



2020

ANNUAL REPORT



The Association of Community Employment Programs for the Homeless
Empowering The Homeless • Improving Communities

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James Martin and Henry Buhl

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Dear Friends,

In March of 2020 the Coronavirus arrived in New York City, bringing fear, mass unemployment, hunger and death.

Within weeks, Governor Cuomo paused all non-essential activities in New York City, and ACE jumped into action to help meet the needs of ACE graduates and New Yorkers who were experiencing homelessness.

After years of hard work to overcome homelessness, hundreds of ACE graduates were faced with unemployment and hunger, after losing their jobs due to Coronavirus shutdowns. With your support, ACE immediately responded by connecting out-of-work ACE graduates with work opportunities and providing them with direct financial assistance to ensure they were able to pay their rent, utilities and purchase groceries. We also offered essential mental health counseling to help ACE participants and graduates cope with the Coronavirus and its impact.

In April 2020, ACE moved to the front lines of combating hunger by working in partnership with World Central Kitchen, the Migrant Kitchen, and Hand Crafted Catering & Events. ACE provided much needed capital, labor and logistical support to help prepare, package and deliver over 80,000 meals to frontline hospital workers, food-insecure families, and vulnerable seniors throughout New York City.

During the Coronavirus shutdown, ACE workers rose to the challenge, putting themselves at risk by providing crucial sanitation services every day, cleaning streets and sidewalks and disinfecting bus stops and public fixtures to help keep commuters safe. The commitment of our amazing supplemental sanitation employees during a dangerous pandemic stands as a robust example of the character of our training program—where men and women who seek a second chance are not only working to secure employment, but to making New York City a safer and better place to live.

Thank you to everyone who has provided ACE support during this difficult year.

Chairman and Founder

Executive Director



OUR MISSION

The Association of Community Employment Programs for the Homeless (ACE) works with homeless men and women throughout New York City, providing job training, work experience and a lifetime support network to help our program participants achieve their goals and establish economic independence.

OUR STORY

On a summer morning in 1992, as Henry Buhl was leaving his SoHo office on Greene Street a homeless man asked him for \$20. Recalling the saying, "If you give a man a fish, he eats for a day; if you teach a man to fish, he eats for a lifetime," Henry offered to pay the man for sweeping the sidewalk in front of his building. Henry rallied the local businesses to follow suit and within months word had spread about the new initiative. Men and women experiencing homelessness were eager to join the sweeping crew and start rebuilding their lives. Henry began accepting referrals from homeless shelters and soon founded the SoHo Partnership, the first of several local initiatives. In 2010, these initiatives came together to be known as the Association of Community Employment Programs for the Homeless.

ACE has been serving New York for 28 years and has grown to serve more than 600 people annually. Since 1992, we have helped over 3,000 homeless New Yorkers find full-time jobs, reconnect with their families and achieve economic self-sufficiency.

(Pictured) ACE teamed up with the community organization Hood Love for a cleanup event in Jamaica, Queens

RESPONDING TO THE NEEDS THE COVID-19

In 2020, New York faced the unprecedented challenge of a city-wide shutdown due to the Covid-19 Pandemic. ACE worked closely with local stakeholders to meet the needs of individuals and communities. Because of key program partnerships, the incredible generosity of so many individuals, and strategic grants from our foundation partners, ACE was in position to be a resource center for many of New York's most vulnerable citizens, preventing backslides into homelessness and further devastation as a result of the virus.



80,000

meals distributed to food insecure individuals, families, and seniors. ACE partnered with The World Central Kitchen, the Migrant Kitchen, Hand Crafted Catering and events, and the New York City Council to prepare and deliver meals to four of five boroughs between April and August.

\$60,000

in direct financial relief provided to 109 ACE graduates who lost employment or had their hours reduced due to Covid-19. Relief funding was used to pay rent, utilities, and meet the stability-threatening demands caused by job loss.



S OF NEW YORK CITY DURING 9 PANDEMIC



113

people secured full-time employment with ACE's assistance amidst the pandemic in 2020. Many secured new positions in essential industries like healthcare, food services, and sanitation.

624

New Yorkers received resources and one-on-one support that included: job placement, counseling, financial consulting, industry specific training, stimulus payment enrollment, unemployment benefit enrollment, tax assistance, health insurance enrollment, rent relief, groceries, clothing, computer donations, metro transit cards, and more.



1,620

city blocks and 410 bus stops cleaned daily during the height of the NYC lockdown, keeping essential workers safe on their commutes to and from work.



ISABELLA'S STORY

IN HER WORDS

I got married pretty young and never finished school. I was married for ten years and I had three beautiful children. My job was to take care of my kids, so while I was a homemaker, I didn't build the skills or résumé to go out and find jobs.

The marriage hit some really hard times and I ended up going through a bad divorce. This was the beginning of difficult times. For 16 years I was homeless, addicted to drugs, and in and out of jail. I was in touch with my kids, but not like I wanted. When my ex-husband passed away, I still didn't get custody. The kids ended up going to live with their aunt and uncle. I lost them again and that drove me further into my addiction.

Finally, in 2018, I admitted myself into a long-term residential treatment facility. After a while, I kept seeing people in shirts that said ACE. I asked my roommate about it and she said they help you find employment and that she was planning to go. I decided to go with her, and I signed up the same day. My life hasn't been the same since.

ACE made me feel welcomed. They accepted me the way I was and didn't judge or label me. I had an internship in the office and they encouraged me and reminded me how nice and caring I was. I had forgotten that about myself. I had a hard life and thought I was this hard person. But I remembered, 'Oh yeah, I am a nice, loving person.'

In June, 2019, I landed a great union job at Lincoln Center. It felt incredible when they hired me. I felt like people finally saw me again. I was there for six months and I had saved up more money than ever before. Then Covid hit.

I'd spent the last four years battling to turn my life around. I had a very strong lead for an apartment, but they require you to be employed. I explained my situation to ACE and a few days later they called me up and said they had a job lead for me at the Migrant Kitchen. It was a perfect fit, and it came in the nick of time.

My job now is to pack meals that are distributed to people who are in need around the city. We make 10,000 meals a day. It feels really good to be a part of something like this. To be feeding people during this crisis is rewarding. Fortunately, I'm making enough to get the apartment. I sign my lease and pick up my keys next week.

PROJECT COMEBACK

Project Comeback is ACE's workforce development and vocational rehabilitation program. In Project Comeback, men and women who are experiencing homelessness obtain the educational, interpersonal and technical skills they need to secure and retain full-time, permanent employment. Participants are welcomed to Project Comeback from homeless shelters, substance use treatment centers, and transitional facilities located throughout New York City.

Project Comeback participants maintain a busy schedule that balances two days per week of paid work experience with three days of education and skills training. Our staff provides one-on-one support to meet each participant's needs. Participants graduate Project Comeback upon securing full-time, permanent employment.

PROJECT COMEBACK OFFERS

INDUSTRY SPECIFIC CERTIFICATIONS in OSHA 30-Hour Construction Safety, OSHA 10-Hour General Industry, OSHA Flagger Certification, OSHA Scaffold User, Janitorial Maintenance, Forklift Training, Food Protection Certification and Customer Service.

SOFT-SKILLS TRAINING that develops interpersonal skills, enhances job-seeking skills, and prepares participants for the transition to self-sufficiency. Our courses and workshops cover topics such as interviewing techniques, how to maintain employment, transitioning off of public benefits, researching healthcare options, and creating a housing plan.

ADULT EDUCATION in literacy, math, and computer training. ACE offers a contextualized learning experience focused on vocational themes and crucial daily living skills.

WORK EXPERIENCE that allows participants to enhance their resumes while learning the rules and expectations of the workplace. Work experience opportunities include sanitation, horticultural services, and internships at local businesses.

JOB PLACEMENT ASSISTANCE to participants as they work toward securing full-time employment. Participants meet twice weekly with ACE's job developer to review job leads, set up interviews, and share feedback.

PROJECT STAY

Project Stay is ACE's life-long aftercare program that helps Project Comeback graduates retain employment, increase their earning power, and complete their transition to self-sufficiency.

PROJECT STAY OFFERS

MONTHLY MEETINGS where newly employed graduates receive support from their peers.

WORKSHOPS on financial literacy, networking, leadership, business etiquette, conflict resolution, stress management, and work/life balance.

BI-MONTHLY RECREATIONAL OUTINGS to bring graduates together in a positive social setting and reward them for their hard work.

INDIVIDUALIZED SUPPORT through on-site services and outside referrals, including assistance with accessing housing, healthcare, child-care services, educational opportunities, free tax preparation services, and addiction and mental health services.

SCHOLARSHIP OPPORTUNITIES to pursue educational goals and industry-specific certifications.

FINANCIAL INCENTIVES for graduates who maintain employment.

SUPPORTED EMPLOYMENT OPPORTUNITIES to participants with the most extreme barriers to employment.

SUPPORTED EMPLOYMENT PROGRAM

For many ACE participants barriers like extended gaps in employment, histories of homelessness, lack of work experience and training, and substance use disorders stand in the way of full-time employment. Addressing these issues head-on, ACE developed a supported employment program that provides full-time employment through the ACE Contract Services Team. While most ACE participants secure employment with outside employers, this program offers those who face the greatest obstacles with opportunities to build work experience while continuing to engage closely with ACE staff.

With the partnership of the New York City Council and several Business Improvement Districts (BIDs), the ACE Supported Employment Program offers full-time employment and benefits to 80 men and women who have overcome homelessness. These graduates of Project Comeback provided vital neighborhood beautification services to over 1,500 New York City blocks daily in 2020. The goal of this program, however, goes beyond keeping New York City's neighborhoods clean. **ACE invests in the long-term success of our Contract Services Team, offering:**

- 401K matching plan
- Subsidized health insurance
- Project Stay programming
- Access to industry specific certification
- Employment retention support



FINANCIAL LITERACY CURRICULUM

In 2019, ACE implemented a financial literacy curriculum in partnership with The New York Community Trust and the Financial Clinic. The curriculum includes three workshops on the topics of Savings & Spending, Banking, and Credit that cumulatively prepare ACE participants to efficiently and effectively manage their finances. ACE staff then works with participants individually to check their credit scores, open bank accounts, and work toward individual financial goals. These workshops were customized to address the needs and backgrounds of ACE participants and the content reflects participants' income during the work experience initiative. Participants are learning and reinforcing positive work and financial management habits that are leading to long-term success. In 2020, 44 participants and graduates completed the curriculum and 46 met with a professional financial advisor. Since the launch of the curriculum in 2019, 226 men and women have completed the curriculum and moved closer to their goals of financial independence.

We measure participants success using three key metrics:

- Financial Capability Score
- Savings totals
- Credit score

These data are then gathered at four intervals: at program entry, upon graduation from the initial program (securing employment), 12 months after graduation, and 24 months after graduation. With these new tools we expect an unprecedented impact on our graduates' ability to reach their goals of economic self-sufficiency.

OUR PARTNERS

On behalf of over 600 New Yorkers served at ACE this year, we would like to thank all of our incredible community partners. You make it possible for so many men and women to achieve their potential and rejoin the workforce.

AFFILIATIONS

AVRASA
Consortium for Worker Education (CWE) / Jobs to Build On
Migrant Kitchen
New York City Department of Homeless Services (DHS-DSS)
New York City Employment and Training Coalition (NYCETC)
New York City Human Resources Administration / Department of Social Services (HRA-DSS)
Workforce1
World Central Kitchen

EDUCATION & TRAINING

Blackhawk Security School
Ferrari Driving School
New York City Department of Health & Mental Hygiene
New York Safety & Training
The Center for Frontline Retail
WrightCo Environmental Solutions

PROGRAM PARTNERS

Bottomless Closet
Broadway Personnel
Bronx Defenders
Building Skills NY
Career Gear
Catholic Charities
Change Machine
City Tech, Dept. of Human Services & Education
Community Service Society
Council for Airport Opportunities
CVS
Dress for Success
GoodTemps
HealthCare Choices NY, Inc.
John Jay College – APPLE Corps. Program
Ladurée
Legal Aid Society
Literacy Partners
Nazareth House
New York Cares
New York Public Library
New York Speech Coaching
Project Renewal
The Shrine Church of Saint Anthony of Padua
True Colors/West End Residences

REFERRAL PARTNERS

ACACIA Network
Argus Community Services
BASICS, Inc.
Bellevue Hospital
Black Veterans for Social Justice
CAMBA
Casa Esperanza
Center for Appellate Litigation

EAC Network
Educational Alliance/Pride Site
Elmcor
Exodus Transitional Community
Greenhope Services for Women
Harlem United
Help USA
JCAP
Lower Eastside Service Center –LESC
MAXIMUS
NAICA
New Directions
New York City Relief
Odyssey House
Phoenix House
Project Renewal
Reality House
Realization Center
Samaritan Village
SCAN NY
Serendipity
Services for the Underserved (SUS)
Treatment Assessment Services for Safer Communities (TASC)
Urban Upbound
Urban Pathways
VIP Community Services
Volunteers of America
Women in Need

SANITATION SERVICES

Meatpacking Improvement Association (MPIA)
NYC Council Member Adams
NYC Council Member Ampry-Samuel
NYC Council Member Ayala
NYC Council Member Chin
NYC Council Member Constantinides
NYC Council Member Cornegy
NYC Council Member Cumbo
NYC Council Member Dromm
NYC Council Member Gibson
NYC Council Member Grodenchik
NYC Council Member Holden
NYC Council Speaker Johnson
NYC Council Member Koslowitz
NYC Council Member Lander
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NYC Council Member Menchaca
NYC Council Member Moya
NYC Council Member Perkins
NYC Council Member Powers
NYC Council Member Reynoso
NYC Council Member Richards
NYC Council Member Rivera
NYC Council Member Van Bramer
NYC Council Member Yeger
SoHo Broadway Initiative
Supreme New York
The Horticultural Society of New York
Tudor City Greens

OUR TEAM

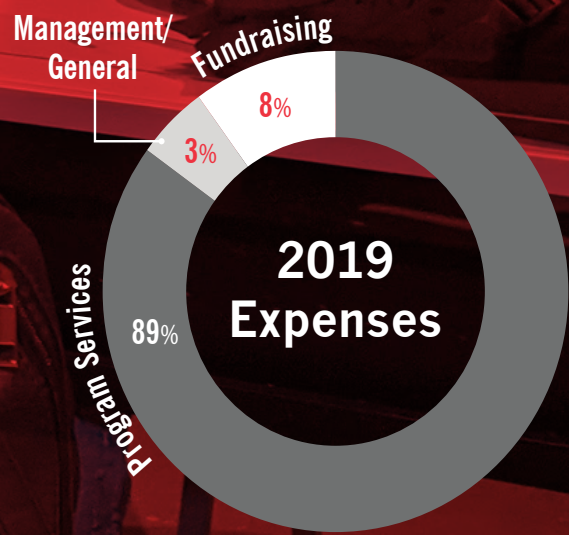
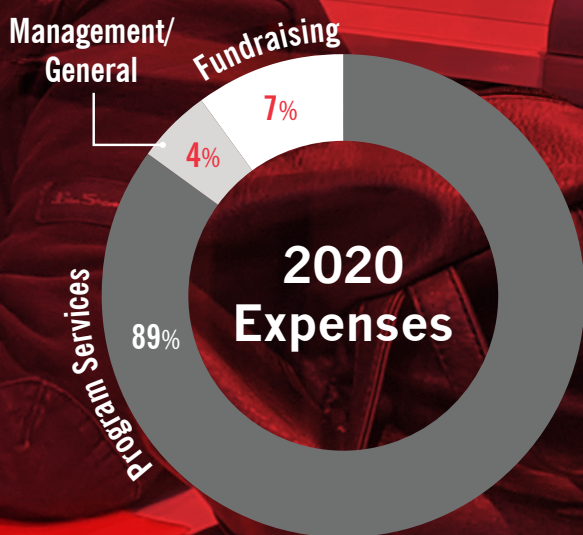
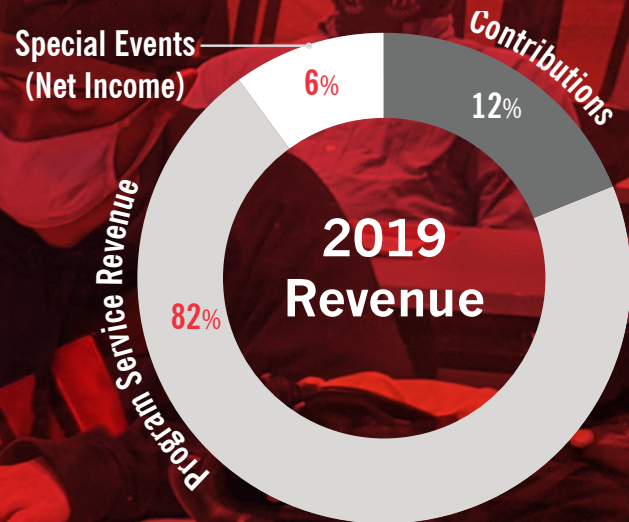
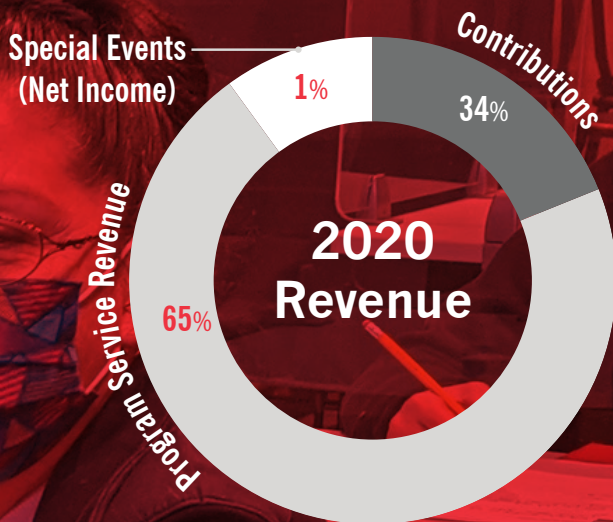
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Sandra Sanches *Director of Public Relations and Major Gifts*
Travis Tinney *Director of Development*
Luis Pinto *Director of Finance*
Emmanuel Fernandez *Job Developer*
Nadine Gorelik *Teacher/Curriculum Developer*
Tan Hayat *Project Stay Coordinator*
Rachel Cohen *Project Stay Coordinator, Therapeutic Counselor*
Rosemary Yelton *Admissions and Therapeutic Support Counselor*
Thomas Lee *Senior Crew Supervisor*
Paul Manzi *Senior Crew Supervisor*
Kremlin Gil *Senior Field Supervisor*
Cory Weimar *Field Supervisor*
Jacqueline Amhi *Field Supervisor*
James Bair *Field Supervisor*
Leo Gil *Quality Control Officer*
Lance Marsh *Assistant Crew Supervisor*
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Herbert Hodge *Assistant Quality Control Officer*
Kenneth Reed *Assistant Quality Control Officer*

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Peter Melhado, *Partner, Polaris Partners LP*
Kenneth Totilo, *CEO, CPA Group NYC*
Kim Jackson, *CEO and Founder, Breaker.io*

FINANCIALS



REVENUE	2020	2019
Program Service Revenue	\$3,681,476	\$4,842,793
Contributions & Grants	\$1,927,028	\$692,525
Special Events (Net Income)	\$33,096	\$377,288
Investment Income	\$1,674	\$4,686
TOTAL REVENUE	\$5,643,274	\$5,917,292

EXPENSES	2020	2019
Program Services	\$4,933,154	\$4,766,163
Fundraising	\$372,537	\$414,378
Management/General	\$207,398	\$178,768
TOTAL EXPENSES	\$5,513,089	\$5,359,309
NET INCOME	\$130,186	\$557,983

To view our 2020 audited financial statement please visit acenewyork.org or send a request to info@acenewyork.org.

2020 BY THE NUMBERS

PROJECT COMEBACK



113

Participants and graduates secured full-time employment



99

Industry specific training certifications awarded



9,009

Hours of work experience training for participants



116

Assisted with receiving benefits, stimulus, or tangible goods



83%

Of participants graduated by securing full-time employment



\$135,000

Earned by participants through paid work experience training



2

Grade levels advanced in math and reading by participants



99

Participants and graduates took financial literacy workshops or met with a professional financial advisor

PROJECT STAY



587

Graduates accessed employment retention support services



92%

Six-month employment retention rate



61%

One year employment retention amidst the pandemic



58%

Of 2019 graduates found independent housing in 2020



40%

Of graduates secured jobs with employer sponsored benefits



100%

Of graduates transitioned off of public cash assistance benefits



15.79

Average hourly starting wage in 2020



\$17.05

Average hourly wage among graduates who secured new employment

KEEPING NYC CLEAN



17

City parks, plazas and public gathering spaces cleaned daily



165,000+

Total hours ACE team members worked keeping our city clean and beautiful



7,000,000

Pounds of trash removed



1,620

City blocks received daily sanitation and beautification services



410

Bus stops cleaned and disinfected daily during the peak of the pandemic

OUR SUPPORTERS

Our work would not be possible without the generous support of the individuals, businesses, and foundations listed below. These gifts were made between 1/1/2020 and 12/31/2020.

\$100,000 & UP

The New York
Community Trust
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of Charles
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\$50,000- \$99,999

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Cohen
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Lesser
Foundation
Steven Rand
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\$25,000- \$49,999

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\$10,000- \$24,999

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