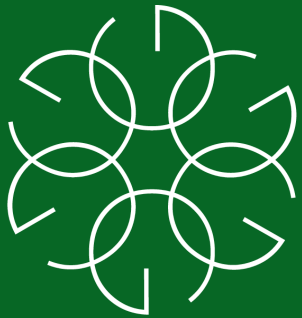


# ANNUAL REPORT 2020



GRACE  
INSTITUTE



# FROM THE EXECUTIVE DIRECTOR



What is the future of work in New York City? At Grace Institute we are equipped and ready to take on this question that touches all aspects of what we do, from how we shape our curriculum to the job placements we seek for the women we serve.

In 2020, we learned to quickly adapt in order to serve and support Grace Institute's participants remotely. I thank our incredible staff for working together to keep our programs running in the midst of so much upheaval.

In 2021, we are strategizing in a proactive and thoughtful way about how to most effectively prepare our participants to enter an ever-evolving job market. Our team is conducting research about what skills employers need now and how we can continue to train our participants in the most valued skills in today's economy. We have our eye on the market and are using data to place women in jobs that did not exist before last year.

Our Education and Training team has added new skills and lessons to our remote training, including remote work simulations during which participants put into practice essential skills to succeed in the workplace. They complete tasks that mirror real-life work responsibilities, giving them the opportunity to gain concrete skills and feel confident when they start a job.

We are planning a safe return to the office that best suits our participants and staff. We have created a series of blended learning scenarios and strategies to help us prepare to restart in-person classes.

Grace Institute's participants are women who are excited to learn new skills and take on challenges, all while juggling many responsibilities. They recognize the value in gaining complex skill sets while having the support to move into a new professional career. They are women like Veronica, a Grace Institute alumna whose story you will read on page 4.

I am positive and hopeful about 2021. We will continue to create forward-thinking programs to best serve our participants, using lessons we have learned from 2020 that help propel us into the future of training for Grace Institute.

With gratitude,

A handwritten signature in black ink that reads "Danae McLeod". The signature is written in a cursive, flowing style.

# COVID-19 RESPONSE

The issues we saw impacting our participants' ability to gain living wage jobs before the pandemic, such as housing, domestic violence, childcare, and the digital divide, were greatly exacerbated by COVID-19 and the recession. Here is how we faced these challenges and adapted to best serve our participants.



## Programs and Employment Services

We moved our **Administrative Professional and Patient Service Representative training programs online** and **added new lessons on office technology and remote work**, including remote customer service, digital administration, online interviewing skills, multitasking across online platforms, and CRM management.

We **provided 20 computers** to participants and helped them access free wireless internet or enroll in reduced cost plans.

We reached out to our contacts in hospitals and medical centers to help **place our trained Patient Service graduates quickly** to support the increased need. We also assessed which companies were still hiring and **shifted our curriculum and hiring focus** to the industries that are growing in response to the crisis, like government, nonprofit and customer service.

## Additional Alumnae Support

We provided **remote services** to our alumnae, as many needed emotional support and information about community resources. We organized **4 weeks of upskill training for 50 alumnae** in the most valued skills so that they could gain or retain remote jobs.

## Social Services

We ensured participants continued to receive **remote support from social workers** who helped them enroll in social services, work through housing challenges, and access resources so they could focus on classes and finding employment.

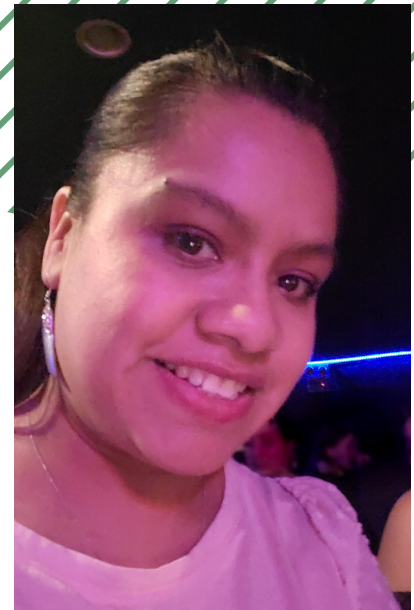
## Public Education

We provided workshops on voting and onsite **voter registration** opportunities; discussed the **2020 census** with 90 students and reviewed the census questions; and planned a virtual presentation and Q&A with an infectious disease specialist about the **COVID-19 vaccine**.

## Outcomes

- Enrolled **215** women in our Administrative Professional and Patient Service Representative classes and successfully graduated 186 (87%)
- Placed **187** graduates from our 2019 and 2020 cohorts in living wage jobs
- Helped graduates move from unemployment to starting salaries of \$32,500

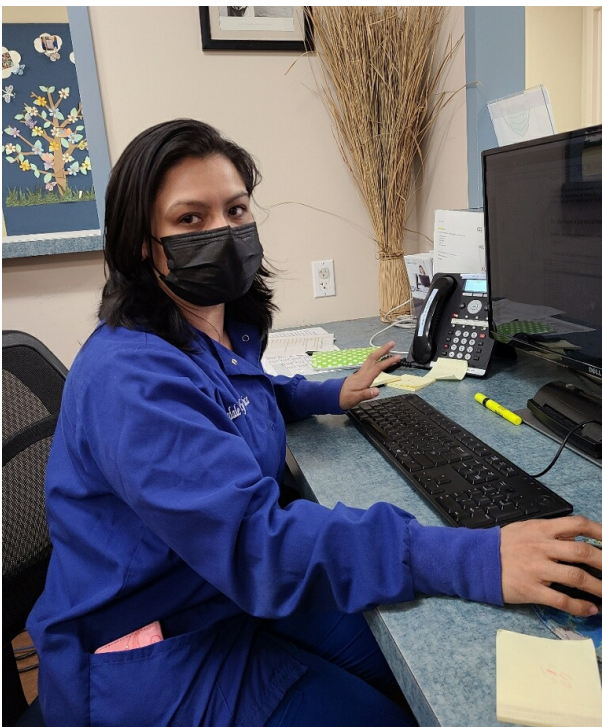
# PARTICIPANT SPOTLIGHT: VERONICA



When Veronica joined Grace Institute's Patient Services Representative training program, she had a high school diploma and was a full-time mother. Previously, she worked part-time as a poll worker and volunteered at her local hospital, but her family relied on her husband's income.

Veronica's husband became ill and passed away when she was 33 years old. Still grieving, she suddenly needed to find a way to support herself and her children. She wanted to work in healthcare and help patients, but with a high school degree and limited work experience, she had few options.

In early March 2020, Veronica applied to Grace Institute's PSR program, but shortly after, the pandemic turned the world upside down. Grace Institute quickly moved classes to a remote format. Veronica didn't have the resources to purchase a computer, so we secured a laptop for her to ensure that she could participate in the program.



After graduating from Grace Institute in June, Veronica felt equipped for virtual interviews and the online job search and possessed the skills needed to succeed in a challenging job market. Within a month, she secured a temporary remote position at the United Soccer League, where she used her newly learned administrative skills. With this professional experience under her belt, as well as an income, she became a stronger job candidate.

In October 2020, Veronica achieved her goal of securing a job as a Medical Receptionist at the Riverdale Family Practice in the Bronx. She is thrilled to be a healthcare professional and to continue to move up in her career, all while helping New Yorkers through the pandemic.



# 2020 GRACE INSTITUTE DEMOGRAPHICS



## AGE

18-24	21%
25-44	52%
45-64	27%

## HIGHEST DEGREE

High School or High School Equivalency	57%
Associate's Degree	20%
Bachelor's Degree	20%
Foreign Diploma	1%
Other	2%

## BOROUGH

Bronx	20%
Brooklyn	34%
Manhattan	21%
Queens	17%
Staten Island	5%
Outside NYC	3%

## TECHNOLOGY ACCESS

Computers Provided by Grace Institute	20
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## RACE/ETHNICITY

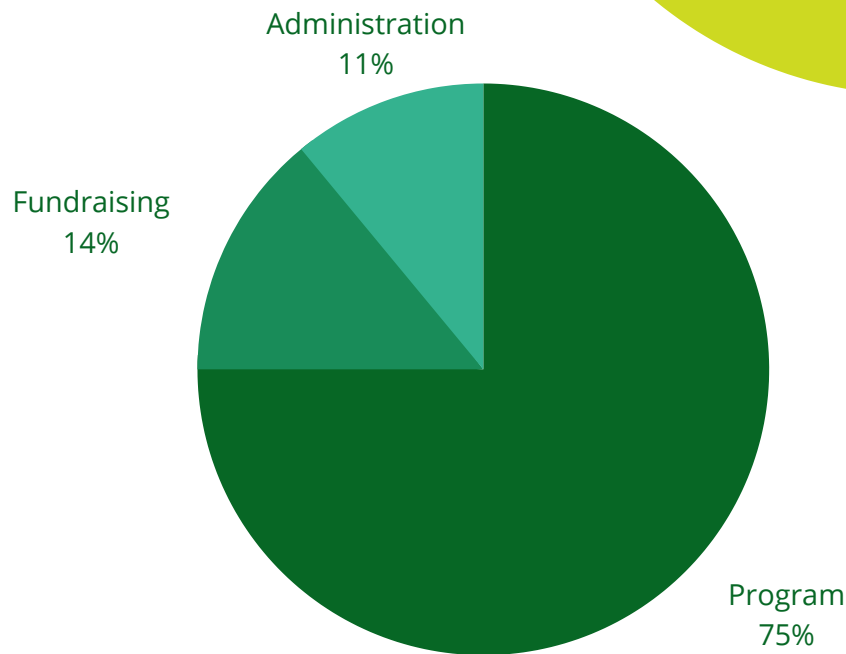
African American	36%
Caribbean	13%
East Asian	3%
Latina	23%
Middle Eastern/Central Asian	3%
Multiracial	5%
White/Caucasian	8%
Other	4%
Undisclosed	5%

## PRECARIOUSLY HOUSED

Cohabiting (temporarily housed by a friend or relative)	34%
In a Shelter/Homeless	1%

# BUDGET BREAKDOWN

In 2020, 75% of Grace Institute's \$2.4 million budget was used directly for program expenses.



We are so thankful to our virtual guest speakers at Grace Institute classes, career fairs, and events for participants and alumnae. Pictured are just a few of them.

Top row, L to R: Yolanda Abreu, Montefiore Medical Center; Nancy Chevalier, Housing Works; Blair Baldwin, Amalgamated Bank.

Bottom row, L to R: Angela Thomas, Essen Health Care; Dr. Tanya Rogo; Deneisha Thompson, Women Creating Change.

# GRACE INSTITUTE SUPPORTERS

We are grateful to our 2020 donors! Each contribution helps move women towards employment and financial sustainability. Thank you for investing in Grace Institute and the women who enroll in our program.

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### \$1,000+

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Joan Ellis

Joseph and Valerie Boshart  
Kristen Brearey  
Mary Burke  
Mariette Graeme Campbell  
Chris Cheesman  
Karen Choi  
Wendy Davies

# JOIN US

The leading workforce training program for women in New York City, Grace Institute helps women achieve employment and economic self-sufficiency by providing job skills training, placement services, and continuous learning opportunities.

Our participants face multiple obstacles to employment, such as precarious housing, caregiving responsibilities, and digital disconnectedness. Built into our program are social work support and discussions about how race and gender may impact participants in the workplace so that participants graduate with the strategies and tools to face these issues effectively.

There are many ways to join us in our work to empower women in their careers and beyond.

## Enroll

Grace Institute serves a diverse range of women, ages 18 to 64, through two different workplace training models:

**Administrative Professionals Program:** A 10-week program focused on the hard and soft skills needed for a successful administrative or customer service career in any industry.

**Patient Service Representative Program:** A 10-week program that teaches essential skills needed to gain an administrative healthcare position.

After completing our program, graduates find employment in upwardly mobile administrative and customer support positions in the healthcare, banking, and insurance industries. Grace Institute provides professional development workshops, educational events, and networking opportunities during the program and after graduation. We have an active alumnae network that continues to support our women throughout their professional journeys.

To learn more, visit [graceinstitute.org/enroll/registration](https://graceinstitute.org/enroll/registration).

If you have questions or would like more information, **contact our Participant Engagement team** at 212.832.7605 ext.1650 or [admissions@graceinstitute.org](mailto:admissions@graceinstitute.org).





## Hire a Graduate

Our Employment Services team will help you find the talent your firm is looking for, at no cost. We source and prescreen candidates according to your business needs, arrange interviews, and host virtual job fairs.

To begin interviewing qualified Grace Institute candidates, **contact Kiki Federico, Director of Talent Development & Corporate Partnerships**, at [kfederico@graceinstitute.org](mailto:kfederico@graceinstitute.org).

## Support

We could not serve our participants and support alumnae without our generous donors. Grace Institute is a 501(c)(3) nonprofit organization, and contributions are tax-deductible to the fullest extent of the law.

To make a gift, please visit [graceinstitute.org](https://graceinstitute.org) or mail to:  
Grace Institute  
40 Rector Street, 14th Floor  
New York, NY 10006

To make a gift over the phone, donate stock, or learn more about making a planned gift to Grace Institute, **contact Christina Ramelli, Chief Development Officer**, at 212.832.7605 ext. 1621 or [cramelli@graceinstitute.org](mailto:cramelli@graceinstitute.org).





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