

A young boy with dark hair, wearing a white shirt and a dark jacket, is seen from the side, looking through a large, silver, vintage-style telescope. The telescope is mounted on a structure, and the boy's hands are visible as he holds it. In the background, a city skyline with numerous skyscrapers is visible across a body of water under a blue sky with scattered white clouds.

Picturing a **Stronger,** More **Equitable** New York

Community Service Society
2010 Annual Report

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



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.

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OUR VIEW ON TODAY'S ECONOMIC REALITY

Income inequality. Economic distress. Jobless recovery. The growing divide between rich and poor.

In the United States today, 1 in 5 children is living in poverty. More than 50 million Americans are now without health insurance. The number of people living on food stamps has never been higher. In New York City, 67 percent of unemployed low-income adults report that they have been jobless for at least a year; half of those have been out of work for three years or more—and an entire generation of Americans is facing the prospect of permanent joblessness or chronic underemployment.

It can be tempting to view these often-repeated phrases as abstractions, or components of a big picture over which most of us have little or no control. And it can be dangerously easy to see the human toll only in terms of mere statistics.

With 165 years of research, advocacy, and services on behalf of low-income New Yorkers informing our viewpoint, the Community Service Society sees these issues as anything but remote, statistical, or abstract.

We look beyond statistics to see the needs of real people, pioneering services that promote self-sufficiency among low-wage workers and economically disenfranchised New Yorkers by providing tools and resources to increase their economic security in an unforgiving economy.

We also maintain an unwavering focus on the broader picture via cutting-edge research designed to inspire new thinking and significant action on some of the most complex challenges of our time.

We share our recommendations and insights widely through print and online publications, public-private partnerships, testimony at public hearings, policy events, media outreach, and other activities that keep these issues prominently “on the radar” in an era of many competing concerns.

In these pages, you’ll see how CSS transforms its vision of a more equitable and viable society into powerful change on the big picture level *and* the individual scale. In 2010, CSS gained important ground in many key areas, including access to health care, educational and job opportunities, equal opportunity in the workplace, and financial empowerment.

Our work offers more than just a ray of hope for individuals and communities struggling to get ahead in hard times—it’s a source of consistent, invaluable support and meaningful perspective on social and economic challenges in urgent need of compassionate, pragmatic solutions.



A handwritten signature in black ink, appearing to read "D. Jones".

David R. Jones
President & CEO



A handwritten signature in black ink, appearing to read "K.A. Appenteng".

Kofi A. Appenteng
Chair

SETTING OUR SIGHTS ON A BETTER FUTURE RESEARCH & ADVOCACY



New York State and New York City have the widest gaps between rich and poor in the nation. An ongoing increase in economic disparity is placing the American Dream—not to mention basic requirements like food and shelter—beyond the grasp of millions of New Yorkers, including many low-income workers.

CSS takes a long view in tackling the root causes of poverty by conducting intensive research on issues that affect the ability of low-income individuals to work their way out of poverty. We then transform this research into policy recommendations, advocacy

work, and proactive partnerships with thought leaders and decision makers from the public and private sectors and across the political spectrum.

By looking at old problems with fresh eyes and staying alert to emerging challenges and opportunities, CSS is a leading force on behalf of sustainable wages, access to health care, and the ability of all New Yorkers to participate fully in the economic life of their city and state.

CSS REPORTS



Health Reform New York Can Afford: The Cornerstone for Coverage Plan

Elisabeth R. Benjamin and Arianne Garza
November 2009



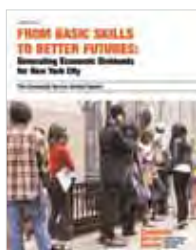
Making the Connection: Economic Opportunity for Public Housing Residents (Policy Brief)

Victor Bach and Tom Waters
July 2009



Closing the Door 2009: Risks of Boom and Bust (Policy Brief)

Tom Waters and Victor Bach
December 2009



From Basic Skills to Better Futures: Generating Economic Dividends for New York City

Lazar Treschan and David Jason Fischer
September 2009



Closing the Skills Gap: A Blueprint for Preparing New York City's Workforce to Meet the Evolving Needs of Employers (with The Center for an Urban Future)

David Jason Fischer and Jeremy Reiss
January 2010



Sick in the City: What the Lack of Paid Leave Means for Working New Yorkers (Policy Brief)

Jeremy Reiss, Nancy Rankin,
and Krista Pietrangelo
October 2009



The Unheard Third 2009: Job Loss, Economic Insecurity, and a Decline in Job Quality

Jeremy Reiss and Krista Pietrangelo
May 2010



In Support of Family Stability: Families Who Rely on Cash Assistance and the Burdens Imposed on Them When Incarceration Is Excluded From the Definition of "Temporary Absence" (Policy Brief)

Matthew Main
November 2009



Expanding Affordable Coverage for Low-Wage Workers: Fixing the Family Health Plus Employer Buy-In (Policy Brief)

Elisabeth R. Benjamin and Arianne Garza
June 2010



A FRESH PERSPECTIVE ON THE GED

Nearly one in four individuals of working age in New York City lacks a high school degree or equivalent.

ISSUE OVERVIEW

New York City is home to nearly 1.3 million working-age New Yorkers who lack basic educational credentials in the form of a high school diploma or GED. The problem is particularly acute among young people ages 16 to 24—nearly 175,000 of whom are not in school and not working.

Reconnecting young people to education and the labor force is essential to reducing poverty and building a 21st century workforce. Nationwide, the system of preparing for and completing the test of General Educational Development (GED)

is a primary pipeline to employment, college, and upward mobility. But New York State’s dysfunctional GED system has performed poorly for those who need it most. New York is 50th in the nation in GED pass rate, and in New York City fewer than half of GED test-takers achieve a passing grade.

In 2010, as part of our efforts to promote better educational and job opportunities to break the cycle of intergenerational poverty, CSS conducted rigorous research and advocacy to transform the GED system in New York into the gateway of opportunity it is intended to be.

A CLOSER LOOK

In September 2009, CSS published *From Basic Skills to Better Futures: Generating Economic Dividends for New York City*, a groundbreaking report on New York’s underperforming GED testing system that raised much-needed awareness about the GED’s role as a driver of workforce development. The report features a detailed analysis of the GED preparation system, with concrete recommendations for improvement.

The report drew immediate calls for reform from—among others—*The New York Times*, which published a series of editorials sounding the alarm on the city and state’s “shameful pass rate.” In February 2010, New York City Council Speaker Christine Quinn took up the call to improve what she termed the “broken” GED system during the State of the City Address, outlining plans to address many concerns raised in our report.

CSS kept the pressure on by presenting our recommendations to city and state officials, including Speaker Quinn, the

Bloomberg administration, and the New York State Board of Regents, which oversees the GED system. CSS President and CEO David R. Jones testified at the New York State Assembly Committee on Education’s hearing on the GED test in support of reversing GED budget cuts and implementing CSS’s recommendations. CSS also partnered with GED reform advocates and stakeholders to launch a statewide advocacy campaign to get New York’s GED system up to speed.

“Today’s economy cannot support large numbers of individuals without strong basic skills—jobs that were available in years past for individuals without a high school diploma are vanishing, and those jobs that are left pay poverty-level wages.”

—David R. Jones, CSS President & CEO

Our work has paid off on many fronts. The New York City Department of Education is enacting plans to increase accountability and oversight of GED programs at the local level. Working closely with other advocates under the auspices of the New York Coalition for Adult Literacy (NYCAL), CSS helped to bring about the restoration of more than \$5 million in adult literacy funding to the New York City budget in June 2010. Finally, in December 2010, David Jones joined with Mayor Bloomberg, Schools Chancellor Joel Klein, and U.S. Education Secretary Arne Duncan to announce a new \$3 million city pilot project to modernize the GED to better prepare students for college and careers.

IMPROVING THE ECONOMIC OUTLOOK FOR PUBLIC HOUSING RESIDENTS

ISSUE OVERVIEW

As an unwavering advocate for housing opportunities for low- and middle-income New Yorkers, CSS conducts strategic research, advocacy, and technical assistance activities that:

- Improve public housing funding;
- Promote policy and regulatory reforms to preserve and expand affordable housing; and
- Strengthen the leadership capacity of public housing residents.

In 2010, CSS focused major attention on generating more robust efforts to use HUD funding to provide job and

training opportunities for residents of public housing in New York City. Under Section 3 of the 1968 Housing Act, all public housing authorities and government agencies receiving HUD funds have a statutory obligation to maximize employment and training opportunities for low-income residents. However, most housing authorities, including the New York City Housing Authority (NYCHA), have a less than stellar record in this regard.

A CLOSER LOOK

In July 2009, CSS released a compelling new policy brief on labor force participation by NYCHA residents. *Making the Connection: Economic Opportunity for Public Housing Residents* provides a first-time estimate of the scale of unemployment among working-age NYCHA residents. While it is comparable to unemployment patterns in similar low-income communities, Section 3 is a federal requirement that can and should be used to strengthen resident job and training opportunities.

“More than 20,000 public housing residents are seeking jobs in New York City’s recession economy. The city and the Housing Authority have every reason to connect them to opportunities.”

— *Making the Connection: Economic Opportunity for Public Housing Residents (CSS Policy Brief)*

CSS used the findings and recommendations in *Making the Connection* to inform testimony, public forums, and meetings with key stakeholders. This included testimony by CSS President and CEO David R. Jones at Congressional field hearings in



New York City, held by the Subcommittee on Housing and Community Opportunity of the House Financial Services Committee. The hearings focused on legislation to strengthen Section 3 requirements to use HUD funds to maximize job and training opportunities for public housing residents.

Mr. Jones also made the case on a panel invited to testify at Congressional hearings on the Future of Public Housing convened by the Subcommittee on Housing and Community Opportunity in Washington, D.C. In addition, during a productive meeting with the new chairman of NYCHA, John Rhea, Mr. Jones shared the policy briefing's core recommendations and set the stage for future collaboration with NYCHA on enhancing the implementation of Section 3.

OTHER HIGHLIGHTS OF 2010 INCLUDED:

- Providing expert testimony at public hearings on NYCHA's amended 2010 Annual Plan, lending our support to NYCHA's proposal to "federalize" its public housing developments under a special economic stimulus provision of the American Recovery and Reinvestment Act (ARRA).
- Fighting cuts to NYCHA vouchers through various advocacy efforts, including co-hosting a briefing for elected officials with the Legal Aid Society and other members of the New York City Public Housing Advocates Roundtable, which CSS convenes.
- Hosting two citywide Resident Leaders Forums that brought NYCHA residents together with leaders in the housing field to discuss issues and opportunities for the hundreds of thousands of New Yorkers living in public housing.

REFOCUSING THE LENS ON ACCESSIBLE HEALTH COVERAGE

ISSUE OVERVIEW

CSS is a leading advocate for making quality health care affordable and accessible for every New Yorker. With insurance premiums on the rise and job-based coverage in decline, more and more working New Yorkers find themselves without affordable health care.

In 2010, CSS research explored the complex design and implementation issues surrounding an option for employers

to buy in to New York State’s Family Health Plus program. The Family Health Plus Employer Buy-In (EBI) program was created to help employers and union health funds offer low-cost, comprehensive health coverage to their employees. But three years after its inception, only one union and not a single employer had signed on due to the program’s unexpectedly high premiums.

“One in three New Yorkers say they or someone in their family has not gotten or postponed getting medical care or a prescription in the past 12 months because of a lack of money or insurance. Seventy-two percent are worried about increasing health care costs, and 40 percent feel financially insecure to be able to afford their future health care.”

—CSS’s Statewide Health Care Survey, October 2009

With funding from the New York State Health Foundation, CSS explored ways to make this potentially valuable program more viable for employers, unions, and employees—offering state policy makers detailed recommendations on how to significantly reduce program costs.

PURSUING THE VISION OF AFFORDABLE HEALTH CARE FOR ALL

On June 7, 2010, CSS achieved a hard-won victory when the New York State Legislature passed a budget extender that once again enables the New York State Department of Insurance to review and approve health insurance premium hikes before they go into effect.

Before this change, insurance companies could simply file and implement burdensome cost increases, without accountability to consumers or businesses. Between 2000 and 2009, that policy flaw brought a 92 percent

increase in health insurance premiums in New York State, while median wages increased by only 14 percent.

As a member of the Health Care for All New York (HCFANY) coalition, CSS has long served its goal of restoring prior approval of health care premium increases and putting an end to skyrocketing rates that place quality health care out of reach for too many low- and middle-income New Yorkers.

A CLOSER LOOK

In June 2010, CSS released a policy brief detailing how restructuring the Family Health Plus Employer Buy-In program could provide affordable and comprehensive health coverage to employees of small businesses, unions, sole proprietors, and other employers. This game-changing report focused on:

- The findings of a national analysis of public/private insurance hybrid programs;
- An analysis of how rates are set for various public products in New York and an evaluation of premiums set by the state; and
- Concrete recommendations for stakeholders and policymakers on successful program implementation.

Our research led directly to state-level policy changes that enable small businesses across New York State to provide affordable, comprehensive health care for as little as \$157 per employee per month.



PURSuing THE VISION OF EQUAL OPPORTUNITY IN THE WORKPLACE

When circumstances require court intervention, CSS brings its powerful litigation capabilities to bear on seeking justice for low-income New Yorkers in the workplace and beyond.

This year, CSS won a major case in the battle against workplace discrimination for individuals with conviction histories. For the first time, a New York Supreme Court has explicitly held that someone convicted of a crime *while on the job* is protected by the Correction Law, which requires employers to rationally consider whether a conviction is directly related to the job or poses an unreasonable risk to persons or property before terminating employment.

CSS is co-counsel in a nationwide class action lawsuit against the US Census Bureau for hiring discrimination. Filed in the US District Court for the Southern District of New York in April 2010, the suit argues that systematic discrimination caused thousands of African American, Latino, and Native American applicants to be rejected for jobs by the U.S. Census Bureau during the federal government's massive hiring campaign for the 2010 census. The suit alleges that the Census Bureau unlawfully screens out job applicants who have arrest records, regardless of whether the arrest led to an actual criminal conviction, or to nothing at all. Two of the plaintiffs in this case are clients of CSS.

GETTING OUR MESSAGE SEEN AND HEARD



CLOSING THE SKILLS GAP

In 2010, CSS teamed up with the Center for an Urban Future (CUF) to raise awareness about the city's "human capital" concerns and the need for employment pipelines and skills development to help prepare New York's workforce for the 21st century economy.

Our joint two-part forum series in July and August 2009 explored the human capital need facing the city over the next two decades, viewing the issues through two lenses: employer needs that must be addressed if the city is to maintain its economic edge; and the skills gap among the city's working-age population of young adults, immigrants, formerly incarcerated persons, and public assistance recipients.

Attended by more than 600 leading figures from the public and private sectors, policy makers, and concerned New Yorkers, the forums provided an extraordinary opportunity to incubate new ideas.

From these events and jointly conducted research, CSS and CUF issued a comprehensive report on New York City's human capital outlook, entitled *Closing the Skills Gap: A Blueprint for Preparing New York City's Workforce to Meet the Evolving Needs of Employers*. The report includes 34 detailed recommendations for strengthening the city's K–12 educational system, community college network, and workforce development system—changes that will advance New York's economic interests for decades to come.

CSS and CUF disseminated the report's findings far and wide, including meetings with community stakeholders and briefings with the New York City Council and New York State Assembly and Senate.

WORKING FOR CHANGE

The Working for Change forum is a monthly policy briefing in Washington, D.C., co-sponsored by CSS and the Coalition on Human Needs. The forum brings together congressional staff, policy advocates, and thought leaders to advance policies that promote the economic security of the working poor. In 2010, the forum focused on health care reform, paid sick time for low-wage workers, setting a jobs agenda for a sustained economic recovery, reframing the criteria by which poverty is defined to arrive at more meaningful measures, and related issues.

ADVOCACY DAY FOR THE FORMERLY INCARCERATED

In May 2010, a strong turnout of more than 150 advocates arrived in Albany for the 4th Annual New York Reentry Roundtable Albany Advocacy Day—an event sponsored by CSS to engage our elected officials in eliminating the systemic obstacles to civic participation and economic opportunity that people with conviction histories continue to face long after they have served their time.

CSS IN THE NEWS



Media coverage of CSS research, advocacy, and services on behalf of low-income New Yorkers in 2010 included more than 115 mentions in print and online media outlets, 36 radio and TV appearances, and more than 100 opinion pieces by CSS President & CEO David R. Jones. Media highlights from 2010 include:

- David R. Jones authored a provocative series of weekly blog entries on The Huffington Post covering a wide range of issues, including the potential of green economy jobs to create new opportunities for low-income workers, New York City's rising tide of chronic joblessness, and the value of health care reform to New York's economic well-being.
- *The New York Times's* highly respected "Neediest Cases" series included several articles covering the extraordinary experiences of CSS clients trying to shape a more positive future for themselves and their families. CSS is one of seven agencies that receive support through the *Times's* annual fundraising drive.

GOVERNMENT TESTIMONY



In 2010, CSS experts were frequently called upon to testify before key local, state, and federal legislative bodies. Public testimonies are just one of the many ways we share our research findings,

influence policy decisions, and help to change the conversation about poverty, health care, education, and economic opportunity in New York City and nationwide.

In May 2010, CSS President and CEO David R. Jones delivered testimony in Washington, D.C., at a hearing of the Joint Economic Committee of the U.S. Congress. Mr. Jones's testimony—"Avoiding a Lost Generation: How to Minimize the Impact of the Great Recession on Young Workers"—lent an important perspective to the hearings on Congressional action to reduce unemployment among young workers.

A FOCUS ON ISSUES THAT MATTER



Even in a time of skyrocketing economic inequality, the issues surrounding poverty, the income gap, the unemployment crisis, and the struggles of the working poor are often underreported in the mainstream media. To ensure that these pivotal news stories are not lost in the shuffle of media saturation and information overload, CSS recently took on the role of publisher of *City Limits*,

an independent, investigative publication focused on civic affairs in New York City.

Available in print and electronic formats, *City Limits* (www.citylimits.org) is the city's largest nonprofit, civic-focused news site, featuring in-depth reporting on the politics and policies that affect the nation's urban agenda. This award-winning publication brings an independent editorial voice to promote public awareness of how today's economic landscape is shaping the lives of individuals and communities citywide.

LOOKING OUT FOR THE NEEDS OF NEW YORKERS SERVICE HIGHLIGHTS



Along with our research and advocacy work, the Community Service Society delivers a range of innovative services to enable low-income New Yorkers, including the working poor, to increase their economic security.

We look beyond statistics to create meaningful responses to service gaps that leave thousands of New Yorkers out in the cold when it comes to affordable health care and housing, educational opportunities, and work that pays a living wage.

A STEADFAST FOCUS ON ECONOMIC EMPOWERMENT

ISSUE OVERVIEW

New York's City's widespread unemployment, low wages, and the high cost of living leave low-income New Yorkers with little savings and high levels of debt. The CSS Financial Advocacy Program provides money-management coaching and public benefit counseling that empower people with the knowledge and support to make the most of their limited resources.

In a time of skyrocketing demand for its services, the Financial Advocacy Program maximizes its reach by marshalling the extensive volunteer resources of the CSS Retired and Senior Volunteer Program (RSVP)—a nationally acclaimed program that enlists adults ages 55 and older to strengthen their communities by serving as volunteers. RSVP has grown into a 6,000-strong cohort of older retired volunteers comprising



nearly 50 percent black, Latino, and Asian adults from communities around New York City. The synergy between the Financial Advocacy Program and RSVP exemplifies a key CSS strategy for generating the greatest possible impact in an era of limited resources.

A CLOSER LOOK

The Financial Advocacy Program has two signature projects: the Financial Coaching Corps (FCC) and the ACES (Advocacy, Counseling, and Entitlement Services) project. Both projects assist clients on-site at CSS and at 50 partner agencies that serve low-income communities within the five boroughs.

The FCC provides one-to-one coaching and skills development on financial literacy issues such as budgeting, debt-reduction planning, credit repair, and creating a savings strategy. In 2010, the FCC assisted 524 clients—many of them facing acute difficulties due to unemployment or underemployment.

The ACES project helps low-wage workers and others to access the benefits they're entitled to by screening clients for eligibility, helping to complete benefits applications, and advocating to correct benefits-related problems. In 2010, the project conducted 5,455 public benefit counseling sessions that helped increase individuals' and families' economic security and pave the way toward self-sufficiency.

PARTNER VIEWPOINT

“Our Financial Advocacy Program volunteer has built strong relationships with our clients, helping with everything from filling out Medicaid applications to debt management. Her sensitive approach is an A+ for our clients, who have a lot of stress about their economic circumstances.”

—Andrea Johnson, LCSW, Social Work Supervisor,
St. Luke's-Roosevelt—Women's Health Project

TAKING A LONG-TERM VIEW ON HEALTH CARE ACCESS AND REFORM

ISSUE OVERVIEW

In March 2010, President Obama signed the Affordable Care Act (ACA), the most significant advance for economic justice and civil rights in the United States in decades. An estimated 32 million Americans will gain health care coverage as a result of this landmark legislation.

CSS and other advocates fought tirelessly to include appropriate consumer protections in the final bill. This included the provision of \$30 million to fund state-based consumer assistance programs, on the model of CSS's Community Health Advocates (CHA) program, to help the newly insured navigate a complex array of new health coverage options.

In 2011, CHA and its network will take the lead in preparing New York State consumers for changes stemming from health care reform through a new live, statewide helpline as well as individual counseling sessions and community presentations provided by our partners across the state.

A CLOSER LOOK

Through its Community Health Advocates program (formerly known as the Managed Care Consumer Assistance Program), CSS provided technical assistance, information, and counseling on public managed care issues and health benefit options to clients who needed assistance in understanding and utilizing Medicaid, Medicare, Child Health Plus, Family Health Plus, and private insurance.

CHA highlights for 2010 included:

- Providing more than 12,500 consumers with individual counseling and training sessions;
- Individually counseling nearly 9,000 health care consumers to help them enroll in or retain coverage, utilize their coverage, or otherwise access the health care system;
- Conducting 560 trainings in community-based settings for more than 3,500 advocates and consumers in 11 languages about how to enroll in and use health insurance;
- Collaborating with 24 community-based organizations in low-income, low literacy, and immigrant communities to connect New York's most vulnerable families and individuals to health care; and
- Launching a new, multilingual website that enables New Yorkers to access user-friendly information about their health care options.



CONSUMER VIEWPOINT

“It is so important for people to get the right information. I was new to the whole Medicaid process and thought I was covered until I received a \$6,500 bill for my daughter’s pre-natal care and delivery. My CHA advocate helped get the bill reduced, answered all my questions, and got my daughter the health coverage she needs.”

—Melissa Mendez, CHA client

CLARIFYING COBRA: PROTECTING CONSUMERS, SERVING AS THE EYES AND EARS OF GOVERNMENT POLICY MAKERS

In the wake of the “Great Recession,” the federal government enacted a new premium subsidy to help laid-off workers pay for health insurance premiums under the Consolidated Omnibus Budget Reconciliation Act (COBRA). In New York, state law was modified to extend COBRA eligibility from 18 to 36 months.

Almost immediately, our Community Health Advocates helpline began receiving numerous calls from consumers with COBRA-related questions. Before long, the number of calls about COBRA had tripled. CHA embarked on an educational campaign about COBRA and the new premium subsidy, training its network of community-based organizations to spread the information far and wide.

CHA also learned that locally- and nationally-based employer benefit managers were unaware of New York State’s COBRA extension and were prematurely terminating out-of-work consumers’ coverage. To prevent eligible individuals from losing out on the extended COBRA benefits, CHA collected representative cases and, working with the relevant government agencies, contacted the major out-of-state benefit managers, employers, and insurers to educate them about the new rules.

SEEING THE POWER IN PARTNERSHIP TO MEET HUMAN NEEDS

ISSUE OVERVIEW

More than \$2 billion in public benefits go unclaimed by eligible individuals and families in New York City each year. Many people don't realize they are eligible for benefits like food stamps or housing assistance, or are discouraged by the bureaucratic application processes.

This trend is cause for concern, not only because public benefits help poor people make ends meet, but because they provide a degree of economic stability that can lay the path toward self-sufficiency.

The Center for Benefits and Services (CBS), a cornerstone program at CSS, builds the capacity of New York City's community-based organizations to ensure that their clients get the benefits they're entitled to. Our print, online, training, and educational resources demystify the intricacies of various benefit programs, giving hundreds of small organizations an indispensable tool for increasing the economic security of the many thousands of low-income New Yorkers they serve.

A CLOSER LOOK

In April 2010, the Center for Benefits and Services published the 4th edition of Benefits Plus, our comprehensive manual on 60 federal, state, and city government benefit programs and

services. Social service professionals and advocates rely on this user-friendly online resource to connect tens of thousands of low-income New Yorkers with vital benefits. In the first three months, nearly 200 people subscribed to Benefits Plus.

CBS has also formed a unique Partnership Initiative that completed its first year of work in 2010. The Partnership Initiative provides substantial support to community-based organizations that provide workforce development and educational services that promote upward mobility. Through emergency financial assistance, training, and technical assistance regarding public benefits and housing assistance, the Partnership Initiative makes sure front-line organizations have the resources they need to help their clients work their way out of poverty.



PARTNER VIEWPOINT

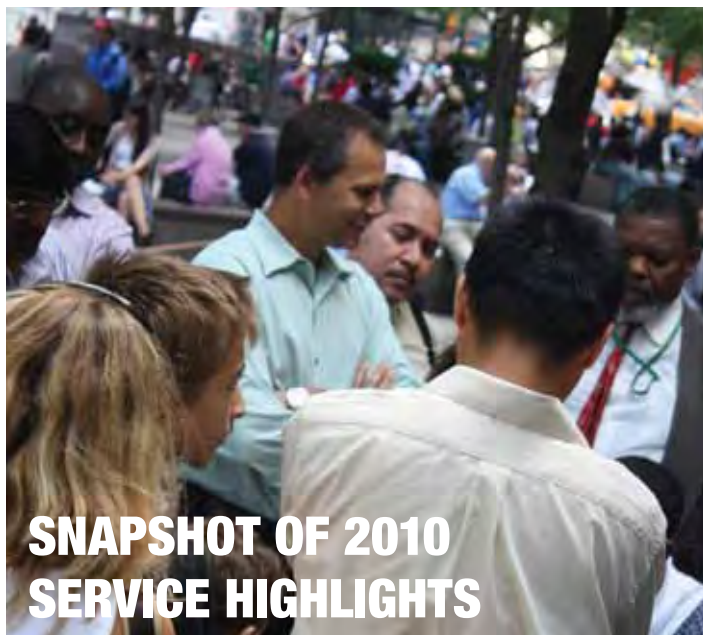
“We’re seeing people who never thought they would go to a food pantry—laid-off teachers, nursing students, and working people. On a given day, I might see 75 clients, but without the CBS trainings, I can’t always connect them to the right benefits. The first thing I do when I come to work is log on to the Benefits Plus site, so I know I have backup when I need it.”

—Maria Pacheco, West Side Campaign Against Hunger (WCAH), a CSS Partnership Initiative participant

Other highlights of CBS programming include trainings for social service professionals and services to individuals and families. In 2010, nearly 1,000 social service providers registered for our trainings, which included 31 specialized workshops on a wide range of public benefits and resources.

Meanwhile, our in-house case managers served more than 800 clients, many of whom received direct financial assistance for the purposes of facilitating employment (licensing, transportation, attire, and training), preventing eviction, and stabilizing households faced with financial emergencies.

PICTURING OUR SERVICES



\$207,267 in direct financial assistance distributed to 532 clients by our Center for Benefits and Services —thanks to our longstanding support from *The New York Times* Neediest Cases fund.

6,875 volunteers working at more than 400 public and nonprofit institutions throughout the five boroughs through our long-running Retired and Senior Volunteer Program (RSVP)—the nation's flagship service initiative for older adults and retirees, which originated at CSS.

1,144 workshops conducted by our Medicaid Choice Education Project (MCEP)—a statewide initiative helping more than 12,000 Medicaid recipients select appropriate health plans.

Up to 18 months of service provided to more than 250 young adults through our Workforce Advocacy and Support Initiative (WASI), which partners with four workforce development agencies to identify youth in need of extra support and services to make the transition to long-term employment.

234 rap sheet errors identified through our Record Repair Counseling Program, which helped 425 clients seeking to rebuild lives and careers after a criminal conviction or period of incarceration. CSS also continued to operate two volunteer mentoring programs: MentorCHIP, which helps young adults in alternatives to incarceration programs, and MentorUP, which helps the children of incarcerated parents. Both programs build the skills, confidence, and academic achievements needed to help break the cycle of recidivism.

414 K–3 students received one-on-one tutoring or in-class mentoring from 42 talented volunteers in our Experience Corps literacy program. Our program has been shown to significantly increase reading ability in academically at-risk students in the early grades.

FINANCIAL STATEMENT

CONDENSED CONSOLIDATED STATEMENT OF ACTIVITIES YEAR ENDING JUNE 30, 2010

	Unrestricted	Temporarily Restricted	Permanently Restricted	Total
REVENUE:				
Public support:				
Contributions	\$ 388,013	\$ 25,039	\$	\$ 413,052
Foundations	270,550	1,048,560		1,319,110
Bequests	2,023,333			2,023,333
Greater New York Fund/United Way	580	40,550		41,130
New York Times Neediest Cases Fund		1,094,928		1,094,928
Government grants		5,235,207		5,235,207
Contracts	679,800			679,800
Subscription and advertisement income	60,648			60,648
Total public support	3,422,924	7,444,284		10,867,208
Other revenue:				
Investment income	11,182,636	3,162,786		14,345,422
Change in fair value of beneficial interest in perpetual trusts			1,424,173	1,424,173
Program service fees	102,860			102,860
Change in investment in The United Charities	125,450			125,450
Total other revenue	11,410,946	3,162,786	1,424,173	15,997,905
Net assets released from restrictions	10,243,807	(10,243,807)		
Total Revenue	25,077,677	363,263	1,424,173	26,865,113
EXPENSES:				
Program services:				
Direct service program	11,455,461			11,455,461
Policy research and advocacy	3,119,807			3,119,807
Public interest	1,548,503			1,548,503
Total program services	16,123,771			16,123,771
Supporting services:				
Management and general	4,003,958			4,003,958
Fundraising	782,602			782,602
Total supporting services	4,786,560			4,686,560
Total Expenses	20,910,331			20,910,331
Change in net assets before other charges	4,167,346	363,263	1,424,173	5,954,782
Pension and postretirement benefit adjustment	(2,488,363)			(2,488,363)
CHANGE IN NET ASSETS	1,678,983	363,263	1,424,173	3,466,419
NET ASSETS—Beginning of year	62,384,416	18,315,202	55,312,603	136,012,221
NET ASSETS—End of year	\$ 64,063,399	\$ 18,678,465	\$ 56,736,776	\$ 139,478,640

FINANCIAL STATEMENT

CONDENSED CONSOLIDATED STATEMENT OF FINANCIAL POSITION YEAR ENDING JUNE 30, 2010

ASSETS:

Cash And Cash Equivalents	\$	4,058,277
Marketable Securities		112,464,551
Accounts Receivable:		
Government agencies		5,041,100
Other		182,713
Beneficial Interest In Perpetual Trusts		27,642,241
Accrued Interest And Dividends Receivable		13,933
Prepaid Expenses And Other Assets		77,961
Intangible Asset—City Limits Magazine		220,000
Investment In The United Charities		1,163,349
Equipment and Improvements—Net		2,378,805
TOTAL	\$	153,242,930

LIABILITIES AND NET ASSETS

Liabilities:

Accounts payable and accrued expenses	\$	2,519,452
Accrued vacation pay		904,733
Loan Payable		170,000
Liability for postemployment and postretirement benefits		1,626,174
Pension Liability		8,543,931
Total Liabilities		13,764,290

NET ASSETS:

Unrestricted		64,063,399
Temporarily restricted		18,678,465
Permanently restricted		56,736,776
Total Net Assets		139,478,640
TOTAL	\$	153,242,930

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, 2010, 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 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, 2010, the Society appropriated \$8,366,000, 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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