

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

# EMPOWERMENT

**COMMUNITY SERVICE SOCIETY** 2019 ANNUAL REPORT



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

## A WORD FROM OUR LEADERSHIP

For over 175 years, CSS has been working to create a more just and equitable New York with research, advocacy, and services on behalf of low-income New Yorkers. Our efforts go far beyond palliative support for the poor because we recognize that systemic poverty can only be remedied through sustained public investment and smart policy. Every New Yorker deserves a future with better jobs, better education, better healthcare, and a higher standard of living. Every New Yorker deserves a life of freedom, fairness, opportunity, and dignity.

However, our goals can be achieved only if people have power over their own lives. A free, democratic society relies on the empowerment of all its members. Debt should never deter people from seeking medical treatment. A landlord's desire to make an extra buck should never be what stands between a person and homelessness. A conviction history should not lead to a lifetime of barriers to success and happiness.

Systems that create despair are non-viable. By advocating for systemic changes that address the root causes of poverty and economic disparity, we focus on empowering poor families and individuals to develop their full potential, to contribute to society, and to realize social, economic, and political opportunities.

In 2019, we gained significant ground in this fight. We fought alongside partners and legislators for historic rent reforms and tenant protections, culminating in the Housing Stability and Tenant Protection Act. We launched We The Patients, a patient-driven advocacy effort to empower patients to advocate for a more equitable healthcare system. We helped bring New York one step closer to marijuana legalization with a decriminalization law that includes automatic expungement for past convictions. In further efforts to end the two-tiered legal system, our research and analysis highlighted the threats of over-policing that low-income people of color face, whether in their own gentrifying neighborhoods or while commuting on public transit.

In addition to our research and advocacy, our program services continue to help individuals take charge of their lives in myriad ways:

- RSVP mobilizes older adults to use their life experience to give back to their community in a meaningful way, with over 400,000 hours of volunteer service in 2019.

- Our Advocacy, Counseling & Entitlement Services program empowers volunteers to work directly with clients, helping them access critical public benefits.
- The Benefits Plus Learning Center equips social service professionals to navigate the complex public benefits landscape and powerfully advocate for their clients.
- Our Income Support Services unit assists workforce development participants seeking to take charge of their futures by giving them the supports they need to thrive, like help with childcare and transportation.
- The Financial Coaching Corps helps clients take control of their finances and increase their future security.
- The Next Door Project helps people who have had contact with the criminal system correct rap sheets, opening up opportunities for employment, housing, and stability.
- Community Health Advocates ensures that people can understand their medical bills and fight back against incorrect and unfair charges.
- Our newest program, the Education Debt Consumer Assistance Program, will help borrowers take charge of their student loan debt.

Altogether, CSS services reached more than 100,000 individuals in 2019.

Empowerment for every New Yorker has never been more crucial as our city, state, and country fight through a looming economic recession brought on by the COVID-19 pandemic. CSS played an instrumental role helping New York through the Great Depression in the 1930s and, more recently, through the Great Recession. Nothing, not even a global pandemic, can ever stop us from fighting for our communities.

With your support, we will emerge with a stronger, more empowered New York on the other side.



**David R. Jones, Esq.**  
PRESIDENT & CEO



**Deborah M. Sale**  
CHAIRPERSON



RIDER SPOTLIGHT

## **FAIR FARES** helps me invest in our future

**T**he fight for Fair Fares began when data from CSS's 2015 Unheard Third survey revealed that one in three low-income New Yorkers couldn't afford subway or bus fare, preventing them from meeting basic needs like receiving medical care or eating three meals a day. The campaign, co-led with Riders Alliance, concluded with the New York City Council and Speaker Corey Johnson allocating \$106 million in the FY19 budget for half-priced MetroCards for New Yorkers living at or below the federal poverty line. The program saves enrollees upwards of \$700 per year in transportation expenses.

**“Going to interviews and job fairs,  
you have to commute there.  
You have to get on a train or a bus.  
It gets very expensive.”**

Jasmin, a 23-year-old mother from the Bronx, shared with us how Fair Fares elevated her financial security and opened up new opportunities:

“When I graduated from high school, I quickly realized that I was no longer going to get a free MetroCard from school. It was very expensive for me at the time. I didn’t have a job. I was in college full-time, and it was hard for me. I almost felt stuck.

So after about four or five years of paying \$120 a month for a monthly MetroCard, I received a letter in the mail that told me that I was selected for this new program Fair Fares in which I would only have to pay half of my monthly MetroCard, which was so exciting. I couldn’t believe it. I mean, it’s the greatest thing probably that’s happened to me.



And at one point, not working and being a single mom, it was very hard for me to buy a monthly MetroCard. But with Fair Fares, it’s made me save a ton of money and really start to save even for my future now. Just buying things that I would never think that I could afford, like life insurance for me, for my daughter. It’s really helped me out to put more money into myself and invest, really invest in my daughter’s future and education.

Now I’m looking for a job. Going to interviews and job fairs, you have to commute there. You have to get on a train or a bus. It gets very expensive. So Fair Fares also helps me get to and from any jobs that I might be interested in.

Fair Fares is so great for the community. It helps so many people, including myself.”

A close-up, shallow depth-of-field photograph of a person's hand holding a black pen, pointing at a document. The document features a line graph with a red arrow pointing upwards. The background is blurred, showing what appears to be a laptop screen and other office equipment.

# EMPOWERING PATIENTS

**CSS' research and advocacy has been a driving force in making health care more affordable for low-income New Yorkers, but it's crucial for patients to also have the knowledge and tools to advocate on their own behalf.**

We all know everyone should have health insurance, yet that's not the case for over a million New Yorkers. While New York has successfully cut its uninsured rate to 5 percent, patients are still struggling. Our latest research, conducted with Altarum's Healthcare Value Hub, found that more than half of New Yorkers were burdened by unaffordable health care costs in the past year, and 76 percent worry about affording health care in the future.

**59% of New York City adults** are burdened by **unaffordable healthcare**  
More than **90,000** health care enrollment and navigation cases **served by CSS network**  
Community Health Advocates saved consumers more than **\$10 Million** in medical costs

Too often, patients are missing from the conversation about how to make the health care system more responsive to their needs. In 2019, CSS launched We The Patients, a patient-powered project to amplify consumer voices in health care policy discourse. We The Patients has sent patient-crafted petitions to legislators, created a space for patients to share their stories, and established an organizational structure for patients to become advocates. Ultimately, we want to empower patients to go to City Hall and Albany to lead the policy change they want to see.

As We The Patients was building its patient-powered network, the Health Care For All New York (HCFANY) coalition of advocates and community-based organizations was making its own impact in Albany. HCFANY successfully advocated during the 2019 legislative session for laws that protect health care consumers from high drug costs and surprise emergency bills, while also pushing to extend health coverage to immigrants and strengthen safety-net hospitals. CSS works on multiple levels to build a better health care system: our services reach more than 100,000 consumers annually; our HCFANY coalition is over 170 members strong; and now, with We The Patients, we're putting people at the center of the debate.

While our ultimate goal is to bring health insurance and affordable care to every New Yorker, we're continuing to make sure that those who do have insurance can navigate the complicated health care landscape. Building on our Community Health Advocates program, we partnered with the NYS Office of Addiction Services and Supports and the NYS Office of Mental Health to launch Community Health Access to Addiction and Mental Healthcare Project (CHAMP). CHAMP's toll-free, live-answer helpline operates together with a statewide network of community organizations, helping New Yorkers with mental health and substance use disorders fully utilize their health insurance benefits and access care.

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We The Patients gives New Yorkers like Kelly a platform to share their stories and advocate for better, more affordable care.

"I have a family member who's been going through a health crisis. Luckily they're doing really well, but it was stressful enough dealing with that and trying to talk to the insurance company. But at no point did we have to worry about how to pay for it, and we're in the minority. It's a shame that the United States is one of the only countries in the developed world that makes it so difficult to pay for health care. Having been through a family crisis like this has just made me want to make sure that families can focus on health, they can focus on making sure that person gets better, and not have to worry about being hundreds of thousands of dollars in debt. I've seen way too many people trying to raise hundreds of thousands of dollars just to survive, and it's just a shame that we use that as insurance in this country. We have to get to a point where people can afford to live."

*From "Advocacy Hour:  
Kelly Folkers Interview"*



**WE THE PATIENTS**

# EMPOWERING TENANTS

At no other time has it been clearer: housing is a human right. And while New Yorkers are struggling in extreme numbers, CSS has played a key role in multiple victories that are already helping low-income New Yorkers keep their homes by mediating the severe power imbalance between landlords and their tenants.





More than **50% of low-income, rent regulated tenants** in New York are **rent burdened**  
The **365,000 low income households** who live in rent regulated apartments  
in New York City are **better protected by the HSTPA**

Throughout the 2019 legislative session, we worked with the Housing Justice For All coalition to bring historic rent reforms to New York State. Fighting back against 25 years of legislative decisions chipping away at tenants' rights, the coalition's work culminated in the passage of the Housing Stability and Tenant Protection Act. The HSTPA eliminated several loopholes in the previous rent laws that landlords had exploited to deregulate nearly 300,000 apartments since the 1990s.

While the HSTPA was a major success, there was one key provision that got cut in the final negotiations: Good Cause Eviction. This initiative, which would prevent arbitrary evictions, will be a key focus of our housing advocacy moving forward.

While Good Cause Eviction fell short, we helped implement Right to Counsel in New York City, a program that provides free legal representation to tenants facing eviction in housing court. Right to Counsel's rollout began in 20 zip codes, but already showed very promising effects. Evictions dropped 11 percent in zip codes where the law had been implemented. The law is now being expanded to reach more tenants around the city, and it has served as a model for other cities across the United States that have adopted similar initiatives. CSS has also helped stem the tide of evictions more directly, providing emergency eviction prevention grants to more than 550 families through our Income Support Services Unit.

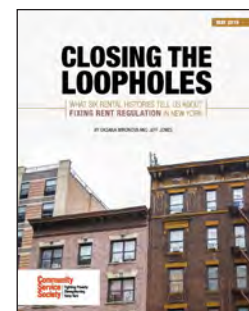
Lastly, New York City's public housing has dominated local and national headlines for the wrong reasons. As NYCHA faces a tumultuous period, CSS housing analyst Victor Bach created NYCHA Need to Know, a monthly e-newsletter with information and insights for public housing residents and their allies. With these monthly updates, NYCHA residents are better equipped to advocate on their own behalf and create positive change in their housing conditions.

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A family lived in this five bedroom apartment since at least 2009, likely for much longer, and were paying \$1,108 in rent when they vacated the apartment mid-lease in 2017.

The landlord was able to claim a 20 percent vacancy bonus which increased the vacancy rent by \$281. The owner claimed an additional \$2,210 Individual Apartment Increase (IAI). To justify an increase of this size, the owner would have needed to complete \$88,000 of work on the apartment. Even though the Rent Guidelines Board issued a rent freeze in 2017, this apartment's rent went up by 225 percent, to \$3,600, making it eligible for permanent deregulation.

This is the real history of a rent-regulated apartment in New York City. Thanks to the HSTPA, the vacancy bonus and deregulation threshold no longer exist, and IAIs and MCIs are regulated to ensure burdensome costs aren't passed to tenants.



# EMPOWERING COMMUNITIES

CSS's far-reaching services and volunteer programs are rooted in meeting the needs of communities: from strengthening community-based organizations through volunteer placements and trainings for social service practitioners; to empowering New Yorkers to build more financial security and access benefits and supports that help them get ahead. **From our vantage point of serving communities throughout the city and state, we are witness to enduring structural barriers—including the effects of discriminatory policing and prosecution—that hold back far too many of our fellow New Yorkers.**

**The criminal punishment system, in New York and throughout America, has left millions of people disenfranchised, with massively disproportionate impacts on low-income people and communities of color.** It is estimated that one in seven New Yorkers has a conviction history, which can permanently block access to fundamental needs such as housing, employment, and to full participation in the community.

Over 150,000 marijuana convictions to be expunged  
24,409 people will no longer have a criminal record

New York's historically regressive drug policies and failed "war on drugs," including marijuana, contributed heavily to a two-tiered legal system that saddles countless New Yorkers, primarily people of color, with the heavy burden of a permanent record. This hurts our communities and holds back our economy.

In 2019, CSS worked with partners and advocates to pass legislation putting New York on the road to ending this two-tiered legal system and helping many New Yorkers move beyond their conviction histories. The state's new marijuana decriminalization law decreases fines for possession of up to one ounce of marijuana and decriminalizes all possession up to two ounces. While these are important victories in their own right, perhaps the most significant part of the law is automatic expungement of past convictions for behavior now decriminalized.

The importance of having automatic expungement legislation on the books cannot be overstated. Not only is it a vital step toward opening doors for New Yorkers with conviction histories so they can fully participate in economic and civic life, it also lays crucial groundwork as CSS and our partners launch **Clean Slate New York**, a statewide campaign to pass comprehensive automatic records expungement legislation.

Empowerment begins by ensuring that individuals directly affected by the criminal punishment system have a say in legislative reform. Our expungement campaign is inspired and informed by the concerns of CSS legal department clients, who consistently tell us that clearing stale records is the relief they need. The campaign was also a focal point of our inaugural **Full Participation is a Human Right** conference, where people who've been impacted by the criminal legal system came together to discuss how America can move beyond perpetual punishment.

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In her early 20s, Brenda was convicted of stealing a car in Brooklyn and served a short jail sentence for it. Years later, she moved to Western New York and applied for a job as a cook in a fast food restaurant. Her past work experience in this area impressed the interviewers, and she was quickly given a job offer conditioned on "passing" a background check.

She was turned down for the job after the results came in the following day. When she asked the reason why, the employer told her that Brenda "clearly had a thieving history" despite the many years that had passed since her conviction, and they worried she would be tempted to steal hamburgers or cash.

*From "Getting to Go:  
The case for criminal record  
expungement in New York State"  
by Judith Whiting*





## REENTRY ROUNDTABLE

There are more than 56,000 people in New York State prisons. Most all of them will be released at some point to return to their home communities, where they are likely to face discrimination in jobs, housing, credit, and other areas that will make the transition more difficult.

Formed in 2005, The NY Reentry Roundtable brings together reentry advocates from across the City to develop strategies to make this transition smoother, by changing minds and changing laws. In 2019, formerly incarcerated people, direct service providers, government agency representatives, and community activists came together quarterly to address the obstacles faced by those released from prison.

**FULL  
PARTICIPATION  
IS  
A HUMAN  
RIGHT**



## FULL PARTICIPATION IS A HUMAN RIGHT

Expanding on conversations had within the Reentry Roundtable, the Full Participation is a Human Right Conference focused on mass incarceration and its long-standing effects on people of color and their communities.

The first annual conference was held October 11–14, 2018 at the Community Church of New York and featured an extensive lineup of advocates, writers, academics, policymakers, formerly incarcerated individuals, artists, and performers.

# DIVERSE VOICES IMPORTANT ISSUES

EXAMINING THE

## Student Loan Debt Crisis

CSS Keynote & Panel Discussion



### EXAMINING THE STUDENT LOAN DEBT CRISIS

Student loan debt is a huge and growing problem that disproportionately impacts communities of color and low-income New Yorkers, making it difficult for them to make ends meet, build savings, start families, buy homes and complete their education. Under President Trump, the federal government has steadily abandoned its role in protecting consumers from unscrupulous for-profit colleges and loan servicers.

On January 31, 2019, CSS held a panel discussion with advocates and legislators, featuring a keynote address from Seth Frotman, former CFPB student loan ombudsman and founder of the Student Borrower Protection Center. The event explored ways to address this problem, its implications for upward mobility, and how New York compares with what is happening nationally.

New York City's

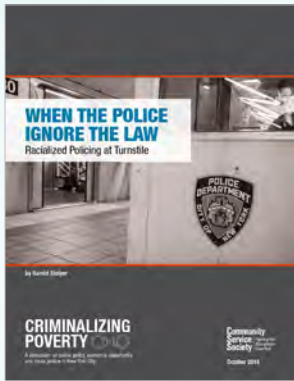
## Health Care Affordability Problem

City and Community-Based Solutions

### NYC'S HEALTHCARE AFFORDABILITY PROBLEM: CITY AND COMMUNITY BASED SOLUTIONS

More than half of New Yorkers are burdened by unaffordable health care, and more than three-quarters are worried about future care costs; rising health care costs have become an economic reality for both low-income and middle-class New York families. Bogus bills, medical debt, lack of access to quality care – are all issues that leave consumers with an unfair share of the bill, and in many instances, a ruined credit score.

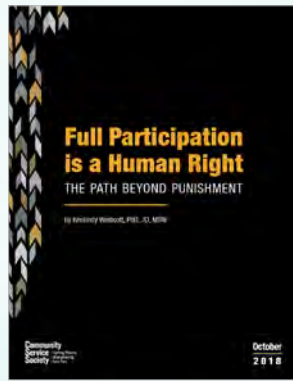
On April 29, 2019, we convened a panel of leaders and experts in the health field to address the issue of affordability and recommend city-level initiatives to address patient activation around issues of healthcare affordability, patient empowerment, cultural competence, and respect for people of color, immigrants and the LGBT population.



OCTOBER 2018

**When the Police Ignore the Law: Racialized Policing at Turnstile**

Harold Stolper



OCTOBER 2018

**Full Participation is a Human Right: The path beyond punishment**

Kimberly Westcott



OCTOBER 2018

**Getting to Go: The case for criminal record expungement in New York State**

Judith Whiting



MARCH 2019

**NYC Right to Counsel: First year results and potential for expansion**

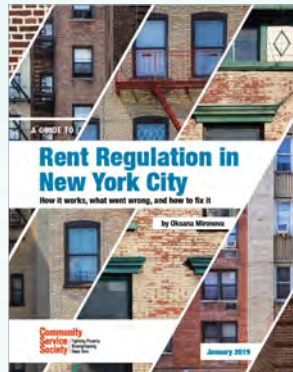
Oksana Mironova



NOVEMBER 2018

**Making the Rent Truly Affordable: Why Operating Subsidies Belong in New York City's Affordable Housing Toolkit**

Nancy Rankin,  
Oksana Mironova



JANUARY 2019

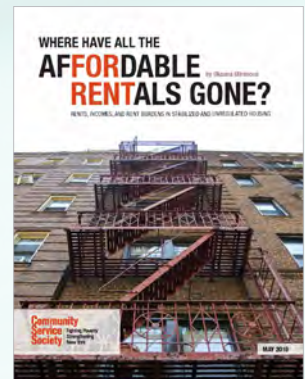
**Rent Regulation in NYC: How it works, what went wrong, and how to fix it**

Oksana Mironova



FEBRUARY 2019

**Community Health Advocates 2018 Annual Report**



MAY 2019

**Where Have All the Affordable Rentals Gone? Rents, Incomes, and Rent Burdens in Stabilized and Unregulated Housing**

Oksana Mironova

# PUBLICATIONS



MAY 2019

**Closing the Loopholes:  
What Six Rental Histories  
Tell Us About Fixing Rent  
Regulation in New York**

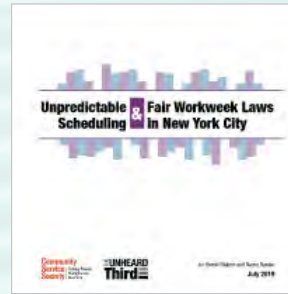
Oksana Mironova,  
Jeff Jones



MAY 2019

**Rental Housing  
Affordability  
in Urban New York:  
A Statewide Crisis**

Thomas J. Waters



JULY 2019

**Unpredictable Scheduling  
and Fair Workweek Laws  
in New York City**

Harold Stolper,  
Nancy Rankin



AUGUST 2019

**New Yorkers Need A  
Vacation**

Nancy Rankin,  
Irene Lew

## ONLINE PUBLICATIONS

OCTOBER 5TH, 2018

**Latinx Youth: a changing world of work.  
CSS on Latino USA - Warehouse World**

Lazar Treschan, Irene Lew

NOVEMBER 12TH, 2018

**The Geography—and New Politics—of Housing in  
New York City**

Thomas J. Waters

JANUARY 6TH, 2019

**New Neighbors and the Over-Policing of  
Communities of Color: An Analysis of NYPD-  
Referred 311 Complaints in New York City**

Harold Stolper

JANUARY 25TH, 2019

**5 Myths About Rent Regulation in New York State**

Oksana Mironova

FEBRUARY 1ST, 2019

**More Connections, but Looser Ties?  
Marked increases in school and work rates, sharp  
drops in disconnection, as new questions emerge  
for New York City's young adults**

Lazar Treschan, Irene Lew

APRIL 3RD, 2019

**Shortchanging Tipped Workers: Less than the full  
minimum wage means more hardships**

Irene Lew, Nancy Rankin

# PROGRAM SNAPSHOT



## ACES Project

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

**59** volunteers serving in **30** sites

**5,966** total client contacts

Counseling on **7,458** public benefit issues

## Benefits Plus Learning Center

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

Facilitated **64** training courses with **1,512** attendees

representing **154** community-based organizations

Provided **265** continuing education credit certificates for licensed social workers

**361** users of Benefits Plus Online with **64** different organizations subscribing







## Community Health Advocates

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

**32,198** cases completed

**6,599** helpline calls

**\$10.2 million** in health-related costs saved for New Yorkers

## Community Health Access to Addiction and Mental Healthcare Project (CHAMP)

CHAMP was established in 2018 as the state ombudsman program for New Yorkers seeking substance use disorder and mental health services. CHAMP represents a partnership between New York State's Office of Addiction Services and Supports, the NYS Office of Mental Health, CSS, and community-based organizations including Legal Action Center, the New York State Council for Community Behavioral Healthcare, and the Medicare Rights Center. CHAMP helpline representatives and legal assistance specialists help consumers and providers seeking assistance with substance use disorders and mental health care navigate issues accessing care through their insurance, including appealing denials of service and gaining access to recommended treatment and medication.

**1,027** cases completed in the program's first 9 months

**10,618** individuals reached through outreach and education

# PROGRAM SNAPSHOT



## CSS Navigator Network

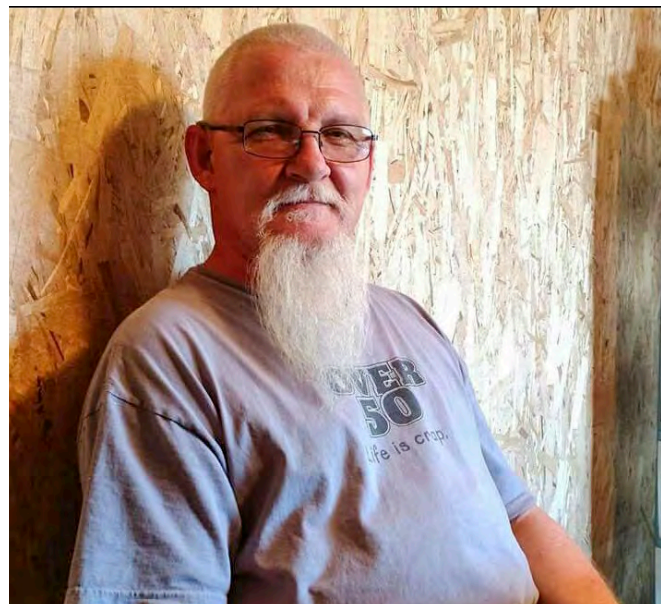
With the opening of the new health care marketplace in 2013, CSS launched the Community Service Society Navigator Network (CNN) to help individuals, families, and small businesses enroll in health coverage through the New York State of Health Marketplace. CNN's extensive network of state-certified Navigators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

**27** community-based partners  
**61** out of 62 New York counties served  
Helped New Yorkers with **51,747** health plan enrollments

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

The Facilitated Enrollment for the Aged, Blind, and Disabled Program (FE-ABD) is a New York State-sponsored public health insurance application assistance program for people who are aged, blind, or disabled. We educate and assist New Yorkers with enrolling in and using public health insurance programs. The FE-ABD Program consists of a network of eight community-based organizations around New York State. This network provides application assistance to individuals in 38 out of New York's 62 counties. Facilitated Enrollers are not connected with any health insurance plan and all services are free and confidential.

**8** community-based partners  
**38** out of 62 New York counties served  
at **90+** sites  
**2,569** applications completed





## Financial Coaching Corps

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

- 808** clients were helped with issues including banking, budgeting, and reviewing and repairing credit reports
- 28** financial coaches serving at **21** partner agencies
- 91%** of clients reported an increase in understanding of one or more personal finance topics

## Harlem Health Advocacy Partners

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

- Assisted **181** individual clients with **802** health care and coverage needs
- 1,108** individuals reached through **75** workshops outreach events
- \$260,826** In health-related costs saved



## 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

**1000+** participants in workforce development programs received grants for transportation, job training, and other urgent needs

**40+** children received summer camp scholarships



## Independent Consumer Advocacy Network

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

**16** community-based partners

**64** sites serving clients throughout New York State

**5,734** hotline calls answered

**4,868** cases completed

**459** appeals of coverage denials won



## 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.

**98** volunteer mentors at **10** partner sites  
**4,427** hours of intergenerational mentoring service to  
**278** youth affected by incarceration  
**65%** of youth in MentorUP passed their High School Equivalency Exam

## Next Door Project

One out of every three New Yorkers has had contact with the criminal legal system, resulting in indelible records and permanent obstacles to pursuing employment, housing, higher education, and a firm footing in the community. These problems are compounded when there are mistakes in official records, which occur with some frequency. The Next Door Project helps New Yorkers obtain, review, understand, and correct errors in official conviction history “rap sheets.” Our skilled staff and highly-trained older adult volunteers also assist clients with obtaining Certificates of Relief or Good Conduct, help clients speak confidently and accurately about their conviction histories, and connect them with community resources and legal expertise that help open doors to employment and economic stability. Where clients have experienced discrimination as a result of their conviction histories, CSS Legal Department attorneys are there to assist: providing advice, brief services, administrative advocacy, and legal representation in state and federal court.

**1,352** New Yorkers served

**10** highly-trained volunteers who all believe in second chances

**Over 34%** of client “rap sheets” contained errors



# PROGRAM SNAPSHOT



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



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### ANNUAL REPORT COVERS FISCAL YEAR

July 1, 2018 through June 30, 2019.

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

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Community Service Society of New York

633 Third Ave, 10th FL

New York, NY 10017

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### FOR MORE INFORMATION ABOUT THE

COMMUNITY SERVICE SOCIETY,

VISIT OUR WEBSITE AT [WWW.CSSNY.ORG](http://WWW.CSSNY.ORG)

# FINANCIAL STATEMENT

# FISCAL YEAR 2019

## Condensed Consolidated Statement of Activities for Year Ended June 30, 2019 (In thousands)

	Without Donor Restrictions	With Donor Restrictions	Totals
<b>REVENUE</b>			
<b>Public Support:</b>			
Government grants	\$ 20,339	\$	\$ 20,339
Contributions & federated campaigns	721	1038	1,759
Bequests	230		230
Program fees and other revenue	157		157
Subscription and advertising income			
Investment return used for operations, net	6,379	3,569	9,948
Special events, net expenses	111		111
Net Assets released from restrictions	5,054	(5,054)	
<b>TOTAL OPERATING REVENUE AND SUPPORT</b>	<b>32,991</b>	<b>(447)</b>	<b>32,544</b>
<b>OPERATING EXPENSES:</b>			
<b>Program services:</b>			
Direct service program	24,620		24,620
Policy research and advocacy	3,430		3,430
Public interest	1,062		1,062
<b>TOTAL PROGRAM SERVICES</b>	<b>29,112</b>		<b>29,112</b>
<b>Supporting services:</b>			
Management and general	4,954		4,954
Fundraising	1,222		1,222
<b>TOTAL SUPPORTING SERVICES</b>	<b>6,186</b>		<b>6,186</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>35,298</b>		<b>35,298</b>
<b>DEFICIT OF OPERATING EXPENSES</b>	<b>(2,307)</b>	<b>(447)</b>	<b>(2,754)</b>
<b>NON-OPERATING ACTIVITIES:</b>			
Investment return in excess (deficiency) of amount used for operations, net	771		771
Gain from equity interest in The United Charities			
Loss on disposition of property and equipment			
<b>TOTAL NON-OPERATING ACTIVITIES</b>	<b>771</b>		<b>771</b>
Change in net assets before pension and post-retirement related charges	(1,536)	(447)	(1,983)
Pension and other post-retirement related charges other than net periodic pension costs	(3,542)		(3,542)
<b>CHANGE IN NET ASSETS</b>	<b>(5,078)</b>	<b>(447)</b>	<b>(5,525)</b>
<b>NET ASSETS, BEGINNING OF YEAR</b>	<b>136,776</b>	<b>71,725</b>	<b>208,501</b>
<b>NET ASSETS – END OF YEAR</b>	<b>131,698</b>	<b>71,278</b>	<b>202,976</b>



## Consolidated Statement of Financial Position for Year Ended June 30, 2019 (In thousands)

### ASSETS

Cash and Cash equivalents	\$ 4,246
Investments	144,020
Government and other receivables, net	8,927
Prepaid and other assets	475
Beneficial interest in perpetual trusts	37,813
Property and equipment, net	33,315
<b>TOTAL ASSETS</b>	<b>\$228,796</b>

### LIABILITIES AND NET ASSETS

<b>Liabilities:</b>	
Accounts payable and accrued expenses	6,112
Accrued pension and post-retirement liability	19,708
<b>TOTAL LIABILITIES</b>	<b>25,820</b>

<b>Net Assets:</b>	
Without donor restrictions	131,698
With donor restrictions	71,278
<b>TOTAL NET ASSETS</b>	<b>202,796</b>
<b>TOTAL</b>	<b>\$228,796</b>

### NOTES

These consolidated statements include all funds of the Community Service Society of New York and its affiliates, The Institute for Community Empowerment, and Friends of RSVP, Inc. The statements are condensed from the financial statements for the year ended June 30, 2019, which has been audited by Dorfman Abrams Music LLC.

1. A copy of the latest CSS financial report filed with the New York State Office of the Attorney General in Albany is available upon request from the Department or CSS.
2. As a result of the adoption of Accounting Standards Update (ASU 2016-14, Net assets as of June 30, 2018 were reclassified to conform with the new standard.
3. 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, 2019 and 2018, the Society appropriated \$9,948 and \$8,724 respectively, according to this formula.

## OUR SUPPORTERS

## FISCAL YEAR 2019

The Community Service Society of New York is grateful for the generosity of all its supporters. As space is limited, we are only able to list our major contributors. However, this does not minimize our appreciation of everyone who cares about CSS's work. Listed below are the generous individuals and entities who supported us in 2019 (year ending June 30, 2019).

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New York State Health Foundation  
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