

2018-2019

ANNUAL REPORT



VANDERHEYDEN

Giving new life to youth, adults and families since 1833
• Family Focused • Trauma Informed • Community Based



Ribbon Cutting at the 185th Anniversary Legacy Exhibit at the Rensselaer County Historical Society

Joan Heffler Photography



Celebrating the past & imagining more!

VANDERHEYDEN'S MISSION
TO EMPOWER YOUTH, ADULTS AND FAMILIES
TO BUILD BRIGHTER FUTURES

VANDERHEYDEN

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CERTIFICATION

Vanderheyden is certified by the Sanctuary Institute, a national organization committed to the integration of peaceful responses to trauma-induced behavior throughout every level of organizations that work with traumatized individuals. Our certification was a result of a multi-year effort to build a structure that incorporates seven principles into the day to day operations of Vanderheyden:

- non-violence
- emotional intelligence
- social learning
- open communication
- social responsibility
- shared governance
- growth and change.



A message from the CHAIRMAN OF THE BOARD AND PRESIDENT & CHIEF EXECUTIVE OFFICER

Dear Friends,

As Vanderheyden enters its 3rd Century of providing support services...imagine the country in 1800, wrestling with its identity after the Revolutionary War, its infrastructure tested at every turn, especially for those left behind or forgotten due to the war, epidemics and the struggling economy. The Troy Benevolent Society was organized in the 1800's by fifty-two women to assist destitute children. In October of 1833 the constitution was signed changing the name to "Association for the Relief of Destitute Children". In 1834 the name was changed to the "Troy Orphan Asylum" and in 1942 renamed Vanderheyden. One hundred eighty-five years later we serve over 500 children, youth and families who have experienced family disruption, trauma, abuse, emotional difficulty, developmental disability and learning problems.

As Vanderheyden enters into this milestone, it has been thrilling and amazing to hear from so many sharing their memories of Vanderheyden. We celebrated 185 years with the community at our Legacy Exhibit at the Rensselaer County Historical Society last October. We held our 2nd Annual Day of Remembrance in May, honoring eight war heroes from the Troy Orphan Asylum, Fairview Home and Vanderheyden. We have also held numerous team member events in celebration of this Anniversary. A commemorative book is being written about our history, and we established the "1833 Society" to honor the year the organization was formed.

Vanderheyden continues to strive to be the best place to live, work and go to school as we remain committed to being family focused, trauma informed and offering a community based system of care. You are always welcome to visit and take a tour to learn more about our mission at Vanderheyden as we empower youth, adults and families to build brighter futures.

We take great pride in celebrating 185 years of changing lives to save lives.

On behalf of our Board of Directors we thank our team members, donors, community partners and volunteers for their dedication and support to Vanderheyden.



James Stone

James Stone
CHAIRMAN OF THE BOARD



Karen Carpenter Palumbo

Karen Carpenter Palumbo
PRESIDENT & CEO

MEMBER OF





WHO WE ARE

Vanderheyden is recognized as one of the premier youth, adult and family service agencies in the Capital Region of New York, serving over 500 individuals and families each year. For more than 185 years, we have been providing programs and services to youth and adults from over 30 counties in New York who:

- Have been abused, neglected or abandoned.
- Have emotional, academic and behavioral challenges.
- Have developmental disabilities.
- Are caring for a special needs child or individual at home.
- Are seeking to make sure their children and individuals get the care and services they need to stay healthy with managed behavioral health services and/or comprehensive care management services.



SERVICES

Vanderheyden offers a wide range of programs and services to youth, adults and families through various residential programs at our main campus in Wynantskill, New York, and in the Capital Region community as well as community-based supportive services and programs that encompass a wide geographic area.

YOUTH

- Campus Residential Treatment Center
- Seven cottages in a home-like setting for youth ages 12-21.
- Diagnostic Respite Center that provides up to a 90-day assessment for youth 12-21 who are in crisis.
- In 2018-2019, there were 41 admissions into the RTC, with an average length of stay of 377 days. The RTC had 41 discharges.
- The highest referrals to the RTC came from the NYC Department of Education followed by Albany DSS, Schenectady DSS, Saratoga DSS, Ulster DSS, Rensselaer DSS, Dutchess DSS, and Kingston CSE.

EDUCATION

Fully accredited Richard A. Desrochers Educational Center offers 7-12 grade programs for 88 students that live on our campus and in group homes, and day students that live in the surrounding community and the Hudson Valley.

- Students earn a Regents, a local, or a career development and occupational studies commencement certificate (CDOS).
- Older students with multiple disabilities may earn a diploma in an intensively staffed setting, while learning vocational and job skills with an on-site job coach and transition coordinator.
- Vanderheyden's Regents passing percentage increased from 17% last year to 47% this year. Building teacher skills and competence using professional learning communities and access to integrated technology for inquiry-based learning, along with teachers who focused on providing intensive review and preparation for Regents exams to their students were key to the upsurge.
- The addition of technology hardware and software enriched the learning environment at Vanderheyden, with over 60 Chrome Books available to students.
- Career readiness and pre-vocational skills are a focus for all of our high school students.
- Student employment numbers have increased significantly. This past summer, 30 students acquired part-time jobs both on and off campus. This represents a significant and sustained increase of over 50% from the previous year.
- After school activities such as drama, the student council, dance, music and basketball continue to flourish, with clubs meeting as least weekly. Our singers, band members and dancers had multiple, successful performances and sports games outside our campus.



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SUPERVISED LIVING – IN OUR COMMUNITY

YOUTH

- Males and females ages 12-21 live safely in two group homes in Troy under the regulation of the New York State Office of Children and Family Services.
- Vanderheyden has a hard-to-place group home where the individuals attend local schools and receive services that include life skills, building and relationship development, counseling, family counseling and crisis management services.
- In another group home, young males 16-21 years old have support to learn skills necessary to live on their own when they are discharged at age 21. The youth live at Vanderheyden and work and/or go to school and receive services that include valuable life skills development.
- Vanderheyden expanded its supervised independent living program from eight to 12 young adults to live with support. The young adults live in the supervised independent living program apartments, with support to learn skills necessary to live on their own when they are discharged from foster care at the age 21. They work and/or go to school and receive services that include valuable life skills development.

ADULTS

Day Services

- Day Habitation Without Walls is a five day a week program that provides community-based volunteer and recreational experiences that build skills and develop competency.
 - We provided 1,353 full days of service and 249 half days of service to individuals in this program with an average of ten individuals.
 - Volunteer sites included Meals On Wheels, Hope 7 in Troy, Atria Communities and the Albany City Mission. Other volunteer opportunities included local churches and thrift stores.
- The Day Habilitation with Walls program opened in January 2019. This program combines community-based skill development activities with in-house program-based learning activities.
 - The program serves individuals in the age-out population, along with other adults eligible for this service. The activities in the program promote building skills in the areas of appropriate behavior, relationship building, community inclusion, self-advocacy and independent travel and overall greater independence.
 - On average, Vanderheyden served 13 individuals and provided them with 768 full days and 132 half days.
- The Residential Community Habilitation is for individuals living in a supervised OPWDD (Office for People with Developmental Disabilities) residence. A team member works with the individual to access resources and support to be part of the community. Last year, over 5,526 hours of service were provided.
- The Community Support Individualized Residential Alternative (CSIRA) program provides apartments in Troy and Menands where adults and their children receive the level of support they need to continue to thrive.

FAMILIES

- Community Habilitation is a community-based service for children and adults who live in the community. A team member works with the individual to access resources and support to be part of the community. Over 7,119 hours of service were provided.
- Services began on January 1, 2019 for children who can benefit from the new NYS Children and Family Treatment Support Services (CFTSS.)
 - Children and youth who are covered by Medicaid and have mental health and/ substance use needs can get CFTSS.
 - CFTSS Services are intended to support and stabilize a child in the community.
 - Services are delivered in their natural environment including, home, school or other community setting.



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- Available Services include Other Licensed Practitioner (OLP). Assessments for mental health and/or substance use needs, identifying strengths and abilities through individual and group therapies, individual, group or family therapy where most comfortable.
- Community Psychiatric Supports and Treatment (CPST). CPST are goal-directed supports and solution focused counseling services intended to address challenges associated with mental health needs and to achieve goals set forth in a child's treatment plan and
- Psychosocial Rehabilitation (PSR). PSR services are hands-on support interventions intended to teach skills and restore and rehabilitate a child's social, interpersonal, and community functioning.



- Care Management – NYS Health Home Care Management Services for Children and Youth.
 - Children/Youth must meet all eligibility requirements to be considered for enrollment. The criteria: Child/youth currently has active Medicaid and the child/youth resides in one of the following counties: Albany, Schenectady, Rensselaer, Saratoga, Columbia, Greene, Warren and Washington.
 - Child/Youth must also meet the NYS Department of Health Eligibility Criteria of two or more chronic conditions. (ex. Substance Use Disorder, Asthma, Diabetes)
- Or**
- One Single Qualifying Chronic Condition of HIV/AIDS or a serious emotional disturbance OR complex trauma. Child/Youth has significant behavioral, medical or social risk factors which can be addressed through care management.
 - Care Management services are voluntary and the youth and/or parent/legal guardian are asked to consent during the outreach and engagement process. The Care Manager works not only with child / youth but all who are in the family and works to provide support and stability to family while re-connecting with providers to ensure child/ youth health.
- Health Homes. Vanderheyden provided care management to over 90 individuals and families in 2018-2019. The number of hours provided were over 8,320.

Community Habilitation

- Community Habilitation services are provided at home and in the community to help individuals to learn and keep the skills they need to live safely and more independently; meet people; take part in community activities; be part of their community.
- Families/individuals with a developmental disability received over 1779.75 hours of service while in 2016 we provided 1, 453 hours of these services.

Individualized Services and Support (ISS)

- Ensures individuals can live independently by providing funds to pay for housing costs and on a limited basis, for such things as food, transportation and clothing. These individualized services include more opportunities for self-direction and independence.

Bridges to Health (B2H)

- Provided over 254 hours of services in- home and in the community.
- Family/care giver supports and services.
- Special needs community advocacy and support.
- Planned respite and immediate crisis response services.

Home and Community Based Service Waiver

- Provided needed services to children and families to enable their family to remain intact.
- 81 hours of respite services in 2018-19.
- Provided 102 Caregiver Family supports and service hours
- 74 hours of skill building services.



HEALTH SERVICES

- In October 2018, employee and residential influenza clinics were held, where 37 residents and 44 employees were vaccinated.
- In January 2019, the Health Services Office was reconstructed, revised and additional equipment was purchased to comply with 29i requirements.
- An annual blood drive in conjunction with the American Red Cross was held in February 2019.

185th
ANNIVERSARY
imagine
MORE

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VANESSA'S STORY

Vanessa C. is the latest graduate from Vanderheyden's Supervised Independent Living Program (SILP) in Troy. And, what a success story she is! Two-and-a-half years after leaving her foster family and joining Vanderheyden, Vanessa now has her own apartment and makes her own decisions.

The Schenectady County native became a member of our SILP program after her caseworker thought Vanderheyden would be a good environment for her.

"I lost my foster Mom, and then, three months later I lost my best friend," Vanessa said. "I was going through the hardest time of my entire life, so I was in a really, really low, low point."

Because it was a tough year for her, Vanessa said she struggled while in SILP for almost a year and a half until she found her way.

"I was finally able to get a job and maintain that job for another year and a half. I left there, and now I'm at Starbucks full time for almost three months," she said.

Vanessa attributes her success to our SILP Team Members.

"They helped me by continuing to give me chances. They worked with me and they were patient with me," she said. "I'm still really grateful and appreciative of that because other people wouldn't have. They were there for me every step of the way. I'm glad that I stayed here."

Team Members like Life Skills Specialist Nicole Gentile really helped her the most, Vanessa said.

"I was really able to open up to Nicole a lot about my health, my feelings, and how I was feeling in that moment, and she was always there to listen to me," she said.

Carrie Relf is Program Coordinator for SILP. Vanessa said all the questions Carrie asked her such as "What did you do last night? Why weren't you at this appointment this day?" were just to put her on the right track.

"One thing I reflect on the most is that she was just there to help me, and I took a lot of anger out on her, and she didn't deserve that," she said. "She was just trying to help me."

The SILP Team Members also showed her a lot about independent skills, and changes that are happening in her life, Vanessa said.

"I was scared of change, and I don't give myself a chance. I don't tell myself that hey, you will be okay, you just take baby steps to get to that point," she said. "I think it's nice that they helped me realize to give yourself a chance, and you will get there."



"They helped me find a job, and they helped me maintain that job with coping mechanisms. That was a big accomplishment to me," she said.

She also learned how to be self-sufficient, and even bought a car all by herself. Vanessa said it felt good to accomplish that.

"I learned a lot about independence and realizing that you are only getting older, so you have no choice but to start being responsible for your actions and for yourself. They helped me realize that," Vanessa said.

The performing arts - music, art and acting - are very enjoyable to Vanessa, and she said they helped her get out of her slumps.

Her first musical production was in middle school, where she played the Queen of Hearts in Alice in Wonderland. Community theater is something Vanessa hopes to get into again. She previously had parts in shows by Lights Up Productions in Albany and the Schenectady Light Opera Company.

Vanessa has advice for other teens who enter the SILP program who may be in a similar situation as she was.

"Let the staff help you, but also help yourself," she said. "Don't just depend on them to help you get better. You need to do it for yourself as well. It takes a lot of guts, but you can do it."

Good luck, Vanessa! We will miss you! Thank you for being a part of Vanderheyden! You are an inspiration to all!

VANDERHEYDEN'S 185TH ANNIVERSARY LEGACY EXHIBIT



Joan Heffler Photography



Joan Heffler Photography



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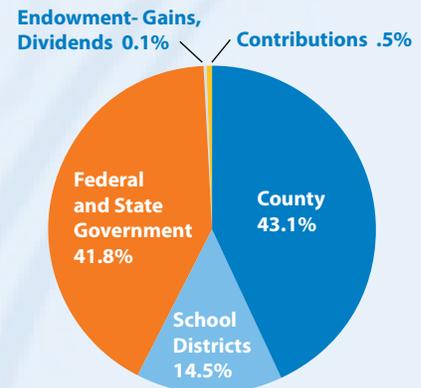
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FINANCIALS

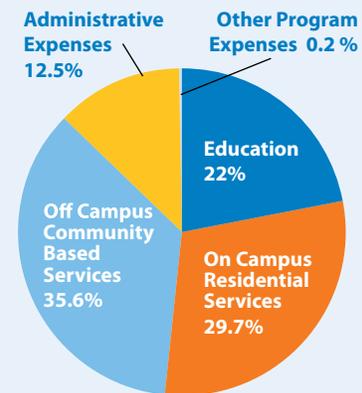
Vanderheyden
 Net Income/(Loss) From Operations*
 For Year Ending June 30, 2019

REVENUE	
Counties	\$8,789,437
School Districts	\$4,229,009
Federal and State Government	\$7,585,422
Endowment- Gains, Dividends	\$68,552
Contributions and Fundraising	\$207,255
Other Revenue	\$110,000
Total Revenue	\$21,059,675
EXPENSES	
Education	\$4,684,306
On Campus Residential Services	\$6,338,464
Off Campus Community Based Services	\$7,580,582
Administrative Expenses	\$1,983,050
Other Program Expenses	\$215,116
Total Expense	\$20,801,518
Net Income/(Loss)	\$258,157

Revenue By Source



Expenses by Program



FUNDING SOURCES

Vanderheyden's work and its \$21 million budget is funded by:

- NYS Education Department
- NYS Office of People with Development Disabilities
- NYS Office of Children and Family Services
- New York State Department of Health

*Excludes Actuary Adjustments for Defined Pension Plan; Results of operations pending 2019-2019 audit.



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Theresa Zema

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Albany's Golden Cue Billiard
Lounge & Sports Pub
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Crisafulli Brothers
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Doane Stuart
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Dzembo's Dairy
Emma Willard
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Energy Partner Consultants
Enterprise Fleet Management
Evangelical Lutheran Church
Evangelical Lutheran Church
Ladies Aid Society
Fidelity Charitable GiftFund
Finch Paper LLC
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Grethen Cahrenger Memorials
GTM Payroll Services Inc
Hannaford
Hannaford Distribution Center
Hannaford Helps Schools Program
Hannaford Supermarkets
Hoffman Car Wash Jiffy Lube
Hudson Valley Community College
Hope House, Inc
Insurance Industry
Charitable Foundation
John Ray & Sons
Joseph P. Mangione, Inc
June's Beauty Salon, LLC
KeyBank
Kinderhook Bank
KPMG
Knit Knuts
La Salle Institute
LaBella's Pizza and Restaurant
Lakeview Inn on Crystal Lake, Inc.
LaSalle School
LeverPoint Management
Loudonville Community Church
Long Energy
Make It Out Apparel
Marvin and Company PC
Masry Charitable Foundation Inc
Endowment
Mohawk Honda

Morgan Stanley
New York Football Giants
New York Insurance Association
New York Jets
Noppers Collision
North Greenbush Memorial Post #1489
North Greenbush Youth
Make a Difference Inc
Northeast Health Foundation
Nothing Bundt Cakes
Omni Development Company, Inc
OrgStaffing Solutions LLC
PayPal Giving Fund
Philly and Charlie Dake Fund of the
Cornell University Foundation
Pinnacle Human Resources LLC
Pioneer Bank
Price Chopper Market 32
Price Chopper's Golub Foundation
Regeneron Pharmaceuticals Inc
Renaissance Corporation of Albany
Rensselear County Regional
Chamber of Commerce
Repeat Business Systems
Rifenburg Construction, Inc
Rivers Asset Recovery
Robert Half
Rose & Kiernan, Inc
RPI
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Sano Rubin
Saratoga Restaurant Equipment Sales
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SEFCU
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Sysco Albany
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The Louis Weinberg Foundation, Inc.
The M&T Charitable Foundation
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The Robison Family Foundation
The Silver Parrot
TL Metzger & Associates LLC
Together We Rise
Uncle Sam Lanes
Ungerman Electric Inc
Warren W Fane Inc
Wiley A. Wiley Land Surveyor
Wilmington Trust
Wm. J. Fagan & Sons
Yonder Farms
Zachary's Pastry Shoppe
Zema's Nursery



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