

# ANNUAL REPORT 2022



GRACE  
INSTITUTE



## Mission

Grace Institute creates pathways for women from New York City’s historically underrepresented communities to achieve employment and economic self-sufficiency. Through workplace training focusing on technology skills, wraparound services, competitive job placement, and an extensive alumnae network, Grace Institute provides all of the tools necessary for women to realize their career aspirations and enter the workforce with confidence.

## Our Approach

Grace Institute is one of New York City’s leading workforce development programs offering two tuition-free, 14-week training programs.

Grace Institute is among the few training programs focused on office and healthcare administration. These positions provide our women, many of whom are caregivers, with the structure necessary for economic security — including a standard work schedule, health benefits, paid leave, access to employee development training, and a clear path to career advancement.

The core curriculum of Grace Institute’s general Office Administration program and specialized Healthcare Administration program covers project management, effective communication, financial budgeting, clerical systems and so much more. Through real-world classwork, participants become proficient in MS Suite, Google Workspace, and Salesforce. Healthcare participants also learn trauma-informed care, telephone protocol, HIPAA, patient bill of rights, medical coding and EPIC database. All participants receive intensive training on job readiness, including interview skills, resume writing, cover letter writing, and professional networking.

In addition to core curriculum training, participants have access to loaner computers and WiFi; case management support; financial coaching; referral services, including childcare, housing, food programs and more.

This wraparound support helps participants focus on their training and job search. In addition to job readiness preparation, a wide network of hiring partners and ongoing alumnae support ensures graduates get hired and remain employed.

## Who We Serve

As the sole workforce training program in New York City serving only women — ages 18 to 64 — Grace Institute recognizes the structural inequalities and social determinants of health that disproportionately affect our women and their success in training completion, job placement, and job retention. Our holistic programming aims to eliminate barriers to employment and job retention by addressing the unique needs they face daily:

- 100% of our participants are living in poverty
- 85% are women of color
- 40% raise children on their own
- 30% live in shelters or public housing
- 30% are in or were in domestic violence situations

Grace Institute is the only comprehensive workforce training and placement programs available to women over 50 years of age. All of our participants are trained in an employer-first, tech-focused curriculum that prepares them to confidently compete for jobs with in-demand tech skills.

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# FROM CHIEF EXECUTIVE OFFICER, DANAE MCLEOD



2022 was a proud year for Grace Institute: we celebrated our 125th milestone confident that the changes we have made over the last few years in our training activities continue to make our program relevant and engaging, and that the skills our participants learn are future-proof in today's job market.

When I give tours of our beautiful training site at 40 Rector, I begin the conversation in front of the photos of women we trained in 1898 and 1925 — images you can view on page 11 of this report. The women's hopeful faces as they learn the domestic arts, and then a few decades later, secretarial skills, depict the rapidly shifting history of work in New York City. Grace Institute has changed with the times every decade or so, in search of relevant jobs for the women we serve.

Grace Institute continues to train women for jobs that New York City needs to fill now. In 2022 our program became hybrid, more tech-focused than ever, and our healthcare administration training expanded to meet growing demand. Our training continues to be employer-led so that the skills needed in the workforce are reflected in what Grace Institute women learn. It is also, importantly, participant-led. We know that our participants continue to face challenges with childcare and transportation. Our hybrid training environment is responsive to the needs of our participants and offers training days at home, loaner computers, and financial assistance for transportation. Grace Institute delivers programming that makes our candidates competitive in the job market by focusing on training for digital skills, virtually, and cooperative and supportive skills in person. Our job placement metrics continue to reach our lifetime average of 75% and the wages our graduates earn increase each year.

Our Grace Institute team is proud to support women as they make their way to a new world of work -- we change with the times just as our predecessors did. Our case workers, financial coaches, operations team, managing facilitators, talent service specialists, development team, and alumnae support members do the work of getting each woman from program start to job placement. I am so grateful to work with this committed group as we have adapted our program together, for the better, over the past four years that I have led Grace Institute.

The women who enter Grace Institute quickly learn that we are behind them all the way. One participant, Nilda, sent our team a letter that we have included below. In it she expresses the trepidation she felt at the start of our program, the confidence she grew through our training process, and the result of using her interview skills to negotiate for her dream job.

Thank you for supporting Grace Institute through the years and helping women like Nilda find a job that works for them.

With gratitude,

# PROGRAM UPDATES

2022 has been an exciting year for Grace Institute: we got back into the training room with hybrid learning, increased our job placements, and found new and innovative ways to recruit women around the city.

At the end of 2022, Grace Institute launched new names for our training programs to improve clarity, marketability, and impact: **Office Administration (previously Administrative Professionals)** and **Healthcare Administration (previously Patient Services Representatives)**. We also increased the length of our programs to 14 weeks, consisting of two phases: ten weeks of core curriculum learning and four weeks of job readiness training. We are always updating our programming to best support the women we serve, and ensure our programs stay relevant.

In the last three years, COVID has led to many changes to the job market. In 2022, many officer positions moved to a hybrid schedule, and some have returned fully to in person work. In light of this, beginning with our Summer 2022 cohorts, Grace Institute launched a **new hybrid model** for our programs. The mix of in person and remote learning incorporates training across virtual and in-person settings. During the in-person training days, participants navigate real-world workplace simulations. Emphasis is placed on learning and training on technologies found in modern workspaces; mastering professional communication; and understanding administrative best practices.

Hybrid learning helps Grace Institute graduates be more adaptable employees through multitask learning across platforms: not only are we able to accommodate participants whose travel limitations, financial challenges, and family obligations would otherwise prohibit them from participating in the program — the hybrid format appropriately prepares our participants for the reality of an evolving post-pandemic workplace. Understanding best practices for digital and in-person communication, navigating national and global teams within a company, and balancing high volume work expectations are at the core of our hybrid training — and we are seeing higher retention, graduation, and placement numbers as a result.

Throughout 2022, **Corporate Hiring Partnerships** continue to be a vital source for high-level professional connections, hiring pipelines, industry wisdom, and volunteer coaches for Grace Institute's alumnae. We are exceedingly grateful for our hiring relationships with **Goldman Sachs, Memorial Sloan Kettering, Kate Spade New York, Weill Cornell, Wells Fargo, Columbia University Medical Center, Merrill Lynch, and Mt. Sinai**. All served as Grace Institute donor supporters and provided guest speakers for our upskilling series. Guest presenters from hiring organizations share their expertise on topics ranging from overcoming imposter syndrome to building careers in finance and strategies for landing the "dream job."

Since January of this year, **Mt. Sinai** hired seven Grace Institute graduates from the Healthcare Administration track and **Citigroup** hired four graduates from the Administrative Professionals track. Both organizations (and other hiring partners) are active with our Talent Services team and participate in Employer Spotlight Job Clubs, and Career Fairs, where executives and seasoned HR staff interview our graduates for open positions.

2022 was the first year Grace Institute offered our **Leadership and Management (L&M)** extension to participants from both the Office Administration and Healthcare Administration training programs. This is a two-week program extension offered to our most advanced graduates. Negotiation, digital project management, virtual situational interviewing, multi-level decision making, and prioritization of digital communication are core components of the L&M curriculum.

Grace Institute Graduates receive access to on-going monthly alumnae workshops, including Mindset Mondays and Working Women's events, as well as the alumnae LinkedIn group which provides a way for graduates of Grace Institute to stay connected and build community beyond the classroom. We also held a month-long **Summer Alumnae Upskilling Series** in August 2022 that covered advanced curriculum on resume writing, building leadership skills on the job, identifying your professional brand, project management best practices using Google Suite, functions and data validation in Microsoft Excel, CPT Procedural Coding, and ICD-10-CM Diagnostic coding – all to help our alumnae community advance in their current careers.





## IN HER OWN WORDS: NILDA



Yes, I GOT. THE. JOB.

I start my new job on Monday June 12, 2023. My official title will be Legal Assistant at the law firm Podell, Schwartz, Schechter & Banfield in New York City. Podell, Schwartz, Schechter & Banfield were excited and impressed with me, and Grace Institute came highly recommended.

Thanks to you Sharon and Lisa in Talent Services for guiding and encouraging me to keep going. Podell, Schwartz, Schechter & Banfield had expressed interest in me from before (!) I even finished the 1st half of my training at Grace Institute. I was unsure of the direction my job search would go in, but I trusted the process with the Grace Institute professionals – and I landed the best option possible for me which is at the law firm AND I successfully negotiated my goal salary!

I especially felt that the skills I learned in the competitive and extended track of Leadership & Management helped me to land the job and negotiate for the salary I wanted. I was able to make my case in three interviews for why I was the best candidate for the job, and stood my ground with the two interviewing lawyers.

I am still in disbelief — but I know now all the uncomfortable mock interview sessions we had during the program at Grace Institute, all the gut-wrenching resume building, soul searching, and final editing by Tammy, my Office Administration Facilitator, all the training we received and especially the Leadership & Management training have helped me land this amazing opportunity — it is a new milestone in my professional life.

Thank you to Mia from Education and Training: Because of the negotiation sessions and the role playing sessions we had in class, I was able to make my case not on emotion but on facts. The practice sessions we had gave me the confidence to negotiate with two lawyers who negotiate for a living! I trusted the process and applied what I learned in the apple job offer session – I came away with the entire apple!

I could not have done it without everyone at Grace Institute who took the time to teach, train and coach us towards a career.

I wanted to thank you Mia, Tammy, Sharon, Lisa, Danielle, Ms. Perkins, Tawanda, Robin, Shakira, Evonny Escoto-Betancourt — and especially all those at Grace Institute who contributed in mock interviews.

I am proof of the old saying “trust the process”.

With best regards,

Nilda  
Grace Institute Graduate  
Leadership & Management and now Legal Assistant with Podell, Schwartz, Schechter & Banfield

# PARTICIPANT SPOTLIGHT: AMARIMBA



Leaving her home in the Caribbean as a young woman, being an immigrant alone in New York City with no family, becoming a naturalized United States citizen, and now working at Columbia University Medical Center, one of the top health systems in the U.S. — not in a million years could Amarimba imagine this would happen to her.

Amarimba felt the moment that changed her life most was when she received a promotional flier from Goodwill New York/NJ about Grace Institute and decided to enroll. Having left the workforce in 2015 to focus on her family, she was unprepared and unskilled for the current job market. Personal challenges in the home further diminished her self-confidence: she became a single mom and main provider to her three children and had no accessible job prospects. Enrolling in the Healthcare Administration training program was her first step towards re-establishing self-dependence — and faith in herself.

The training phase was challenging, but Amarimba remained focused with the support of her instructors and caseload manager. Having a background in healthcare as an Insurance Follow Up Specialist helped her learn new materials and pick up technological skills quickly. She even completed the Leadership & Management training, an ad-on series designed to further prepare Office Administration participants for higher-level jobs as Executive Assistants, Administrative Supervisors, and Office Managers.

Amarimba graduated from Grace Institute in December 2022. Through work readiness preparation with her Talent Specialist, Amarimba received multiple exciting job offers. In the end, she accepted an offer from Columbia University Medical Center. She is currently thriving in her role as an Insurance Follow Up Specialist Level III and describes her workplace as a "home away from home" due to the collegial atmosphere and caring relationships among team members. She is proud to be able to financially care for herself and her children for the first time, and feels empowered to continue achieving. Her next goal is to attend college and obtain a degree in business administration.

# 2022 GRACE INSTITUTE DEMOGRAPHICS



## AGE

18-24	12%
25-44	55%
45-64	33%

## HIGHEST DEGREE

High School or High School Equivalency	65%
Associate's Degree	13%
Bachelor's Degree	17%
Foreign Diploma	3%

## BOROUGH

Bronx	33%
Brooklyn	21%
Manhattan	22%
Queens	15%
Staten Island	3%
Outside NYC	5%

## TECHNOLOGY ACCESS

Computers Provided by Grace Institute	59
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## RACE/ETHNICITY

African American	44%
Caribbean	4%
East Asian	1%
Latina	8%
Multiracial	1%
White/Caucasian	4%
Other	17%
Undisclosed	17%

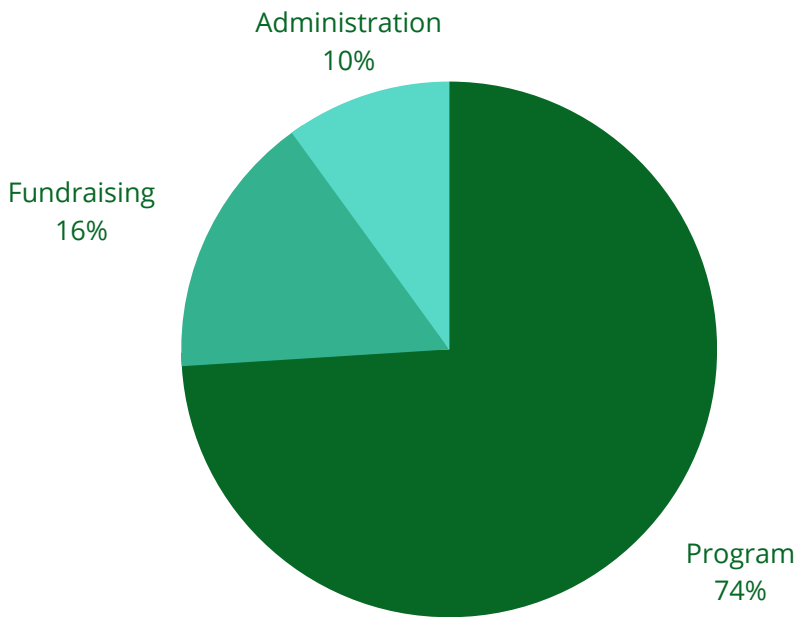
## PRECARIOUSLY HOUSED

Cohabiting (temporarily housed by a friend or relative)	16%
In a Shelter/Homeless	2%



In 2022, 74% of Grace Institute's \$3.15 million budget was used directly for program expenses.

# BUDGET BREAKDOWN



## Grace Institute of New York 2022 Statement of Activities

### Income

#### Contributions & Support

Individual Donations	\$77,516
Foundation	\$2,149,374
Government	\$588,934
Corporate	\$86,021
Net Special Events (Benefit)	\$246,856
Student Fees	\$2,725
Other Income	\$1,113

#### **Total Income**

\$3,125,539

### Expense

Salaries & Wages	\$1,759,959
Payroll Taxes & Benefits	\$310,179
Professional Services	\$177,777
Non-Personnel Expense	\$95,715
Facilities & Equipment Expense	\$118,143
Travel & Meetings Expense	\$9,312
Program Expense	\$25,300
Rent	\$246,549
Other Expense	\$124,416
Depreciation	\$25,038

#### **Total Expense**

\$ 2,892,387

#### **Net Operating Income**

\$260,152

# GRACE INSTITUTE SUPPORTERS

We are grateful to our 2022 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.

## Corporate & Foundation Donors

<b>\$100,000+</b> Clayton, Dubilier & Rice Foundation Grace Institute Foundation Kate Spade New York Foundation Mother Cabrini Health Foundation New York State Department of Labor	<b>\$25,000+</b> HSBC London Stock Exchange Group Metropolitan Commercial Bank The Capital Group Companies The John J. McDonnell and Margaret T. O'Brien Foundation Valley National Bank	Howard Gilman Foundation J.Crew Merrill Lynch Mizuho USA Foundation Regan Family Foundation The Helena Segy Foundation The Hyde & Watson Foundation Women's Bond Club
<b>\$50,000+</b> Lawrence Foundation New York Community Trust Santa Maria Foundation, Inc. Sarita Kenedy East Foundation The Francine A. LeFrak Foundation	<b>\$10,000+</b> American Securities Catholic Charities Archdiocese of New York Con Edison Cross River	<b>\$5,000+</b> Bristol Myers Squibb Foundation LexisNexis Morgan Stanley Rauch Foundation The Jana Foundation, Inc.

## Individual Donors

<b>\$25,000+</b> Patricia Montgomerie R. Ted and Sheila McCarthy Weschler	Marc James Jodi Jefferson Nandhita Karunanithi Paul Mateyunas Maria Miller Donald Neault William H. Newman Lucia Nuzzi-Meyer Vince Pomeranz Judy Rice Catherine J. Rotolo Mary Rutherford Norman R. Sanyour Terry Sears Shruti Thaker Mary Tidlund Milton Tingling Iva Vukina Linda Zukauckas	Jodie Relton Winthrop Rutherford Alan Seget, Esq. JS Wynant
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<b>\$5,000+</b> Charlotte Beyer, Principle Quest Katia Bouazza Chris Cheesman Xenia Emmanuel Peter Gleason Liz Hershfield Cheryl McKissack John Passios Daniel Ramelli Marjorie Salik Julia V. Shea Barbara Yastine	<b>\$500+</b> Ian Arellano David Ashenfarb Maeve Coburn Brendan Doyle Amy Harsch Hedvig Hricak Laura Jogani Laureen Knutsen Carrie McIndoe Elizabeth P. Munson John Mustin Anne O'Malley Alex Paladino Emily Rafferty	
<b>\$1,000+</b> Joseph A. Boshart Mary Burke M. Graeme Campbell Wendy Davies Noreen Doyle Sarah Elliot Gail Erickson Susan Farnsworth George S. Goldberger Elise Holloway Jan Inscho		

# CELEBRATING 125 YEARS OF GRACE INSTITUTE!



In September we gathered with our supporters for a cocktail reception celebrating 125 years of Grace Institute of New York!

We heard from Board Chair Patricia Montgomerie and from Board Member Patrick Grace about their family's history and the genesis of Grace Institute of New York. We also heard from two amazing Grace Institute alumnae, Lydia and Elliana, about their experience at Grace Institute and their journeys to career-track employment & economic self-sufficiency. Lydia works full-time as an Outreach Services Associate at Northwell Health. She also does outreach part-time at Hunger Free America. Elliana works for Phoenix House. It is a recovery rehabilitation organization where she serves as a Community Health Worker, doing outreach in Far Rockaway.

We were especially pleased to welcome New York City's new Police Commissioner Keechant Sewell, the first woman to head the New York Police Department since the department's founding 176 years ago. Commissioner Sewell shared her unique perspective on women moving up the ladder and attaining powerful positions.

We had a wonderful time celebrating with our community and feel re-energized to continue our work empowering women to achieve career-track employment and economic self-sufficiency.

## Our Founders



**William Russell Grace (1832-1904)** was an Irish American politician and businessman, who was elected New York City's first Irish Catholic mayor and founded Latin America's first multinational company in Peru, W.R. Grace & Company. A two-term mayor who fought Tammany Hall and other centers of corruption, Grace received the Statue of Liberty in 1885 as a gift from France. His philanthropy included providing one quarter of the humanitarian aid shipped to Ireland during the 1879 Irish Famine.



**Grace Hoadley Dodge (1856-1914)** was an American philanthropist and the first woman appointed to the New York Board of Education. She is best known for having founded the first Working Girls Society (1884), the Young Women's Christian Association (YWCA) of the United States (1885), and Teachers College (New York College for the Training of Teachers), Columbia University (1887).



**Michael Paul Grace (1842-1920)** was an Irish American businessman, whose success working with his brother, William, spanned shipping, silver mining, and developing valuable guano deposits—a key ingredient to the U.S. agricultural boom. Grace Institute was endowed as a memorial to William's and Michael's parents, James and Ellen Grace, of Ireland.

## Grace Institute at 125: Major GI Milestones

**1897** | Grace Institute is incorporated by the New York State legislature as a tuition-free, non-sectarian vocational school to educate and support women in need, especially immigrant women.

**1898** | Grace Institute opens to an inaugural class of 300 young women, staffed by the Sisters of Charity of New York, with courses in cookery, millinery, childcare, and dressmaking.

**1899** | Enrollment grows to 500. New class offerings include typing, bookkeeping, and stenography.

**1900-1962** | More than 70,000 women receive professional secretarial training in shorthand, typewriting, telephone technique, and business law.

**1972** | Grace Outreach—our sister institution—launches in the Bronx with 32 students receiving high school and college preparatory instruction.

**1996-1999** | Grace Institute professionalizes operations with seasoned instructors having private-sector experience. An updated curriculum emphasizes admin and customer support serving the legal, healthcare, and nonprofit industries.

**2015** | Grace Institute moves to the 14th floor of 40 Rector Street in Lower Manhattan's Financial District. Using the latest technology, its Administrative Professional curriculum covers the full range of computer competencies.

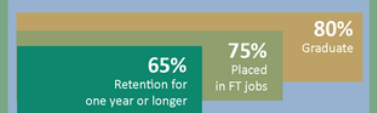
**2016** | A new Patient Service Representative track is launched to help graduates secure career-track jobs in health care, New York City's fastest growing sector.

**2020-2022** | Grace Institute moves to a fully remote and later a hybrid program in response to the global pandemic, including a loaner laptop program.



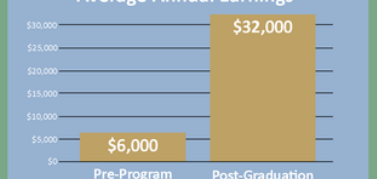
## Our Life-Changing Impact

### Placement & Retention



Grace Institute has trained more than 100,000 underserved NYC women. We serve 85% women of color in all five boroughs, ages 18 to 64.

### Average Annual Earnings



# JOIN US!



As 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. Built into our programs are social work support and real-world discussions about race and gender in the workplace, coupled with counseling and third-party services to help participants handle obstacles to employment, such as precarious housing, caregiving responsibilities, and digital disconnectedness. Our participants graduate with the strategies and tools they need to effectively face these issues. There are many ways to join us in our work to empower and move women in their careers and beyond.

## Enroll

Grace Institute serves a diverse range of women, ages 18 to 64, through two tuition-free, 14-week training programs:

- Office Administration Program: Both the hard and soft skills needed for a successful administrative support or customer service career in any industry.
- Healthcare Administration Program: 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, insurance, and apparel industries. Grace Institute supplements our curriculum with professional development workshops, educational events, and intimate networking opportunities both during the program and long after graduation. We have an active alumnae network that continues supporting 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 pre-screen candidates according to your business needs, arrange interviews, and host virtual job fairs. To begin interviewing qualified Grace Institute candidates, contact John Marimuthu, Director of Talent Services, at [jmarimuthu@graceinstitute.org](mailto:jmarimuthu@graceinstitute.org).





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