



I often wonder what Stanley Isaacs would think of the City we live in today.

During a career that included lengthy service as Borough President, City Council Member, President of United Neighborhood Houses, and involvement with more than 20 good government and charitable organizations, Stanley Isaacs led successful campaigns for laws requiring windows and toilets in tenements (1920s) and prohibiting racial discrimination in public housing (1950s). He helped to make the East River Drive (now FDR Drive) a reality without ever "antagonizing the neighborhood." His unique perspective on the intersection of public service and social justice led *The New York Times* to designate him "the conscience of our city government."

At a time of unprecedented prosperity in New York City, with the lowest unemployment rates on record, we continue to witness unconscionable percentages of our children and seniors living in poverty. Even for those that are making ends meet, there is a thin line between stability and catastrophe as nearly half of the City's households are considered near poor. Even on the heels of a construction boom, we continue to see the degradation of our public housing stock and the deepening of the City's affordability crisis.

Extraordinary and urgent challenges like these require the coordination of government agencies and private philanthropy, as well as the active engagement of community members and community-based organizations like ours. Collective action is the pathway to transformative impact. *Put another way, the only thing that has ever solved an intractable problem is a collaborative solution.*

In these pages, you will learn how our partnerships create pathways to opportunity for three generations of New Yorkers. Their successes are reflective of the extraordinary investments you have made in us, they have made in themselves, and the actualization of the organization's mission, "to support self-reliance and dignity across generations."

I often wonder what Stanley Isaacs would think of our work right now. I think he would say we are just getting started. I think he would encourage you to join us on the journey.

Sincerely

Sincerely,
Gregory J. Morris
President & Executive Director

¹ The Power Broker: Robert Moses and The Fall of New York, Robert A. Caro

Our Story

The Stanley M. Isaacs Neighborhood Center (Isaacs Center) can trace its deepest root to 1959, when the New York City Housing Authority (NYCHA) developed plans for a public housing development on 1st Avenue between 93rd and 95th Streets. "Swope Houses" would reserve 45% of apartments for tenants over age 62 and, like many other NYCHA projects at that time, would include a community center to provide recreational and social services for residents.1

In 1962, NYCHA announced the construction of "Swope South," with more than 60% of apartments reserved for elderly tenants, extending the development down to 92nd Street and increasing the concentration of older residents. That same year, the death of the revered politician and housing advocate Stanley Isaacs prompted the community to rename Swope Houses the Stanley M. Isaacs Houses. The 92nd Street side of the development would later be renamed John Haynes Holmes Towers.

Isaacs Center was incorporated in 1964, the first apartments were occupied in 1965, and the Isaacs Center opened its doors in 1966.

Pioneering and holistic services were a hallmark from day one. In addition to daily lunch in the cafeteria, a health clinic, counseling and referrals, the Isaacs Center's initial offerings for the elderly population included an innovative "Senior Resident Advisor" who lived in the development and could liaise with building management, as well as, one of the first Meals on Wheels programs in the country, a highly effective model that would soon be widely replicated.

Within the first year of its operations, the Isaacs Center expanded its services beyond those for aging tenants, adding a youth center with a nursery school as well as recreational and vocational programming for school age children and teens.

Today, Isaacs Center is aligning its resources to combat the deleterious effects of substandard housing and toxic stress (especially on children) and to build pathways to better, healthier aging for especially vulnerable seniors. Central to the success of this endeavor is the commitment we make to the development of the next generation of highly skilled workers through our Education and Workforce Development Program for young adults.

1 History summarized from archives at http://www.columbia.edu/cu/lweb/eresources/archives/rbml/Stanley/main.html



Our Mission

The Isaacs Center's enduring mission is to promote social and physical well-being and encourage self-reliance and dignity throughout every stage of life.

Our Impact

Throughout our history, we have responded to the evolving needs of the community we serve with high-quality programs. Today, our work seeks to create impact in 3 ways:

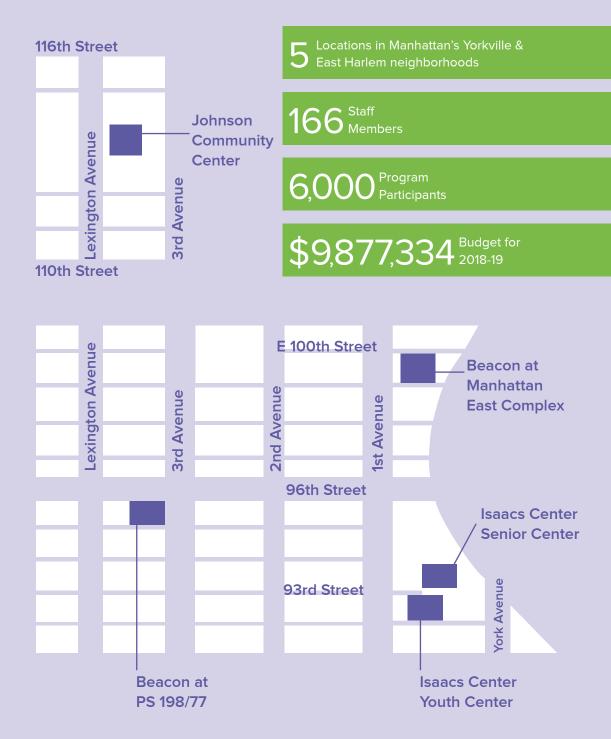
- By providing disconnected young adults with access to educational credentials, job training and employment placement within sectors that are expanding in New York City
- By providing children who live in public housing with the intensive preparation they require to gain access to high performing middle schools
- By providing older adults with access to programs that optimize health and wellness, support housing stability, and help them to maintain financial independence







Where We Work



Education & Workforce Development

Young adults receive job readiness and career sector training within labor markets that are expanding in New York City while accessing programs that support the attainment of educational credentials. We strive for multiple positive outcomes including employment placement, promotion, and, ultimately, retention in full-time salaried positions, as well as, High School Equivalency (HSE), college matriculation, retention, and graduation from two and four-year colleges.

- Young Adult Literacy Program & High School Equivalency Classes
- Job Readiness Training & Employment Placement Services
- College Advisement & Scholarships
- Career Sector-Focused Training

Meet Crystal



In one sense, Crystal was the exception to the rule in the Isaacs Center workforce program last year. Nearly 80% of the young men and women who enrolled in 2017-18 had no history of employment. Crystal had held several jobs. But in another sense, she was more the norm: a young mother, without any postsecondary credential, unsure of how to find her path and uncomfortable in professional settings.

"They had to train me on the resume and interviews. That was my weakest point. I didn't like talking to people. They helped me by practicing," Crystal explained.

Following the successful completion of an internship, Crystal landed in the Isaacs Center's fiscal department as a part-time administrative assistant. That's when things took off. "It quickly became clear that she could take on more," said her supervisor Joanna, "She was always asking if there was anything else she could do, she was on time, she was good with detail."

Following intensive training and coaching from the fiscal staff, Crystal was hired as a full-time Junior Bookkeeper. "I never would have seen myself in this role. I like the challenge. What I like most is being a part of this team that supports the company – without me paying the bills, the seniors wouldn't have their lunches and after schoolers would not have their supplies."

To those hoping to follow in her footsteps, Crystal has this advice, "If you don't want it, you can't get it. It's not going to be handed to you. Especially parents. You have to want it not only for you, but for your child. I have a five-year-old daughter, she gets so excited: 'My mom works in an office! She has her own desk!' That's the best feeling."

Crystal continues to look for opportunities to stretch herself. "Right now, I'm trying to go back to school for accounting, starting with a certificate and looking toward a college degree."

240+ Young Adults Served in FY18

79%

indicated no history of employment during their initial assessment 46%

have current or past contact with the criminal justice system including incarceration

Results

90%

of full-time and 62% of part-time workers placed in 2016-17 achieved 1-year retention 48

participants earned their HSE and 22 entered college for the first time

New Jewish Home Partnership Highlight



Isaacs Center's Workforce Development staff collaborates with The New Jewish Home (NJH) and Home Assistance Personnel, Inc. (HAPI) to provide an intensive training program that prepares young adults for careers as Home Health Aides and Certified Nursing Assistants (CNA). Each year, as many as 50 graduates of this program go on to compete and succeed in this challenging and rapidly expanding sector.

As part of the program, young adults receive hands-on training in both client and medicial services. They learn in the classroom and "on the job" at a residential geriatric care facility. In addition, participants receive comprehensive case management to support their

social and emotional health throughout the training, internship and employment phases. Upon graduation from the program, participants are employed as Home Health Aides at one of NJH's facilities and are encouraged to pursue CNA certification.

"The efforts that Isaacs Center makes to prepare participants to be ready to enter our health career training program are significant and substantial. Our partnership has created a launchpad for a next generation of high quality, person-centered health-care professionals." – John Cruz, Director, Geriatric Career Development Program, New Jewish Home

School Age & Adolescent Programs

The Isaacs Center's programs for children and adolescents offer engaging and educational out-of-school time activities for low-income students in elementary and middle school. With a focus on involving parents and families, we aim to help students develop the skills they need to succeed in their classes, progress into the next grade, and ultimately enter and thrive in high-performing schools.

- Out-of-School Time Programming including After School and Summer Camp
- Individual and small group tutoring aligned with Common Core standards
- Arts and recreation, civics and community service and leadership development

Meet Miguel, Lisa & Teresa



"It's a life saver," Elly says about the Isaacs Center's after school program, "My kids have always loved it. It was hard for me to go back to work, but now I can work in peace. I feel like my kids are safe. I trust them with my kids: they love them."

A single mother of four, Elly lives in the Holmes Towers, a New York City Housing Authority (NYCHA) apartment building and works as a medical assistant. It is hard for her to overstate how meaningful it has been to have the after school program on-site. Her eldest daughter attended. Her two middle children, Lisa, a 5th grader, and Miguel, a 2nd grader, attend now. Her youngest son will join next year.

Elly notes how the program has refocused on STEAM (science, technology, engineering, arts, and math) activities and academic support. "They have improved the program a lot. You still have the same respect, but now the curriculum is following school standards. Miguel talks about the computers. Lisa used to hate math, now all the homework is getting completed

and if she doesn't understand something, she makes a note and says, 'I'm going to ask my tutor."

Teresa, a group leader on staff, echoes the sentiment, "The best part is that we have tutors 4 days a week. If we feel like a kid needs extra help with math or reading, we can give them one-on-one attention."

Being employed by the program has also been life-changing for Teresa, who completed more than 275 hours of training on Child/Youth Care Work in the Isaacs Center's workforce program before



being hired. The program gave Teresa direction when she was unable to continue attending college for financial reasons, "I was basically in limbo. The program helped me see how the qualities I had could help me get a job in this field. I realized I wanted to build a career in helping kids. Now I can see a long career in education."

In 2017, Isaacs Center launched an After School Learning Center (ASLC) Pilot Project for elementary school students with a focus on academic rigor. Initially intended to serve as a three-year pilot program for second graders that would prepare them (and their families) for admission to selective middle schools, quantitative and qualitative data is demonstrating that the program is positively impacting all grades (1-5) at the ASLC.

600+ Children Served in FY18

83%

are part of a single-parent household

74%

qualify for free or reduced-price school lunches

After School Pilot Project

100%

live in public housing

540

hours of tutoring, study skill development and Common Core focused learning activities per student, per year

Parker Academics Partnership Highlight



Thomas, After School Tutor, and Anabell, age 9

In partnership with Parker Academics, Isaacs Center developed a model that focuses on math and English Language Arts instruction. Through one-to-one tutoring, practice with Common Core-focused curricula, and educational game play, participants are developing skills and confidence. Attendance at school has improved and behavioral issues have declined. School administrators and teachers visit to provide instruction and reinforce themes. Parents are demonstrating greater ability to connect with teachers and advocate for their children.

"The success of Parker Academics' partnership with the Isaacs Center is that it is truly a partnership. All of our tutors remark how invested Isaacs staff members are in supporting the learning activities. This experience has taught us that successful academic-based afterschool programs require excellence both in teaching and program oversight: neither is expendable." - Darian Marcel Parker, PhD, Founder and CEO, Parker Academics

Aging Services

Isaacs Center has been working since its inception to help older New Yorkers live with dignity and "age in place," remaining safe, comfortable, and connected to their community of choice. Through case management, counseling, and on-site programs, we support older adults, housing stability, financial management, nutrition, and physical and mental health. We also provide Meals on Wheels and congregate meals at our Senior Center daily.

- Hybrid Senior Center & Naturally Occurring Retirement Community (NORC)
- On Site Counseling Walk-in Clinic
- Congregate Meals & Meals on Wheels

Meet Jose & Laurette



It's been four years since Jose joined Isaacs Center Senior Center. Yet, even he is still surprised by his transformation. "If you can believe it, as a Puerto Rican, I'm not eating much rice! They turned me on to quinoa. I have blueberries in my kitchen upstairs. I'm walking more. I'm drinking a lot more water."

As a nearly 30-year resident of Holmes Towers, Jose signed up for membership as soon as he was eligible. He enjoys the pool tables, the Rincon Latino group, arts and crafts, exercise, and other classes.

A few decades Jose's junior, Laurette, came to the Senior Center through the Isaacs Center's workforce program. After completing three weeks of job readiness and completing multiple internships, Laurette joined the Isaacs Center's Aging Services department as a Program Assistant. "I do flyers, take seniors on trips, help manage volunteers, mostly I do a little bit of everything," Laurette explained.

Her efforts are noticed. "Laurette, she is very bright, very energetic," Jose said, "We have great people here." Appreciating the staff is just one of the ways Jose counts his blessings at the Senior Center. "I eat here every day. There is so much here I couldn't afford if I went outside. You know how valuable the Center's computer access and internet is to me? I've been reading up about my health issues after all of my doctors' appointments."

A professional musician, Jose once lugged his gear throughout New York City, singing and playing guitar in all kinds of venues. Now he's had to slow down. When asked what advice he has for other older adults who might be more resistant to change, Jose explained, "My philosophy is that you remind them that the greatest gift that humans have is adaptation. We have the power to change."

If Laurette's experience is any indication, that's a good reminder for all ages. "I'm a person who was not comfortable speaking in front of people. [The workforce program] helped me a lot. It was a good evolution for me." Laurette's hard work and openness to change have carried her from a difficult childhood split between Gabon and the United States to stable employment and a vision for the future: "to assist and defend people against injustice." She plans to start a degree in Criminal Justice at Borough of Manhattan Community College during the Spring 2019 semester.

1,700 Seniors Served in FY18

263,710

meals delivered to homebound seniors

810

seniors helped with financial security, housing stability and health and wellness \$220,000

in public benefits & private emergency grants secured for seniors by our case managers

Visiting Nurse Service of New York Partnership Highlight



The Isaacs Center has a long-standing partnership with Visiting Nurse Service of New York (VNSNY). VNSNY nurses work alongside our Senior Center and NORC staff to help members manage chronic and short-term health concerns, keeping them out of hospitals and nursing homes and safe in their communities.

We are also collaborating with VNSNY on a pilot program providing health coaching from a Certified Nursing Assistant who advises members on diet and nutrition, exercise, medication, and appointment scheduling. As we expand our services into East

Harlem, our collaboration with VNSNY will serve that community as well.

"The nurses, Huda and Lorraine, help me manage my medicines and make sure I get to the right doctors. I've been sick a lot over the years, and they've helped so many times. If not for them, I'd be in the emergency room, or worse - I know it. Seeing them here at the Senior Center every day, or when they visit me at home, helps me stay positive, stay healthy, and stay out of the hospital." - Maria, Senior Center Member

Meet Peter Isaacs Center Board Member



Board Secretary Peter Timmins identifies as an Isaacs Center lifer. "I grew up a block and a half away," he explains, "In a single father household. After school, me and my boys would run to the center, throw our bags in the corner, and grab our hockey sticks. I had a traditional young person experience. I did my first bit of theater and we learned to box. It was just a place to have fun. I think it may have meant more to my father, knowing that someone would call him if something happened."

Peter went to college in Boston and returned to New York City to start a career in finance. "The Isaacs Center is still there," my dad would say. It was his way of reminding me to give back. I'd give a little money when I could. They asked me to be a mentor. I got involved with the scholarship program. I got to see the people that I was, growing and yearning for success in their own lives."

For Peter, supporting the scholarship program was "a straight line toward doing the right thing" and it inspired him to accept an invitation to join the Board of Directors. "I was impressed by the caliber of the people who had been assembled to be the organization's shepherds. They are interested, successful, compassionate."

The Isaacs Center has been with Peter through life's joy and grief, including the premature death of his wife, Amy, for whom he dedicates a scholarship each year to a first generation, college bound young adult. "The Amy Timmins Memorial Scholarship shows our belief in the future. She was a fashion designer turned clinical psychologist. She knew the value of education. The scholarship is a way I can help the students understand they are starting on a journey. It's a way Amy can continue to impress the world."

Yazmine Ortega, 2018 Amy Timmins Memorial Scholarship Recipient



Yazmine Ortega's anxiety was so debilitating she dropped out of high school, unable to handle the crowds. Her therapist suggested finishing her high school equivalency at the Isaacs Center. "And ever since I got involved it has been nothing but a good experience," Yazmine explained, "I graduated within three months, got accepted to college, they gave me my first job, and I am currently attending college."

Yazmine is attending City University of New York's Borough of Manhattan Community College with assistance from the Isaacs Center's Amy Timmins

Morgan Stanley Partnership Highlight



The buzz starts in early May. Dozens of Morgan Stanley Investment Management (MSIM) team members start trying to secure their volunteer spots at the Isaacs Center's June Carnival, weeks before the company's volunteer month webpage is officially up and running. It's an annual ritual at the heart of a deep partnership between the investment bank and the Isaacs Center.

Since the first group of 35 Morgan Stanley volunteers rolled up their sleeves to serve food and run games at the carnival in 2012, the relationship has expanded to include multiple volunteer events every quarter (ranging from serving lunch to seniors to helping workforce participants hone their interview skills), 900+ hours of pro-bono strategic planning support, and annual grants from the Morgan Stanley Foundation. In

2018, over 125 MSIM employees volunteered approximately 500 hours of their time on site.

Many of the same volunteers return to work the carnival year after year and each year they have brought new ideas to provide further support to the community. As the person who organized the first MSIM volunteer event at the Isaacs Center and now a member of the Center's board, John Gernon, is proud of how Morgan Stanley and its committed team members have made a difference. "We've become part of the fabric of it," he explains, "For senior executives to hand out water and popsicles, play games, and serve burgers, it's humanizing. There's no pretense. We just share a little energy and enthusiasm and have fun"

Memorial Scholarship. "The application was a little intimidating to me because of my anxiety," Yazmine explained, "but it was presented well. The day of the scholarship interviews, I was going to withdraw because my anxiety was getting to me but Justina [a staff member] was texting me and helping me through my panic attack."

Yazmine is grateful she did. "This scholarship means a lot to me...Without this scholarship, I wouldn't have been able to attend college full time. [It] let me focus on my first semester of school without having to worry

about money and how I was going to eat."

"My future plans are to be able to help children, maybe even children just like me with mental health setbacks. From what Peter told me about Amy, I think I reminded him of her because I never gave up and I wanted to help people. My goal is to be able to live up to her memory and be able to give back to my community when I am done with college."

Financials FY18

| Revenue and Public Support | 2018 | 2017 |
|--|--------------|--------------|
| Contract Revenue | \$ 6,442,130 | \$ 5,442,952 |
| Program Service Fees and Other | 67,668 | 73,862 |
| Rental fees and Miscellaneous | 36,107 | 1,665 |
| Investment return allocated to operations | 140,000 | 137,500 |
| Contributions | 2,235,701 | 2,166,150 |
| In-Kind Contributions | 598,850 | 474,677 |
| Legacies | 32,906 | 126,101 |
| Special events, net of direct expenses of \$48,351 and \$71,303 | 215,477 | 205,050 |
| Net Assets Released from Restrictions | - | - |
| Total Revenue and Public Support | 9,768,839 | 8,627,957 |
| Expenses | | |
| Program Expenses | | |
| Youth and Family Services | 3,893,241 | 2,808,839 |
| Meals on Wheels | 2,646,874 | 2,637,044 |
| Senior Services | 1,240,024 | 1,042,415 |
| Supporting Services | | |
| Management and General | 1,205,219 | 845,515 |
| Fundraising | 770,506 | 881,744 |
| Total Expenses | 9,765,864 | 8,215,557 |
| Excess (Deficiency) of Revenue and Public Support Over Expenses | 2,975 | 412,400 |
| Net Assets | | |
| Beginning of Year | 5,492,635 | 5,171,428 |
| End of Year | \$ 5,346,750 | \$ 5,492,635 |

Each year, the Isaacs Center strives to maximize the resources it directs to programs and services. At the same time, we are compelled to invest in what for-profit businesses refer to as "overhead." This includes utilities, technology, administration, professional fees, and other expenses that are not tied to any one program but are vital to the health of the organization.

[&]quot;The underfunding of indirect costs limits the ability of nonprofits to deliver quality services, and, over time, risks the sustainability of individual organizations and the sector itself."

-Investing for Impact: Indirect Costs Are Essential to Success, National Council of Non Profits



Government 66%

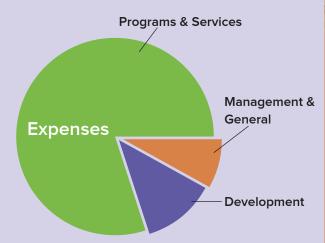
Contributed Revenue (including in-kind & special events)

Rental Fees

Program Service 1% & Rental Fees

Contracts

Investment Designated for Operations



Programs & Services 80% Youth & Family Services (After School & Workforce Development): 50% Meals on Wheels: 34% Senior Services: 16%

Management & **12**% General

8% Development

Volunteer Today

the benefits of volunteering. Those who they have more time. Those who donate to charities feel wealthier too.1

that we find outlets to make our corners of the world better than we found them. The tradition of service at the Isaacs Center is a tribute to the extraordinary contributions of everyone has something to give right now including our members.



Last year, more than 600 volunteers representing a broad range of ages, day-long service projects, monthly events, weekly activities, and even performed essential daily tasks like serving and delivering meals to seniors, reading along with our after schoolers during 'Stop Everything and Read Time,' and helping our young adults

For a full list of individual, family, group or corporate opportunities please go to don't see an activity or way to participate that resonates with you give us a call, and we

1 Corporation for National and Community Service, 2007

10+ Consecutive Years of Support

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Susan & Stanley A. Alt

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Susan L. Amin

Anonymous

Anonymous

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Barbara Aptaker

Camille A. Aromando

Arnold L. Aronson

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Every gift is special to Isaacs Center. We'd like to take this time to recognize those who supported us for over 10 consecutive years. Listing through FY18.



10-19 Years



20+ Years

Leon Paul Gubersky

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New York Junior League

Partnership Highlight

A behind-the-scenes tour at Christie's, tickets to Wicked, a tasting of Brazilian foods, these immersive experiences are not just for tourists! The arts come to life for children at the Isaacs Center thanks to New York Junior League (NYJL) volunteers. While the special events are uniquely eye-opening, weekly sessions with volunteer mentors are the backbone of the NYJL partnership. Depending on the day of the week, one might find a group of Artistic Journeys participants learning about art history and trying new techniques, or the Beacon to Broadway players rehearsing a full-scale musical, or Passport to the World mentees and mentors doing a handson activity related to a cultural tradition from the other side of the globe.

The NYJL, one of the oldest and largest women's non-profit volunteer organizations in the city, developed these three programs based on studies that showed arts education improves school performance, deepens civic engagement, and fosters the creative skills today's job market requires. Parents see the results. One parent explained, "My sons loved the art show. Seeing their art on display made them very proud. As a result of [Artistic Journeys] my sons have been exposed to the wealth of art NYC has to offer. They have also expanded their definition of art."



10+ Consecutive Years of Support

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Joint Schools Association

Partnership Highlight

"Two years ago, when my son was in 5th grade, he came to Isaacs with students from Chapin and Collegiate. When he came home from working at the Meals on Wheels program he said, 'I didn't realize that there was a term called working poor. How can you work your whole life and not be able to put food on the table?" For many of the participating families, statements like these are a strong testament that the activities organized by the Middle School Joint Schools Association (JSA) are fulfilling their purpose.

For more than 30 years, the JSA has organized events for 5th-8th grade students attending single-sex independent schools in Manhattan to encourage socialization and promote philanthropy. As one of only four current non-profit partners, the Isaacs Center works closely with the JSA to provide service learning activities that bring together young people from different schools. Activities have included decorating cupcakes to be included as a special treat for Meals on Wheels recipients, putting together toiletry kits for those in need, and planting bulbs on the grounds, around the center, during the winter to bloom in the spring.





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