

**THE  
VOICE  
OF THE  
HUMAN SERVICES  
COMMUNITY**

**ANNUAL REPORT 2010**

***The mission of the Human Services Council (HSC) is to build broad recognition and support for the substantial and essential contributions of the not-for-profit human services sector to the citizens and the fabric of New York City.***

HSC strengthens the human services sector's ability to serve New Yorkers in need. As a non-partisan intermediary between government agencies and our almost 200 member organizations, we passionately champion the sector by proactively negotiating with State and City government for mutually beneficial, solutions-based budget, policy, and legislative reforms that improve our members' work and the lives of the men, women, and children they serve.

Since 1991, HSC has offered members what no other organization can: a forum for all types and sizes of human services organizations to come together, share concerns, and discuss ideas, combined with HSC's unparalleled access to State and City government. HSC represents this diverse collective of human services organizations – we are the “voice of the human services community.”

We'd like to thank our generous supporters of 2010, without whom we would be unable to continue working on the behalf of New Yorkers in need.

- Altman Foundation
  - Booth Ferris Foundation
  - The Gimprich Family Foundation
  - IBM Corporation
  - Mutual of America
  - New York City Council and Speaker Christine Quinn
  - New York Community Trust
  - Taproot Foundation
  - UJA-Federation of New York
  - United Way of New York City
  - W.K. Kellogg Foundation
  - Our Members
-

Dear HSC Friends,

As expected, the human services sector and the clients we serve have continued to be hard hit this past year. The “perfect storm” of fewer funds available for social services from government and private sources, combined with a higher need for services, is a direct consequence of the economic crisis. And, as we in the human services sector try to help an increasing number of New Yorkers in need, we are faced with fewer resources, cuts to our programs, and a workforce continually being asked to do more with less.



Clearly, the sector must speak up in order to express the needs of not-for-profit human services organizations and more importantly, the needs of our clients. Programs for child care, job training, homeless services, senior centers, and immigrant populations are being cut just when New Yorkers need them the most. We hear from our clients and from the leaders of human services organizations in New York that the need for advocacy on behalf of the sector is stronger than ever. Thus, the need for the Human Services Council is stronger than ever. Without HSC, the sector’s voice would be lost among other special interest groups that lobby with State and City legislators to increase their profit margins, while we lobby to increase funding for the social services safety net.



With this 2010 Annual Report, we have the occasion to reflect upon our past fiscal year (July 2009–June 2010); it has been a difficult one but there were significant highlights. In particular, HSC was successful in raising both public and media awareness of how government budget cuts to social services are affecting New Yorkers. And we have forged new or stronger relationships with New York’s elected and appointed officials, enabling us to work on streamlining government processes

to make access to needed resources easier for our clients.

We believe that the guiding principles we learned in grade school – respect for the individual, fairness in sharing communal burdens, and compassion for those less fortunate – must be the principles to which we and the City, State, and nation rededicate ourselves. Because of this, we feel strongly that HSC must represent the sector’s concerns even more loudly than ever before, not only to elected officials and their staffs, but also to the media, to academics, to businesses, to our communities, and to the public at large.

Finally, it is with mixed feelings that we write this letter – HSC is welcoming a new Board Chair for the 2011 fiscal year and must bid thank you and goodbye to our outgoing Board Chair, Nancy Wackstein. We would also like to thank our foundation and government supporters; our all-volunteer Board of Directors; our member organizations, who it is our privilege to represent; and our dedicated staff. Please join us in reviewing our past year’s accomplishments and in working with us to accomplish even more in the coming year.

Nancy Wackstein, Board Chair

Michael Stoller, Executive Director

## HSC PROGRAM AREAS

HSC works with its almost 200 member organizations and 63-member Board to identify focus areas that span the human services sub-sectors. By addressing these areas on behalf of our members, HSC strengthens members' abilities to operate more efficiently so they, in turn, can provide continuity of services to their communities and the individuals within them.

**Contracting Efficiency.** Human services providers face challenges navigating the governmental bureaucracy that can prevent or delay starting a contract, getting paid for services, or providing services effectively. HSC works with the City and State to streamline and reform procurement processes so not-for-profit agencies can focus on service delivery rather than contract administration.

**Government Relations and Advocacy.** HSC maintains relationships with elected and appointed City and State officials to bring the not-for-profit sector's issues to the forefront of political debate. We provide our members with timely information about government budgets and policy changes and how these may impact the services they provide. We work with our members to mobilize and advocate for service providers and their clients so government investments and policies help the sector to help those in need.

**Technology Standardization.** HSC helps ensure that new technologies impacting the human services sector are designed and implemented in a manner that is responsive to the needs of not-for-profit agencies and the people they serve. We are the liaison between the human services community and the City on the development of HHS-Connect and the inclusion of social services at 311, and we work collaboratively to identify ways technology standardization can ease administrative tasks faced by both government and human services agencies.

**Workforce Initiative.** HSC seeks to ensure the quality and continuity of care provided in the human services sector through investments in the direct care staff of not-for-profit agencies. We work with the City and State to obtain appropriate investments in salaries and benefits, such as cost-of-living adjustments (COLAs) for human services providers.

**Not-for-Profit Capacity Building.** HSC seeks to strengthen and sustain the human services sector through increased media exposure, enhanced and timely communications for the sector, and trainings to improve not-for-profits.

HSC is the only organization that advances the collective needs of not-for-profit human services organizations in New York City and advocates for issues affecting the sector as a whole. With the support of its diverse member organizations, HSC tackles budget issues, simplifies government contracting, masters complex regulations, and implements joint technology initiatives in an ever-changing landscape. Across all areas, HSC's focus is to reduce the obstacles that impede human services organizations from accomplishing their mission of helping New Yorkers in need.

## CONTRACTING EFFICIENCY

The goal of HSC's Contracting Efficiency Initiative is to ensure effective and open processes and contracting opportunities for its members. To that end, HSC highlights the areas where procurement reform is needed, shapes policy in partnership with government, and provides guidance and technical assistance to member agencies on the contract procurement process.

Although government funding is critical to most human services agencies in New York, the procurement process can be overwhelming. The process is governed by State law, City Charter, City Administrative Code, City Procurement Policy Board (PPB) rules, Mayoral and City Comptroller directives, and numerous other rules and procedures. Guided by our Contract Reform Committee, HSC's expertise helps member agencies save significant time and money.

### 2010 Accomplishments

- Advocated for State legislation to make permanent two provisions of the prompt contracting law. Governor Paterson signed this legislation in July 2009, which **ensures not-for-profits are paid interest for late contracts**.
- Continued its work on a **Standard Human Services Contract**, leading the efforts of a 60+ member workgroup through the negotiation process and working to ensure that the contract contains mutually agreeable terms and conditions. This is **the first time the sector has been involved in the City's contract drafting process**. There are three parts to the Standard Contract: Appendix A, the Contract Template, and the proposed new Fiscal Manual.
  - *Appendix A*: HSC submitted to the City a red-lined version, which consolidated the hundreds of pages of comments we received from members. We met with the Mayor's Office of Contract Services (MOCS) to discuss our proposed changes, culminating in the final version released in July 2010.
  - *Contract Template*: The Contract Reform Committee met jointly with the HSC Board to discuss the contract terms, which formed the basis for the red-lined version of the Contract Template we submitted to the City. The City's revised version is scheduled to be released in 2010; as part of this process, the City committed to allowing the sector an opportunity to review and comment on the revised version before it is finalized.
  - *Fiscal Manual*: The contract parts, listed above, are combined with the Program Budget, other appendices, and the Fiscal Manual, comprising the package that becomes a not-for-profit's agreement to do business with the City. As HSC worked with its members and MOCS to determine administrative rates and overhead provisions in the nearly 200 programs affected by the standard contract, MOCS concluded that the City needs a standard fiscal manual. The Fiscal Manual will define how administrative rates and overhead are calculated, including consideration of provider costs and possibly establishing a uniform administrative rate.
- HSC and many member organizations participated in interviews/focus groups with the Office of the Deputy Mayor for Health and Human Services (HHS) and MOCS to **improve the City's procurement/RFP processes**. The resulting report, *Achieving High Performance Relationships with Providers of Human Services*, cites HSC's work and indicates plans to implement many of HSC's suggestions to create technologies and procedures that will streamline the procurement process. More on this initiative is in the *Technology Standardization* section of this Annual Report.

## GOVERNMENT RELATIONS AND ADVOCACY

Our sector must continue to be strategic with our resources and vigilant about our agenda to do the best for New York City's human services providers and their constituents. The continuing economic crisis has brought people to the doors of our agencies who never before needed social services, and the communities that traditionally sought assistance remain hard hit. Thus, HSC continues to advocate for the application of limited public dollars to proven, cost-effective programs and administrative reforms that streamline processes so services can be delivered efficiently, effectively and compassionately.

This past year, HSC's focus on government relations and advocacy led to enhanced influence with government agencies, heightened focus on government programs, and more effective advocacy efforts with member agencies and allied coalitions.

### 2010 Accomplishments

#### *Extended the influence of the human services sector*

■ Strengthened existing partnerships and forged new ones with key City and State elected and appointed officials.

- At the **City** level, HSC met regularly with the Speaker of the City Council, the Deputy Mayor for Health and Human Services, the Director of the Mayor's Office of Contract Services, the Director of the City Council Finance Division, the Deputy Director of the Office of Management and Budget, City Council members serving on human services committees, and human services agency Commissioners.
- At the **State** level, HSC engaged Members of the State Senate and Assembly, Gubernatorial and legislative staff, the State Comptroller's Office, the State Division of Budget, Deputy Secretary for Human Services, and agency Commissioners and staff.
- HSC provided **testimony** at State and City Budget Hearings on Human Services.
- HSC also held **candidate forums** for Public Advocate and City Comptroller, met with all Mayoral Campaign policy staff to provide an overview of human services issues, and published results of a Mayoral questionnaire.

■ Co-hosted a forum with **Comptroller Thomas DiNapoli**, the United Way of NYC, and the Nonprofit Coordinating Committee (NPCC). During this event, the Comptroller highlighted recommendations in a report he issued regarding concerns to the not-for-profit sector, many of which were suggested by HSC. The report cited shared issues of concern, such as the loss of public and private funding, prompt contracting, government efficiencies, and assistance for not-for-profits as they struggle in the economic downturn.

■ Provided opportunities for members to meet with key officials and to get answers to their questions. Some of these included:

- **City budget updates** with the Deputy Director of Office of Management and Budget (OMB) and the Director of City Council Finance Division to discuss the City budget as it relates to human services funding.
- **State budget updates** with the Deputy Secretary for Human Services, Technology and Operations; and human services Chief Budget Examiners from State Division of Budget (DOB) to discuss the Governor's proposed budget.
- An information session on the federal **American Recovery and Reinvestment Act** (ARRA) with staff from U.S. Senator Kirsten Gillibrand's office who discussed efforts to secure funding for New York City's human services providers. On the City level, staff from Deputy Mayor Linda Gibbs' office and the Mayor's Office of Operations provided a one-year progress report on ARRA for the City of New York.



### **Mobilized members to advocate for the sector**

- Formed a new **Budget Advocacy Committee** (BAC) composed of leaders from each federation and coalition member of HSC, as well as Executive Committee members, which is responsible for developing budget priorities and strategies for the sector around State and City budgets. Formation of this committee increased HSC's ability to communicate effectively with sector leaders and to unify the sector on advocacy issues.
- Formed a new **Advocacy Action Response Group** (AARG) composed of at least one representative from each member organization. AARG members are responsible for implementing action responses, including letter-writing campaigns, press conferences, rallies, and meetings with elected officials to amplify the voice of the sector.
- **Facilitated members' abilities to advocate** on behalf of their clients and employees for key restorations. For example, HSC:
  - Encouraged members to meet with or contact their elected officials to provide a firsthand account of how the budget cuts affect their services.
  - Provided sample letters to send to elected officials, as well as call-in instructions and contact information, with explanations of our positions.
  - Encouraged members to testify at City and State budget hearings during the budget season.
- **Brought service providers to Albany** to meet with key legislative committee chairs and finance staff in the State Senate and Assembly. HSC and its members advocated on the sector's budget priorities, including TANF restorations, an exemption for human services providers from the MTA Mobility Tax, and revenue and savings options.

### **Raised awareness of the impact of the economy on the sector**

In Fall 2009, HSC released a survey report and hosted a forum with the School of Public Affairs at Baruch College, assessing how not-for-profit organizations in New York City were managing during the fiscal crisis. The report, *The Helpers Need Help: New York City's Nonprofit Human Service Organizations Persevering in Uncertain Times*, captures the strategies and actions many providers implemented to maintain human services while facing reduced revenues and growing hardships.

HSC used the survey results to:

- Document the struggles of the sector and **identify ways government can help ensure the survival** of the crucial services it provides.
- Develop a list of recommendations for New York government agencies to **alleviate financial and administrative burdens** on human services providers, which we sent to all City and State elected officials.
- Start a media campaign around budget advocacy and **shed light on the impact of proposed budget cuts** to advocate for the protection of the critical funding streams our clients depend upon. This campaign garnered significant media attention, which is highlighted in the *Not-for-Profit Capacity Building* section of this Annual Report.



## TECHNOLOGY STANDARDIZATION

Many not-for-profits lack the resources to address technology as the government moves toward doing more business online. HSC represents the human services sector by getting input from its members and partnering with government to ensure that technology is developed and implemented in a way that improves service delivery and eases administrative tasks for human services providers.

### 2010 Accomplishments

HSC continued its strong relationship with its 25-member Technology and Referral Committee and with government agencies to help improve the client experience and allow government agencies quicker access to needed information. Key areas of focus include:

- HHS Accelerator, a new system designed to **standardize City procurement into an online, paperless process**. HSC is working with the Deputy Mayor for Health and Human Services (HHS) and the Mayor's Office of Contract Services (MOCS) on a prequalification process, master service agreement, and document repository (data vault). HHS Accelerator synthesizes many of the solutions that HSC has advocated for – it will reduce the hours spent by both providers and clients so that more time can be used to provide services to clients in need. HSC and its members were involved in focus groups with the City on the overall program; prior to the launch, Deputy Mayor for Health and Human Services Linda Gibbs made a presentation on the program to HSC members.
- HHS-Connect, a technology initiative to connect human services clients, providers, and government agencies in New York City, enabling the **streamlining of human services case management**. HSC monitors HHS-Connect and works with the City to ensure the service provider's perspective is taken into consideration during program development.
- 311, the phone number for government information and non-emergency services, which includes social services. HSC was involved in the expansion of 311 to include social services since its inception. HSC Executive Director Michael Stoller serves on the Board of the New York City Health and Human Service Information and Referral Corporation, which manages the development and implementation of 311. HSC sits on the Mayor's 311 Advisory Committee and is also involved with the development of 211 in New York State, which is the national social services referral phone number.
- HSC is on the **Strengthening Nonprofits Workgroups**, a project of the Deputy Mayor for HHS. As a member of these workgroups, HSC learns about and shares information about new technologies for the sector, communicates the sector's needs to government, and works to devise new ways to use technology to streamline not-for-profit work. The objective of the **HSData Workgroup** is to improve services for New Yorkers by enabling not-for-profit providers to more easily and effectively manage data, benchmark performance, and share information with their peers and funding sources. The workgroup is creating a taxonomy of human services performance measures that will allow for the easy exchange of information among data management systems.

HSC continued to meet monthly with MOCS and the Deputy Mayor for HHS about these projects to ensure that programs are created and implemented in the best interests of human services providers.

## WORKFORCE INITIATIVE

HSC seeks to ensure the quality and continuity of care provided in the human services sector through investments in its direct care staff. We advocate for fair and adequate compensation, increased benefits, and better tools and training. For example, we successfully advocated for regular cost-of-living adjustments (COLAs) for human services providers that total hundreds of millions of dollars by working with our members and our partners in government.

In addition, as government's partner in the delivery of social services, the human services sector is uniquely suited to assist the State and City in streamlining the mechanisms by which those services are delivered. By replicating best practices across agencies, we seek significant, long-lasting cost-savings for New York's service delivery system. These savings can fund human services jobs and programs.

HSC will continue its work with the State and City to find efficiencies that save money and enhance productivity. This work is particularly needed as not-for-profits face more cuts and the government looks for ways to balance the budget.

## 2010 Accomplishments

- Continued co-leading the COLA Task Force, a formal partnership between the not-for-profit human services sector and the City of New York **to find viable cost-saving measures to fund human services**. Examples of work accomplished by some of the seven Task Force work groups follow.
  - The Real Estate work group identified that the length of social services contracts and standard commercial real estate leases are not well aligned. Not-for-profits would save money if they could negotiate longer-term leases than the typical social services City contract of three-years (with possible one-year extensions). The work group proposed a Procurement Policy Board (PPB) rule change that would expand the circumstances for not-for-profit contracts to be awarded for six to nine years, enabling human services providers to negotiate for better lease terms. The PPB rule amendment became effective on July 1, 2009.
  - As a result of COLA Task Force work, HSC partnered with NPower NY to connect not-for-profits with MS Online, a set of bundled applications that can significantly reduce technology costs. HSC members were encouraged to attend any of the several information sessions to learn about the process for switching to this technology solution.
  - HSC, in partnership with the United Way of New York City, continued work on a group purchasing initiative for the not-for-profit sector in New York. The goal is to advance a solution that will reduce the cost of commonly purchased goods by the not-for-profit sector.
- Provided **training opportunities for members**, which are listed in the *Not-for-Profit Capacity Building* section of this Annual Report.

## NOT-FOR-PROFIT CAPACITY BUILDING

HSC provides trainings, events, and communications to share important news with the sector, foster collaborations between providers, and increase awareness of the sector's work with the media and the general public. Without HSC, many members would otherwise have little-to-no access to government agencies, academic partners, the media, or even other organizations in the sector.

### 2010 Accomplishments

#### *HSC Academy – Trainings and Events*

HSC sponsored trainings or provided access to workshops and events on a variety of subjects important to the sector, including those listed below.

- **A project management course** sponsored by IBM, which was open to a maximum of 20 people and offered to HSC members on a first-come, first-served basis. Within 24 hours, 20 people confirmed their attendance and waiting list was begun.
- **Discounts or free access to trainings** suitable for the human services sector, which were not hosted by HSC. For example, a 25-50% discount on courses offered at the Support Center for Nonprofit Management, 15-20% off courses run by the Nonprofit Help Desk, and courses from other organizations that spanned a variety of topics, including City procurement training, anti-racism work, and preparing for the new IRS 990 forms.
- Meetings for the HSC Board Members with **State Comptroller Thomas DiNapoli** and **City Comptroller John Liu**. The meetings provided Board Members with the opportunity to meet the Comptrollers and ask questions, particularly around contracting and procurement.
- A reception, co-hosted with the United Way of New York City, for **Seth Diamond**, as the newly-named Commissioner of the Department of Homeless Services.

#### *Effective Communications*

In addition to face-to-face meetings, HSC shares news with the sector through a variety of methods. Highlights of this past year's communications accomplishments are below.



- Published the **first HSC brochure**. The output from a grant from the Taproot Foundation for a branding and key messaging strategy was used as input to the brochure. We are grateful to partisan communications and White, Ink for their marketing and design help and to Stylistic Press for printing this long-desired marketing piece.
- Continued to enhance our **website** design and regularly updated it with important news for the sector. Additionally, three new pages were added in 2010, reflecting HSC's growing presence and influence in the community: *HSC in the News*, *HSC Events*, and *HSC Accomplishments*.

- Published a **six-minute video**. The video features interviews and stories about how human services clients and providers are affected by the fiscal crisis – and what HSC does to help. Special thanks to Pro-media Communications for their help in producing the video, which is viewable from our website, Facebook page, or through YouTube.



- Distributed our quarterly **e-newsletter** to almost 500 recipients, more than double the original distribution. Each month, new readers sign up to receive copies of the e-newsletter from our website. The e-newsletter has solidified HSC’s position with members and partners as the “go-to” source of information for the human services sector.

- Used **social media** to extend the reach of our communications. In May 2010, HSC launched its brand-new Facebook page and Twitter feed and regularly posts updates to both social media sites, including information and links about Action Alerts, upcoming trainings, key meetings with elected officials, advocacy events, budget updates, and articles of interest to the sector. In its first month, HSC accumulated 67 Twitter followers, including the *New York Daily News*, and 34 individuals “liked” HSC on Facebook. And the numbers are growing.



- Provided a new **online portal** to its members as a membership service. This portal facilitates sharing of information in an online community comprising only HSC members. Through it, HSC members can chat, blog, share best practices, or ask questions of one another. Members can also easily post photos, videos, and information about upcoming events. HSC posted its video and podcast to this site, as well as general questions and answers about using the site. This service is available to HSC members only; in the first month, 53 members enrolled on the site.

### Media Coverage

To increase public awareness about the benefits that the sector provides to New Yorkers, HSC worked with a professional media agency, Pro-Media Communications. HSC’s overriding media goal is to increase the efficacy of our advocacy and improve the influence of the sector through media interest and public support. The following are highlights of the **TV, radio, and print items** featuring HSC.

#### TV

- Michael Stoller on Fox-TV NY “Good Day New York”
- Allison Sesso on YNN “Capital Tonight”
- Allison Sesso on ABC-TV
- Chris Winward on NY1



## Radio

- Michael Stoller on WBAI-FM
- HSC podcast on The Hub

## Print

- *The New York Times*
- *The Wall Street Journal*
- *The New York Daily News*
- *Metro News*
- *Albany Times Union*
- *Reuters*
- *Associated Press*
- *The Chronicle of Philanthropy*
- *Queens Tribune*
- *New York Nonprofit Press*



Links to specific articles and broadcasts can be found on our website: <http://humanservicescouncil.org/hscmedia.php>

## HSC's 14th Annual Leadership Awards Reception

HSC held its single fundraising event, the annual Leadership Awards Reception, on December 16, 2009. HSC honored distinguished leaders in human services for their significant contributions to the New York City human services sector and the people it serves:



*From left to right: Frank T. Modica, Verona Middleton-Jeter, Michael Stoller, Melba Butler, C. Warren Moses.*

- **Melba Butler, LCSW**, Butler Consulting
- **Verona Middleton-Jeter**, Henry Street Settlement
- **Frank T. Modica**, Hamilton-Madison House
- **C. Warren Moses**, Children's Aid Society

Congratulations to our honorees, three of whom retired from their respective agencies. We are grateful for their work and wish them well in their new endeavors! We are also grateful for our event's supporters who attended the reception, bought journal ads, and provided services for the event.

This event was the largest-grossing Leadership Awards Reception in HSC's history.

## FINANCIAL SUMMARY

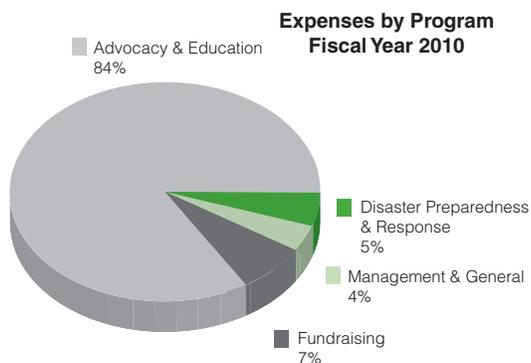
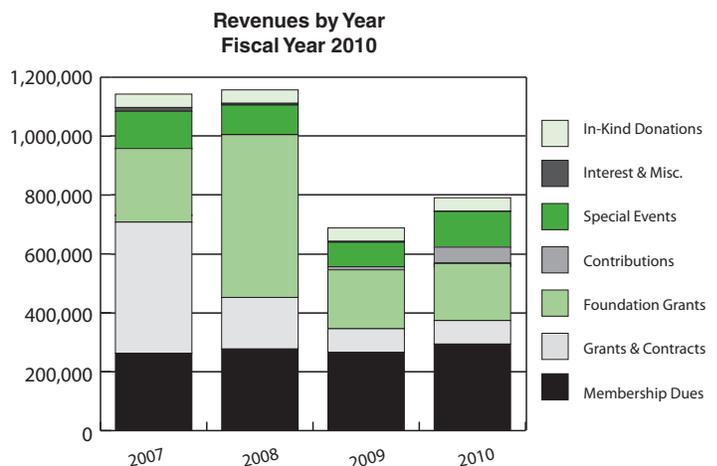
HSC continued to enjoy sound financial standing. Total revenue for 2010 was \$790,814. Expenses totaled \$859,708. The change in net assets (surplus) was negative \$68,894 and the ending net assets totaled \$114,644. The expenses of management and general plus fundraising are 11.5% of the total expenses, which is much lower than the industry standard of 25%.

Full audited financial statements are available on request.

Statement of Functional Expenses Fiscal Year 2010	
Advocacy & Education	\$719,579
Disaster Preparedness & Response	41,108
Management & General	38,192
Fundraising	60,829
Total	\$859,708

Statement of Financial Activity		
	6/30/10	6/30/09
<b>Public support and revenue</b>		
Membership dues	293,860	266,000
Government grants & contracts	80,000	80,000
Foundation grants	195,000	200,000
Contributions	54,200	10,501
Special events income	121,278	83,295
Interest income	976	2,948
In-kind contributions	45,500	45,500
Net assets released from restrictions	-	-
<b>Total public support and revenue</b>	<b>790,814</b>	<b>688,244</b>
<b>Expenses</b>		
Program services	760,687	700,782
Management and general	38,192	90,175
Fundraising	60,829	118,180
<b>Total expenses</b>	<b>859,708</b>	<b>909,138</b>
Change in net assets	(68,894)	(220,894)
Net assets - beginning	183,538	404,432
Net assets - ending	114,644	183,538

Statement of Financial Position Fiscal Year 2010		
	6/30/10	6/30/09
<b>Assets</b>		
Cash and cash equivalents	211,730	260,133
Dues receivable	2,300	250
Grants receivable	76,666	135,794
Prepaid expenses	13,767	1,928
<b>Total assets</b>	<b>304,463</b>	<b>398,105</b>
<b>Liabilities and net assets</b>		
Liabilities		
Accounts payable and accrued expenses	42,399	61,832
Deferred income	147,420	152,735
<b>Total liabilities</b>	<b>189,819</b>	<b>214,567</b>
<b>Net assets</b>		
Unrestricted	64,326	(13,365)
Temporarily restricted	50,318	196,903
Total net assets	114,644	183,538
<b>Total liabilities and net assets</b>	<b>304,463</b>	<b>398,105</b>



## THE HSC TEAM

**Michael Stoller** has been HSC's *Executive Director* since January 2003, following a 20-year career with the City government, most recently as Executive Director of the Procurement Policy Board. During his tenure, the PPB significantly streamlined the Rules (reducing the Rulebook's pages by 50%) to allow greater flexibility and accountability to procurement staff while maintaining appropriate oversight. Prior to his PPB work, Mr. Stoller was the first counsel to the City Council Committee on Government Contracts, Assistant Director in the Mayor's Office of Operations, and a staff attorney with the Legal Aid Society's Juvenile Rights Division. Mr. Stoller earned a Doctorate of Jurisprudence from the SUNY Buffalo School of Law. He has lectured at colleges, law schools, international forums, conferences, and other settings. In addition, Mr. Stoller has produced theater both on and off Broadway.

**Allison Sesso**, *Deputy Executive Director*, has been with HSC since 2003. Her past professional experiences include working at a prominent investment bank, at the New York Public Interest Research Group, and as the coordinator of a program for victims of domestic violence and sexual abuse in Florida. As a Fellow at SUNY Albany's Center for Women in Government and Civil Society, Ms. Sesso worked with the Empire Justice Center on statewide child care policy issues. While pursuing her undergraduate degree at SUNY Cortland, Ms. Sesso spent a semester interning at the Belize Government Agency of Disability Services. She holds a Master of Public Administration degree from CUNY Baruch's School of Public Affairs.

**Cecelia Burchett**, *Executive Assistant and Office Manager* since 2004, is the person whose delightful voice and professional manner you first encounter when contacting the Human Services Council. Prior to joining HSC, Ms. Burchett had a 25-year career with Avon Products, Inc., most recently as Administrative Assistant in Research and Development. During her time at Avon she held positions such as Product Development Assistant, Purchasing Coordinator, and Director Assistant. At Avon, Ms. Burchett volunteered to work with the Junior Achievement program of Rockland County, working with children from pre-kindergarten through sixth grade.

**Michelle Jackson, Esq.**, *Policy Analyst*, joined HSC in 2008. Ms. Jackson graduated from Suffolk University Law School in Boston in 2007, earning a Juris Doctor with a concentration in International Law. While in law school, she interned for the International Consortium for Law and Development, and volunteered for Shelter Legal Services where she provided free legal aid to indigent women at Rosie's Place. As an AmeriCorps Bonner Leader, she worked with various community agencies at her college to create social justice programming, volunteer opportunities, and outreach.



**Cynthia Tao**, *Director of Communications, Membership, and Development*, joined HSC in 2009. She graduated with a Master of Social Work (MSW) degree from Hunter College in 2008 and worked as a Research Assistant in the policy department. Prior to pursuing her MSW, Ms. Tao had a 22-year career at IBM, primarily as a Program Manager in software development in New York, North Carolina, and Italy. As a volunteer and a social work intern, she worked with adults and children with serious mental, physical, and emotional health issues. She also holds a BA in Philosophy and BS in Computer Science from the University of Illinois-Urbana.

**Chris Winward**, *Senior Policy Analyst*, joined HSC in 2007. Prior to HSC, Ms. Winward worked at the New York City Council for five years, most recently as a Legislative Policy Analyst to the Health Committee. While pursuing an undergraduate degree at Siena College, Ms. Winward spent a semester in Washington, D.C. participating in the American University - American Politics Program and had several internships in State and federal government, including with a New York State Assemblymember, the State Office for the Aging, a U.S. Congressman, and the U.S. Department of Housing and Urban Development. She holds a Master of Public Administration degree from the Robert F. Wagner Graduate School of Public Service at New York University.

## CONSULTANTS

**Cynthia Dames** Principal of Cynthia Dames Consulting LLC, has 25 years of experience in public policy development at the City, State, and national levels. The practice is a small, specialized consulting practice that focuses on two books of business: government relations with New York State and New York City elected officials, and innovative, targeted program development for health and human services providers.

**Sherry Li, MS**, served as Chief Financial Officer for various not-for-profit organizations for seven years before leaving to lead a consulting services firm. She is a free-lance Chief Financial Officer/Controller and has been providing fiscal management consulting services for the past nine years. Clients include not-for-profit social service agencies and membership organizations.

**Andrew Shackett**, Principal of ASA Consulting, worked in partnership with HSC to diversify its funding from private and corporate foundations. A full-service fundraising consulting firm, ASA Consulting is experienced in serving community-based, advocacy, health, and educational non-profits ranging in size, scope, and mission. Mr. Shackett has nearly 20 years of experience in non-profit fundraising – both as a consultant and as an in-house development professional.

**Sandi Singer, Esq.**, is HSC's consultant on government contracting issues. She has served as counsel to the City Council Committee on Contracts, general counsel to the Procurement Policy Board, general counsel to the Mayor's Office of Construction, and deputy director for legal affairs and integrity review at the Mayor's Office of Contracts.

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Human Services Council of New York City, Inc.

130 East 59th Street  
New York, New York 10022

Tel: 212-836-1230

Fax: 212-836-1368

[www.humanservicescouncil.org](http://www.humanservicescouncil.org)