

Community  
Service Society  
making  
an impact

The Community Service Society utilizes a distinctive strategy combining research, advocacy, legal work, and direct services to make a fundamental difference in poor communities. With such a diverse array of resources under one roof, we are able to make a unique and permanent impact on New York City's low-income population.

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New York City is a world center of commerce and finance. Yet in this city of wealth and power, 1.7 million people are currently living below the poverty line—and one-third of them are children under the age of 18. New York City is indeed a city of contrasts, but we are all still very much connected. For more than 160 years, the Community Service Society has sought to address the issue of urban poverty and its resulting diminished quality of life for all New Yorkers.

There is more attention paid to the war in Iraq, plans for rebuilding on the site of the World Trade Center, or debating the merits of building a West Side stadium than there is about people living in poverty. Hundreds of thousands of people have lost their jobs since 2001. It has been particularly devastating for the city's communities of color. For example, a recent CSS report revealed that nearly half of the city's black men were jobless in 2003 (see page 3).

While the best path out of poverty is a decent job, unfortunately many low-wage jobs offer no employee benefits. As a

result, too many working class families are suffering despite full-time employment: many fall behind on rent; record numbers are homeless; and soup kitchens are inundated with the hungry. Budgets for safety net programs like food stamps, public housing, and public assistance are in jeopardy.

Through a multi-pronged approach to dealing with the effects of poverty, the Community Service Society provides innovative solutions to help people get back on their feet. Our combination of research to shape public policies, advocacy, direct services, technical assistance, and a large volunteer program multiplies our impact throughout New York City and beyond.

CSS has continuously developed ways to improve the lives of those mired in poverty. We respond to the needs of low-income communities by asking them directly to talk about their concerns and hardships. We then mobilize all of our available resources to affect sustainable and replicable programs for people who are often ignored by public officials and the media.

CSS has come to understand that great cities are built and sustained by providing opportunities for people to get ahead—not just survive. In the end we are all better off: decreasing the problems inherent in poverty leads to a more secure, stable, and stronger environment for all of us.



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

DAVID R. JONES, President and CEO

A handwritten signature in dark ink, appearing to read "H. Schultz".

HARVEY W. SCHULTZ, Board Chairperson

# Jobless in New York

The Community Service Society set off a media frenzy when Senior Labor Market Analyst Mark Levitan reported that half of African American men in New York City were without a job last year in his groundbreaking report, "A Crisis of Black Male Employment: Unemployment and Joblessness in New York City, 2003."

The report found that just 51.8 percent of black men held a job in 2003, compared to 75.7 percent of white men and 65.7 percent of Hispanic men.

These findings were the subject of many major media news broadcasts and special reports including a documentary on PBS. The findings were also mentioned in a televised presidential debate just before the New York primary.

This enormous media attention raised the issue of chronic joblessness among black men to unprecedented public view. It also mobilized many political leaders, nonprofit organizations and academic institutions into action.

In the spring of 2004, a march from Ground Zero to City Hall was organized in an effort to persuade the Lower Manhattan

Development Corporation to ensure more construction jobs for African American and Latino New Yorkers. Medgar Evers College convened a symposium based on the findings. CSS President David R. Jones and Mark Levitan presented the report's findings before several City Council committees as well as the New York State Assembly Legislative Commission on Skills Development and Career Education.

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**The report's alarming statistics propelled the city to action. Mayor Bloomberg and the City Council agreed on a \$10 million allocation in the latest budget for job training for the chronically unemployed.**

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This is just a first step in addressing the problem. But it is an example of how the work done by CSS influences public policy.

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The entire report can be viewed on our website at [www.cssny.org](http://www.cssny.org).

# Hands across the city

The Community Service Society multiplies its impact and expands its mission to a broader audience by providing group training sessions, one-on-one consultation services, and publications in the areas of public benefits, housing, managed health care, and volunteerism.

## HEALTH CARE

As health insurance became more complicated, CSS created the Community Health Access Department. It has two components: The New York City Managed Care Consumer Assistance Program (NYC MCCAP) and the Medicaid Choice Education Program.

NYC MCCAP funds and trains a citywide network of community-based agencies that provide information and assistance for people with all types of health insurance. It is the largest health care ombuds program in the nation and serves as a model for programs in other cities. CSS coordinates the funding and training of MCCAP agencies.

To better assist Medicaid beneficiaries—who are required to join managed care plans—CSS recently established the Medicaid Choice Education Program. As with MCCAP, Medicaid Choice works through a network of

expanded community-based organizations. CSS also publishes *The Advocate's Guide to Managed Health Care*.

Last year, NYC MCCAP reached more than 250,000 New Yorkers, including about 20,000 in-person contacts. CSS received an additional \$1 million in funding to expand the reach of this important program.

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**“The expertise we gained  
from CSS has given us an edge over  
the CBO’s in the area.  
It sets us apart because we now have  
unique self-sufficiency.  
We can serve clients on the spot instead  
of referring them out.”**

Nancy Siegel, Women’s Housing and Economic Development Corp.

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## PUBLIC BENEFITS

CSS’s Public Benefits Resource Center (PBRC) provides essential information to social service professionals including eligibility and application for public benefit programs. Over the past year, PBRC offered 47 workshops on a full range of programs, including Public Assistance, Medicaid, Social Security, and Food Stamps.



The workshops—staged four times a year—are immensely popular with social service professionals. “The workshops have been like trading in shovels for bulldozers,” said Scott Kalchstein, an administrator of mental health services. Among its publications are *The PBRC Manual*, a guide to more than 70 government benefit programs; and *New York City: A Basic Guide to Services and Community Resources*.

### HOUSING

More than one million New York City residents live in federally assisted housing, yet there is a shortage of reliable information on subsidized housing for residents or other low-income New Yorkers who would like to find a subsidized apartment. In response, the Community Service Society, in conjunction with the New York City Office of the Public Advocate, launched the Tenant Advocacy Project (TAP) in November 2002.

TAP has dual goals: to help New Yorkers maximize the use of federal housing programs, and to prevent problems, such as rent arrears and misapplication of rules, from becoming crises leading to evictions and homelessness. TAP staff pro-

vides representation in administrative hearings that often decide whether clients will keep or lose their homes.

### VOLUNTEER PROGRAMS

The Retired & Senior Volunteer Program (RSVP) began on Staten Island in 1966 and has been a model senior volunteer program that has been replicated all over the country and abroad. RSVP’s trained volunteers—age 55 and older—provide counseling and assistance at more than 600 sites in New York City.

RSVP’s programs include ACES Project (Advocacy, Counseling and Entitlement Services) and Tax Counseling for the Elderly (TCE).

ACES volunteers serve in hospitals, senior centers, and nonprofit agencies throughout the city. They provide clients with free benefits counseling and advocacy assistance on Medicaid, Medicare, Food Stamps, and Public Assistance, among others. The *ACES Newsletter* is published quarterly.

TCE provides free tax preparation services by trained volunteers at public and nonprofit agencies for older adults as well as individuals with disabilities and low-income New Yorkers. The program is funded by the Internal Revenue Service.

# Bridging the educational divide

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“If the world of the retiree is undergoing a sea change, then the Experience Corps [is] playing a central role in that change.”

—*The New York Times*

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## EXPERIENCE CORPS IS UNIQUE.

Rising academic expectations for the millions of New York City’s public school students places a great deal of pressure on teachers and principals—that is where CSS’s Experience Corps program is making a big difference. Specially trained adult volunteers, age 55 and older, help elementary school students at risk of academic failure to improve their literacy skills. Besides helping students learn, the program offers older adults an opportunity for meaningful service to their communities.

Experience Corps volunteers are a select group of 175 from the more than 9,000 senior volunteers in our Retired and Senior Volunteer Program (RSVP). Experience Corps is part of a national movement of senior volunteers working with children in low-performing schools.

## EXPERIENCE CORPS WORKS.

Experience Corps volunteers are not only improving the educational experience of children; they are also realizing meaningful improvements in their own mental and

physical health, according to researchers at the Johns Hopkins Medical Institutions in a study published in the April 2004 issue of the *Journal of Urban Health*.

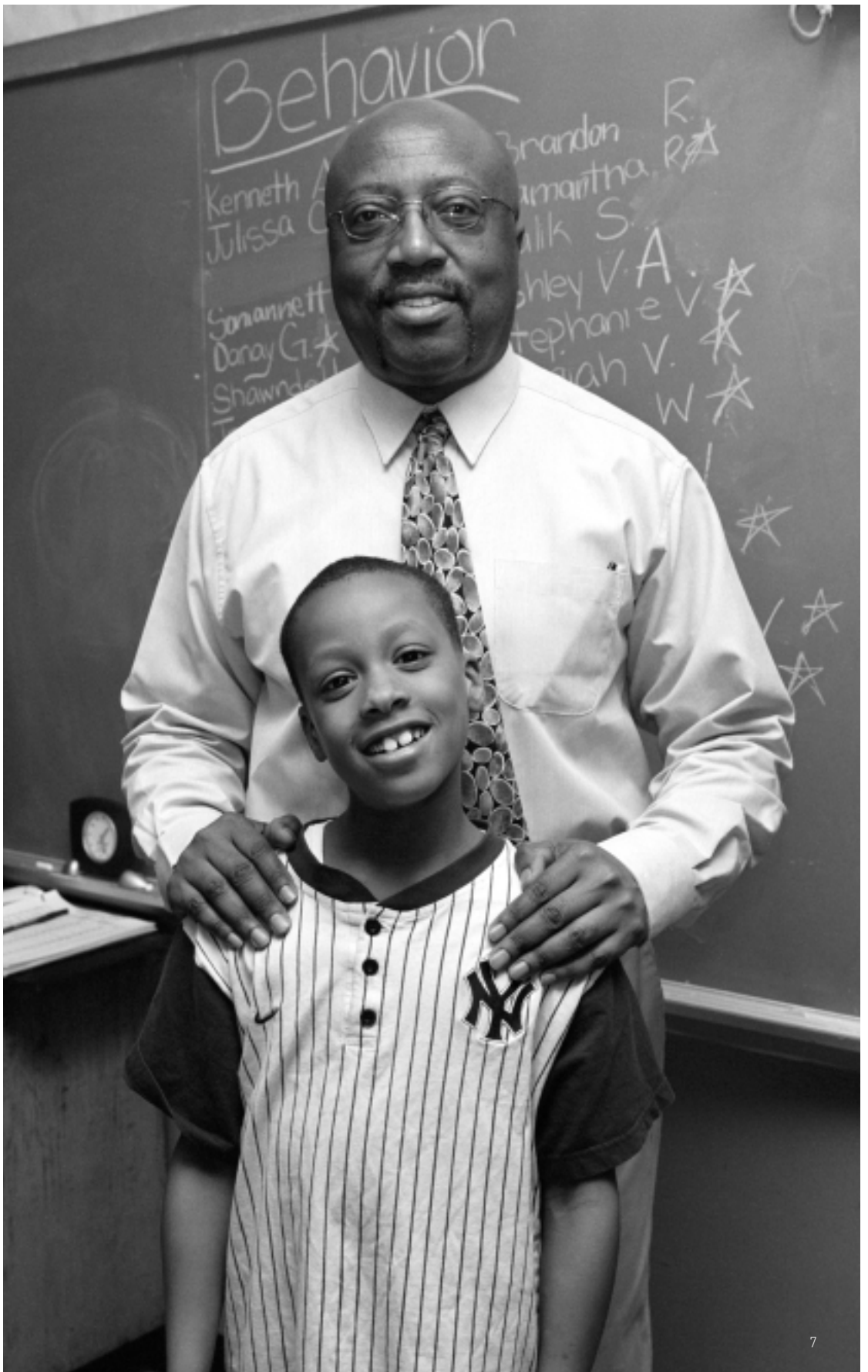
The Hopkins investigators base their conclusion on research measuring health benefits of participants in an Experience Corps program in Baltimore.

“Physical, cognitive and social activity increased in volunteers while simultaneously improving educational outcomes for children,” said the study’s lead author, Dr. Linda P. Fried, director of the Center on Aging and Health at Johns Hopkins.

As for the children, the third-graders whose schools were randomly selected for the program had significantly higher scores on standardized reading tests than children in non-program schools.

Here in New York City volunteers work primarily with first graders for 16 hours a week throughout the school year. Most live in the same neighborhoods where they volunteer. They bring a lifetime of experience into the classroom.

Volunteers are currently serving in six schools in the South Bronx; four schools in Bedford Stuyvesant, Brooklyn; six schools in Manhattan including four in Harlem; and one school in Queens. They have already helped more than 5,500 students. Our vision is to expand Experience Corps so that the program reaches into every low-performing school in the city.



# Behavior

- Kenneth A.
- Julissa C.
- Sonannett
- Doray G. ★
- Shawndell
- Brandon
- Amarantha R. ★
- Malik S.
- Shley V. A. ★
- Stephanie V. ★
- Shah V. ★
- W. ★

# Scraping by to survive

In 2003, CSS continued to gauge the perceptions and hardships of low-income New Yorkers through its annual survey, "The Unheard Third." It is called "The Unheard Third" because despite the fact that one-third of voting age citizens are low-income New Yorkers, their voices often go unheard by public officials and the news media.

The survey revealed that low wages and too few basic employee benefits are making the struggle to escape poverty even more difficult for many New Yorkers.

The annual survey enables CSS to track trends over time, providing feedback to public officials on the issues and concerns of low-income New Yorkers from year to year.

Briefings were held for New York City Council members by CSS staff to provide a thorough grounding of the needs of their low-income constituents. Members of the Bloomberg administration, state legislators, and numerous media outlets were also provided with the survey.

Bronx Borough President Adolfo Carrion announced that he will work with CSS to conduct surveys on the effectiveness of government programs in the Bronx. The studies are to focus on public assistance, public health programs, food stamps, and housing assistance.

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The poll was conducted for CSS by Lake Snell Perry & Associates between August 25 and September 9, 2003. A total of 1,012 New Yorkers were interviewed by telephone, including 753 low-income residents and 259 higher income residents.

In the past year, among full-time workers living  
below the federal poverty line:

22%

fell behind in paying the rent

21%

postponed needed medical care

27%

were unable to fill prescriptions

15%

went hungry because of a lack of funds

And on the job:

44%

were not offered health insurance

60%

did not get prescription coverage

63%

got no paid sick leave

# CSS in the public arena

Critical to the mission of CSS is raising public awareness of the issues that confront low-income New Yorkers every day. To do so, CSS works in coalition with other organizations, influences the political landscape by providing testimony at public hearings, holds public forums where issues can be discussed and debated by experts in their fields, and mobilizes advocates and the media to carry its message to broader audiences.

## TESTIMONY

This year, CSS provided testimony at nine government hearings on a range of issues that impact low-income communities. Victor Bach, Senior Policy Analyst for Housing, testified before the New York State Assembly Standing Committee on Housing on behalf of Mitchell-Lama residents, and joined with fellow advocates to challenge federal community service requirements before the Public Housing Subcommittee of the New York City Council.

Mark Levitan, CSS Senior Labor Market Analyst, testified numerous times on his

report, "A Crisis of Black Male Employment," including at a joint New York City Council hearing of the Committees on Community Development and General Welfare and Economic Development.

## SURVEY BRIEFING

CSS held a briefing on October 15, 2003, where more than 150 advocates and public officials convened to hear the results of its annual survey, "The Unheard Third." An independent filmmaker was also on hand to tape some of the proceedings for a documentary on poverty in New York City.

## CSS ASSOCIATES ISSUE FORUMS

The CSS Associates, a group of dedicated young professionals, are an important voice in CSS's efforts to raise the visibility of issues that concern low-income New Yorkers. Their Issue Forums, where guest speakers discuss topics of vital interest, are held four times a year.

Schools Chancellor Joel Klein was a Forum guest shortly after he was appointed

CSS influences public policy  
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the media.

to lead the city's public school system in 2002. He was invited back in October 2003 to give his perspective on school progress after one year on the job.

Health care costs in the U.S. was the topic of discussion at the January 2004 Forum. It featured a panel that included James Tallon of the United Hospital Fund, State Senator Raymond Meier, City Councilmember Christine Quinn, and Christina Ho from Senator Clinton's office.

In May, the Issue Forum focused on "Jobs—Who Has Them, Who Needs Them: Employment Issues and the 2004 Presidential Campaign." Speakers included William Spriggs from the National Urban League, CSS Senior Labor Market Analyst Mark Levitan, Erin Teixeira from *Newsday*, and David Pollak, president of Democratic Leadership for the 21st Century.

**THE URBAN AGENDA**

CSS President David R. Jones hosts a monthly television program—The Urban Agenda—that deals with problems affecting

all New Yorkers. His guests bring a variety of viewpoints to the issues and institutions that affect our city.

Past shows featured Congressmen Charles Rangel and Gregory Meeks, Schools Chancellor Joel Klein, City Controller Bill Thompson, Public Advocate Betsy Gotbaum, Council Speaker Gifford Miller, Deputy Mayor Dennis Walcott, former Bronx Borough President Fernando Ferrer, Michael Rebell from the Campaign for Fiscal Equity, and Leslie Eaton from *The New York Times*.

The discussions ranged across the spectrum of topics of importance to low-income New Yorkers, including school funding, job creation, health care, affordable housing, rebuilding downtown, the fiscal situation, and the future of the city.

The Urban Agenda airs on Channel 75, CUNY-TV, on the third Wednesday of each month at 10 a.m., 3 p.m., and 8 p.m. It is shown again on the following Saturday at 8 p.m. and Sunday at 10 a.m.

## DONORS

The Community Service Society of New York is grateful for the generosity of all of its supporters. As space is limited, we are only able to list our major contributors, but this does not minimize our appreciation of everyone who cares about CSS's work.

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Copies may be obtained by contacting:  
Department of Communications  
Community Service Society of New York  
105 East 22nd Street  
New York, NY 10010  
Telephone: 212.614.5314

**CONDENSED**  
**COMBINED STATEMENT OF ACTIVITIES**  
YEAR ENDING JUNE 30, 2004

	Unrestricted Net Assets	Temporarily Restricted Net Assets	Permanently Restricted Net Assets	Total
<b>CHANGES IN NET ASSETS</b>				
Public support:				
Contributions	\$ 480,918	\$ 4,009,278	\$	\$ 4,490,196
Foundation grants	481,022	1,085,339		1,566,361
Trust income	345,091	604,542		949,633
Bequests	1,626	1,500,000		1,501,626
Greater New York Fund/United Way	16,047	163,331		179,378
New York Times Neediest Cases Fund		1,432,170		1,432,170
Government grants		3,962,868		3,962,868
Contracts	1,547,000			1,547,000
<b>TOTAL PUBLIC SUPPORT</b>	<b>2,871,704</b>	<b>12,757,528</b>		<b>15,629,232</b>
Revenue:				
Investment income	1,851,843	521,770		2,373,613
Realized and unrealized gains on security transactions	9,880,960	2,310,123		12,191,083
Change in value of perpetual trusts			1,403,863	1,403,863
Loan interest income	19,645			19,645
Program service fees	241,967			241,967
<b>TOTAL REVENUE</b>	<b>11,994,415</b>	<b>2,831,893</b>	<b>1,403,863</b>	<b>16,230,171</b>
<b>NET ASSETS RELEASED FROM RESTRICTIONS</b>	<b>12,034,383</b>	<b>(12,034,383)</b>		
<b>TOTAL PUBLIC SUPPORT AND REVENUE</b>	<b>26,900,502</b>	<b>3,555,038</b>	<b>1,403,863</b>	<b>31,859,403</b>
<b>EXPENSES</b>				
Program services:				
Direct service program	13,637,253			13,637,253
Policy research and advocacy	1,710,150			1,710,150
Public interest	748,074			748,074
Total program services	16,095,477			16,095,477
Supporting services:				
Management and general	2,972,711			2,972,711
Fund raising	633,147			633,147
Total supporting services	3,605,858			3,605,858
<b>TOTAL EXPENSES</b>	<b>19,701,335</b>			<b>19,701,335</b>
<b>CHANGES IN NET ASSETS</b>	<b>7,199,167</b>	<b>3,555,038</b>	<b>1,403,863</b>	<b>12,158,068</b>
<b>NET ASSETS, BEGINNING OF YEAR</b>	<b>73,483,015</b>	<b>19,275,970</b>	<b>56,799,862</b>	<b>149,558,847</b>
<b>NET ASSETS, END OF YEAR</b>	<b>\$80,682,182</b>	<b>\$22,831,008</b>	<b>\$58,203,725</b>	<b>\$161,716,915</b>

**CONDENSED**  
**COMBINED STATEMENT OF FINANCIAL POSITION**

YEAR ENDING JUNE 30, 2004

**ASSETS**

Cash and cash equivalents	\$ 3,268,731
Marketable securities (at market value)	128,020,240
Receivables:	
Government agencies	1,669,503
Other (net of allowance for uncollectible amounts of \$3,141)	472,429
For securities sold	44,468
Loans receivable—Net:	
The United Charities	2,980
Program loan fund	217,436
Beneficial interest in perpetual trusts	29,109,190
Accrued interest and dividends receivable	134,063
Prepaid expenses and other assets	3,555,826
Equipment and improvements—Net	387,061
<b>TOTAL ASSETS</b>	<b>\$166,881,927</b>

**LIABILITIES AND NET ASSETS**

**LIABILITIES:**

Accounts payable and accrued expenses	\$ 1,813,788
Accrued vacation pay	421,116
Liability for securities purchased	176,360
Liability for postemployment and postretirement benefits	2,753,748
<b>TOTAL LIABILITIES</b>	<b>5,165,012</b>

**NET ASSETS**

**UNRESTRICTED:**

Appropriated for operations	589,965
Cumulative gains	80,092,217
<b>Total unrestricted net assets</b>	<b>80,682,182</b>

**TEMPORARILY RESTRICTED:**

Donor designated purposes	3,251,736
Cumulative gains	19,579,272
<b>Total temporarily restricted net assets</b>	<b>22,831,008</b>

**PERMANENTLY RESTRICTED:**

Income restricted for special purposes	5,195,511
Beneficial interest in perpetual trusts—income restricted	20,086,273
Beneficial interest in perpetual trusts—income not restricted	9,022,917
Income available for general purposes	23,899,024
<b>Total permanently restricted net assets</b>	<b>58,203,725</b>

<b>Total net assets</b>	<b>161,716,915</b>
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<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$166,881,927</b>
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NOTES: 1. These combined 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, 2004, which have been audited by Deloitte & Touche, 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 as much of the total return on its investments as is prudent. The total return on investment comprises dividend and interest income as well as net realized and unrealized appreciation. In determining a prudent level of appropriation, the Society considers its long- and short-term needs, present and anticipated financial requirements, expected total return on its investment, price level trends, and general economic conditions. For the year ended June 30, 2004, this total return on long-term investments was \$14,564,696, and the Society appropriated and spent \$2,355,307 from the accumulated total return on long-term investments.

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The Community Service Society is an independent nonprofit organization that for more than 150 years has improved the lives of New Yorkers through direct services, advocacy and research.

**how can you help?** CSS needs the support of individuals and funding organizations to continue to provide our many services and advocate for the elimination of poverty in New York City.