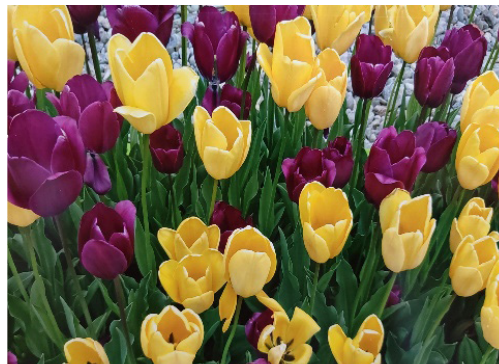


HDSW ANNUAL REPORT

COMMUNITY CONNECTIONS

2021-2022



HUMAN DEVELOPMENT SERVICES OF WESTCHESTER

930 Mamaroneck Avenue, Mamaroneck, NY 10543
www.hdswny.org 914-835-8906
#HDSWNY

Dear Friends,

The HDSW Motto has been ***Creating Community*** since it was coined by our colleague Doni Cribari over twenty-eight years ago. We work to meet this goal each year through providing a variety of programs and services which complement each other to address significant need here in Westchester.



The pandemic created numerous opportunities to serve in ways we never imagined. As an essential provider of service keeping our doors open was never an issue, and our colleagues were ready to answer whatever was going to be asked of them. How we were going to serve while being socially distant, this was the question. Quietly, and with great determination, the HDSW Team found hundreds of creative ways to help our clients feel connected to *their Community* over these last two plus years.

An example of imagination was our HOPE House staff, who figured out a way to keep the Art Class going through conference calling. Using visualization to analyze paintings and bring the Art to life, Zoom became a more popular tool. The HOPE House staff taught the members how to use Zoom Conferencing and then Art Class by Zoom took off. Now the class is back in-person at our new temporary location on North Main Street in Port Chester (read all about it on Page 7.) The HDSW Community has always had many talented individuals, painters, writers, singers, musicians in our community family. As those we support spent more time at home, they found time to focus on artistic expressions. (See some artwork on our front cover and in the pages which follow.) Some individuals found solace in photography and crafting; others found time to write. A few completed Poetry Books and are now for sale on Amazon!

Throughout the year we have had the privilege to spend time with and hear from clients we support, such as HOPE House Members, Living Room Guests, and Neighborhood Preservation Company Tenants. We have heard each share some variation of the same experience or expression of gratitude for the services they have received. Many have found a home in HDSW. "Please thank the staff who have worked every day to keep HDSW open." "I would be alone if not for HDSW." "My life would not be the same if I had not come to HDSW." "I would be on the street. Now I have my own apartment" "Thank you for being here for me." "Thank you for helping me find insurance and a doctor to take care of me." "Thank you for saving me from foreclosure."

No matter the need...Crisis Respite Services for our Living Room Guests, Mortgage Foreclosure Counseling Services and Grants to our Neighborhood Preservation Company Clients, Employment, Education, and Social Engagement services for our HOPE House Members, Transitional and Permanent Supportive Housing... our staff are always here to Create Community.

We remain forever grateful to those who seek services from HDSW each day, to our staff who wear hidden capes every day to make miracles happen, for the enduring support of the HDSW Board of Directors, the HDSW Board Advisory Council, the HOPE House Advisory Committee, our community partners, elected officials, vendors, family members, friends, donors, and for your on-going dedicated support. Thank you for joining us to make the impossible possible every day and to Create Community here in Westchester County.

A handwritten signature in black ink, appearing to read "Kathy Pandekakes".

Kathy Pandekakes
Chief Executive Officer

A handwritten signature in blue ink, appearing to read "Elizabeth Rossi".

Elizabeth A. Rossi
President, HDSW Board of Directors

COMMUNITY SUPPORT

HDSW Programs and Services are made possible through several governmental, foundation, corporate, private and community organizational grants each year. We are profoundly grateful for their support this past year. The Grants are as follows:

Benjamin & Semma Pulier Charitable Foundation, Inc.

David & Katherine Moore Foundation

Helping Hands for the Homeless & Hungry, Inc.

Impact100 Westchester

Judy & Warren Tenney Foundation

Kiwanis Club of Port Chester/Rye Brook

Mothers Club of St. Josephs School

New York State Office of the Attorney General

New York State Department of Education - ACCES-VR

New York State Homes and Community Renewal

New York State Office of Mental Health

New York State Office of Temporary and Disability Assistance

Phelps Community Foundation

The Fanny And Svante Knistrom Foundation

The Feuerring Foundation

The Froehlich Family Foundation

The Netter Foundation

Toby & Nataly Ritter Family Foundation

Rye Presbyterian Church

Toys for Tots

United Way of Westchester & Putnam

U.S. Department of Housing and Urban Development (HUD)

Westchester County Department of Community Mental Health

Westchester County Department of Social Services

Westchester County Department of Planning

Will and Ann Eisner Family Foundation, Inc.

CREATING WELLNESS

HDSW is exceedingly grateful to the Phelps Community Foundation for their award of a one-year grant which will support an agency-wide Creating Wellness initiative. The project will utilize the evidence-based Wellness Self-Management Plus (WSM+) model to encourage clients' active participation in their own mental health and/or substance use recovery process as well as other healthy goal-setting and behavioral choices. Grant funds will offer free Chromebook laptops to the first 50 clients who attend at least 10 WSM+ group sessions.

In addition, staff will receive training in how to assist clients in creating Advanced Care Directives (i.e. health care proxies and/or living wills). Clients will receive increased education surrounding health choices about weight, exercise, smoking, reduced drug and alcohol use, and chronic disease management. We have also partnered with Sun River Health to bring their Health Van to our main office for clients to access vaccines, and Diabetes A1C testing (a common blood test used to monitor the management of blood sugar levels). Staff will additionally work to increase access to and utilization of telehealth resources for our clients, particularly those with mobility impairments. The Grant will connect clients to the Federal Communication Commission's Affordable Connectivity Program, which provides discounted internet service to low-income households. This transformational grant will impact every facet of the agency and we look forward to the impact these projects will have on those we serve.

COMMUNITY THROUGH PROGRAM SUPPORT

HDSW's unique blend of inter-related programs offer support to clients from every corner of Westchester County. Throughout year as the world continues to struggle to find a way to live with COVID, we have been consistently inspired by our staff, who creatively find ways to support those we serve as the various services they receive in the community settle back into regular routines or sometimes into new service models.

Our essential superhero staff continues to fulfill our mission to **Provide quality behavioral health, rehabilitative, health, residential, and community stabilization services in Westchester County. HDSW is dedicated to to empowering the individuals and families we serve to achieve self-sufficiency.**

The Neighborhood Preservation Company (NPC)

The NPC, HDSW's housing counseling program, is located in Port Chester. The NPC assist Westchester County low-to-middle income households to maintain affordable housing. Thanks to several grants, the NPC staff have continued, throughout the pandemic, to serve tenants and homeowners through its bi-lingual comprehensive Eviction Prevention and Foreclosure Programs. In 2022, the NPC office relocated to temporary space at 28 North Main Street, until new permanent space is built in concert with Hudson/Ivy. Hudson, along with Ivy Realty, is constructing a mixed use residential/retail building which will also house the new NPC offices and our HOPE House Clubhouse program. The NPC seeks to expand its housing counseling staff in the coming year.

Each year the NPC receives multiple grants to provide the services required to prevent eviction and foreclosure. These various grants enabled the NPC to assist tenants and homeowners impacted by the pandemic to remain housed. Westchester County provided Emergency Rental Assistance Program funds and the Office of the NYS Attorney General provided Homeowners Assistance Funds which were vital in assisting households apply for and receive funding.

HDSW Care Management Program

The Care Management program combines the services of the HDSW Health Home, Homeless Outreach, Outreach and Non-Medicaid Care Management programs. The Care Management Department serves individuals throughout Westchester County recovering from behavioral health and other chronic medical conditions to maintain their stability in the community, providing linkage to many needed services including treatment and recovery services, benefits, housing, and crisis prevention needs.

The Care Management program also participates in the Westchester County Department of Community Mental Health's (DCMH) nationally recognized CORE program, located at the Westchester County Jail, which brings together a variety of community-based providers, along with DCMH staff, to assist inmates with a behavioral health diagnosis, prior to their release, to successfully return to the community.

HDSW Supported Housing Program

HDSW's Supportive Housing Program is based on the "housing first" philosophy that having a home is imperative to stability and moving forward with one's life. Housing Care Managers work in concert with the individuals and families we support to locate apartments in the community of the tenants choice. Once tenants move into their new apartments, the staff help clients access resources and link to services to increase community tenure. Throughout the pandemic Housing Care Managers have coordinated moves into apartments, working with tenants to integrate into their communities, and to meet a variety of needs. During the 2022 funding year, HDSW was awarded a New York State Supportive Services Program Grant to assist Tenants in our HUD Rental Assistance Program to receive the support necessary to increase community tenure, and to obtain and maintain employment. This award also supports our Representative Payee Services for those tenants in need. We are most grateful to the NYS Office of Temporary and Disability Assistance (OTDA) for this award.

Community Residence

HDSW has two Community Residences, Human Development House in Port Chester, and Edgemont House located in the Edgemont section of Scarsdale. These programs offer twenty-four-hour transitional supervised residential support. Throughout the past year, our extraordinary staff have worked diligently to ensure our residents were able to maintain the vital linkages required to meet their goals, while providing services to obtain the skills to transition to alternate housing. As several community-based programs continued to offer remote services, staff worked to assist with Zoom and other tele-health appointments, all while providing in-person services at the residence 24/7. Staff worked diligently throughout the year to ensure that all needs and goals of residents were met including assisting several individuals to move to more independent living.

Apartment Treatment Program

The transitional Apartment Treatment Program is assists residents to maintain daily living skills. Residents live in several three person apartments, scattered throughout White Plains, Port Chester, Mamaroneck, and Harrison. The Program has two divisions the Futura House Apartment Program and the Port Chester Apartment Program. Both teams have been dedicated to supporting residents through the pandemic. Staff have been addressing the various challenges residents have had finding and connecting remotely with their community-based providers. Over the past year, residents have been assisted to make tele-health appointments, and schedule vaccine and booster appointments.

Vocational Rehabilitation and Employment Services

Thanks to a grant from the NY State ACCES-VR (Adult Career and Continuing Education Services-Vocational Rehabilitation) HDSW offers supportive employment services to those seeking employment opportunities in the community or through three certified training programs offered on-site. Individuals may receive training in porter maintenance, culinary arts, or to become administrative assistants. The pandemic has impacted the number of opportunities for

employment; however, several people successfully obtained employment throughout the year. ACCES-VR members continue to search for employment, receive training, work on resumes, and interview skills with staff.

Since 1999, through a State Aid Grant received through the Westchester County Department of Community Mental Health, HOPE House has offered [Peer Care Management Training](#) at the Clubhouse, although membership is not required to attend. The individuals participating in this program have their own lived behavioral health experience and the program seeks to guide those seeking employment as Peer Specialists to achieve New York State Peer Certification. The 86-hour program offers a comprehensive curriculum recognized by ACCES-VR, and a computer lending library. The program is offered twice yearly and includes internships for those who complete the course.

The Living Room

The HDSW Living Room Crisis Day Respite Program has been providing hospital diversion, step-down, crisis respite, and crisis prevention services for people in Westchester County since 2017. In addition to supporting Guests through crises, The Living Room has assisted Guests who presented with anxiety, not able to understand the telehealth appointment process, not having internet access at home, or not being tech savvy themselves. The Living Room provided the emotional and technical support Guests needed to make telehealth appointments.

Home and Community Based Services & Community Oriented Recovery

The HDSW HCBS & CORE Programs continue to provide community-based services to members throughout Westchester County. Our HCBS & CORE Team has been out every day throughout the year providing a vast array of services including community psychiatric supports and treatment, empowerment services and peer supports, rehabilitation counseling, family support, employment and educational supports and psychosocial rehabilitation. Staff have met with members at home, in parks, have even practiced taking the bus to work. Members have learned how to use Zoom and attend telehealth appointments. Whatever the goal our staff have stepped in to empower members to reach their various goals.

HOPE House, HDSW's Clubhouse Program



The HOPE House community, the clubhouse located in downtown Port Chester, is a place which everyday lives up to its name. The acronym for H.O.P.E. - Having Opportunities for People Every day. HOPE House members work in concert with the staff and assist in operating the club, as part of a work-ordered day. Making allowances for social distancing during the first phases of the pandemic, the Club has returned to in-person service five days per week. HOPE

House has moved to new space at 26 North Main Street, one block from its former location on Adele Street in Port Chester. The move to North Main Street is temporary, while new space is built as part of a greater mixed-use development being created by Hudson and Ivy Realty. The new building will have over 200 units of rental apartments with 10% affordable housing set aside, numerous retail stores, and a new home for the HDSW NPC and HOPE House.

COMMUNITY THROUGH THE ARTS

The HDSW community has always had talented artists...those who paint, draw, take photographs, write poetry, or those who are musicians. The pandemic has offered people more time to dedicate to the creative arts, to participate in art shows or to write books. While at home or attending HOPE House, our clients have found amazing creative outlets and have shared their talents during the HDSW Gala, art shows, in newsletters and Annual Reports.

At HOPE house the members and staff found a way to continue their much beloved art class throughout the pandemic by using conference calling, zoom video conferencing and in-person classes to meet the growing interest of the members to create community through art. There are lovely examples on the front cover of this Annual Report from some of our HOPE House Art Class Members.

HOPE House Members also participate in a grant funded class at the Clay Ars Center, which provides Members the opportunity to create wonderful art out of clay. We thank Clay Arts for this tremendous enduring opportunity.

Another creative outlet is writing. Members having been prolifically writing for many years and some have published books which are available on-line. Others participate in Haiku classes lead by a HOPE House Member. The Members are expert in Haiku, using a kireji (a “cutting word”) that creates a sense of closure to the short seventeen syllable format poem. The following are two samples from HDSW authors:

Peace came early this morning. I heard you call my name. Love don't always come easy, we all want the same. -A.S.

I have been writing poetry since the age of 10 years old. Poetry has become one of my greatest forms of therapy. I published six books in total, five that are in circulation. One title is a book I call “Schizoetry”. Schizoetry is a genre of poetry that I created. By definition it means the fusion between the mind of someone living with schizophrenia and the art form of poetry. The other titles are “A Man Divided”, “Genius or Lunatic?”, “Poetic Madman” and “Twisted Rage. I plan on writing an autobiography. I can be found on Audible, Amazon and itunes under my full name. “Timothy Paul Brown”. Remember that name. It will be a household name! Here are the links to my audiobooks, eBooks, paperbacks and hardcovers.

<https://link.zixcentral.com/u/3d9701a7/fDFKbAFq7RGLGGXFhns0Mg?u=https%3A%2F%2Fwww.audible.com%2Fauthor%2FTimothy-Paul-Brown%2FBo8W5FBX52>

amazon.com/author/timothypaulbrown



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IN MEMORIAM

“WE MAKE A LIVING BY WHAT WE GET, BUT WE MAKE A LIFE BY WHAT WE GIVE”

– WINSTON CHURCHILL



Herb and Liz Heller had quite a life if we measure by Winston Churchill's standard. If you ask Herb and Liz's children, they will tell you countless stories of the Hellers giving of themselves....to their neighbors, to their friends, to their family, to their favorite charities. To Futura House, to “The Friends”, and to HDSW.

Herb's family has told us that among his proudest achievements was his successful advocacy for the Futura House, Edgemont House Community Residence, which opened in the Heller's neighborhood in the Edgemont section of Scarsdale. Herb went on to join the Futura House Board. Later when Futura House merged with Human Development Services of Port Chester, to form what stands today as Human Development

Services of Westchester (HDSW), Herb remained on the Board, serving as Treasurer, and on numerous committees.

Sadly Herb passed earlier this year and Liz shortly after. We miss them dearly here at HDSW. We miss seeing Herb during Board meetings, or arriving at Edgemont House with cookies and the NY Times. He was famous for appearing at one of our offices with “great news” or a “fantastic idea.”

On the very first day NYS went on pause due to the pandemic, Herb called the HDSW offices to see if he could lend a hand. He was “willing to do whatever is needed...just call me if you need anything”. Words of support that we will never forget. He was always ready to help.

Herb and Liz are survived by Herb's sister Mary Silk, (who also serves on the Friends of HDSW Board of Directors), their three daughters Karen, Nina, and Alice, their grandchildren Julia, Jake, and Sky, and son-in-law Larry Childs. The entire Heller family are steadfast supporters of the HDSW mission. We express our gratitude to the whole family for their support and for sharing Herb and Liz with our HDSW Family.

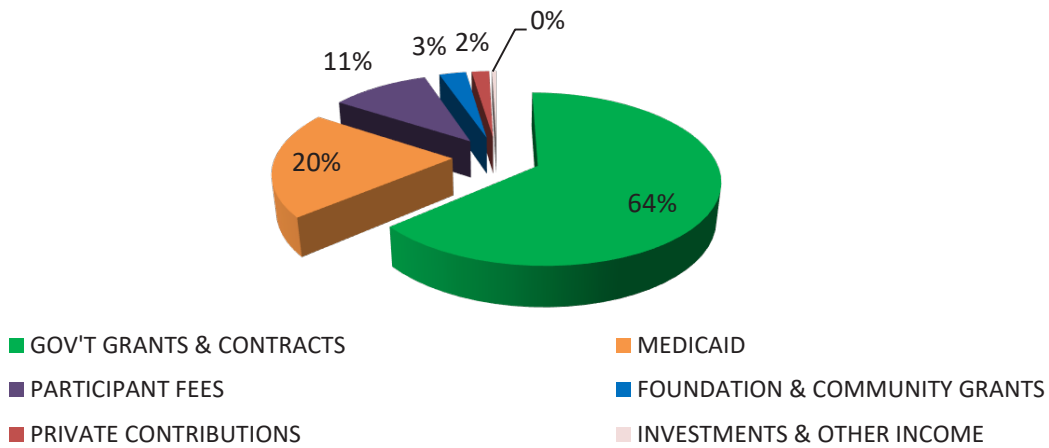
Many of Herb and Liz Heller's family and friends made memorial gifts and we thank each for continuing the Heller's dedication, love, and legacy of support to HDSW.

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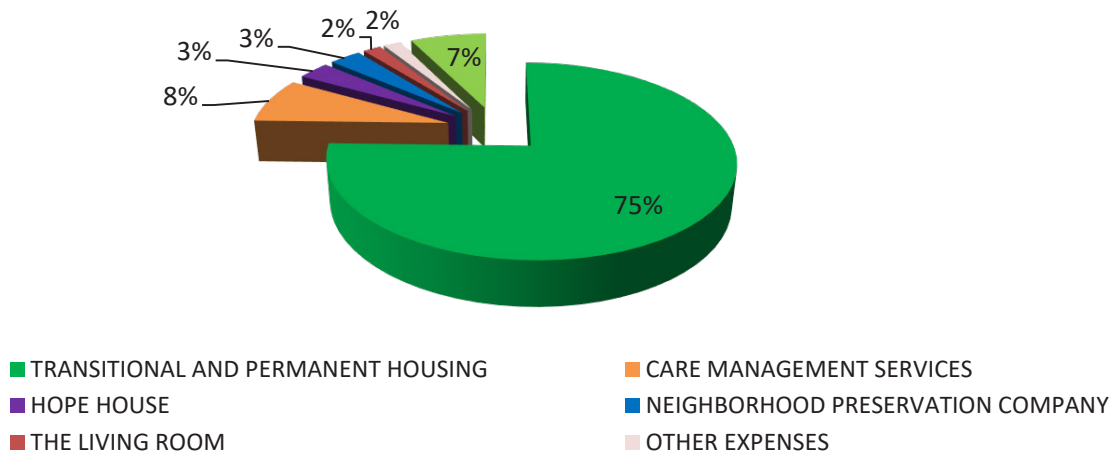
*Memorial & Tribute Gifts allow you to remember or honor a friend, loved one, or special occasion. If you would like additional information regarding Memorial or Tribute Gifts or would like your gift used in this way, please contact Brenda Wilkin, HDSW Development Director, at: 914-835-8906 ext. 11002 or [bwilkin@hdsww.org](mailto:bwilkin@hdsww.org)*

# FINANCIAL SUMMARY 2021

## REVENUE: WHERE IT CAME FROM



## EXPENSES: WHERE THEY WENT



### SUPPORT AND REVENUE

|                                  |     |                     |
|----------------------------------|-----|---------------------|
| GOV'T GRANTS & CONTRACTS         | 64% | \$8,166,018         |
| MEDICAID                         | 20% | \$2,611,182         |
| PARTICIPANT FEES                 | 11% | \$1,352,691         |
| FOUNDATION & COMMUNITY GRANTS    | 3%  | \$370,968           |
| PRIVATE CONTRIBUTIONS            | 2%  | \$242,842           |
| INVESTMENTS & OTHER INCOME       | 0%  | \$59,773            |
| <b>TOTAL SUPPORT AND REVENUE</b> |     | <b>\$12,803,474</b> |

### EXPENSES

|                                         |     |                     |
|-----------------------------------------|-----|---------------------|
| TRANSITIONAL AND PERMANENT HOUSING      | 75% | \$9,634,648         |
| CARE MANAGEMENT SERVICES                | 8%  | \$980,067           |
| HOPE HOUSE                              | 3%  | \$391,459           |
| NEIGHBORHOOD PRESERVATION COMPANY       | 3%  | \$387,388           |
| THE LIVING ROOM                         | 2%  | \$218,630           |
| OTHER EXPENSES                          | 2%  | \$209,268           |
| ADMINISTRATION (Incl. Fundraising 1.5%) | 7%  | \$930,337           |
| <b>TOTAL EXPENSES</b>                   |     | <b>\$12,751,797</b> |

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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.*

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*Creating Community Since 1968*

*What Matters To You, Matters To Us!*