

2020-2021

ANNUAL REPORT



VANDERHEYDEN

Giving new life to youth, adults and families

MORE THAN
185
YEARS



Empowering Hope and Resilience

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.



Greetings Dear Friends,

SUPERHEROES work at Vanderheyden. Last year at this time, we were all dealing with the new "normal" during the pandemic. As an essential business, Vanderheyden continues with the on-going protocols for health and safety in all our programs to ensure that those we serve, and our Team Members, remain well.

Since Vanderheyden was established in 1833, so much history has taken place - the Civil War, two World Wars, the depression, Civil Rights and so much more. We have endured history and will continue to prevail through COVID-19. What has not changed, is our organizations' dedication to work every day to meet the challenges of life and empower youth, adults and families to build brighter futures.

As we continue our programs to serve youth, adults and families, we are thankful to our amazing staff who serve 24/7, 365 days a year. They tirelessly support more than 500 youth, adults and families in educational, residential and numerous community programs to carry out our mission of changing lives to saving lives.

This year we are thrilled to return to our agency's roots and to grow our Community Services programs with offices in the heart of downtown Troy. We continue our telehealth platform to assist our families enrolled in our home support programs and are now expanding to in-person visits. Our educators and administrators continue to identify the most effective way to provide special education to those at risk of not succeeding at school. In all, we have built a culture where our mission and values are our passions.

On behalf of the Vanderheyden Board of Directors and myself, we sincerely thank our Team Members, Donors, Community Partners and Volunteers for their dedication and support to Vanderheyden in 2020-2021. As we continue to adjust to a new normal in an unprecedented time, one thing is for certain - we are **#VANDERHEYDENSTRONG.**



James Stone

James Stone
CHAIRMAN OF THE BOARD



Karen Carpenter Palumbo

Karen Carpenter Palumbo
PRESIDENT & CEO

MEMBER OF

COFCCA





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 Wyncatskill, 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 2020-2021, there were 56 admissions into the RTC, with an average length of stay of 363 days. The RTC had 57 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, Columbia DSS and Herkimer DSS.

EDUCATION

Our fully accredited Richard A. Desrochers Educational Center offers grades 7-12 programs for 96 students that live on our campus, in group homes, and day students that live in the surrounding communities.

- Students can earn a Regents, a local, and/or a Career Development and Occupational Studies Commencement Certificate (CDOS).
- Students with multiple disabilities may earn a Skills and Achievement Commencement Credential (SACC) in an intensively staffed learning environment, while acquiring vocational and job skills with an onsite job coach and transition coordinator.
- Building teacher and student skills and competence using technology, specifically the Google Classroom platform.
- The addition of 1:1 Chrome Books for each student is enriching the learning environment at Vanderheyden.
- Career readiness and pre-vocational skills are a focus for all of our high school students.
- Student employment numbers are back on the rise as we transition to a safer COVID 19 school and community settings. We anticipate having 38 students working on and off campus in the next few months. We will continue to make sure our students, staff, and community members are adhering to the COVID precautions while in the work environments.
- Our data supports that our clubs and after school activities provide students with an opportunity to highlight their talents and interests. We have also found that these activities motivated our students to work to their potential and to improve and maintain positive behavior in order to participate in these afterschool clubs and activities. We anticipate opening up our clubs and activities when we can do so responsibly and safely in light of the pandemic.



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COMMUNITY LIVING

YOUTH

Vanderheyden offers two group home residences: One for Males age 12-21 years of age live in Troy under the regulation of NYS Office Children Family Services. These young men attend local schools in Troy/ Questar/Boces educational programs. The individuals receive services that include life skill training including how to look for a job, how to write a resume, job seeking skills, etc. The individuals participate in recreation within the residence and in the community. Services also include individual counseling, family counseling, and crisis management services. Young adults also are involved in community activities such as Taekwondo, guitar lessons, etc.

The other group home is co-ed for 12-21 years of age who are dually diagnosed - mental health and developmental disability. The individuals attend local schools in Troy/ Questar /Boces educational programs. The individuals receive services that include life skill training, therapeutic recreation assistance. Services also include individual counseling, family counseling, clinical groups and crisis management services. Young adults also are involved in community activities and events.

Vanderheyden also has a Community Living program to meet the needs of young adults 16-21 years of age. These young adults receive support from staff to help them thrive in the community while living in an apartment. The young adults receive support to learn and practice the necessary skills needed to live on their own once discharged from foster care at the age of 21. The young adults in this program attend local schools in Troy/ Questar/ Boces, local community colleges, trade school or work in the community. The individuals work and / or go to school and receive services that help them gain needed skills to live independently in the community.

ADULTS

Vanderheyden offers a range of care for individuals with intellectual/development disabilities who are eligible for services.

Individualized Services and Support (ISS): Ensures individuals can live independently by providing funds to pay for housing costs and on a limited basis start up costs of items needed to move into their home for identified individuals. These individualized services include more opportunities for self-direction and independence. ISS is a residential program that supports and assists individuals who are capable of living independently with minimal assistance.

Day Habilitation Programs: The programs promote building skills in the areas of relationship building, community inclusion, self-advocacy and overall greater independence. **There are two opportunities for Day Habilitation** - one is with walls, the other without walls, both provide community based volunteer and recreational experiences that build skills and develop competencies. Individuals in the Day Hab with walls program are on site in East Greenbush. Here the day program combines community based skill development activities with an in-house program based learning activities. Individuals have the opportunity to stay in the program for the day participating in house activities such as cooking/baking, wellness activities, arts & crafts and have the opportunity to go out for planned activities in the community. The with walls program has census of 12 with 10 on average coming to program.

The Day Hab without walls program is out in the community each day. The individuals participate in activities in the community such as local fairs, work at Volunteer sites such as Hope 7 in Troy, local churches and thrift stores. Individuals served in 2020-2021 without walls were 12, with many COVID restrictions the program closed temporarily and was able to re-open.

Community Habilitation program provides support to adults and children throughout the Capital Region in achieving desired outcomes related to integration, socialization, productivity and overall independence. Services assist individuals who live independently or at home with family learn about and experience community based activities. Community habilitation can be provided at home and in the community. Team Members assist the individuals to learn skills they need to live safely and more independently. Residential Community Habilitation services are also provided to individuals who reside in a certified OPWDD (Office of People With Developmental Disabilities) site. Services are provided in the community to assist with community integration, provide opportunities for skill building, and work towards personal goals



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RESIDENTIAL OPPORTUNITIES/SERVICES:

Vanderheyden has 6 supervised Individual Residential Alternative homes - Glens Falls, Averill Park, Schodack, Troy, East Greenbush and Rensselaer. Our programs serve individuals with all levels of skills and disabilities and are designed to provide individualized experiences. Team Members provide support with activities of daily living assistance and community inclusion. Individuals participate in a variety of different activities in the community and attend a variety of different programs during the day - from day programs to receiving residential community habilitation. We served 54 individuals in 2020-2021.

The agency also has a Community Support Individualized Alternative (CSIRA) program. This program provides apartments in Troy and Glens Falls where adults and their families receive the level of support they need to continue to thrive. We provide residential services and supports to individuals. Services include assistance with activities of daily life, socialization activities, grocery/menu planning, meal preparation, recreational opportunities, apartment maintenance and nursing services. Individuals live independently with staff support. We served 2 families, 13 individuals.

Residential Community Habilitation program provides support to adults throughout the Capital Region living in an OPWDD residence and need additional supports to achieve desired outcomes related to integration, socialization, productivity and overall independence and person centered. Services assist individuals who live in an IRA to learn about and experience community based activities. Staff help the individual's practice skills and improve skills needed to live safely and more independently working towards personal goals, meet people, take part in community activities and be part of the community. Residential Community habilitation services are also provided to individuals who reside in a certified OPWDD site. Services are provided in the community to assist with community integration, provide opportunities for skill building, and work towards personal goals. Service hours: over 2,000 hours of Residential Community Habilitation were provided, 8,065 units from July 2020-June 2021.

FAMILIES:

Community Habilitation to OPWDD eligible children/youth provides support to families with children with developmental disabilities throughout the Capital Region in achieving desired outcomes related to integration, socialization, productivity and promote independence and are person centered. Community Habilitation is provided at home and in the community. Team Members assist children/young adults to learn and keep the skills they need to live safety in their community and become more independent, work towards personal goals, and take part in community activities. Service hours: over 26,000 hours of Community Habilitation was provided, 10,701 units from July 2020 to June 2021.

Health Home Care Management Services for children and youth: A community based care management service model whereby all of a child's caregivers & providers communicate with one another so that all of the social, physical, and behavioral needs are addressed in a comprehensive manner. This is done by dedicated Care Manager who oversees the child's care and provides support and access to all the services needed to keep the child healthy & out of the hospital.

We started January of 2020 with 92 clients and the program has continued to increase their census monthly and the census is currently 153. We partnered with Hoosick Street Pediatrics and in the last year partnered with 3 more Pediatric providers: Community Care (Gansevoort), Capital Care (Troy), and the Mental Health Association of Columbia/Greene County. We now have a Care Manager based at the Mental Health Association. One of our successes is a young adult who has overcome many obstacles and graduated high school and is now enrolled and participating in an LPN program.



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Children and Family Treatment and Support Services (CFTSS). Vanderheyden is a designated provider of these services for children and youth who are covered by Medicaid and have mental health and/or substance use needs. CFTSS Services are intended to support and stabilize a child in the community. Services can be delivered in their natural environment including, home, school or other community setting. These services were provided over the last year to children 21 years of age and under and their families to empower families, improve their health, well-being and quality of life. The services strengthen children/teens/family relationships and help them make informed decisions about their care. We provide 5 services:

1. **Other Licensed Practitioner (OLP):** Assessments for mental health and/or substance use needs, identifying strengths and abilities through individual and group therapies, individual, or family therapy where most comfortable.
2. **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
3. **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
4. **Family Peer Support Services (FPSS):** FPSS are an array of formal and informal activities and supports provided to families caring for/raising a child who is experiencing social, emotional, medical, developmental, substance use, and/or behavioral challenges in their home, school, placement, and/or community.
5. **Youth Peer Support and Training (YPST):** YPST services are formal and informal services and supports provided to youth, who are experiencing social, medical, emotional, developmental, substance use, and/or behavioral challenges in their home, school, placement, and/or community centered services.

Family Peer Support Services within Rensselaer County: Funded through a grant with Rensselaer County Mental Health for non-medicaid eligible families. Our family Support Services program provides an array of services that provide support and advocacy for families with children that are experiencing social, emotional and/or behavioral challenges and reside in Rensselaer County.



ENDIA'S STORY

"I worked with Vanderheyden for over 3 years. Vanderheyden assisted me in planning out my future educational goals and career path. A positive experience I had with Vanderheyden was that they helped make sure everyone was on the same page as far as my plans and accommodations for school. They provided guidance, advocacy, and encouragement.

Currently I am a recent high school and cosmetology school graduate with plans to attend nursing school in the fall for LPN degree. Vanderheyden also works with my brother who is 12 and they assist with medical and school issues for him. The people we've worked with have been easy to talk to and always offer help and offer ideas."

Endia and her brother are two outstanding stars from the Health Home Program. Throughout their time in the program, both have made progress in their individual goals, and have shown growth. Endia has been able to improve communication skills with her mom and brother, along with the process of deciding on a career path. Endia's brother has made strides in his literacy goals, and their mother is a wonderful advocate for her kids.



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Thank you to all our donors

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FINANCIALS

Vanderheyden
Net Income/(Loss) From Operations*
For Year Ending June 31, 2021

REVENUE

Counties	\$8,949,521
School Districts	\$4,089,384
Federal and State Government	\$8,872,710
Endowment- Gains, Dividends	\$278,000
Contributions and Fundraising	\$374,555
SBA PPP Loan Forgiveness/PRF Funds	\$4,439,327
Other Revenue	\$295,724
Total Revenue	\$27,299,221

EXPENSES

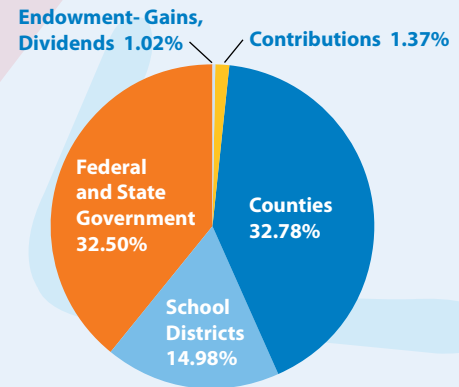
Education	\$4,507,717
On Campus Residential Services	\$6,556,328
Off Campus Community Based Services	\$8,909,465
Administrative Expenses	\$1,987,438
Actuarial Losses for Defined Benefit Plan	(\$1,241,377)
Other Program Expenses	\$430,430
Total Expense	\$21,150,001
Net Income/(Loss)	\$6,149,220

FUNDING SOURCES

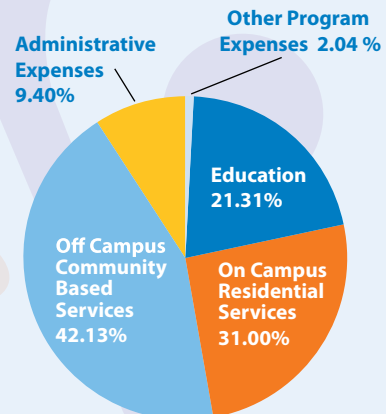
Vanderheyden's work and its \$23 million budget is funded by:

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

Revenue By Source



Expenses by Program



*Results of operations pending 2020-2021 audit.



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