



Community Service Society of New York Annual Report 2009

OUR PARTNERS



Our Agenda 2009



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Partners in Change

The Community Service Society of New York (CSS) draws on a 160-year history of excellence in addressing the root causes of economic disparity. Through applied research, advocacy, litigation, and innovative program models, we respond to urgent, contemporary challenges by pioneering programs for a more prosperous city. We work for change by convening, connecting, and influencing diverse leaders, practitioners, and decision makers from the public and private sectors and across the political spectrum.

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

A Message to Our Partners

The Community Service Society is a leading voice on behalf of poor and low-income New Yorkers. But with rising unemployment and more than 3 million people living at or near the poverty line in New York City, we can't do it alone. That's why we've chosen to use our 2009 annual report to showcase the partnerships and coalitions that make our efforts so much more successful. Some highlights:

- Together with the grassroots advocacy group Community Voices Heard, CSS successfully urged the state to provide \$49 million for innovative new workforce development programs.
- Our Center for Benefits & Services launched a new Partnership Initiative to provide enhanced services and strengthen our collaboration with community-based service providers.
- We helped more than 8,000 health care consumers enroll in and make better use of their health insurance plans, through our Managed Care Consumer Assistance Program and its 25 geographically diverse partner agencies.

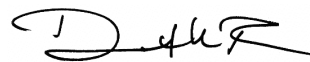
The following pages detail our work with more than 600 of our extended network of partners: advocates, policy makers, local and national nonprofits, and concerned New Yorkers. Countless others support our work through their volunteer efforts and financial contributions.

These relationships strengthen our impact immeasurably, allowing us to connect to struggling communities throughout the city, and to advocate more effectively for the programs and public investments that can make a real difference to our constituents. We support our partners with technical assistance, expert training, and case management services—thus strengthening the fabric of community-based service providers who are fighting to stay afloat through these economically challenging times, even as the need for their services is most profound.

We take great pride in what we are able to achieve by working together, but there is still so much more to be done. Indeed, this has been an especially difficult year for New Yorkers, particularly those who were already falling behind before the Great Recession began. If anything, the current downturn has only highlighted the importance of our core issues: creating work opportunities for the hard-to-employ; stabilizing families through periods of economic hardship; and giving more New Yorkers access to affordable health care.

Together, we believe we can meet these challenges and build a more prosperous city.

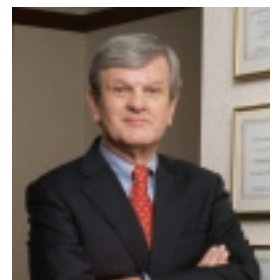
Thank you for your support,



David R. Jones
President & CEO



Mark M. Edmiston
Chair



Getting to Work

Removing Barriers, Creating Pathways to Employment

We believe that work is the surest path out of poverty—but we also recognize that for countless New Yorkers who lack skills and opportunities, landing a steady job remains an elusive goal. CSS advocates for public investments and improved services that target the multiple barriers faced by those on the margins of the working world, including out-of-school youth and the formerly incarcerated.



CSS client Ernest Brown in his new job as a licensed cab driver.

“When seasoned advocates come together as equals with people directly affected by the issues, it works!”

— **Sondra Youdelman**, Executive Director, Community Voices Heard

Transitional Jobs: New York State Invests \$49 Million in Supported Work Models

In 2008–09, CSS teamed with grassroots advocates Community Voices Heard (CVH) to urge significant state investment in a promising workforce development model: transitional jobs, which combine subsidized work with paid education and training.

Traditional workforce development programs offer short-term job placement with few services, if any, aimed at helping job-seekers retain and advance in their positions. Further, these programs typically target the most “work-ready” participants. Opportunities are rare for those with steep barriers to finding and keeping a job, including the formerly incarcerated or those who lack a high school degree.

CSS set out to find an alternative workforce development model that would also address more complicated needs, such as child care, literacy, or illness, which often keep people from participating successfully in workforce programs.

“Our challenge was how to craft something that the state could support, and we knew that an effective program design was important,” said Jeremy Reiss, former Director of Workforce and Economic Security Initiatives at CSS and a lead author of the proposal. “We were fortunate to have much of the needed expertise and program experience right here on staff. This was a great collaboration,” added Reiss. The group also interviewed more than 50 experts from around the country.

After drafting a transitional jobs proposal, CSS commissioned the Fiscal Policy Institute (FPI) to conduct a Return on Investment study. FPI found that a modest investment in the program would yield a 300 percent cost savings to the state over three years.

Armed with this powerful data, CSS recruited Community Voices Heard to help champion the transitional jobs model

in Albany. CSS and CVH already had a track record of successful collaboration: in 2007–08, they worked together to secure state approval for the creation of the New York State Career Pathways program.

“CSS staff and CVH members attended countless meetings, briefings, and hearings together,” said Sondra Youdelman, Executive Director of CVH. “We made a strong team—when seasoned advocates come together as equals with people directly affected by the issues, it works!”

When the ink was dry on the state’s 2010 budget, CSS and CVH had helped to secure a total of \$49 million for workforce programs combining education, training, and support services with career opportunities in high-growth industries:

- \$25 million to create New York’s first Transitional Jobs program—a \$5 million investment from the state, which drew \$20 million in federal stimulus funds.
- \$7 million for the Health Care Jobs Subsidy program, which was based on the transitional jobs model.
- \$7 million for a new Green Corp Jobs Subsidy program, also modeled after the transitional jobs proposal.
- A \$10 million expansion of the Career Pathways program originally conceived by CSS and CVH.

“With unemployment in New York City at a record high, we’ve got to do everything we can to reverse this devastating job loss trend,” said State Senator Daniel Squadron, Vice-Chair of the Senate Committee on Social Services. “Fully funding wage subsidy and job training programs is a huge step in the right direction. I applaud the tireless work of CSS and CVH to support these important jobs programs.”

Connecting Young People to Work

Approximately 200,000 young New Yorkers between the ages of 16 and 24 are not in school and not working. About half of these lack a high school or equivalent diploma, and many have very low basic skills. CSS efforts on behalf of these “disconnected youth” focus on improving services and expanding access to education, training, and work.

Making the System Work

In June 2008, CSS released “Out of Focus: A Snapshot of Public Funding to Reconnect Youth to Education and Employment.” The report found that publicly-funded workforce and education programs suffer from inadequate resources, lack of coordination, and insufficient scale—with only 12,000 program slots specifically targeted to young people between the ages of 16 and 24. In response, the New York State Department of Labor and Office of Temporary Disability Assistance specified that at least 30 percent of new workforce development programming serve this age group.

Subsequent CSS research will investigate the city’s system of GED preparation and testing—which produces some of the poorest outcomes in the country. Further, in 2009–10, CSS will partner with the Center for an Urban Future to issue a comprehensive blueprint for improving the skills of New York City’s workforce. The proposed reforms will target many of

the systems that are critical to engaging young people, from city high schools and Career and Technical Education (CTE), to community colleges and the workforce development system.

CSS is also a founding partner in the Campaign for Tomorrow’s Workforce (CTW), a coalition of more than 40 organizations who advocate for improved education and career opportunities for disconnected youth. CTW advocacy has helped to secure more than 3,000 new program slots targeted to 16–24 year olds.

Support for Youth in Transition

The most effective programs to re-engage disconnected youth offer comprehensive services, including basic literacy as well as help with child care, health care, and financial literacy. In 2007, CSS created the Workforce Advocacy and Support Initiative (WASI), which pairs highly-trained CSS case managers with participants in selected workforce training and education programs. Case managers work closely with clients for up to 18 months, helping them to address any needs that might hinder program completion and a successful transition to employment. In 2008–09, WASI partnered with four agencies to provide services to more than 200 young people:

- Cypress Hills Local Development Corporation/ YouthLEAD Program
- New Heights Neighborhood Center, Inc.
- New Settlement Apartments/Young Adult Outreach Initiative
- Year Up New York City

Creating Jobs and Training Opportunities

CSS advanced several proposals to set aside jobs and training opportunities for disconnected youth, including:

- The Disconnected Youth Employment Tax Credit (see sidebar), which marks the first time the term “disconnected youth” has appeared in federal law.
- The Federal Youth Transportation Job Corps Bill, which was introduced by Rep. Jerrold Nadler (D-NY) in the 110th Congress. The bill specifically targets disconnected youth for basic skills training and pre-apprenticeship programs for jobs in transportation.
- A NYCHA Young Adult Service Corps that would target young adults living in public housing for work-based programs linked to capital improvements in NYCHA housing.

A WIN FOR OUR CONSTITUENTS

A NEW TAX CREDIT

The American Recovery and Reinvestment Act of 2009—

the \$787 billion economic stimulus legislation passed in February—including a *Disconnected Youth Employment Tax Credit* proposed by CSS and introduced by Rep. Charles B. Rangel (D-NY), Chairman of the House Committee on Ways and Means.

Support for the Formerly Incarcerated

More than 70,000 New York City residents are released from prisons and jails each year and face limited prospects for employment. CSS seeks to ease the reentry of formerly incarcerated individuals into their communities by promoting employment as a way out of poverty.

A Forum for Advocates

Monthly meetings of our New York Reentry Roundtable bring together a network of more than 50 advocates and service providers to share information, hear presentations from expert speakers, and develop joint projects. In May 2009, CSS organized and sponsored its third annual “Advocacy Day” to bring more than 100 advocates, many of whom were formerly incarcerated, to meet with legislators and their staff in Albany. Roundtable members drafted a comprehensive agenda urging legislative actions that would remove unnecessary barriers to reentry and employment.

Volunteer Efforts

CSS has launched several reentry programs utilizing volunteers from our Retired and Senior Volunteer Program (see page 9). They include mentoring programs that serve children of incarcerated parents, and the Record Repair Counseling Corps, which trains volunteers to help people with convictions to request, read, and repair their rap sheets. Record Repair Counselors also help individuals apply for Certificates of Relief from Disabilities and Certificates of Good Conduct, which provide presumptive evidence of rehabilitation and overcome numerous statutory prohibitions to employment and licensure. Record Repair Counselors helped more than 200 clients at 12 partner sites in 2008–09.

Promoting Fair Employment Practices

CSS works to overcome discrimination and remove barriers to employment faced by people with criminal conviction histories. The CSS legal team won an unprecedented victory against a private employer when a court held that someone convicted of a crime while on

the job is protected by the city’s Human Rights Law, which requires employers to consider whether a conviction is directly related to the job or poses an unreasonable risk to persons or property before terminating employment. Previously, people were only protected if their convictions occurred before they began work. CSS also filed an amicus brief on behalf of five other organizations in *Acosta vs. New York City Department of Education*, a case in which the First Department Appellate Division issued an important ruling protecting people with conviction histories from employment discrimination by government agencies.

“The CSS Roundtable brings so many agencies into this effort. We’re all advocates—if we’re all speaking together on these issues and bringing new people into the process, our voices will be heard.”

— **Diana Diaz**
Deputy Director for Criminal Justice Programs,
Argus Community, Inc.



Working For Change in Our Nation’s Capital

The Working For Change forum is a monthly policy briefing in Washington, D.C., which brings together congressional staff and policy advocates to discuss issues impacting low-wage workers and develop policy responses. CSS sponsors the forum along with our Washington, D.C.-based partner, the Coalition on Human Needs.

In 2008–09, forum topics emphasized linking economic stimulus proposals to the needs of the working poor, helping workers through the recession, and creating job opportunities for disconnected youth. Support from the Working For Change forum was critical to securing passage of the Disconnected Youth Employment Tax Credit (see page 4).

Economic Security

Stability and Support for Hard-Working New Yorkers

The reality facing millions of working New Yorkers is that today's low-wage jobs don't cover the basic costs of living. Work supports such as housing assistance, tax credits, and other public benefits are the key to providing stability to struggling families. CSS helps New Yorkers to overcome hardships and rebound from financial emergencies so they can work toward a more secure future.



Frank Kortright of CSS (L) talks with client Alonzo Cobb.

“Our partnership with CSS allows us to offer the most accurate information to our job-seeking clients.”

— Rhonda E. Harrison, Henry Street Settlement

Center for Benefits & Services: CSS Strengthens Local Partnerships

In 2007, CSS launched the Center for Benefits & Services (CBS), combining its renowned Public Benefits Resource Center, Tenant Advocacy Project, and client services work, with the goal of increasing access to public benefits that help low-income New Yorkers gain financial stability.

One-third of low-income New Yorkers have no savings at all to fall back on in the case of a financial emergency.¹ At the same time, more than \$2 billion in state and federal aid goes unclaimed each year. “The resources are out there to help stabilize families in difficult economic circumstances,” says Frank Kortright, CBS’s Director of Services to Individuals and Families. “It’s just a matter of making the right connections.”

CBS works by training service providers throughout the city, making sure that they can access the full range of benefits and supports available to their clients. “We’re like a clearinghouse of information on eligibility, access, and financial assistance,” says Kortright.

In 2008–09, CBS offered more than 40 specialized training sessions, which were attended by 1,200 social service professionals. By working directly with staff at more than 300 community-based organizations across New York City, CBS annually helps nearly 100,000 low-income families and individuals gain access to more than 75 different public benefits.

CBS also offers comprehensive, one-on-one assistance to clients. “The level of support I got from CSS was beyond anything I ever expected,” said Alonzo Cobb, a recent CBS client. Mr. Cobb had left a job in the financial services industry to care for his ailing mother, but found himself out of work and without any savings after her death. At CSS, he found help at a critical time—finding a place to stay, accessing Medicaid and Food Stamps, and even using fax and voice mail to navigate his job search. Now he’s back on his feet, working as an educator through the New York City teaching fellows program—“cruising along under my own power,” as Mr. Cobb puts it.



Access to benefits and supports is often the deciding factor in helping New Yorkers find and keep secure, self-sustaining jobs. With this in mind, CBS launched its new Partnership Initiative in January 2009 to better support the work of community-based agencies that offer job training or other work-related services. Through a tiered partnership agreement, Level I and II partner agencies gain access to trainings, individualized consultation services, and the Center’s comprehensive Public Benefits Manual. Level I partners also become eligible for direct financial assistance for their clients through the New York Times Neediest Cases Fund, of which CSS is a beneficiary. In turn, partner agencies report on outcomes, feeding into a centralized database that helps track trends and emerging issues so that CSS can be a more responsive advocate.

“Our partnership with CSS allows us to offer the most accurate information to our job-seeking clients,” says Rhonda E. Harrison of the Henry Street Settlement—a Level II Partner. “Thankfully, CSS does a lot of research, and I leave every training session with the resources I need to stay informed.”

¹ *The Unheard Third* 2008.

The Housing Crunch

As the nation races to help millions of struggling homeowners in the current recession, CSS shines a spotlight on the hidden housing crisis that affects low-income renters. We partner with housing advocates across the city to promote policies that protect renters and preserve and expand affordable housing.

Uncovering Predatory Equity

CSS played a lead role in identifying “predatory equity” as a driving force behind the loss of affordable housing in New York City. An October 2008 report, “Closing the Door 2008: Subsidized Housing Losses in a Weakened Market,”



Senator Charles Schumer and David Jones, CSS President & CEO, at a December 2008 press conference announcing new measures to address predatory equity.

documents the steady decline of the city’s subsidized, privately-owned rental housing. Predatory equity investors bid up the price of these properties during the housing boom, only to abandon them to deteriorating conditions and financial distress as

the market collapsed. CSS has worked closely with housing advocates to alert legislators to this issue—including proposing measures to protect renters that were adopted in the October 2008 federal bank bailout.

Opportunities for Public Housing Residents

In March 2009, CSS convened a forum for nearly 100 resident leaders, advocates, and elected officials to spur action on emerging local and national policy issues affecting public housing—including how to ensure that residents benefit from new funding in the American Recovery and Reinvestment Act (ARRA). The event was co-sponsored by the Citywide Council of Presidents, Legal Aid Society, NYC Public Housing Resident Alliance, and the Public Housing Residents of the Lower East Side. Representative Charles B. Rangel (D-NY), Chairman of the House Ways and Means Committee, gave the keynote address.

With the release of the policy brief “Making the Connection: Economic Opportunity for Residents of Public Housing” in July 2009, CSS put forward a set of recommendations aimed

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\$423 MILLION to fund shovel-ready projects of the New York City Housing Authority (NYCHA).

CSS worked with housing advocates and legislators to ensure that investments in public housing be included in the ARRA stimulus package—resulting in \$423 million in NYCHA capital improvement funds.

at connecting 30,000 job-seeking residents of public housing to employment—particularly in light of the opportunities provided by new ARRA stimulus funds. The report urges the New York City Housing Authority to do more to implement requirements under Section 3 of the 1968 Housing Act that public housing authorities maximize job and training opportunities for low-income residents.

Tax Relief for Renters

Our January 2009 report, “Shorted Renters: New York Needs a Property Tax Circuit Breaker That Works,” demonstrates the high proportion of low-income renters across the state who carry unaffordable rent burdens, in part due to rising property taxes. CSS is urging reforms to the state’s STAR and Circuit Breaker tax credit programs to better target relief to low-income renters and struggling homeowners.

Vacancy Decontrol

More than a million low-income New Yorkers live in rent-regulated housing. But according to the June 2009 CSS report “Destabilized Rents: The Impact of Vacancy Decontrol on Low-Income Communities,” the process of vacancy decontrol—which allows for the deregulation of apartments once their legal rent reaches \$2,000 a month during vacancy—is leading to higher rents and a considerable loss of regulated apartments throughout the city. CSS is advocating for reforms to the process by which apartments become deregulated.

Volunteers Make a Difference

Through its Retired and Senior Volunteer Program (RSVP), CSS manages a cadre of trained senior volunteers who serve as financial coaches, benefits counselors, and tax consultants, helping low-income New Yorkers maximize their income and manage their money. Volunteers also serve as tutors in classrooms with low reading scores. These are just a few of the programs and services supported by RSVP's corps of more than 7,500 volunteers over the age of 55.

Financial Coaching Corps

One-third of poor New Yorkers report that they never use financial services at a bank, according to *The Unheard Third 2008*. Volunteers in the Financial Coaching Corps assisted nearly 200 clients with financial literacy and money management from January through June 2009. Working at CSS and through placements at community-based organizations, volunteers helped clients over multiple coaching sessions to resolve financial issues in five core areas: budgeting, saving, banking, debt, and credit. Clients also received assistance with applying for public benefits and tax credits.

Advocacy, Counseling, and Entitlement Services (ACES) and Volunteer Income Tax Assistance (VITA)

Utilizing the services of 63 RSVP volunteers, ACES helped more than 6,500 low-income New Yorkers secure needed public benefits and services. ACES volunteers are trained in government benefit programs such as Medicaid, Food Stamps, Public Assistance, and housing, and work in hospitals and community-based agencies throughout the city. In addition, CSS continued to work in partnership with the Internal Revenue Service to train volunteers in its VITA program, which



“I don’t want people to feel alone. So many of my clients are people who, even in this horrendous economy, are really working hard at getting themselves into a better place.”

— Anne Davis, Volunteer, Financial Coaching Corps

provides free tax preparation services and assistance with tax credits, such as the Earned Income Tax Credit. In 2009, the program assisted 946 individuals with free tax preparation.

Experience at Work

RSVP continued to operate the Experience Corps literacy program serving elementary school students in grades 1–3. Since its inception in 1996, Experience Corps has provided more than 100,000 hours of tutoring and in-classroom assistance to more than 7,500 students across four of New York City’s five boroughs. A rigorous national outcomes evaluation conducted by Washington University and Mathematica Policy Research showed that the intensive intervention of Experience Corps Volunteers helped students make significant gains on tests of literacy and reading comprehension.

THE UNHEARD THIRD

For more detailed findings from our survey, visit www.cssny.org.



The Unheard Third 2008 was the seventh annual survey of low-income New Yorkers conducted by CSS. The survey helps us to better understand the challenges faced by our constituents and craft effective program and policy responses. In 2008, we found that **low-income New Yorkers who were working full time** faced significant hardships, underscoring the need for income supports and public benefits for low-wage workers.

28% couldn't fill a needed prescription

27% fell behind on their rent or mortgage

Nearly **1/2** lacked health insurance or paid sick leave from their employers

Health Care

Making Quality Care Affordable and Accessible for Every New Yorker

Access to affordable health care is critically important to our constituents. With insurance premiums on the rise and job-based coverage in decline, more New Yorkers are finding themselves without affordable health care. Our programs help fill the gap, connecting New Yorkers to health insurance. Meanwhile, CSS advances the health reform debate through comprehensive research and an extended network of advocates working for affordable, high-quality health care for all.



Yeni Isidoro (see inset photo) got help from NYC MCCAP when her daughters needed specialized hearing aids.

“I’ve learned so much about the health care system through MCCAP’s extensive training over these years.”

— Philip Deng, MCCAP Coordinator and Advocate, Indochina Sino-American Community Center

Consumer Assistance: NYC MCCAP Connects New Yorkers to Health Care

More than 600,000 uninsured, working-age New York City residents are eligible for public health insurance, yet are not enrolled. The New York City Managed Care Consumer Assistance Program (NYC MCCAP) helps New Yorkers enroll in and navigate health insurance plans, including Medicaid Managed Care, Family Health Plus, and Child Health Plus.

Since CSS launched the program in 1999 in partnership with the New York City Council, MCCAP has served more than 130,000 New Yorkers—making it one of the largest health care consumer assistance programs in the country.

MCCAP works by providing training and technical assistance to a network of 25 community-based partner agencies, which together helped more than 8,000 New Yorkers enroll in public managed care plans in 2008–09. MCCAP agencies also helped 5,500 New Yorkers resolve problems in accessing their care—whether by proving eligibility for medications or treatments, finding help for a chronic condition, or resolving costly medical bills. “Sometimes it just takes someone patient and knowledgeable to follow the paper trail and make sure a lost application is found, or the proper office gets contacted,” says MCCAP’s Director, Priya Mendon. “It can be such a relief to know that help is out there.”

MCCAP’s partnerships with community-based agencies ensure that the program effectively reaches communities with high concentrations of uninsured New Yorkers. A significant portion of MCCAP’s constituents are foreign-born, hailing from countries such as China, Korea, Poland, India, and the Dominican Republic. The cultural knowledge and language proficiency of locally-based MCCAP network agencies are therefore critical to working successfully with these populations. MCCAP services are offered in 11 different languages.

Partner agencies also strengthen MCCAP’s responsiveness by providing client outcome data, which is collected and

monitored in a central database. This allows us to spot trends and emerging issues, and notify legislators about appropriate policy responses. MCCAP also hosts monthly meetings, which allow partners to share stories about what works and brainstorm approaches to problems they’re encountering.

MCCAP’s central offices conduct more than 400 trainings each year, publish informative materials, and run a technical assistance helpline to resolve problems as they arise. “I’ve learned so much about the health care system through MCCAP’s extensive training over these years,” says Philip Deng, MCCAP Coordinator and Advocate with the Indochina Sino-American Community Center in New York City’s Lower East Side. “With MCCAP’s strong network and support, I can educate our community members about their rights, help them challenge unreasonable decisions by HMOs, and resolve many billing, coverage, and language issues. Our consumers frequently refer their friends to us because they know that our MCCAP services can help.”



As New York State and the nation grapple with various proposals to reform the health care system and expand coverage to the uninsured, MCCAP offers a model of consumer assistance that can play a vital role in the transition. Millions of new consumers with diverse backgrounds and varied health care needs will need assistance in choosing an insurance program and making the right health care decisions for themselves and their families. “Health reform at either the state or the federal level will only increase the need for services like MCCAP,” says CSS President and CEO David R. Jones. “I believe this approach can work on a national scale.”

CSS Expands Statewide Coalition for Health Reform

More than 2.6 million New York State residents are uninsured.

In 2007, CSS became a founding member of Health Care for All New York (HCFANY), a statewide coalition of eight



Elisabeth Benjamin, CSS Vice President of Health Initiatives, is on hand while Governor David Paterson signs a bill extending COBRA eligibility. Also pictured is Assembly Member & Chair of the Insurance Committee Joseph Morelle.

organizations dedicated to building momentum for health reform and winning quality, affordable health care for all New Yorkers. HCFANY has since grown to include more than 90 member organizations, representing a broad swath of New York's urban, rural, and suburban communities.

Through meetings, hearings, legislative

briefings, and rapid-response organizing, HCFANY works to advance critical health reforms that benefit our state.

A "Go To" Resource for Health Advocates

CSS manages communications for HCFANY, including monthly newsletters, periodic e-blasts, and upkeep of HCFANY's Web site and blog, HCFANY.org. These portals allow us to regularly connect with fellow advocates, policymakers, and other stakeholders—providing information and analysis as well as resources for getting involved.

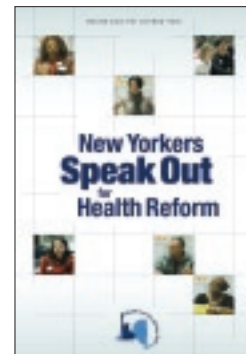
Online features such as event listings, comment boards, and consumer stories help amplify the coalition's reach and message, resulting in a forum that the New York State Health Foundation calls "the go to place for health reform in New York State."

New Yorkers Speak Out for Health Reform

More than data, the personal stories of hardship faced by uninsured (and underinsured) New Yorkers provide the most compelling argument for state health reform. With this in

"I want to work to get ahead, but I can't afford NOT to have health insurance. People should not have to be stuck in poverty so that they can stay healthy."

— Kenia Gonzalez
from "New Yorkers Speak Out for Health Reform"



mind, HCFANY held a "people's" public hearing in Albany in May 2008. The goal of this event was to give voice to the everyday New Yorkers—workers, families, friends, and neighbors—whose health and lives depend in great part on decisions of our state's policy makers. Several of the personal stories told at the hearing were spotlighted in a HCFANY publication, "New Yorkers Speak Out for Health Reform," which was released in December 2008. Video coverage of each testimony can also be found on HCFANY.org.

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3 BILLS

HCFANY played a core role in the passage of three insurance reform bills signed in 2009 by Governor David Paterson.

The bills:

- **expand COBRA eligibility from 18 to 36 months for those who have lost jobs or experienced a reduction in wages;**
- **allow uninsured 19–29 year olds to remain as dependents on their parent's insurance; and**
- **strengthen and update consumer and provider protections in managed care look-alike products.**

Informing the Health Care Debate

CSS research and analysis has played an important role in advancing the debate around health reform in New York State.

Cornerstone for Coverage

CSS continued to develop Cornerstone for Coverage, our proposal for expanding access to high-quality, affordable health care coverage to every New Yorker. Cornerstone offers both employers and individuals the chance to buy in to the state's popular Family Health Plus and Child Health Plus programs based on an affordable, sliding-fee scale. Affordability is central to our proposal: through surveys, statistical analysis, and interviews with 258 families from around the state, CSS has conducted extensive research into what New York families at every income level can afford to pay. Cornerstone for Coverage offers a standard of affordability against which any health reform effort in the state can be measured.

The Cornerstone proposal has been influential in the conversation about health reform in New York State. It was one of four reform proposals evaluated by The Urban Institute as part of the state's Partnership for Coverage process; and it informed the health reform proposal put forth by the Chair of the State Assembly's Health Committee.

Reducing Racial & Ethnic Disparities in Health Care

With funding from the New York State Health Foundation, CSS conducted research on racial and ethnic disparities in health, with an emphasis on New York's public insurance programs. Among other findings, CSS found that African Americans experienced worse health outcomes and were more likely to be dis-enrolled from Medicaid than other racial and ethnic groups. In February 2009, CSS hosted a Roundtable conference inviting experts from the public and private sectors to review the research and discuss concrete policy approaches to reducing these disparities. A two-part final report, titled "Promoting Equity and Quality in New York's Public Insurance Programs" and "Promoting Equity and Coverage in New York's Public Insurance Programs," was released in May 2009.



More Money and Accountability for Charity Care

CSS's analysis of charity care funding helped convince legislators to increase funds—and improve accountability—in covering the costs of hospitals and providers who treat uninsured patients. This year's Executive Budget reallocated \$282 million in state graduate medical education funds to the Indigent Care Pool, which means the funds will newly qualify for a federal match. New measures ensure that this funding must be directly traceable to uninsured patients—a major improvement in accountability.

Consumer Assistance for Medicaid Recipients

CSS partners with Maximus Inc. to provide education and outreach to Medicaid consumers throughout the five boroughs through the Medicaid CHOICE Education Project (MCEP). MCEP provides workshops to assist Medicaid consumers in navigating their Medicaid Managed Care plans. The program targets Medicaid-eligible individuals with limited English proficiency, low literacy, and low incomes. Workshops are also provided for consumers who receive Supplemental Security Income (SSI). Workshops and counseling sessions are conducted at more than 50 partner sites throughout the city, including health centers, job training programs, and community-based organizations. Working with six community-based subcontractors, the CSS MCEP program offered 1,223 workshops in 2008–09, educating 12,851 Medicaid recipients.

Financial Statement

Condensed Consolidated Statement of Activities Fiscal Year Ending June 30, 2009

CHANGES IN NET ASSETS:	Unrestricted	Temporarily Restricted	Permanently Restricted	Total
Public Support:				
Contributions	\$396,696	\$29,268		\$425,964
Foundations	338,440	1,377,827		1,716,267
Trust income	477,897	613,224		1,091,121
Bequests	211,929			211,929
Greater New York Fund/United Way	3,179	41,024		44,203
New York Times Neediest Cases Fund		1,096,511		1,096,511
Government grants		5,916,960		5,916,960
Contracts	674,850			674,850
Total public support	2,102,991	9,074,814		11,177,805
Revenue (losses):				
Investment losses	(18,784,755)	(4,631,150)		(23,415,905)
Change in fair value of beneficial interest in perpetual trusts			(5,909,141)	(5,909,141)
Loan interest income	159			159
Program service fees	127,308			127,308
Change in investment in The United Charities	115,405			115,405
Total losses	(18,541,883)	(4,631,150)	(5,909,141)	(29,082,174)
Net assets released from restrictions	11,229,625	(11,229,625)		
Total public support, revenues, losses, and other support	(5,209,267)	(6,785,961)	(5,909,141)	(17,904,369)
EXPENSES:				
Program Services:				
Direct service program	12,301,803			12,301,803
Policy research and advocacy	3,053,015			3,053,015
Public interest	662,069			662,069
Total program services	16,016,887			16,016,887
Supporting Services:				
Management and general	3,376,122			3,376,122
Fundraising	764,146			764,146
Total supporting services	4,140,268			4,140,268
Total expenses	20,157,155			20,157,155
Change in net assets before other charges	(25,366,422)	(6,785,961)	(5,909,141)	(38,061,524)
Pension adjustment	(4,972,056)			(4,972,056)
CHANGE IN NET ASSETS	(30,338,478)	(6,785,961)	(5,909,141)	(43,033,580)
NET ASSET—Beginning of year	92,722,894	25,101,163	61,221,744	179,045,801
NET ASSET—End of year	\$ 62,384,416	\$18,315,202	\$55,312,603	\$136,012,221

Condensed Consolidated Statement of Financial Position Fiscal Year Ending June 30, 2009

ASSETS

Cash and cash equivalents	\$3,695,680
Marketable securities	107,663,563
Accounts receivable:	
Government agencies	3,584,356
Other	183,774
For securities sold	18,591
Beneficial interest in perpetual trusts	26,218,068
Accrued interest and dividends receivable	132,312
Prepaid expenses and other assets	110,859
Investment in The United Charities	1,037,899
Equipment and improvements—net	2,509,804
Total assets	\$145,154,906



LIABILITIES AND NET ASSETS

Liabilities:

Accounts payable and accrued expenses	\$1,216,001
Accrued vacation pay	868,130
Loan payable	1,788,464
Liability for securities purchased	92,840
Liability for postemployment and postretirement benefits	5,177,250
Total liabilities	9,142,685

Net assets:

Unrestricted	62,384,416
Temporarily restricted	18,315,202
Permanently restricted	55,312,603
Total net assets	136,012,221
Total liabilities and net assets	\$145,154,906

NOTES

1. 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 ending June 30, 2009, which have been audited by Loeb & Troper LLP.
2. A copy of the latest CSS financial report filed with the New York Department of State in Albany is available upon request from the Department or CSS.
3. The CSS 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, 2009, the board appropriated \$8,104,000, according to this formula.

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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.

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