

ANNUAL REPORT 2020-2021

HDSW IS...



HUMAN DEVELOPMENT SERVICES OF WESTCHESTER

www.hdswny.org #HDSWNY
914-835-8906

930 Mamaroneck Avenue
Mamaroneck, NY 10543



To Our Donors and Friends

Each year we come to you with our Annual Fund Appeal, presenting testimonials from clients or describing new programs we have or are about to open. Sadly, for the second time, we focus on the pandemic. Twenty-one months and a few days have passed since New York State went on pause. Each one of these 919,801 minutes will be remembered by every member of the HDSW family. How is it possible to recollect so many individual minutes?

When you operate programs 24/7, especially during unprecedented times, you remember every second of a global pandemic that has hit your staff as hard as it has hit clients and colleagues alike. You quickly realize how many people, gloves, masks, paper plates, gallons of sanitizer, etc. you really need to keep the doors open every day. First and foremost, you remember the people. You remember the first time someone offers to take on extra responsibilities, on top of their already busy schedules and you remember every time after. You see courage, you see tears, you see strength. There are not words enough to express your gratitude.

Sadly, you remember the first call from a family member after their loved one has passed from this pandemic. You remember every one of those calls. Their expressions of appreciation for their loved one having found a job, gone to school, finding an apartment after years of living in a car. The family says HDSW and the program which supported their loved one was a lifesaver. They cannot believe after years of struggle, finally finding stability, their loved one passes too soon from a disease they struggle to understand. There are not words enough to console them.

We have received hundreds of calls, cards, and notes from clients since March of 2020 saying thank you. We have heard over and over versions of "This program has been a lifeline" "I have been so isolated. If it were not for my HDSW life preserver, I would not be here today" "I thank you for having staff available to me throughout the pandemic. HDSW saved my life." There are no words to express the honor it has been to serve during this time.

Our HDSW Team is grateful as well. Grateful to our donors, private Foundations and Governmental partners for their continued support, which allows us to continue offering programs and services for the people of Westchester. Please see page 9 to read about our Independent Practice Association and the various Associations who have provided vital supports to us since the first days of this epidemic.

The pandemic unfortunately continued to touch HDSW, even though we have been educating and assisting clients and staff to obtain the COVID-19 vaccines and booster. We Tragically, we have lost a few clients to this terrible pandemic and staff have lost family members as well. We extend our deepest condolences to family, friends and to staff members who worked with our clients and offer condolences to colleagues and friends who lost loved ones themselves. We would be remiss if we did not remind all who have not yet received the vaccine to please do so, and to those who are eligible, to receive the Booster. Remember taking the vaccine, first and second, and then following up with the booster protects you and those around you. Additionally, we are mourning the loss of four long serving members of the HDSW Board of Directors and Advisory Board members. Please read on page 14, the distinguished service of **Doris Reavis, Marcia Jacobs, Sandra Blum, and Anne Marder**. Each individual was dedicated to the mission of HDSW and those we serve.

We gratefully acknowledge the tireless essential heroic service of our staff, the Board of Directors, the Board Advisory Council, and the members of the HOPE House Advisory Committee throughout this last year. And we are forever grateful for your on-going dedicated support. We cannot do What Matters Without You!



Kathy Pandekakes
Chief Executive Officer

Elizabeth A. Rossi
President, HDSW Board of Directors

HDSW IS...HUMAN: A COMMUNITY COUNTING ON ONE ANOTHER

The HDSW community is made up of people...from those we serve, to our vendors, to the community service providers we collaborate with...to our Board of Directors, our donors, family members and friends. We are all connected by the HDSW Mission, which is to **Provide quality behavioral health, rehabilitative, health, residential, and community stabilization services in Westchester County. HDSW is dedicated to empowering the individuals and families we serve to achieve self-sufficiency.** Everything HDSW does is person-centered, culturally competent and strength based. We ask, What Matters, and provide What Matters Most to those we serve.



Kelly Darrow, Chief Program Officer and Kathy Pandekakes, HDSW CEO, present Bernadette Kingham-Bez with proclamations from the NYS Senate, Westchester County Board of Legislators and the NYS Assembly and award from HDSW in recognition of her outstanding service to HDSW and the community.

The HDSW June 2021 GALA, held via Zoom, celebrated these human connections by highlighting the extraordinary support of community leaders: Bernadette Kingham-Bez, Executive Director of St. Vincent's Hospital Westchester, and a Senior Vice President of Saint Joseph's Medical Center; Sabrina Borst and Peter Rubenstein. Together, Sabrina, Peter and their families were the catalysts for driving the fundraising efforts to establish the HDSW Living Room Crisis Day Respite Program in memory of their son Mark Rubinstein, who was a Care Manager at HDSW.

The pandemic has connected the HDSW community in every possible way. Clients have depended on us for more information, increased linkages, expanded services, and of course access to PPE, COVID testing, vaccine, and boosters. Families have depended on us to keep their relatives safe. Providers have depended on us to assist clients with connection to tele-health appointments. We have depended on our elected officials, community partners, and others for information, access to PPE, COVID-19 testing, vaccine, boosters, and increased funding to address continuing increased expenses.



Bravo Metropolitan Klezmer!



Peter Rubenstein and Sabrina Borst receive awards and proclamations from Kathy Pandekakes and Kelly Darrow for their ongoing dedicated service to HDSW.



Kathy Pandekakes presents Commissioner Norma Drummond an essential superhero pen for all her support throughout the pandemic.

We were honored to have then Lieutenant Governor Kathy Hochul join us to celebrate the extraordinary efforts of our Community Leaders for their Distinguished Service & Leadership Throughout the Pandemic. We were honored to have join us via Zoom: The Hon. George Latimer, Westchester County Executive; **Norma Drummond**, Commissioner, Westchester County Department of Planning; **Michael Orth**, Commissioner, Westchester County Department of Community Mental Health; **Hon. Shelley Mayer**, NYS Senator, **Hon. Steve Otis**, NYS Assemblyman; **Nancy Barr**, County Legislator, District 6, **Catherine Parker**, County Legislator, District 7. Corporate AV provided the technical assistance we required to make our Zoom event such a success. GALA 2021 guests received Hors d'oeuvres Boxes, created by Caperberry Events, which were delivered to their homes or offices. The

boxes also included HDSW coffee mugs, donated by ProForma Graphic and Promotional Services and coffee pods donated by Pascal Coffee Roasters in Yonkers, NY. Attendees enjoyed an Art Show and Sale by HDSW Client Artists. Metropolitan Klezmer joined us to provide the most wonderful music which was the highlight of the evening.



Commissioner Michael Orth was recognized for his outstanding support throughout the pandemic.

HDSW IS...DEVELOPMENT

Funding Year 2021 certainly presented some challenges; however, there were opportunities as well. The pandemic had several foundations turning their support to COVID-19 research, in-patient care and funding agencies that provide food pantry services, all critical services needing financial assistance. Those who seek services from HDSW expect that we provide the same level of support as we did before the COVID-19 crisis.

Through our virtual events (the 2021 GALA, and Cooking For HOPE with Chef Cara Tannenbaum and host Emily Cohen) and our Annual Fund Campaign, our donors, families, and friends provided much needed support for those services not funded through Medicaid, Governmental or other Grants, and reimbursement received from residential or other program fees. We are grateful to Corporate AV who produced the GALA and Cooking For HOPE and for all who came together to make these events such a great success.

Social distancing did not keep us from coming together to celebrate the work of the past year and that of HOPE House, through the Annual Open House, which was held virtually, again with the help of Joe Guilderson and his team at Corporate AV. We gathered on the evening of November 17, 2021. The evening focused on our support of families, both of those we serve and support provided to family members of those we serve. HDSW has a Permanent Supportive Housing Program which provides housing for over 40 families and over 100 children. During the Annual Meeting we heard from several family members who shared their stories with us. We are forever grateful to them for sharing their HDSW experiences. During 2022, HDSW will continue meetings and education workshops via zoom for families. (Continued on page 10.)



The Corporate AV Team and Chef Cara during the Cooking for HOPE event.

HDSW received the following Grant awards during the 2021 funding year:

- ❖ **Community Development Block Grant** for The Living Room
- ❖ **Community Development Block Grant** for HDSW
- ❖ **Dammann Fund** to support the Peer Care Management Training Program at HOPE House
- ❖ **David and Katherine Moore Foundation** to support HOPE House and HDSW
- ❖ **Fanny & Svante Knistrom Foundation** for HOPE House
- ❖ **Field Hall Foundation** Grant to support expanded services to seniors in The Living Room
- ❖ **Helping Hands For the Homeless & Hungry** on-going funding to provide Food Pantry for HOPE House
- ❖ **Office of Children and Family Services** for HOPE House
- ❖ **United Way of Westchester & Putnam** to support COVID-19 Response
- ❖ **Westchester County Department of Planning** for Emergency Rental Assistance Program Administration

HDSW Family Members share their HDSW stories during the 2021 Annual Meeting



Lilian Sicular, Family Member and Co-Chair of the HDSW Development Committee.



Mary Zingaro, pictured with son, Joey Zingaro, and Westchester County Executive George Latimer during the 2019 HOPE House Open House. Mary is also a member of the HOPE House Advisory Committee.



Evan Jeske, Family Member and member of the HOPE House Advisory Committee.

HDSW IS...SERVICES IN WESTCHESTER

HOPE HOUSE: STILL HAVING OPPORTUNITIES EVERYDAY

HOPE House is a Clubhouse program offering employment, education, and social engagement services to adults 18 years and over. Prior to the pandemic HDSW was serving members from every corner of Westchester. They drove, walked, took a cab, or came by train, bus, paratransit or were able to receive transportation from the HOPE House van. The Clubhouse staff, during the past twenty months, have been reinventing how to provide Psychosocial Club services during a pandemic. Operative word SOCIAL. Everything that happens at HOPE House involves people. One person helping another, coming together to assist two others, who know of four more who need something too!



Donna Rosado, HOPE House Program Coordinator, prepares for curbside Thanksgiving food deliveries to Members.



Mr. James Pace, HDSW & HOPE House driver and diaper bank "Stork," ready for his daily curbside deliveries with Members or clients who have requested diapers from the HDSW Diaper Bank.



Thanksgiving Feast To Go! HOPE House created and delivered hot meals for the Members to enjoy Thanksgiving since gathering at HOPE House was not possible during the 2020 holiday season. We express our appreciation to Rabbi Bruce Freyer, Emily Cohen, and the members of the Trinity Church who provided donations that made celebrating Thanksgiving possible for our Members.

How do you move a program that depends on social connections to one which provides both in-person and remotely? How can you possibly have an art class or Job Club over the phone or by Zoom? Spend a few minutes at HOPE House these days and it's clear right away. The staff and Members have not missed a beat. Everyone worked together using an informal version of Plan Do Study Act (a quality improvement methodology to test theories of change) to see what would work, adding suggestions along the way. The Members cannot wait until social distancing requirements are no longer in place, however, for now twice daily Zoom calls are fun, meaningful, and impactful. Many members have learned new skills as a result, and some have become quite skilled at using Zoom and conference calling.

HOPE House Holiday celebrations are famous for great food, community, and volunteers. The Members truly miss the in-person celebrations with our volunteers from the Social Action Committee of Congregation Emanu-El of Westchester, Trinity Church and Rye Presbyterian Church. Thankfully, with a little help from our Friends and staff, we have been able to continue celebrating the Holidays. The HOPE House Team have shopped, cooked, and delivered hot meals to every Member who wished to receive one for each of the major holidays since the pandemic began. Thanksgiving, Hannukah, Christmas meals delivered curbside along with a check-in visit and a food pantry bag if requested.

Since March, thanks to the extraordinary efforts of the HOPE House staff, and a most generous Grant from the United Way, we have been able to double our monthly hot meal deliveries to Members.



The Annual 2020 Hanukkah celebration, held via Zoom, was hosted by Rabbi Bruce Freyer, HOPE House Advisory Committee member, HDSW Development Committee member and most dedicated volunteer, who has been creating special Hanukkah memories with the Members for many years. Rabbi Bruce lit a special Menorah presented to him by the Members.

The Helping Hands for the Hungry and Homeless in Rye continued their on-going dedicated support, a vital gift which sustains a Food Pantry for the Members of HOPE House. The pandemic has increased food prices and food insecurity for all of those we serve. All Members, who request Food Pantry support, have been receiving curbside food pantry bags along with a visit from staff. These deliveries have been crucial for members who would be hungry without the help from the pantry.

HDSW IS...SERVICES IN WESTCHESTER

THE LIVING ROOM CRISIS DAY RESPITE PROGRAM

The HDSW Living Room provides vital Day Respite services and hospital diversion for people in crisis. The Living Room staff have provided thousands of hours of crisis support services throughout the pandemic continuing to serve Guests in person, with appropriate distancing and safety protocols in place, by phone and through Zoom. We extend our gratitude to Westchester County for supporting The Living Room with a Community Development Block Grant. The Living Room also received a Grant from the Field Hall Foundation to support services to seniors and from the City of New Rochelle, a Community Development Block Grant to support increased supports to Guests from New Rochelle.

HOME AND COMMUNITY BASED SERVICES (HCBS)



Kathy Knox, HCBS Director, as photographed by an HCBS Member during a recent visit to a local park.

Despite the many barriers encountered this year due to the state/national/world-wide health crisis as the result of Covid-19, and its accompanying variants, the HDSW HCBS team remained strong, active, and determined to provide services to our members and remained steadfast in our mission to enrich and empower their lives, assist them to forge ahead in their recovery and accomplish their many and varied personal goals.

Due to unwavering support of the HDSW Executive Staff and Management Team, and while always following health and safety protocols, our team managed to stay “boots on the ground” and in the field for most of the pandemic, providing “mask to mask” services to our members while most of their other support systems were not afforded such a luxury. Our team spent countless hours walking through and around the many parks in Westchester, sitting 6 feet apart on front porches, rock walls, on the steps of closed buildings, standing on lines at food distribution sites, and we even had a few snowball tosses last winter on the vacant streets of Yonkers in our desire to ensure our members had some fun outside.

Whether we delivered food or PPE, provided “Zoom” tutoring or education on the pandemic or linkages to access community resources, our members truly appreciated in person (with safety precautions in place) sessions. We did provide our fair share of Zoom services as well. Our Team is well versed in Zoom “Mock” job interviews, chair yoga, breathing and mindfulness exercises and taking/grading practice exams for school. Our HCBS Members have said: “Your visits are the one thing I can still count on,” “You keep me grounded and believing this will pass and everything will be ok again,” “You are my lifeboat” “Without you I think I would just rot away here all alone” These are just a few of the many, many ways our members expressed how important our contacts to them were this past year.



The HCBS Team: Jill Rosenberg-Smath, Lisa Noonan, Kathy Knox, and Nate Middleton. Thank you for creating opportunities to connect with Members throughout the year!

Regardless of challenges, and in tandem with our co-workers supporting each other, the HCBS program team is proud of the work we were able to do this year. With the addition of new colleagues who have joined us in the last few months and an increase in new referrals recently, we look forward to the year ahead. - As written by the HCBS Team



Mr. James Pace, HDSW colleague, receives a huge donation from the United Way of blankets, pillows, slippers, socks, which are distributed to our clients in need.

CARE MANAGEMENT – Health-Home, Outreach Services and Homeless Outreach Services

The HDSW Care Management department, which serves residents from every corner of Westchester County, moved to providing services remotely early in the pandemic and then back to seeing clients “mask to mask” with socially distant precautions in place. The Care Management Team additionally serves clients who are living in shelters or are undomiciled on the street, living couch to couch or in a car. Our Care Managers also assist those who have recently been incarcerated make the necessary linkages to successful community tenure. The pandemic created complex service needs for those who are unhoused, and our Care managers were there to assist to provide access to medical care, COVID-19 testing, vaccine, transitional and permanent housing, food, and a myriad of other services. Our Homeless Outreach Team was able to provide hundreds of Freshen-up Kits, which include a face mask, toothbrush, toothpaste, shampoo, soap, comb, and other items that are so crucial to our clients. These kits and also scores of diapers for our diaper bank were donated by the Holy Trinity Greek Orthodox Church, New Rochelle. HDSW staff coupled the kits with Bombas Socks, pillows, blankets, and slippers donated from the United Way.



The HDSW diaper bank, created in 2020, receives a welcome donation from Constance Mavrovitis on behalf of Holy Trinity Greek Orthodox Church.



The Holy Trinity Greek Orthodox Church Ladies Philoptochos donated diapers, hundreds of masks and freshen-up kits for those we serve throughout 2020-2021. Thank you Ladies!

HDSW IS...SERVICES IN WESTCHESTER

COMMUNITY RESIDENCE

Edgemont House and Human Development House are 24-hour transitional supervised settings serving residents in the Edgemont section of Scarsdale and in Port Chester. Staff have continued to work face-to-face 24/7 at each location throughout the pandemic to date, to ensure residents have what they need to thrive. Programs have been quite creative in providing meaningful activities to take part in while having to stay home. Staff have spent many hours working with residents to participate in tele-health appointments and groups. Understanding that maintaining social and family connection was important, Residents and staff created occasions to make connections via telephone and to visit curbside whenever possible. Even though the pandemic has kept many from moving forward, the residents in our programs were able to move. Transitions to more independent housing have taken place throughout the last year, in addition to new people moving into the residence.

"I finally feel like I have a place to call home and good people to help me."
- 45 year old Community Residence Resident

Apartment Treatment

The Futura House and Port Chester Apartment Programs are available 24-hours a day to support residents with restorative services as they prepare to transition to permanent housing. Staff have continued to help those in scattered site apartments in White Plains, Port Chester, Mamaroneck and Harrison to ensure residents stay connected to service providers, community programs, family and friends. Staff visit with the program participants in their apartments or in the community while following COVID-19 social distancing protocols. Even though the pandemic presented many challenges, the residents maintained their independence and many have sought and continued employment, obtained new skills and are working towards more independent housing.

"I was in a shelter, I don't know what I would have done if I didn't have HDSW staff to help me feel like I have a home and a safe place to be."
- 62 year old Apartment Treatment Resident

Supportive Housing

Housing Care Managers provide services, work with Tenants on housing related goals and support individuals to achieve and maintain community tenure. Since March 2020, Care Managers have provided thousands of support calls and visits to the individuals and families we serve. Staff have organized moves from the shelters and transitional housing programs and made it possible for Tenants to be relocated into new apartments in neighborhoods of their choice. Staff coordinate movers, landlords and thousands of boxes, bags and furniture.

"I have a place I can call home, my own home, and HDSW helped me so very much"
- 54 year old Head of Household Family Supportive Housing Member



Veronique Green-Nazario, Supervisor Edgemont House, joined the HDSW Team in 2021 providing essential daily support and services for clients and colleagues alike. Welcome Veronique!



Denise Sharks, has been a HDSW Team Member for many years. As a Futura House Apartment Program Residential Care Manager, Denise has been working with clients to ensure they were safe and had everything they needed each day. Thank you Denise!



Michelle Pollas, has been a member of the HDSW Team for many years. Working every day as a Supportive Housing Care Manager, on the frontlines throughout the pandemic, along with her colleagues in the HDSW Supportive Housing Department to assist Tenants to remain connected to services, make moves from shelters into new apartments, and address a myriad of housing needs. Thank you Michelle!

The Residential staff helped residents, tenants and their families arrange for and receive COVID vaccines and boosters, assisting with making appointments and coordinating transportation.



Brenda Wilkin, HDSW Director of Development and Michelle Pollas, HDSW Supportive Housing Care Manager load toys from Toys For Tots to be brought to the HDSW offices in Mamaroneck, where they will be sorted and delivered to clients throughout Westchester. We extend our gratitude to Toys for Tots for supporting HDSW families and children for over twenty years. Hundreds of children have received toys over the years.



HDSW IS...SERVICES IN WESTCHESTER

NPC – NEIGHBORHOOD PRESERVATION COMPANY



Rita Cardenas and Donna Cappelli of the NPC visit the Port Chester Housing Authority to assist Tenants on site to make ERAP Applications or appointments.

reality. HDSW was one of several agencies chosen to assist Renters in making applications for these grants. Staff have been meeting with eligible tenants since the program began in June. There are many others whose evictions were put on hold due to the moratorium. Staff are preparing to assist people as the moratorium ends in January 2022. Eligible homeowners, affected by the pandemic, will also receive grant relief in 2022 through American Rescue Plan funds. The Homeowner Assistance Fund (HAF) will prevent homeowner mortgage delinquencies, defaults, foreclosures, loss of utilities and homeowner displacement. There will be an application process and HDSW is ready to assist homeowners as soon as the program begins. We will post an announcement on our website as soon as information becomes available. www.hdsww.org

ERAP

ERAP has been working with Westchester County to assist renters impacted by the pandemic to apply for grants available through the emergency rental assistance program—ERAP.

Those eligible households may receive up to 12 months of past due rent, up to three months of future rent and the program may pay up to 12 months of overdue electric or gas bills. Payments are issued directly to the landlord or utility provider.

There is still time to apply. Please call our NPC staff for information: 914-939-2005.

HAF: Homeowners Assistance Fund

Beginning in 2022, NYS will receive funding and support for homeowners impacted by the pandemic. Please look for updates on the HDSW website: www.hdsww.org.

Our NPC office has been open every day throughout the pandemic with Housing Counselors and staff at the ready to assist homeowners and tenants with foreclosure mitigation, reverse mortgage, and eviction prevention services. Although the pandemic has delayed many foreclosures and evictions due to moratoriums and court closures, staff have been working with clients to make applications for assistance wherever possible to avoid losing their homes. Fortunately, thanks to assistance from the Federal Government, NYS received funding for those Renters and Landlords impacted by the pandemic. Those eligible to make application and who were approved, received up to 12 months of back rent, three months of prospective rent and, if qualified, utility payments. For many, evictions still looms in the distance as a bleak



Brenda Giancaspro, Housing Counselor, meets with a reverse mortgage client on-line to assist with an application.



The Emergency Rental Assistance Program assists households behind on their rent that have experienced financial hardship due to COVID-19 and are at risk of homelessness or housing instability. In addition, the program can provide temporary rental assistance and assistance with unpaid utility bills.

DO I QUALIFY?

Eligible residents must meet the following criteria:

- Household gross income at or below 80 percent of area median income, which varies by county and household size.
- A member of the household received unemployment benefits or experienced a reduction in income, incurred significant costs or experienced financial hardship, directly or indirectly, due to the COVID-19 pandemic.
- The applicant owes past due rent at their current residence.

HOW DOES IT WORK?

This assistance can pay up to 12 months of past due rent and for some households, pay up to 3 months for future rent. The program can also pay for up to 12 months of overdue electric or gas bills. Please note, payments will always be issued directly to the landlord or utility provider.

HOW CAN I APPLY?

Applications can be submitted online beginning June 1.

Local Community Organization Information:

Human Development Services of Westchester (HDSW)
Neighborhood Preservation Company

HDSW is here to support you in making an Application for the ERAP Program

Contact HDSW by email: housinghelp@hdsww.org or by telephone 914-939-2005

For more information, visit otda.ny.gov/ERAP or call 844-NY1RENT (844-691-7368)



HDSW IS...COMMUNITY COLLABORATION

HDSW is incredibly grateful to all our community partners who join with us each day to support those we serve. We are, in any given year, members of several program specific Associations and are founding members of a Behavioral Health Independent Practice Association, formed in 2012. Throughout the pandemic we have been fortunate to have received support from many of these partners in addition to community-based providers, Governmental agencies, the United Way, numerous religious organizations, and others. We would like to highlight a few who have provided daily and/or weekly support through emails, calls, webinars, and Zoom meetings to bring members together, provide critical information related to the pandemic, PPE purchase, vaccine updates, advocacy information, grant availability, etc. Most of all, each group created a community of mutual support, an opportunity to gather and create solutions together instead of in silos, making complex tasks and decisions a bit easier, knowing you had a little help from friends.

Here are a few testimonials from the Association for Community Living, Coordinated Behavioral Healthcare Services, The New York State Council for Behavioral Health and Non Profit Westchester:

The Association of Community Living:



The ACL Team: Pictured from Left: Doug Cooper, Associate Executive Director; David Boodram, Government Relations Coordinator; Sebrina Barrett, Executive Director; Pamela O'Connor, CMP, Director of Education; Justin Hladik, Member Engagement and Social Media coordinator. ACL was also on deck with the Office of Mental Health staff to pack sanitizer to all Residential programs across the state.

ACL represents OMH providers in New York State providing housing and support services to over 40,000 people living in community settings. Residential is the cornerstone of the community mental health system. ACL advocates to ensure its members have the resources necessary to deliver quality services to assist people with psychiatric disabilities in their road to recovery. While many services closed during the height of the pandemic, residential services remained open. ACL assisted members in obtaining PPE, ensuring funding cuts didn't impact OMH residential programs, advocating for regulatory changes that allowed services to continue, pushing to prioritize residents for vaccines, and organizing virtual meetings for ACL members with State officials to ensure everyone was up to date on the latest changes to regulatory requirements and how to access available resources. HDSW has been a long-time member and active supporter of ACL. All of us at ACL salute the entire staff at HDSW for all you have done during the pandemic to provide safe homes and quality services to people recovering from mental illness in Westchester County. You are superheroes!



*Richard M. Tuten,
J.D., M.S.A., Chief
Executive Officer,
CBHS, IPA, LLC*

CBHS: Coordinated Behavioral Health Services, IPA

CBHS is an Independent Practice Association focused on behavioral health. Our membership consists of the leading providers of behavioral health services in the mid-Hudson Valley. Our partnership with HDSW began several years ago with HDSW being one of the founding agencies that created CBHS. During these trying times, CBHS has worked to provide information and support for our members. These efforts have included weekly conference call updates (with written notes posted on our website) regarding the pandemic, the funding opportunities, and the progress towards a world beyond the pandemic. CBHS has worked with our members to obtain multiple grants addressing opioid use, access to mental health services for the under insured population and linking the provider network together with technology. In addition, we were able to negotiate significant savings on paid licenses for two telehealth platforms and our network members related to reliable sources of PPE at reasonable rates. CBHS is honored to be able to work with the outstanding team of caring professionals at HDSW.

HDSW IS...COMMUNITY COLLABORATION

NYS Council for Community Behavioral Healthcare:



*Lauri Cole, LMSW,
Executive Director,
New York State Council
for Community
Behavioral Healthcare
("The Council")*

The New York State Council for Community Behavioral Healthcare ("The Council") is New York's premiere statewide membership association representing the interests of 105 mental health and substance use disorder provider organizations across New York. The Council's primary focus is to ensure adequate access to and continuity of care for any New Yorker in need of services through the public mental hygiene system. The NYS Council provides its members timely and accurate information and analysis on a range of issues of import to behavioral health providers, while leading statewide advocacy efforts designed to compel federal and state leaders to ensure providers are viable and able to meet the growing demand for care.

Lauri Cole has led weekly NYS Council Member Support & Public policy discussion calls throughout the pandemic, in addition to sending thousands of emails, phone calls and pandemic updates. The Membership supported each other as well, sharing creative ideas and policies throughout as we all navigated through the ever-changing waves of the pandemic.

Non Profit Westchester



*Jan Fisher, Executive Director,
Non Profit Westchester*

NPW takes great pride in having Human Development Services of Westchester among its membership. HDSW is driven to serve by a unique respect for the whole person, and what matters to each and every individual who seeks their support. COVID-19 has made the value of HDSW's collaborative and effective approach so evident. From care management to housing to integrated behavioral and physical health care, HDSW has been the go-to agency for so many clients and community partners. Nonprofit Westchester is so grateful for HDSW's work!

NPW's mission is to strengthen Westchester's Nonprofit organizations as they transform lives, empower communities, and drive positive change. To say that that they constructed unique opportunities throughout the pandemic to strengthen our work is an understatement. Jan Fisher and her team, provided hundreds of virtual opportunities for members to network and meet with elected officials from the very first days of the pandemic throughout 2021 and have arranged a series of informative trainings as well. We have received information on countless topics from Grant writing workshops to domestic violence to eviction prevention to racial equity. NPW has created space for large, medium and small organizations to learn and grow together.

GALA 2021: ONE COMMUNITY TOGETHER IN ART & SONG

HDSW Artists Shine in Art Show & Sale

GALA 2021 featured a virtual Art Show & Sale of HDSW client artists artwork. Multiple artists sold pieces during the event. Four unique pieces are shown here:



HDSW IS...GRATEFUL

HDSW would not be able to accomplish its mission without the support, distinguished service and tireless efforts of the Board of Directors, the Board Advisory Council, and the HOPE House Advisory Committee, who ensure HDSW has what it needs to provide for the individuals and families we serve.

We express our appreciation to the following who have served the HDSW community for many years, most especially throughout the pandemic.

2020 HDSW Board of Directors

ELIZABETH A. ROSSI, PRESIDENT

STEPHEN GUTMANN, 1ST VICE PRESIDENT

WILLIAM STALLINGS, 2ND VICE PRESIDENT

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JOSHUA KOERNER

MARCELA KISSNER

WILLIAM VAN VLACK

PATRICK O'CONNOR

2020 HDSW Advisory Council

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EASY KLEIN - EVELYN FELDSTEIN - SUSAN WALTON GREENHILL - SELMA LEVY

DAVID RASMUSSEN - STEPHEN ROGOWSKY - MITCHELL GOLDEN - BRIEN MCMAHON

2020 HOPE House Advisory Committee

AMANDA BURITICA - EMILY COHEN - CAROLINE DAVIS - DONALD DAVIS

RABBI BRUCE FREYER - KATHERINE MOORE - ISOBEL PERRY

ROBERT L. SCHWARTZ - MARY ZINGARO - HOPE HOUSE MEMBERS

HDSW LEADERSHIP TEAM

KATHY PANDEKAKES, CHIEF EXECUTIVE OFFICER

KELLY DARROW, LCSW, CHIEF PROGRAM OFFICER – PATTI TEMPESTA, CHIEF FINANCE OFFICER

IVANA BAEZ, DIRECTOR OF CARE MANAGEMENT – KATE ELMORE, LMHC, ASSISTANT DIRECTOR OF CARE MANAGEMENT

JASMINE CRUZ, DIRECTOR OF HUMAN RESOURCES – KATHY KNOX, COORDINATOR OF HOME AND COMMUNITY BASED SERVICES

NICOLE GRANATA, LCSW, DIRECTOR OF SUPPORTIVE HOUSING – RUTH THEAMAN, LCSW, DIRECTOR OF RESIDENTIAL SERVICES

BRENDA WILKIN, DIRECTOR OF DEVELOPMENT – DONNA CAPPELLI, ASSISTANT TO THE CEO

In Grateful Appreciation to Our Donors

We are incredibly grateful for the Individual, Organizational, and Governmental support received from the following donors. The names which follow represent Donations and Grants received from November 1, 2020 through November 30, 2021. HDSW is also most appreciative for the numerous in-kind donations we received throughout this most unparalleled year. Space does not permit us to name every in-kind donor; however, contributions are acknowledged directly to the donor and are very much appreciated.

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 Westchester County Department of Social Services
 Westchester County Department of Planning

HDSW...REMEMBERS

IN MEMORIAM: *Mahatma Gandhi said, “The best way to find yourself is to lose yourself in the service of others.” The HDSW family lost four incredible members this year, all of whom served on the Board of Directors, the Board Advisory Committee, or on the Futura House or Human Development Services of Port Chester Boards before the two agencies merged to form HDSW. Doris Bailey-Reavis, Sandra Blum, Anne Marder, and Marcia Jacobs provided many years of distinguished and caring service and were dedicated to Creating Community for our service recipients.*

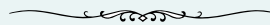
DORIS BAILEY-REAVIS, was a distinguished member, and former President of the HDSW Board of Directors. Doris was an active member of the HDSW family, serving on various committees, advocating for affordable housing and behavioral healthcare, spent time with clients and staff alike. Doris was a consummate advocate for those we serve.

Doris was a devoted Board member, who along with her husband and former HDSW Board Member, John Reavis, were dedicated advocacy partners in the Village of Port Chester. Doris and John were married for twenty-five years.

Doris was an active member of the NAACP, was a former Chapter President and served as Treasurer. Doris was a member of numerous organizations and was active in her beloved Port Chester. Doris was a favorite speaker during HDSW staff Black History Month Celebrations. She candidly shared her personal stories and broke bread with staff each year. Doris was the last in person presenter our staff had the honor of hearing from before New York State went on pause in 2020. We are most grateful to have had the benefit of her friendship, expertise and the blessing of her support and advocacy.



SANDRA BLUM was a dedicated Board Member of Futura House Foundation and served on the Advisory Board of HDSW. She and her late husband, Donald J. Blum, were patrons of the agency for many years, supporting numerous programs, in addition to supporting the arts. Sandy is survived by her daughter Linda, sons James (Mary) and Thomas (Heli), her nine grandchildren. We are very grateful for her many years of support and dedicated service.



ANNE MARDER was a founding Board Member of the Futura House Foundation, which came together with Human Development Services of Port Chester, in 1999 to form Human Development Services of Westchester.

Anne was a member, along with her mother, of the Ethical Culture Society of Westchester, who in 1968 founded The Futura House Foundation to provide housing and services to women recovering from mental illness.

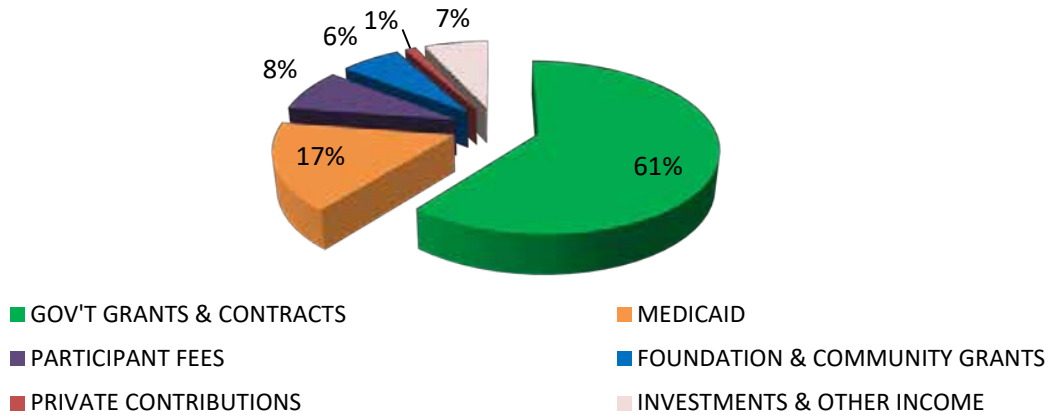
Since the founding of Futura House and subsequent merger with Human Development of Port Chester, Anne was a dedicated and long-term Board member, eventually transitioning to the Advisory Committee of the Board. Although she lived in Woodstock, Vermont, Anne was a devoted patron supporting HDSW, following our growth and supporting the Mission. We are incredibly grateful for the Futura House Founders, for Anne's perpetual support her and belief in HDSW's Mission.



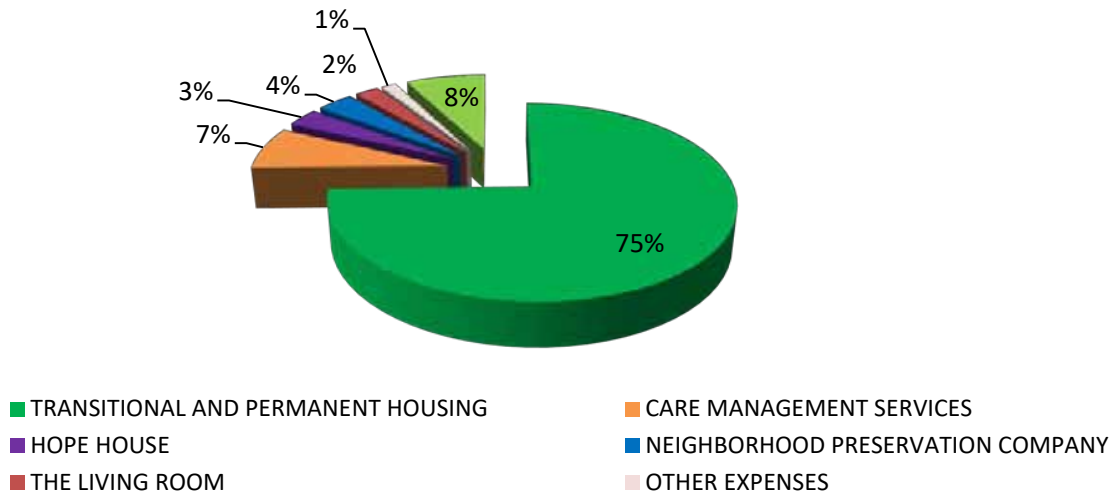
MARCIA JACOBS was a dedicated Board and Advisory Board Committee Member. Marcia passed at the age of 103. Prior to her retirement, she was the Director of Social Services at the Hebrew Home for the Aged in Riverdale and was a supervisor of outpatient services at Payne Whitney Clinic of New York Hospital. She was predeceased by her husband, Arthur T. Jacobs. They were married for 80 years. Arthur also served on the Futura House and HDSW Board for many years. She is survived by sons Dr. John W. Jacobs (Dr. Vivian Diller) and Jeffrey F. Jacobs (Dr. Heidi Hayes Jacobs), six grandchildren, and three great-grandchildren.

HDSW FINANCIAL SUMMARY

REVENUE: WHERE IT CAME FROM



EXPENSES: WHERE THEY WENT



SUPPORT AND REVENUE

GOV'T GRANTS & CONTRACTS	61%	\$8,043,633
MEDICAID	17%	\$2,190,307
PARTICIPANT FEES	8%	\$1,071,192
FOUNDATION & COMMUNITY GRANTS	6%	\$858,932
PRIVATE CONTRIBUTIONS	1%	\$158,322
INVESTMENTS & OTHER INCOME	7%	\$912,916
TOTAL SUPPORT AND REVENUE		\$13,235,302

EXPENSES

TRANSITIONAL AND PERMANENT HOUSING	75%	\$9,418,993
CARE MANAGEMENT SERVICES	7%	\$916,867
HOPE HOUSE	3%	\$391,927
NEIGHBORHOOD PRESERVATION COMPANY	4%	\$444,364
THE LIVING ROOM	2%	\$288,016
OTHER EXPENSES	1%	\$183,905
ADMINISTRATION (Incl. Fundraising 1.2%)	8%	\$970,297
TOTAL EXPENSES		\$12,614,369

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HDSW MISSION

HDSW is a social service organization providing quality behavioral health, rehabilitative, health, residential, and community stabilization services in Westchester County.

HDSW is dedicated to empowering the individuals and families we serve to achieve self-sufficiency.

Creating Community Since 1968

What Matters To You, Matters To Us!