines Board, which helped make the case for an unprecedented vote to freeze rents on rent-regulated housing for the second year in a row.



“New York City already makes a significant investment in publicly-funded summer jobs; it should seek to get more out of that investment.”

— Lazar Treschan
Director of Youth Policy
Community Service Society

Evaluation of New York City’s Summer Youth Employment Program (SYEP) has found that participation in a summer employment program is linked to numerous academic benefits, in addition to financial gain and work experience. Unfortunately, these benefits are not reaching many New York City high school students. In 2015, over 110,000 young people applied for SYEP, but the program could only accommodate half that number.

CSS’s Director of Youth Policy Lazar Treschan released a proposal in February 2016 suggesting that not only should every student who wants one be able to have a summer job, but that these jobs should connect and support students’ education throughout the academic year. The first of three CSS reports on summer youth employment, this report convinced the city to immediately expand SYEP slots in 2016 and again in 2017, and laid the groundwork for a comprehensive plan to improve the educational and career outcomes for New York City youth.

How Can New York Provide Health Insurance Coverage to its Uninsured Immigrant Residents?

An Analysis of Three Coverage Options

By Elisabeth R. Benjamin



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

January 2016

“For immigrant families, lack of coverage can mean excess mortality and morbidity, as well as financial ruin.

— Elisabeth R. Benjamin
VP of Health Initiatives
Community Service Society

The Affordable Care Act has helped millions of New Yorkers secure affordable, quality health care, many for the first time. However, according to a CSS analysis in 2016, as many as 457,000 unauthorized, uninsured immigrant residents remain ineligible for coverage.

Our report by CSS Vice President Elisabeth Benjamin details three practical, affordable proposals to help policy makers close the state’s most significant coverage gap—while substantially improving the lives of New York’s newest residents, enhancing the health of our communities, and helping to stabilize the state’s health care delivery system.

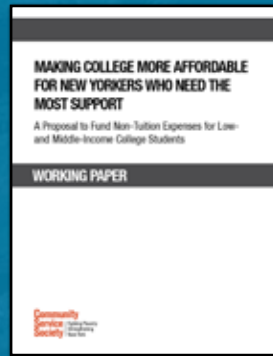
These recommendations were championed by the advocacy coalition Health Care For All New York (HCFANY), of which CSS is a founding member. HCFANY launched its Coverage 4 All campaign in 2016 to expand immigrant access to health insurance. One coverage option in particular—extending Child Health Plus to qualified young adults up to age 30 regardless of immigration status—won inclusion in the New York State Assembly budget proposal, and remains a key plank in the HCFANY advocacy agenda.

Publications



March 2017
PUBLIC HOUSING: NEW YORK'S THIRD CITY

Victor Bach



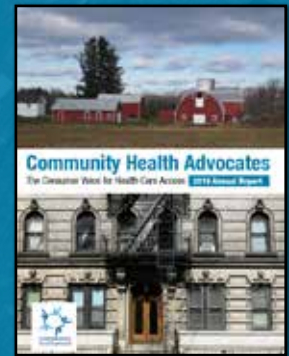
March 2017
MAKING COLLEGE MORE AFFORDABLE FOR NEW YORKERS WHO NEED THE MOST SUPPORT

Lazar Treschan, Irene Lew,
Harold Stolper, Nancy Rankin



March 2017
DECLINES IN NEW YORK CITY'S OUT-OF-SCHOOL, OUT-OF-WORK YOUNG ADULT POPULATION... BUT NUMBERS REMAIN HIGH

Lazar Treschan, Irene Lew,
JobsFirstNYC



February 2017
COMMUNITY HEALTH ADVOCATES 2016 ANNUAL REPORT



January 2017
POLICIES MATTER: HARDSHIPS DECLINE FOR LOW-INCOME NEW YORKERS IN 2016

Irene Lew, Nancy Rankin



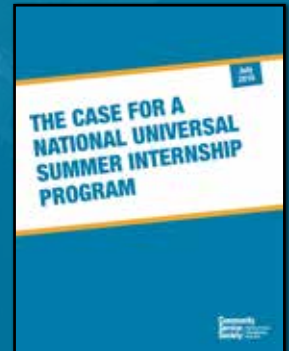
December 2016
UNPREDICTABLE: HOW UNPREDICTABLE SCHEDULES KEEP LOW-INCOME NEW YORKERS FROM GETTING AHEAD

Harold Stolper



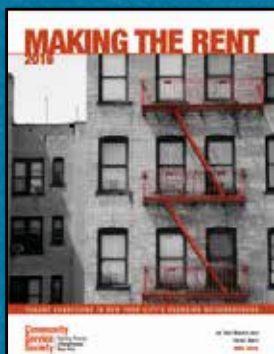
October 2016
HOW TO MAKE UNIVERSAL SUMMER JOBS A REALITY IN NEW YORK CITY: LESSONS FROM MODEL PROGRAMS

Lazar Treschan



July 2016
THE CASE FOR A NATIONAL UNIVERSAL SUMMER INTERNSHIP PROGRAM

Lazar Treschan



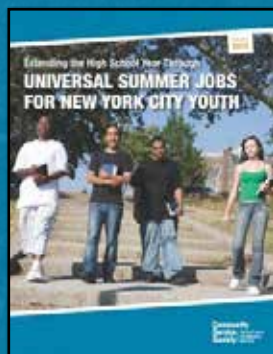
May 2016
**MAKING THE RENT
 2016: TENANT
 CONDITIONS IN NEW
 YORK CITY'S CHANGING
 NEIGHBORHOODS**

Thomas J. Waters,
 Victor Bach



April 2016
**THE TRANSIT
 AFFORDABILITY CRISIS:
 HOW REDUCED MTA
 FARES CAN HELP LOW-
 INCOME NEW YORKERS
 MOVE AHEAD**

Harold Stolper,
 Nancy Rankin

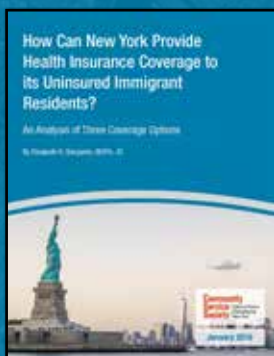


February 2016
**EXTENDING THE HIGH
 SCHOOL YEAR THROUGH
 UNIVERSAL SUMMER
 JOBS FOR NEW YORK
 CITY YOUTH**

Lazar Treschan



February 2016
**COMMUNITY HEALTH
 ADVOCATES 2015
 ANNUAL REPORT**



January 2016
**HOW CAN NEW YORK
 PROVIDE HEALTH
 INSURANCE COVERAGE
 TO ITS UNINSURED
 IMMIGRANT RESIDENTS?
 AN ANALYSIS OF THREE
 COVERAGE OPTIONS**

Elisabeth R. Benjamin



January 2016
**GETTING AHEAD: AN
 UPWARD MOBILITY
 AGENDA FOR NEW
 YORKERS IN 2016**

Apurva Mehrotra,
 Nancy Rankin



January 2016
**STORIES FROM THE NEW
 YORK TIMES NEEDIEST
 CASES**



October 2015
**THE SPECIALIZED HIGH
 SCHOOL ADMISSIONS
 DEBATE: MOVING
 FROM RHETORIC TO
 A RESEARCH-BASED
 SOLUTION**

Lazar Treschan

A WIN FOR NEW YORK FAMILIES

On April 1, 2016, the New York State legislature passed the nation's strongest paid family leave legislation following a multi-year effort led by CSS and the New York Paid Leave Campaign. This new law, when fully phased in, provides up to 12 weeks of job-protected leave with benefits replacing up to two-thirds of a worker's lost wages. This momentous action ensures that hard-working New Yorkers who need to care for a new baby, a seriously ill relative, or attend to needs related to a family member's military deployment can now do so without fear of losing their jobs or putting their economic stability at risk.



The new law will make a big difference for New York's working families. For our report "A Necessity, Not a Benefit," we conducted a series of focus groups with low-income working moms to learn about their experiences in the first weeks and months with a new baby. We found that new moms are often forced to return to work as early as one or two weeks after giving birth, due to the threat of a lost job or paycheck.

New York's paid family leave law is not limited to new mothers. Fathers, parents of adopted children, and those needing to take care of an ailing parent, child, or spouse are all covered.

It took a broad coalition—with CSS's Nancy Rankin taking a leading role—to win paid family leave in New York State. Our efforts included testifying before Albany lawmakers, holding multiple rallies and advocacy days, collecting thousands of petition postcards, producing testimonial videos, organizing health professionals from across the state to speak out about the important health benefits of paid family leave, and working with lawmakers to ensure the final bill benefits low-income working families.







EXPANDING WORKERS' RIGHTS

Each year, CSS tracks the hardships faced by low-income New York City residents through an annual survey, The Unheard Third. Our 2016 survey had some positive news: serious hardships, like being unable to afford food or rent, or unable to pay for medical care, were on the decline. Respondents also reported improvements



in their wages and benefits. Together, these findings provided strong evidence that recent progressive policy changes, such as minimum wage increases at the state level, an expanded paid sick days policy in the city, and gains in health coverage from the federal Affordable Care Act, were making a significant difference in the lives of working-age New Yorkers.

“Policies Matter” is not just the title of our report. Fighting for fair workplace policies and better opportunities for low-wage workers is central to our mission.



This includes confronting the growing challenge for low-wage workers who face unpredictable work schedules. Our Unheard Third survey also documented the serious difficulties faced by the 57 percent of poor workers who receive notice of their schedules less than two weeks in advance. CSS was part of a coalition of advocates, unions, and City Council Members who successfully passed

Fair Workweek legislation in 2017, giving retail and fastfood workers greater protections against unpredictable schedules.





Launched in 1966, CSS's Project SERVE (Serve and Enrich Retirement by Volunteer Experience) changed the history of volunteerism.

The mid-1960s were a time of seismic change in America, with efforts underway across the country to address widespread poverty and inequality. In 1966, 23 men and women joined a new CSS project founded on a simple yet revolutionary idea—that the skills and experience of older adults represented an untapped resource in helping to meet critical needs in New York City's communities.

CSS launched Project SERVE on Staten Island, and by 1969, SERVE was providing assistance across New York State. SERVE continued to grow, becoming CSS's Retired and Senior Volunteer Program (RSVP), which Congress expanded nationally under the Older Americans Act. **Today, more than 200,000 Americans serve as RSVP volunteers and provide over 46 million hours of service to the nation.**

Here in New York City, CSS deploys more than 2,000 trained RSVP volunteers each year to meet a wide variety of needs: providing assistance to veterans in VA medical facilities; mentoring children of incarcerated parents and at-risk youth; improving the reading skills of adults seeking high school equivalency diplomas; assisting at soup kitchens and food pantries; and much more.

The strength of our program is three-fold: we provide life-changing opportunities for volunteers ages 55 and over; help meet the critical needs of communities by mobilizing hundreds of thousands of hours of volunteer service, and strengthen public and nonprofit agencies by matching skilled volunteers with vital programs and services. We also continue to develop innovative new volunteer initiatives.

RSVP recruits, trains, and places volunteers at community-based organizations throughout the five boroughs of the city. Through a personalized, one-on-one interview, we work with individuals to determine their skills and interests and the right opportunity. Once a match is found, volunteers begin to serve for as many hours as their schedule allows.

As we celebrate this milestone, we thank all the volunteers, past and present, who make our city a better place.

Spotlight on the

HARLEM HEALTH ADVOCACY PARTNERS



Throughout our long history, CSS has worked to improve the health of low-income New Yorkers through programs and initiatives that meet urgent community needs. The Harlem Health Advocacy Partners (HHAP) is a continuation of these efforts.

Launched in 2015, HHAP—sponsored by the NYC Department of Health and Mental Hygiene's Center for Health Equity—is an innovative program that is working to improve the health outcomes of public housing residents in East Harlem. CSS is a key member of HHAP.

Why East Harlem? Harlem is a vibrant community with a growing economy and a richly diverse cultural identity, yet community residents experience high levels of chronic health conditions—including diabetes, high blood pressure, and asthma—as compared with the rest of the city.

To improve health outcomes for this population, HHAP partnered with the New York City Housing Authority to bring services directly to residents in East Harlem. The HHAP demonstration project pairs Community Health Workers with CSS Health Advocates to help residents address risk factors for disease, such as physical inactivity and poor diet, and improve management of existing chronic diseases. CSS Health Advocates help members of the community find affordable or low-cost health insurance and troubleshoot any problems with their insurance plans. Our Health Advocates also conduct workshops to help residents understand how health insurance works and how to fill gaps in coverage.

HHAP also works to demonstrate the efficacy of community-based health advocacy so that these services can become a sustainable part of New York's health care delivery system.

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.

109 volunteer mentors at **8** partner sites

7,973 hours of intergenerational mentoring

Service to **260** 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, 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.

62 volunteers serving in **36** sites

11,241 total client contacts

Counseling on **14,034** public benefit issues

Next Door Project

One out of every three New Yorkers has a criminal conviction history, and half of all official criminal records 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 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 community resources and legal expertise 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

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.

1,556 clients were helped with issues including banking, budgeting, and reviewing and repairing credit reports

31 financial coaches serving at **19** partner agencies

90% 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.

1,500+ clients served

500+ families received emergency eviction prevention grants

1,000+ participants in workforce development programs received grants for transportation, job training, and other urgent needs

40+ children received summer camp scholarships

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

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



Benefits Plus Learning Center

The Benefits Plus Learning Center offers training, publications, as well as consultation services to educate and support the social service professional through the complexities of the public benefit system. Benefits Plus Online, 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.

100 workshops conducted with nearly **2,500** attendees representing **168** different community-based organizations

Nearly **300** users of Benefits Plus Online with **73** different organizations subscribing

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



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

Independent Consumer Advocacy Network

The Independent Consumer Advocacy Network (ICAN) is New York's Ombudsprogram 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

10,413 hotline calls answered

8,725 cases completed

735 appeals of coverage denials won

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 **120,000** New Yorkers with health plan enrollment

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.

Assisted **574** individual clients with **1,622** healthcare and coverage needs

3,528 individuals reached through **157** workshops and **65** outreach events

\$135,243 in health-related costs saved



CONTINUING EDUCATION

with the Benefits Plus Learning Center

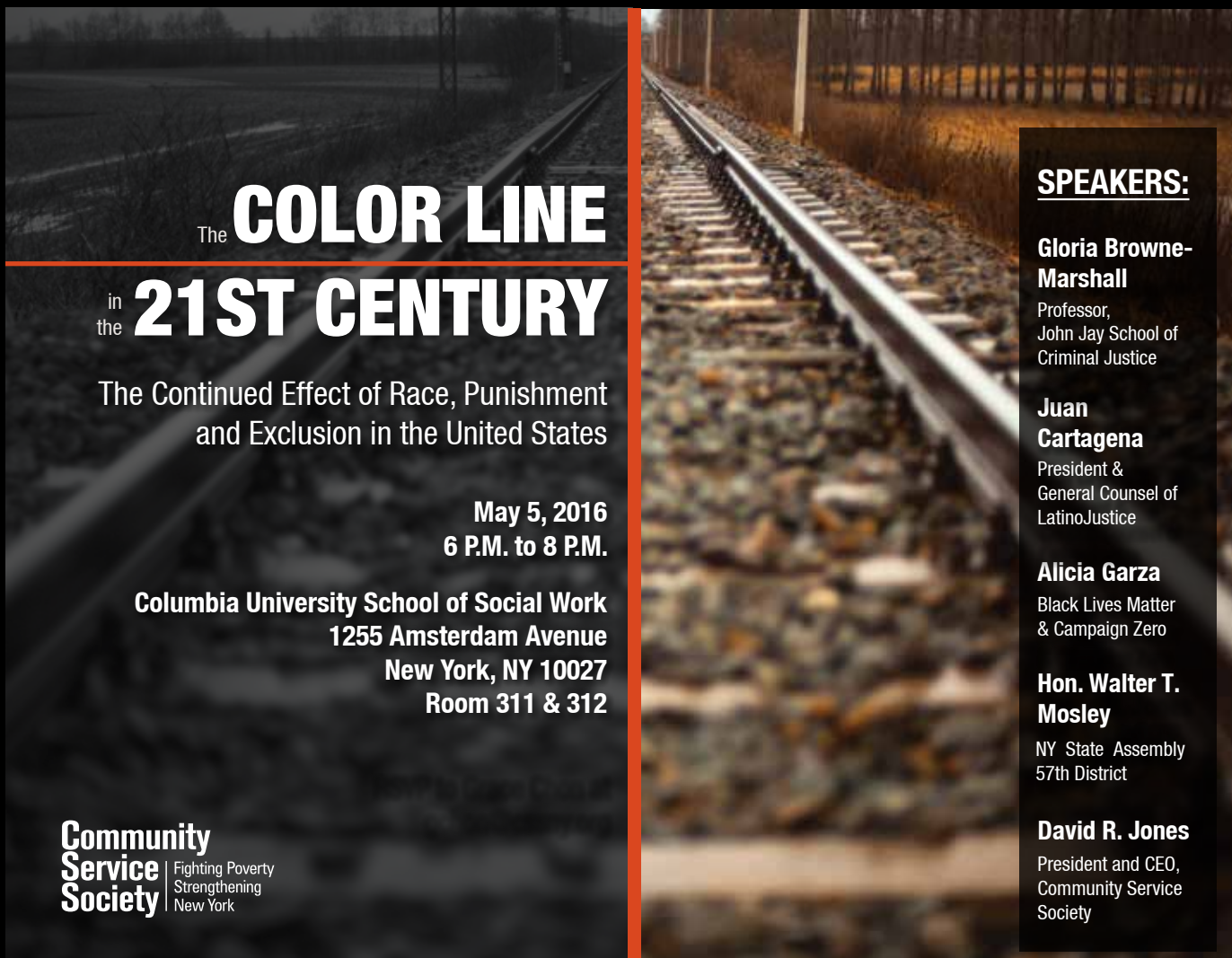
In 1994, CSS created the Benefits Plus Learning Center (BPLC) to address the lack of training and up-to-date information on the complex public benefit system for professionals who serve New York City's vulnerable populations and communities.

Since then, BPLC has grown into a one-of-a-kind resource that has helped thousands of social service professionals gain the knowledge and skills they need to help clients save money; remain in their homes; reduce their rent; increase their SNAP benefits; access health benefits, Cash Assistance, SSI and other benefits; as well as appeal incorrect agency decisions and address clients' needs.

BPLC is now offering CEU credits for social workers. In 2016, the New York State Education Department approved BPLC as a provider of continuing education for licensed social workers, with credit available for both LMSW and LCSW's. Participants learn from and interact with expert instructors, engage in hands-on exercises, and network with other social service professionals to better navigate the system and help their clients cut through red tape.

Continuing education is one more way BPLC is providing solutions to the challenges professionals face in helping clients take control of their futures.

Learn more at: benefitsplus.cssny.org



The **COLOR LINE**
in the **21ST CENTURY**

The Continued Effect of Race, Punishment
and Exclusion in the United States

May 5, 2016
6 P.M. to 8 P.M.

Columbia University School of Social Work
1255 Amsterdam Avenue
New York, NY 10027
Room 311 & 312

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

SPEAKERS:

Gloria Browne-Marshall
Professor,
John Jay School of
Criminal Justice

**Juan
Cartagena**
President &
General Counsel of
LatinoJustice

Alicia Garza
Black Lives Matter
& Campaign Zero

**Hon. Walter T.
Mosley**
NY State Assembly
57th District

David R. Jones
President and CEO,
Community Service
Society

THE COLOR LINE IN THE 21ST CENTURY

In May 2016, the Community Service Society launched The Color Line in the 21st Century, a discussion series that invites diverse groups of activists, thought leaders, and community members to examine the exclusionary effects of race, class, and criminal punishment and to propose policies that will improve the life chances of low-income communities of color, who have borne the brunt of the destruction wrought by mass incarceration. Subsequent events in the series delved into strategies to ensure a full participation economy; and explored the Poor People's Campaign of 1968 as a model for today's social justice efforts.

'The Color Line' is an expression of CSS's commitment to improving the lives of all New Yorkers. As a long-time anti-poverty organization, CSS believes the best way to counter the disparate effects of our criminal punishment system is to invest in individuals and communities, not punishment and deprivation. This discussion series is a place to explore big ideas in how we address inequality and exclusion and reshape our society into one that is equitable and inclusive.



“How can we ensure that persons who have paid their debt to society are given a clean slate that allows for full participation in the life of the community?”

— Kimberly Westcott
Associate Counsel
Community Service Society

Financial Statement:

Condensed Consolidated Statement of Activities for Years Ended June 30, 2017 & 2016

(In thousands)

| | Unrestricted | | Temporarily Restricted | | Permanently Restricted | | Totals | |
|---|------------------|-------------------|------------------------|------------------|------------------------|------------------|------------------|-------------------|
| | 2017 | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 | 2016 |
| REVENUE | | | | | | | | |
| Public Support: | | | | | | | | |
| Government grants | \$17,395 | \$16,726 | | | | | \$17,395 | \$16,726 |
| Contributions | 519 | 759 | 2,128 | 1,838 | | | 2,647 | 2,597 |
| Bequests | 316 | 987 | | | | | 316 | 987 |
| Program fees and other revenue | 143 | 167 | | | | | 143 | 167 |
| Subscription and advertising income | | | | | | | | |
| Investment return used for operations, net | 3,243 | 3,526 | 5,552 | 5,114 | | | 8,795 | 8,640 |
| Net Assets released from restrictions | 10,080 | 11,584 | -10,080 | -11,584 | | | | |
| Total operating revenue and support | 31,696 | 33,749 | -2400 | -4,632 | | | 29,296 | 29,117 |
| OPERATING EXPENSES | | | | | | | | |
| Program services: | | | | | | | | |
| Direct service program | 22,680 | 22,429 | | | | | 22,680 | 22,429 |
| Policy research and advocacy | 2,965 | 3,250 | | | | | 2,965 | 3,250 |
| Public interest | 898 | 925 | | | | | 898 | 925 |
| Total program services | 26,543 | 26,604 | | | | | 26,543 | 26,604 |
| Supporting services: | | | | | | | | |
| Management and general | 5,684 | 4,893 | | | | | 5,684 | 4,893 |
| Fundraising | 1,198 | 1,161 | | | | | 1,198 | 1,161 |
| Total supporting services | 6,882 | 6,054 | | | | | 6,882 | 6,054 |
| Total expenses | 33,425 | 32,658 | | | | | 33,425 | 32,658 |
| Deficit of operating expenses | -1,729 | 1,091 | -2,400 | -4,632 | | | -4,129 | -3,541 |
| NON-OPERATING EXPENSES | | | | | | | | |
| Investment return in excess (deficiency) of amount used for operations, net | 7,255 | -11,385 | 4,415 | 632 | 2,322 | -244 | 13,992 | -10,997 |
| Total non-operating activities | 7,255 | -11,385 | 4,415 | 632 | 2,322 | -244 | 13,992 | -10,997 |
| Change in net assets before pension and post-retirement related charges | 5,526 | -10,294 | 2,015 | -4,000 | 2,322 | -244 | 9,863 | -14,538 |
| Pension and other post-retirement related charges other than net periodic pension costs | 2,624 | -7,519 | | | | | 2,624 | -7,519 |
| CHANGE IN NET ASSETS | 8,150 | -17,813 | 2,015 | -4,000 | 2,322 | -244 | 12,487 | -22,057 |
| NET ASSETS – Beginning of year | 107,543 | 125,356 | 23,781 | 27,781 | 62,833 | 63,077 | 194,157 | 216,214 |
| NET ASSETS – End of year | \$115,693 | \$ 107,543 | \$25,796 | \$ 23,781 | \$65,155 | \$ 62,833 | \$206,644 | \$ 194,157 |

Condensed Consolidated Statement of Financial Position for Years Ended June 30, 2017 & 2016

(In thousands)

| | 2017 | 2016 |
|---|------------------|------------------|
| ASSETS | | |
| Cash and cash equivalents | \$3,401 | \$5,673 |
| Investments | 167,939 | 158,224 |
| Government and other receivables, net | 10,158 | 7,647 |
| Prepaid and other assets | 906 | 611 |
| Beneficial interest in perpetual trusts | 36,060 | 33,738 |
| Property and equipment, net | 35,860 | 37,362 |
| Total | \$254,324 | \$243,255 |
| LIABILITIES AND NET ASSETS | | |
| Liabilities: | | |
| Accounts payable and accrued expenses | 7,859 | 7,366 |
| Accrued pension and post-retirement liability | 14,714 | 16,128 |
| Line of credit | 25,107 | 25,604 |
| Total Liabilities | 47,680 | 49,098 |
| Net Assets: | | |
| Unrestricted | 115,693 | 107,543 |
| Temporarily restricted | 25,796 | 23,781 |
| Permanently restricted | 65,155 | 62,833 |
| Total Net Assets | 206,644 | 194,157 |
| Total | 254,324 | 243,255 |

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 years ended June 30, 2017 and June 30, 2016, 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 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, 2017 and 2016, the Society appropriated \$8,795 and \$8,640 respectively, according to this formula.

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