2023
ANNUAL REPORT
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<td>Our Board of Directors</td>
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Grace Institute of New York trains and empowers women to achieve employment and economic self-sufficiency. Through free workplace training, wraparound support services, 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 offers career-track training programs in Healthcare Administration and Office Administration, job placement, job retention services, professional development, networking resources for graduates, and counseling support services.

Our training curriculum incorporates job readiness simulations with core professional skills like business communication, scheduling, data entry, entry-level finances, health record management, and more. Participants build resumes and cover letters and prepare for interviews through mock interview events with corporate volunteers.

Once a participant graduates from Grace Institute, they receive one year of job placement counseling to assist them in finding a career-track position with one of our 100+ employer partners. After securing employment, a Grace Institute graduate has lifetime access to alumnae resources and career workshops, and becomes a member of our broad, diverse, and supportive network of Grace alumnae.

Who We Serve
Grace Institute is dedicated to serving unemployed and underemployed women between the ages of 18 and 64 in New York City, with a special focus on women of color and solo parents. We are proud to support a group of diverse, skillful, and experienced professionals on their path to success.

As one of the few workforce training programs in New York City serving only women, 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.

Grace Institute is one of 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.
In 2023, I am proud to share that Grace Institute strengthened its core programs, served more women, expanded fundraising, and laid a solid foundation for an ambitious strategic expansion. We enrolled 210 women, and our metrics demonstrate the excellence of our training, support and placement: 87% of our participants graduated, and we are on track to place more than 80% in a job. Meanwhile, our one-year retention rate continues to increase, with a remarkable 88% staying in their jobs for at least one year.

Most importantly, our participants secure jobs that result in an enormous boost in wage and quality of life. Participants arrive at Grace Institute with an average annual income of $6,000 – either unemployed or working at jobs that have irregular hours, no benefits, and no long-term security or prospects. When women graduate from Grace Institute, their average full-time salary is more than $41,000, with benefits, regular hours, and a path to future advancement. These metrics are a source of pride – in the ambitious women we serve, and in the tuition-free programs we offer.

We strengthened outcomes through enhanced wraparound support that offers assistance every step of the way. In 2023, we added a full-time social worker to our team, and integrated counseling, services, and referrals from admissions through job placement and beyond. Our team helps with everything from securing childcare and combating food insecurity to assisting with mental health issues – with the ultimate goal of ensuring our participants reach their career goals.

Enhanced alumnae support and ongoing professional development opportunities have also strengthened our core programs. Our graduates remain a part of our community, receiving support, additional training, and becoming a part of a lifetime network of Grace Institute women. As they enter their new jobs, we are there, helping make sure that the transition to a professional career is successful and sustainable.

In 2024, I am eager to build on this success and create a strategic plan for growth alongside Grace Institute’s Board and senior leadership team. Our goals include increasing recruitment to serve 300 women - an ambitious milestone that will lead to future scaling of our programs. I also look forward to collaborating with an expanded and energized Board under the inspiring leadership of our new Chair, Iva Vukina, and I remain proud to offer New York City women a unique and proven path to economic empowerment.

With gratitude,
## STATISTICS

### PARTICIPANTS & GRADUATES

<table>
<thead>
<tr>
<th>Statistic</th>
<th>Figure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-Program Annual Earnings</td>
<td>$6,000</td>
</tr>
<tr>
<td>Applications Submitted</td>
<td>585</td>
</tr>
<tr>
<td>Applications Accepted</td>
<td>285</td>
</tr>
<tr>
<td>Graduation Rate</td>
<td>87%</td>
</tr>
<tr>
<td>Number of Graduates</td>
<td>210</td>
</tr>
</tbody>
</table>

### PLACEMENT, RETENTION & ALUMNAE

<table>
<thead>
<tr>
<th>Statistic</th>
<th>Figure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Starting Full-Time Salary</td>
<td>$41,358.75</td>
</tr>
<tr>
<td>Job Placement Rate</td>
<td>75%</td>
</tr>
<tr>
<td>Number of Alumnae events held</td>
<td>16</td>
</tr>
<tr>
<td>Number of Alumnae who attended events</td>
<td>302</td>
</tr>
</tbody>
</table>

### SUPPORT SERVICES

<table>
<thead>
<tr>
<th>Statistic</th>
<th>Figure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Counseling Sessions</td>
<td>1,175</td>
</tr>
<tr>
<td>Laptops Loaned</td>
<td>75</td>
</tr>
<tr>
<td>Round-Trip MetroCards Distributed</td>
<td>700</td>
</tr>
</tbody>
</table>

We responded to more than 75 requests for material assistance in 2023, including the purchase of professional uniforms and hospital scrubs, identification and fingerprinting processing fees, monthly household bills, WiFi services, cell phone bills, and phone service activation fees.
Healthcare Administration Training
Enrollment in the Healthcare Administration training track continued to grow in 2023 to a total of 94 participants, accounting for nearly half of our overall participation, and 46% of all placements. Top employers included Weill Cornell, Mount Sinai Health Systems, Columbia University Medical Center, and City MD.

Office Administration Training
With 116 overall participants and 54% of placements this track remained strong in 2023. Our curriculum is always evolving to reflect the latest technology advances, with new training in AI basics and the latest in Salesforce. Top hiring partners included Goldman Sachs, IBM, JP Morgan, Shearman and Sterling, and Citibank.

Leadership and Management Module
This two-week module continues to provide selected participants with additional training designed to help them secure roles in leadership and managerial positions, with a focus on Executive Assistant, Administrative Supervisor, and Office Manager roles. A total of 26 graduates enrolled in this series in 2023.

Program Updates

Wraparound Support
This year’s historically high 87% graduation rate was accomplished, in part, through enhanced wraparound support services. With the help of a new full-time social worker, participants received ongoing case management that addressed obstacles to their participation. 1,175 individual sessions offered support including career coaching, transportation support, technology support, benefit entitlements, and referral resources for issues such as childcare and housing.

Technology Support
We held Technology Bootcamps at the start of each training cohort for any participants needing a refresher in digital literacy. We also loaned out 75 laptops to participants who do not have a computer of their own, and provided Wi-Fi assistance as needed.

Expanded Recruitment
We hired a new Community Recruitment Coordinator to broaden our reach and nurture partnerships with partners including NYCHA, Children’s Aid, Community Service Society, Jobs Plus/Goodwill, and Bowery Mission. Expanded social media outreach has also raised awareness online. Through these efforts we are on track to enroll 300 participants in 2024.

Alumnae Upskilling
Through monthly online meetings, individual support, and regular communications, our Alumnae Coordinator provided year-round support with more than 18,000 alumnae touchpoints. Our Alumnae Upskilling program offered workshops to 169 graduates during lunchtime and evening hours enabling them to acquire new skills while off the clock.
**DEMOGRAPHICS**

**Borough**

<table>
<thead>
<tr>
<th>Borough</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brooklyn</td>
<td>29%</td>
</tr>
<tr>
<td>Bronx</td>
<td>26%</td>
</tr>
<tr>
<td>Manhattan</td>
<td>23%</td>
</tr>
<tr>
<td>Queens</td>
<td>15%</td>
</tr>
<tr>
<td>Staten Island</td>
<td>6%</td>
</tr>
<tr>
<td>Other</td>
<td>1%</td>
</tr>
</tbody>
</table>

**Race/Ethnicity**

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian</td>
<td>4%</td>
</tr>
<tr>
<td>Black or African American</td>
<td>57%</td>
</tr>
<tr>
<td>Native American/Alaskan Native</td>
<td>1%</td>
</tr>
<tr>
<td>Native Hawaiian/Pacific Islander</td>
<td>1%</td>
</tr>
<tr>
<td>White/Caucasian</td>
<td>12%</td>
</tr>
<tr>
<td>Do not wish to disclose</td>
<td>11%</td>
</tr>
<tr>
<td>Other</td>
<td>14%</td>
</tr>
</tbody>
</table>

**Education Level**

- High School Diploma: 44%
- Associate's: 15%
- Bachelor's: 11%
- GED/TASC: 26%
- Foreign Diploma: 4%

**Precariously Housed**

- Secured
- Cohabitating
- In a shelter/unhoused

**Age**

- 18-24: 12.1%
- 25-44: 63.6%
- 45-64: 24.2%
34-year-old Koumamo was working in retail when the NYC Housing Authority's newsletter, highlighting Grace Institute's offerings, landed in her inbox. Working in healthcare had been an aspiration for Koumamo since she was young, but she believed higher education was out of her reach and her budget. When she learned Grace Institute's training programs were tuition-free, she felt the opportunity to make a big professional change had finally arrived.

Koumamo was accepted into the Healthcare Administration Program and rapidly began to gain knowledge and expertise. With her background in retail, she was familiar with office technology, but found that the program allowed her to freshen up her skills and learn new ways to use technology in today's workplace. Additionally, Koumamo was introduced to foundational healthcare curriculum, including patient care, terminology, HIPAA, how to handle private patient information, medical coding and billing, and using the EPIC database. Koumamo’s experience at Grace Institute gave her skills and real-life scenarios that prepared her for her new career in healthcare.

Koumamo attributes her success to the caring staff members who ensured classes were engaging and informative, and provided additional support to participants when needed. Koumamo has a special appreciation for her Talent Specialist, who kept in constant contact with Koumamo and ensured she was focused on her job search. After graduating, Koumamo received multiple job offers. As she considered career growth and professional development, she decided to accept a Medical Practice Associate role with Columbia University Medical Center. With her experience at Grace Institute and Columbia, Koumamo has opened up a whole new set of future goals and opportunities - including pursuing a college degree and becoming a nurse or physician assistant.

Looking back, Koumamo’s experience at Grace Institute was eye-opening and transformational. She advises incoming participants: “the training can be tough and tedious, but don’t give up - be consistent and success will come!”

“MY CONFIDENCE WAS A 10 AFTER GRADUATING AND ACCEPTED THE OFFER WITH COLUMBIA UNIVERSITY MEDICAL CENTER.”

– Koumamo, 2023 Healthcare Administration Graduate
30-year-old Nichelle was a dog trainer when she developed an allergy and had to leave her job. With just a high school degree, she felt lost and unsure of how to pursue a different career. As she became anxious about how to manage life for herself and her two-year-old daughter, Nichelle experienced a breakthrough, thinking, “What do I have to lose? At some point you have to envision the bigger picture.”

Living in public housing, Nichelle dreamed of a future home for her daughter where she could play safely outside. Most importantly, Nichelle dreamed of a life where living paycheck to paycheck was a thing of the past.

Nichelle enrolled in the Office Administration Program at Grace Institute alongside a friend, who enrolled in the same cohort. Together, they became each other’s cheerleaders as they balanced classwork and family responsibilities. Nichelle also found support through her classmates and instructors.

Nichelle found growth beyond the curriculum, as instructors helped her reframe negative thinking and her love for learning grew. What began as a way to find a new job became a larger journey to growth.

After graduating, Nichelle accepted a full-time position as a Direct Support Professional with JobPath. She loves her work, assisting clients with developmental disabilities and empowering them to lead full and active lives: “I love helping others, letting them shine in their own light!” Nichelle embodies this culture of service in other ways, too, as she connects and refers fellow Grace Institute alumnae to open opportunities at JobPath.

Since graduating from Grace Institute, she has obtained a Women’s Entrepreneurship Certification from Cornell University and a Community Health Worker certificate from Hostos Community College. Additionally, she completed The Coalition for the Homeless’ First Step Program, which prepares women for careers in Human Services, and will pursue an A.S. degree in Community Health at Hostos Community College in September. Nichelle is passionate and unstoppable, and we are confident she will achieve her goals and serve as an inspiration to Grace Institute participants and alumnae.

“Grace is a stepping stone to what you want. You have nothing to lose, but everything to gain.”

— Nichelle, 2023 Office Administration Graduate
## 2023 Budget

### Income

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Individual Support</td>
<td>$76,800</td>
</tr>
<tr>
<td>Foundation</td>
<td>$2,135,504</td>
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<tr>
<td>Government</td>
<td>$530,000</td>
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<tr>
<td>Corporate</td>
<td>$68,478</td>
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<tr>
<td>Net Special Events</td>
<td>$251,285</td>
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<tr>
<td>Student Fees</td>
<td>$2,465</td>
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<tr>
<td>Other Income</td>
<td>$113,662</td>
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<tr>
<td><strong>Total Income</strong></td>
<td><strong>$3,178,194</strong></td>
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### Expenses

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Salaries &amp; Wages</td>
<td>$2,016,180</td>
</tr>
<tr>
<td>Payroll Taxes &amp; Benefits</td>
<td>$356,626</td>
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<tr>
<td>Professional Services</td>
<td>$122,383</td>
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<tr>
<td>Nonpersonnel Expenses</td>
<td>$84,579</td>
</tr>
<tr>
<td>Facilities &amp; Equipment</td>
<td>$131,970</td>
</tr>
<tr>
<td>Travel &amp; Meetings</td>
<td>$2,734</td>
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<tr>
<td>Program Expenses</td>
<td>$18,882</td>
</tr>
<tr>
<td>Rent</td>
<td>$246,524</td>
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<tr>
<td>Other Expenses</td>
<td>$133,846</td>
</tr>
<tr>
<td>Depreciation</td>
<td>$40,199</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$3,153,923</strong></td>
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*These reflect unaudited 2023 financials.*

In 2023, 74% of Grace Institute’s $3.15M budget was used directly for program expenses.*

#### Pie Chart

- **Program**: 74%
- **Fundraising**: 15%
- **Admin**: 11%

**Net Operating Income**: $24,271
Our Supporters

Corporate Sponsors

$250,000+
- Clayton, Dubilier & Rice Foundation
- Grace Institute Foundation

$100,000+
- The Francine A. LeFrak Foundation
- The Harry and Jeanette Weinberg Foundation
- Kate Spade New York Foundation
- Mother Cabrini Health Foundation
- New York State Department of Labor

$50,000+
- The Ira W. De Camp Foundation
- Lawrence Foundation
- New York Community Trust

$25,000+
- The Capital Group Companies
- HSBC Bank
- The John J. McDonnell and Margaret T. O’Brien Foundation
- The Thompson Family Foundation
- Metropolitan Commercial Bank

$10,000+
- Catholic Charities
- Archdiocese of New York
- Con Edison
- The Foundation at Cross River
- The Helena Segy Foundation
- Howard Gilman Foundation
- The Hyde & Watson Foundation
- London Stock Exchange Group
- Merrill Lynch
- Mizuho Foundation
- The Pinkerton Foundation
- Valley National Bank

$5,000+
- Bristol Myers Squibb Foundation
- The Jana Foundation, Inc
- Goldman Sachs
- J.Crew Group, Inc.
- JobsFirst NYC
- LexisNexis
- Montgomeryie Foundation, Inc.
- Morgan Stanley
- Principle Quest Foundation
- W.R. Grace Alumni Association

Individual Supporters

$25,000+
- Patricia Montgomerie
- Anonymous

$10,000+
- David and Lorraine Hendricks

$5,000+
- Kasia Bouazza
- Chris Cheesman
- Wendy Davies
- Liz Hershfield
- Marjorie Salik
- Mary Tidlund
- Iva Vukina
- Barbara Yastine

$1,000+
- Joseph and Valerie Boshart
- Heather Braund
- Graeme Campbell
- Patrick Castellani
- Gemma Di Salvo
- Alexis Drakos
- Sarah Elliot
- Gail Erickson

Individual Supporters

Susan Farnsworth
Egidio A. Farone
Lori Feehan
George S. Goldberger
Sachin Gujral
Elise Holloway
Jan Inscho
Maureen Mannix
James McAteer
Maria Miller
Rebecca Patterson
Vincent and Maryann Pomeranz
Maria Quintyn
Judy Rice
Catherine J. Rotolo
Mary K. Rutherfurd
Norman R. Sanyour
Terry Sears
Alan Seget Esq.
Marcy Swingle
Ashley Weitzman
Linda Zukauckas
Hiring Partner Spotlight: Weill Cornell Medicine

Weill Cornell is renowned for its commitment to excellence in patient care, scientific discovery, and the education of future physicians in New York City and worldwide. Since 1898, their doctors and scientists have been engaged in world-class clinical care and cutting-edge research that connect patients to the latest treatment innovations and prevention strategies.

Grace Institute is proud that this leading New York City hospital has become one of our key hiring partners. Since our partnership began in 2022, they have hired 21 Grace Institute graduates, with 14 graduates hired in 2023 alone. Weill Cornell is a critical and distinguished partner of our Healthcare Administration Program, helping us achieve our goal of placing our graduates in career-track jobs in healthcare.

“Grace Institute is an exceptional institute to receive an introduction to the healthcare field, including help finding gainful employment. It makes me feel good when we’re able to help individuals who otherwise might not have been given the opportunity for a career shift to find full-time employment.

By partnering with Grace Institute I now understand how the program changes student lives. Grace Institute allows the opportunity to help them achieve their career goals. It is empowering to witness and I’m forever grateful to be partnered with the institute. I look forward to continuing our success together.”

- Nabeela Abdullah, Talent Sourcing Specialist, Weill Cornell Medicine
Breakfast with Grace

In October we gathered with our supporters for our annual Breakfast with Grace! Breakfast with Grace is our signature event, increasing awareness and raising funds to support the women we serve.

We heard from Cordelia Francis, an April 2022 Grace Institute graduate, who shared her inspiring journey to a rewarding job with a bright future. Cordelia now works full-time as an Administrative Assistant with HomeWard NYC.

This year’s honoree, Grace Institute Board Member Mary Tidlund, a philanthropist, entrepreneur, author, and advocate for women and girls across the globe, shared her commitment to the advancement of women, and the work of Grace Institute.

We were deeply moved by both women’s stories, and their inspiring words about the importance of Grace Institute.

It was a wonderful celebration with our community, and inspired everyone to continue our work: empowering women to achieve independence and economic self-sufficiency.

"It is a privilege for each of us today to give back some of what has been given to all of us. It is about fulfilling yourself by sharing some of the abundance that has come into our lives with others. It is inspiring to see the changes in the women at Grace after their workforce training and the community they create amongst themselves and the support they can offer each other."

- Mary Tidlund, 2023 Breakfast with Grace honoree
Building sustainable, successful careers for women is our top priority. Through workforce training, wraparound services, job placement, and alumnae networking, Grace Institute participants transform their lives and enter new careers with confidence. Join us in our mission to empower women, and help them move forward 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:** Technical and professional skills needed for a successful administrative position in any field.
- **Healthcare Administration Program:** Essential skills needed to gain an administrative position in the healthcare sector.

To learn more, visit graceinstitute.org/apply-now or contact our Participant Engagement team at 212.832.7605 ext.1650 or admissions@graceinstitute.org.

**Hire a Graduate**

Our Talent Services team will help you find the talent your firm is looking for. We arrange interviews, host job fairs, and source and pre-screen candidates according to your business needs. To begin interviewing Grace Institute candidates, contact John Marimuthu, Director of Talent Services, at jmarimuthu@graceinstitute.org.

**Donate, Volunteer, or Sponsor an Event**

Join the team at Grace Institute with a tax-deductible contribution, event sponsorship, or through volunteering. For more information, contact Leah Cooper, Director of Development, at lcooper@graceinstitute.org.
OUR STAFF

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We are thrilled to welcome Iva Vukina as our new Board Chair. Iva is a Managing Director at Goldman Sachs and has served on the Grace Institute Board for more than seven years. We are excited for this new chapter under her inspired leadership and look forward to the amazing strides the organization will be taking in the years ahead.

A WARM WELCOME TO OUR NEW BOARD CHAIR, IVA VUKINA

Iva Vukina
Board Chair
Managing Director, Goldman Sachs

Barbara A. Yastine
Secretary
Independent Board Director & Advisor

Brendan Doyle
Treasurer
Vice President for Finance, Dominican Academy

Katia Bouazza
Former Vice Chair Americas Global Banking, HSBC

Michelle Cilien
Senior Compliance Business Oversight Manager, TD Bank

Shay Gipson
Founder, The ASG Group

Liz Hershfield
Founder, Green-ish.co

Suzanne Lindquist
Managing Director, Morgan Stanley

Ronita Macklin
Managing Director, UBS

Patricia Montgomerie
Philanthropist

Margo Pilic
Chief of Staff to the CEO, Citigroup

Mary A. Tidlund
Philanthropist