



# 2011 ANNUAL REPORT



THE **A**SSOCIATION OF **C**OMMUNITY **E**MPLOYMENT  
PROGRAMS FOR THE HOMELESS



# EXECUTIVE MESSAGE

## ADDING KEYS TO SUCCESS

We at ACE have always understood that vocational success for our participants depends on far more than simply finding a job.

For the last 20 years, ACE has offered a holistic approach to long-term employment that includes real-time work experience, one-to-one counseling, a job readiness curriculum and job placement assistance. In 2011, we added a more comprehensive educational component to best serve our clients.

The ability to read and write, use a computer and apply mathematics to everyday uses like budgeting and money management serves everyone for a lifetime. These skills provide a foundation for personal growth and ultimately aid in self-sufficiency.

Through partnerships with Apple Inc, ProLiteracy and the Community Service Society, ACE has added computer, literacy and mathematics classes to its suite of services and is better preparing participants to not only obtain employment but retain employment and increase their earning power.

As ACE enters its 20th year of service to New York City's homeless population, we remain a 100% privately funded organization better able to adapt to our target populations needs as they arise.

With the recent establishment of these supplemental educational services, ACE continues to be one of New York City's best-known and most innovative vocational rehabilitation programs. ACE is proud of our success in helping homeless individuals reclaim their lives and grateful to the businesses, individuals and foundations that have supported us over the last twenty years.

With gratitude,

Henry Buhl  
Founder

James Martin  
Executive Director

### TABLE OF CONTENTS

EXECUTIVE MESSAGE	2
SUCCESS STORY	3
OUR PROGRAMS	4
OUR PARTNERS	5
OUR TEAM	6
OUR FINANCIALS	7
BY THE NUMBERS	BACK



## About Our Clients

Our clients are some of the hardest to serve in the human services industry and face multiple barriers to employment. In 2011, nearly 100% of our clients had a history of substance abuse and 96% had a criminal record.

Fewer than 50% held a high school diploma/GED and 12% had been diagnosed with a mental illness.

60% of our clients were 45 or over; 81% were African-American; 12% were Hispanic and 83% were men.

The vast majority - 95% - reported an income of \$500 or less per month.

That these men and women came in an swept the streets of downtown New York City every day; took literacy and mathematics classes; learned how to use a computer and obtained full-time employment is nothing short of awe-inspiring.

## SUCCESS!

Edrick spent 30 years using crack cocaine and alcohol. He lived on the street and in abandoned buildings and slept on the subway. He'd never held a job.

After agreeing to seek treatment for his addiction issues, he was referred to ACE. "I remember when I first started working on my route and I was working on Walker Street," Edrick said, "I was amazed that I was working on the street I used to sleep on when I was homeless."



Though the program isn't easy, Edrick worked hard and took to heart the lessons his supervisors instilled in him - a big one being the value and importance of doing a solid days work. "Even at that early time in Project Comeback, I felt that my life was already changing," he said. "I know that I have support, even today."

Today.

What does today look like for Edrick?

"Today I have a good job with benefits. I expect to make supervisor soon," he said.

"My wife and I have our own apartment and I have a better relationship with my family."

Sounds good.

Each year, ACE serves 100s of people like Edrick. Be a part of their success!

### JOIN

Not yet a donor? Donate now and help NYC's homeless population get back into the workforce.

### RENEW

Already a donor? Renew your gift today!

### GIVE MONTHLY

Become a monthly partner and play a frontline role in changing someone's life.

Sign up and **DONATE** at:  
[www.acenewyork.org](http://www.acenewyork.org)





# OUR PROGRAMS

## Project Comeback

Project Comeback addresses the employment needs of a population that faces multiple barriers to work. Our participants come from shelters, outpatient facilities and substance abuse programs throughout New York City.

Once enrolled, participants begin intensive vocational rehabilitation - including street sweeping - for which they are provided a stipend.

Project Comeback utilizes a phasing structure to best address the needs of our clients. The structure is as follows:

### PHASE 1: Assessment/Work Experience

During this phase, ACE staff help participants develop a professional work ethic and coping strategies.

### PHASE 2: Vocational Preparation

During this phase, participants complete 15 lessons that comprise Project Comeback's job-readiness curriculum.

### PHASE 3: Job Search Preparation

Each participant develops a resume, cover letter, references and, if needed, interview appropriate clothing. Participants also undergo mock interviews and practice job seeking techniques.

### PHASE 4: Job Acquisition

Staff and participants work daily to discuss job leads, send out resumes and make follow up calls.

## Project Stay

Once program participants have secured full-time employment and graduated from Project Comeback, they are eligible to enter Project Stay, ACE's employment retention program.

While participation is voluntary, the majority of our graduates choose to take advantage of its services, especially for the first two years after securing a job. Our

services, geared towards maintaining employment and increasing earning power include post employment resources (both job-related and personal), individual case management and the opportunity for educational advancement.

In addition, should a graduate lose their job, for whatever reason, Project Stay is there to help address and correct any possible problems, update resumes and help secure new employment. Support is available to graduates for as long as they want.

Project Stay does more than work - social outings allow for graduates to reconnect with each other, celebrate successes and explore new interests.

## Education Services

ACE understands that vocational success for our clients depends on more than just finding a job. ACE offers a comprehensive approach to vocational rehabilitation that includes a focus on education. Clients enroll in the following classes:

Literacy Programs. 40 percent of ACE participants read below a sixth grade level. In 2011, to assist clients with literacy issues, ACE established a formalized literacy program. Individuals who read below a sixth grade level participate in one-to-one tutoring as well as formal English classes.

Mathematics Programs. Participants in math classes learn to work with multiplication tables, long division, fractions, decimals, percentages and ratios. Each class focuses on a real life application of math, including how to balance a check-book, budget a paycheck and work a cash register.

Computer Training. Participants attend weekly classes held at ACE and bi-weekly classes held at the Apple, Inc. store in SoHo to learn how to use computers, improve their skills and job search online.

Follow us  
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@ACENewYork





# OUR PARTNERS

ACE is an agency of partnerships. Businesses, individuals, employers, the NYC community at large and social service agencies add value and depth to our services and success. In 2011, we expanded our partnerships in a dramatic way - by adding educational resource partners to our portfolio. Staked by Apple, Inc., Pro-Literacy as well as Community Service Society, ACE expanded its educational services allowing for a more comprehensive approach to our vocational training services.

About our partners:

Apple, Inc. 

Apple, Inc., a multinational corporation best known for their innovative computer software, personal computers, iPods, iPhones and iPads, partnered with ACE to offer computer training classes to our clients. Apple employees work with ACE participants on basic computer skills (how to use a mouse, desktop navigation and typing) as well as some advanced skills (how to apply for jobs online, setting up an e-mail account, searching for job opportunities and uploading resumes.) Computer literacy is a must in today's world. Apple helps prepare out clients for the 21st Century job market.



ProLiteracy

ProLiteracy is a nonprofit organization that champions the power of literacy to improve the lives of adults and their families, communities and societies. Funding from ProLiteracy was critical to ACE's ability to enhance the size and quality of our adult basic education programs. Novels, text books, classroom materials and teaching materials designed to teach adults how to read, write, complete mathematics and learn English as a new language fill ACE's on-site classrooms - affording clients a host of options in how they learn.

Community Service Society of New York (CSS)

CSS, a stronghold in New York City, works to enable, empower and promote opportunities for underserved families and individuals. With ACE, CSS provides financial literacy training to our program participants and assists them in understanding and implementing financial plans.

## The SOHO Guide

Hundreds of shops in downtown Manhattan partner with ACE through the SoHo Guide - a free mobile shopping guide app. Access deals and discounts from some of NYC's favorite shops and restaurants - right from your phone!

Go to <http://www.acenewyork.org/news/guide-app-download.html> to download for free on your Android or iPhone.

Shop and support ACE at the same time!





We like ACE!

We'd like you to like ACE too!

Go to:

[www.facebook.com/aceprograms](http://www.facebook.com/aceprograms)

and "like" ACE to follow our stories, to join in on conversations and to keep up with our graduates' successes!

## OUR TEAM

### STAFF

Henry Buhl, Founder  
James Martin, Executive Director

John Ellert, M.S. Ed. CRC, Director of Program Services  
Harvey Semler, Job Developer  
Emmanuel Fernandez, Job Developer  
Elizabeth McNierney, Project Stay Coordinator  
Cassandra Lewis Slattery, Director of Education  
Robyn Olds, Education Programming Assistant  
Steve Martin, Crew Supervisor  
Robert Bowman, Assistant Crew Supervisor  
Vance Lawson, Assistant Crew Supervisor

Eugene Torres, Director of Finance and Human Resources  
Gwendolyn Matos, Database and Office Manager

Deana Murtha, Director of Development  
Michael Ross, Renewals Manager  
Michele Schuster, Membership Manager  
Samantha Smith, Grants Manager  
Ben Kalish, Major Gifts Liaison  
Jessica Cannold, Membership Manager

Mary Balaban, Director of Communications

### BOARD OF DIRECTORS

Henry Buhl, Founder, **A**ssociation of **C**ommunity **E**mployment Programs for the Homeless

Stuart Epstein, Agent, Devlin McNiff Real Estate

Kenneth Klein, CEO, Fair Market Life Settlements Corp.

Richard Kobusch, Trustee, Caleb C. & Julia W. Dula Educational & Charitable Foundation

Ray Merritt, Willkie Farr & Gallagher

James Rhodes, Co-Founder, Magnuss Ltd.

Richard Robinson, Chairman, Scholastic, Inc.

Jed Root, President, Jed Root, Inc.

Monsignor Donald Sakano - The Basilica of St. Patrick's Old Cathedral

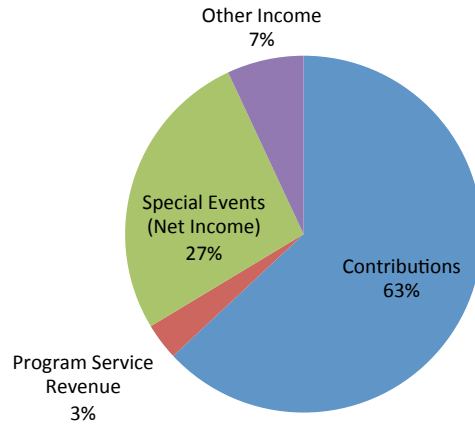
Ron Shapira, CFA, Director - Advisor Growth and Development, Merrill Lynch



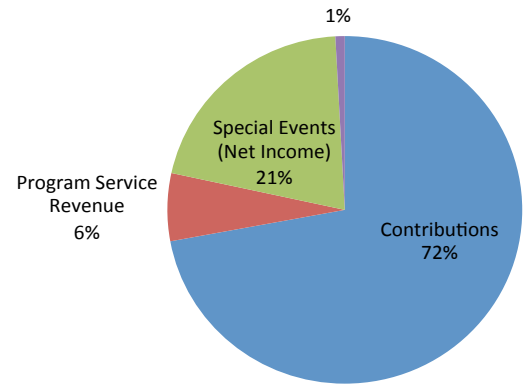
A copy of our audited Annual Financial Statement is available by e-mail request to [info@acenewyork.org](mailto:info@acenewyork.org) or by visiting [www.acenewyork.org](http://www.acenewyork.org).

# OUR FINANCIALS

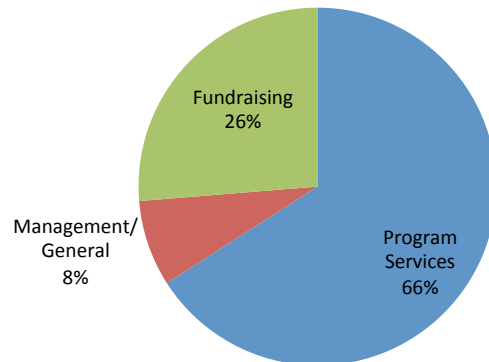
## 2010 Income



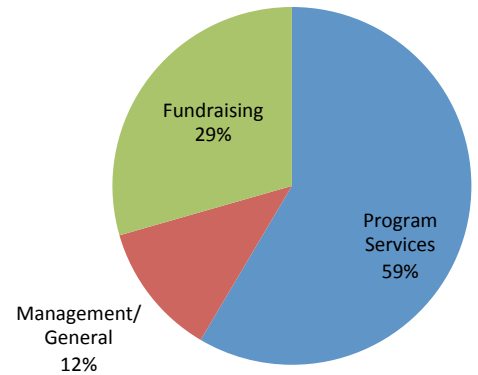
## 2011 Income



## 2010 Expenses



## 2011 Expenses



### Revenue

**Contributions**  
**Program Service Revenue**  
**Special Events (Net Income)**  
**Other Income**  
**Total Revenue**

2010      2011

1,280,993	1,393,228
67,734	121,739
542,235	400,887
141,205	16,437
<b>2,032,167</b>	<b>1,932,291</b>

### Expenses

**Program Services**  
**Management/ General**  
**Fundraising**  
**Total Expenses**  
**Net Income**

2010      2011

1,308,118	1,175,615
154,338	242,166
521,739	592,047
<b>1,984,195</b>	<b>2,009,828</b>
<b>47,972</b>	<b>(77,537)</b>

# 2011 BY THE NUMBERS

**192** clients received vocational rehabilitation services and job readiness training of Project Comeback

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**64** clients graduated and secured full time employment

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**240** program alumni remained actively engaged in Project Stay including bi-weekly aftercare meetings, finance workshops and social events

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**237** hours of one-on-one literacy instruction provided

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**43** clients received one-on-one literacy instruction

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**66** clients were given access to interview-appropriate attire

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**62,000** hours logged by ACE workers sweeping the streets of New York City

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**240,000** bags of trash collected

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**3,456,000** pounds of debris and litter removed from city streets



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