

TOGETHER WE...



ANNUAL REPORT 2019-2020

HUMAN DEVELOPMENT SERVICES OF WESTCHESTER

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

930 Mamaroneck Avenue
Mamaroneck, NY 10543



To Our Donors and Friends,



The HDSW Annual Report, over the past few years, has combined the past year in review (2019), with the current year (2020). This year, more than ever, we want to take this opportunity to celebrate what HDSW has been able to accomplish **Together**. 2019 is a faint memory, a time of no social distancing, no masks, and no lines at food pantries, all of which remarkably are everyday realities today. December 2019 was filled with the vision that comes with the New Year being days away. The HDSW client Holiday celebration had the children from our Family Supportive Housing programs gleefully welcome Santa as he danced his way into the party at Christ's Church in Rye, as everyone in attendance enjoyed the bountiful buffet, made possible by Sam's of Gedney Way, and the generous donated gifts from our donors and friends and Toys for Tots. We rang in 2020 with planned agency goals and objectives, not knowing that two months later, we'd have to quickly pivot and ask staff to make significant changes in the way we provide services and support clients. Unimaginable days were ahead to be sure. To say that the first few months of 2020 were quite trying for the HDSW family is an understatement; however, **Together We** have weathered the storm, due to the unwavering determination, resilience, courage, and care of our staff, who put clients first; not asking "why", only "how best may I be of service?" There is no way we can repay them for their heroic efforts over the past nine months. They are our Essential Superheroes and we celebrate everything each member of our team has done to Create Community for all of those we serve, during these challenging times. In the following pages we will share some 2019 memories and the remarkable work of the HDSW Family in the first half of 2020.

In addition to the pandemic, we have, as a nation, had to address social justice issues and the racial inequities that, since the senseless killing of Mr. George Floyd and all of the others before him, have so many people struggling to find answers to questions and finally find solutions to the evils of oppression, inequality, and injustice that have plagued our country and which many of our clients and staff have seen or faced themselves for years. Individually these things test us all, are difficult to understand, and process at best, and for some are almost impossible to abide. We are working to support clients and staff and remind all that we can make a difference through the power of our combined voices.

Although the pandemic did not spare the HDSW family, thankfully only a few of the over 3,000 people we serve each year have been affected. For some staff it has been tough, both personally and professionally. Heartbreakingly, we did lose one client and we extend our condolences to the family and to the HDSW colleagues who provided services and supports. We have had a small number of staff contract COVID-19, with others having immediate family struggling with the virus. Some have lost family members, who are counted among the over 300,000 people who have succumbed to the pandemic to date. Additionally, we are mourning the loss of an HDSW colleague who passed unexpectedly earlier this year and a long serving member of the HDS of Port Chester Board of Directors. Please read, on page 12, the distinguished service of John Reavis and extraordinary devoted work of Eric Balzer during his tenure at HDSW.

We thank you for your dedicated on-going support. We gratefully acknowledge the untiring devoted work of our staff and the Board of Directors for this past year and look forward to the opportunities and challenges of the New Year ahead.

Kathy Pandekakes
Chief Executive Officer

Elizabeth A. Rossi
President, HDSW Board of Directors

During FY 2019, HDSW worked with colleagues to further our commitment to the “What Matters To You” (WMTY) philosophy and practice. Here at HDSW, we know that providing person-centered care is important because it results in better outcomes and greater service satisfaction. We have adopted the “What Matters to You?” philosophy as it places a person’s voice at the center of care. When we start a conversation by asking what *really matters* to those we serve, it helps them to



build trust, and enables us to develop empathy and truly understand the person. Ultimately, it improves the quality of care we provide. Often in conversations we don’t really listen to what is being said. WMTY is about encouraging people to listen more deeply in order to truly understand what is being communicated.

On January 8, 2020, the HDSW Team came together to celebrate our WMTY work and award the first WMTY Employee of the Year. This award was inspired by the work of Damara Gutnick, MD, Medical Director of the Montefiore Hudson Valley Collaborative, who brought the WMTY philosophy to the Hudson Valley. The 2019 HDSW WMTY Employee of the Year Award was presented to **JACQUELINE BURGESS, Coordinator of Peer Services, who exemplifies the principles of WMTY in her everyday work with Guests and colleagues.** Congratulations!

HDSW EMERGENCY FOOD PANTRY:

The Coronavirus has created increased food insecurity for many in the country, including those we serve. We identified, early on, the obstacles clients faced in obtaining food and essential items, as everyone shifted to social isolation and store shelves emptied. HDSW has been fortunate to have a Food Pantry available to our HOPE House members, sponsored for many years by the Helping Hands for the Homeless & Hungry. This pantry has been critical to members over the last 9 months.

As requests for assistance in obtaining food poured in from all programs, HDSW established an additional Food Pantry, meant to support clients through the first few months of the crisis. We never imagined that this emergency Food Pantry would be essential all these months later. With a generous grant from the Friends of HDSW we have continued curb-side delivery of food pantry bags to hundreds of individuals and families. We hope to operate the Pantry throughout 2021.



THE LIVING ROOM: CRISIS DAY RESPITE

The Living Room has been open since the summer of 2017 and provides vital Crisis Day Respite services and hospital diversion for Westchester County Residents. The Living Room staff have continued throughout the pandemic to serve Guests in person, with appropriate distancing and safety protocols in place. The Living Room has been open every day with the exception of three days for deep sanitizing.

LIVING ROOM BY THE NUMBERS since 2017 (As of November 2020):

Total Guests - 200

Total Visits - 5,382

Total Hours of Service (Face to Face / Mask to Mask including Living Zoom): 16,270

We extend our gratitude to the Westchester County Department of Community Mental Health for supporting The Living Room with a grant to support COVID related crisis services through December 2020. Additionally, HDSW received a Grant from our Independent Practice Association, Coordinated Behavioral Health Services (CBHS) sponsored by SAMHSA. These funds provide crisis services, either in person or by tele-health for those impacted by COVID-19.



Connect Educate Transform

HDSW is the proud recipient of an IMPACT 100 Core Mission Grant of \$24,500 to support our response to the COVID-19 crisis. IMPACT 100 is a women's collective giving organization. We gratefully acknowledge the dedicated and enthusiastic 100+ women who come together each year to provide Transformational and Core Mission Grants to support Westchester Not-for Profit organizations and the people of the County who depend on the services received.



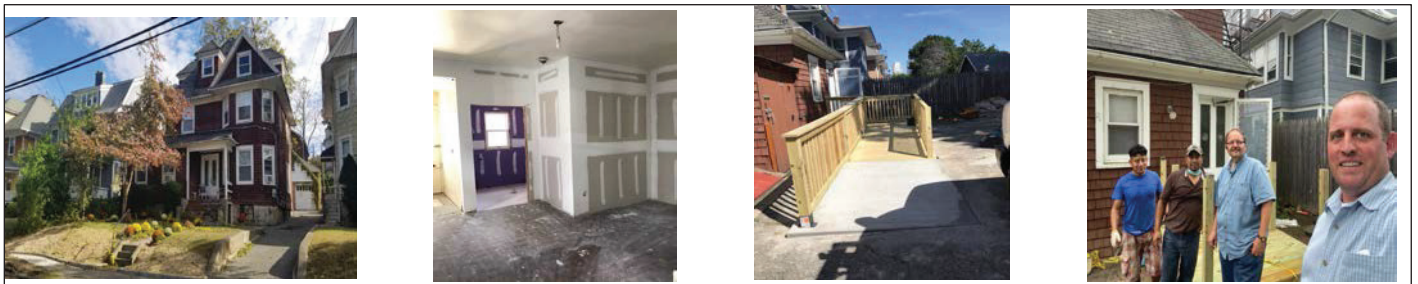
A SPECIAL THANK YOU

Every day since March, our cleaning crew from D & A Shine Cleaning Services, have been working to keep HDSW programs clean and sanitized. D & A, owned by Deidy Concepcion and her mother Aura, have been working with HDSW for many years, providing office cleaning, apartment cleanouts, special cleaning projects, and carpet cleaning for our properties. We thank Deidy and Aura and their crew, (B asilio, Cesar, Delmy, Thaylee and Nayreli) for being with us throughout the pandemic to insure our compliance with vital cleaning and sanitizing protocols.

CRISIS RESPITE RENOVATIONS

HDSW is making renovations to our Single-Room Occupancy property in White Plains transforming, this property to provide 24/7 Crisis Respite services and expanding the current respite services we provide. The HDSW Crisis Respite Program is set to open in 2021. HDSW received a Home and Community Based Services Infrastructure Grant to assist with renovations. We gratefully acknowledge our Coordinated Behavioral Health Services, IPA, partners, United Healthcare and MVP Managed Care Organizations for providing funds towards renovations.

Jay Diesing, Mauri Architects and Frank Fierro, Fierro General Contracting Corp. (and team members) are pictured below left, as the handicapped accessible ramp was installed at the back of



Home and Community Based Services (HCBS)

The HDSW HCBS team have been meeting...everywhere. That is to say, in order to be socially distant, staff have been providing services remotely and in person outside! We have been providing critical connections and supports mask to mask sitting on park benches, outside of coffee shops, and by telephone to provide HCBS services such as:

Community Psychiatric Support and Treatment
Empowerment Services – Peers Services
Family Support and Training Psychosocial
Rehabilitation

Educational Supports
Habilitation
Employment Supports

THE HDSW RCA - RECOVERY COORDINATION AGENCY

The RCA Team has been providing assessments and mobile services for Medicaid clients who are eligible for Home and Community Based Services. Newly enrolled members receive critical support especially throughout the pandemic.

HDSW SALUTES THE HEROIC WORK
OF ALL OUR ESSENTIAL HERO STAFF
DURING THE PANDEMIC.
THIS LOGO WAS CREATED TO HONOR
THEIR DISTINGUISHED SERVICE.



CARE MANAGEMENT - Health-Home and Outreach Services

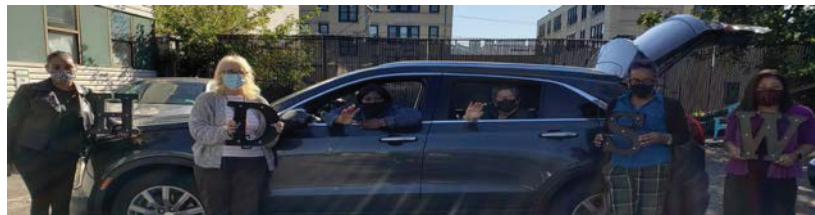
Care Managers continued to provide coordination services, to insure clients maintained linkages to medical, behavioral health and housing services throughout the coronavirus crisis. Care Managers have assisted with everything clients required to maintain community tenure. Services are provided both in person and by telephone due to the pandemic.

HOMELESS OUTREACH

Critical outreach to those living in the shelter, on the street, or just released from jail continued throughout the crisis. Our Care Managers coordinated services, arranged for potential housing placements, and made visits to clients living in temporary housing established to support those released from jail.

ADULT HOME CARE MANAGEMENT

As our Adult Home clients were kept in residence, with no outside visitors, our Care Managers made virtual visits by telephone and in-person parking lot visits to provide services and a connection to community.



CONGREGATE CARE:

Edgemont House and Human Development House are our 24-hour Transitional Supervised Residences, serving residents in Scarsdale and Port Chester. Staff have worked every day, in person, to insure residents have what they need to thrive throughout the pandemic.

APARTMENT TREATMENT:

Futura House Apartment Program and Port Chester Apartment Program

24 Hour on-call Staffing, virtual and in person visits, with social distancing protocols are in place. Staff have continued to support those in scattered site apartments in White Plains, Port Chester, Mamaroneck and Harrison, to insure residents are connected to services and have access to clinical supports.

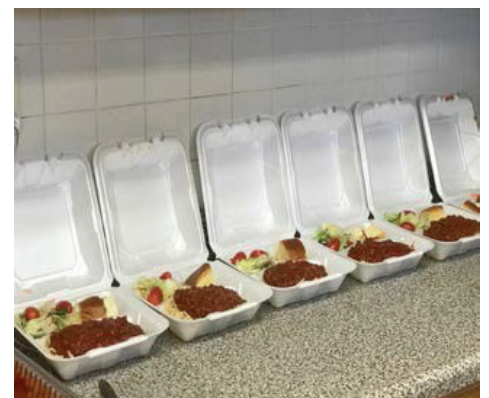
SUPPORTIVE HOUSING:

Housing Care Managers provide services, work with Tenants on housing related goals and support members to achieve community tenure. Since March, Care Managers provided thousands of support calls and visits to individuals and families. Staff have organized many moves from the shelter and made it possible for tenants to be re-located into new apartments, coordinating movers, landlords and thousands of boxes, bags and furniture. All while maintaining COVID safety protocols.

H.O.P.E. HOUSE

The Clubhouse staff are providing services to members, whether in person, by telephone or via Zoom Conferencing. We installed sneeze Guards, partitions, and sanitizing stations and revised the work ordered day in order to move from providing services to members virtually for the first few months of the pandemic and to comply with NY Pause orders. We also moved furniture and added new computer desks, printers and computers, made possible by a Grant from The Order of AHEPA-James Plevritis-Joe Keane Evzone Chapter #405. HOPE House now has six computer stations making distancing possible as members work on resumes. We then transitioned to an in-person schedule, open Monday through Friday with two sessions per day to support members. Due to the surge in COVID cases in Port Chester, we have recently returned to virtual supports, in hopes of returning to in-person services soon. Our three Individualized ACCES-VR Vocational Training Programs continue: Clerical, Porter Maintenance, and Culinary Arts Training. Additionally, the Peer Care Management Training Program has gone virtual! The HH Peer Care Management Class has moved to virtual learning, with participants signing on to Zoom or calling in to the class.

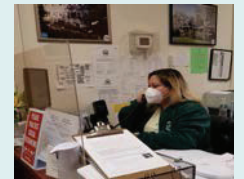
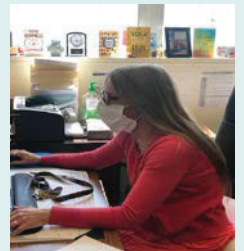
Over the past nine months, HOPE house staff have delivered hundreds of food pantry bags, thanks to our HOPE House Food Pantry sponsored by The Helping Hands for the Hungry and Homeless in Rye. In addition, the staff have been busy cooking hot meals and collecting donations of fresh fruits and vegetables, and other items to enhance the food pantry deliveries. Since March, thanks to the extraordinary efforts of the HOPE House staff, the HOPE House Advisory Committee and generous donors, we have been able to deliver Thanksgiving and Hanukkah meals (curbside) to every member who requested a delivery. The Annual Hanukkah celebration was held by Zoom and was hosted by Rabbi Bruce Freyer, dedicated HOPE House Advisory Committee member.





NPC – NEIGHBORHOOD PRESERVATION COMPANY:

Our NPC staff have been diligently working since March, preparing for the wave of evictions and foreclosures that are inevitable as a result of the pandemic. Additionally, staff have been working to manage three grants HDSW received from the Westchester County Department of Planning, to specifically address foreclosure and evictions for those impacted by the coronavirus and a devastating building fire in Port Chester. Staff have worked with hundreds of households since March to avert homelessness. We are serving clients virtually, by telephone and Zoom, and in person. The office has been retrofitted with sneeze guards to accommodate those who visit the office. A sanitizing station and daily sanitizing by our cleaning crew assist with COVID sanitizing protocols.



TOGETHER WE...CELEBRATE

Food Creates Community and in 2019 HDSW continued our long-standing tradition of staff and clients gathering around a common table to together to celebrate holidays, special occasions, and birthdays. Clients living in the transitional housing programs and members at HOPE House have enjoyed every holiday as a community, celebrating with food and stories. We are fortunate to have coworkers whose families, or they themselves, immigrated from all over the world and HDSW tables are culinary representations of that lineage. No matter the occasion, colleagues share family recipes that have quickly become staff favorites during every celebration. No get-together is complete without pumpkin stew, pernil, jerk chicken, or spanakopita. Mac n' cheese, collard greens, meatloaf and chicken in every form round out the buffet, with desserts of every form concluding the meal.



We were fortunate to have one last celebration before the pandemic forced NY to go on pause. We gathered to celebrate Black History Month. We were honored to have Doris Reavis, HDSW Board Member and past Board President, as our guest speaker. Sharing her inspirational life story. Our colleague, Kim Johnson, Supportive Housing Care Manager, insured that our shared table had everyone's favorites and that we did not end up with



five potato salads! In addition, Kim was our MC and kicked off the celebration with Ron Zimmerman, Homeless Outreach Supervisor, sharing a poem. A team of colleagues made this gathering incredibly special and we thank every staff member who cooked or brought in delicacies to make our celebration of Black History so memorable. Today, HDSW gathers virtually as best we are able, and are looking forward to the day we can celebrate in person once again.

HDSW would not be able to accomplish its mission without the support, dedication and tireless efforts of the Board of Directors, the Advisory Council and the HOPE House Advisory Committee, all who worked tirelessly to insure HDSW has what it needs to provide for the individuals and families we serve throughout the year.

We express our appreciation to the following who have served the HDSW community throughout 2019-2020, and for multiple years.

2019-2020 HDSW BOARD OF DIRECTORS

ELIZABETH A. ROSSI, PRESIDENT

STEPHEN GUTMANN, 1ST VICE PRESIDENT

WILLIAM STALLINGS, 2ND VICE PRESIDENT

MICHAEL DUNCANSON, TREASURER

DONALD DAVIS, SECRETARY

FRANCES ARROW

PATRICK O'CONNOR

SANFORD A. BELL

ISOBEL PERRY

AMANDA BURITICA

DORIS REAVIS

CAROL DAVIS

MICHAEL SICULAR

HERB HELLER

HARRIS B. STRATYNER, PHD, CASAC

TOM KISSNER

SUSAN SUSSKIND

MARCELA KISSNER

TOM THOGERSEN

JOSHUA KOERNER

WILLIAM VAN VLACK

2019-2020 HDSW ADVISORY COUNCIL

BARBARA BOCK - SANDRA BLUM - SYLVIA GREENBERG - TED KUCZINSKI

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

DAVID RASMUSSEN - STEPHEN ROGOWSKY - MITCHELL GOLDEN - BRIEN MCMAHON

2019-2020 HOPE HOUSE ADVISORY COUNCIL

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 - JASMINE CRUZ, DIRECTOR OF HUMAN RESOURCES

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

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

BRENDA WILKIN, DIRECTOR OF DEVELOPMENT - SHELLEY BENDER, EXECUTIVE ASSISTANT

In Grateful Appreciation to Our Donors

The Following is a list of Individual, Organizational, and Governmental support received from December 1, 2019 through November 1, 2020. HDSW is also grateful for the numerous in-kind donations we receive throughout the year. Space does not permit us to name every in-kind donor; however, contributions are acknowledged directly to the donor and very much appreciated.

Judith Adler	Christopher Gee	Stephanie Marquesano
Susan Amkraut	Joseph Germano	Keith & Sharon McCarthy
Frances Arrow	Nada Beth Glick	Heather McDonald
Dr. Rosalyn Avigad	Sanford & Gale Goldman	Anthony Meeker
Janet Dee Bailey	Nicole Granata	Susan Miller
Nancy Balaban	Emily Grant	John Monaco
Peter Baur	Ronald & Christine Grant	Joseph Morein
Sanford A. Bell	Kelly Griffith	David Morss
Anne Bernsten	Michael L. Gross	Margaret Neimeth
Joel Berson	Sondra Grundman	Ronald Neschis, MD
Kenneth & Katherine Bialo	Stephen & Judith Gutmann	Stacey Nicholas
Evan G. & Elizabeth Birks	Joseph Handler	Jo-Ann Obergfell
Sandra Blum	Herb & Elizabeth Heller	Daniel O'Day
Charles & Carmen Bobis	David & Lisa Perry Hellerstein	Annette & David O'Dell
Daniel & Barbara Bock	Joyce Henery	Judith Oestreich
Herman E. Borst	Ruth Hinerfeld	Charlotte Ostman
Sabrina Borst	Herbert Hochman	Pandekakes & O'Donnell Families
Jacqueline Botwinick	Lawrence A. Hoffman	KC Pandekakes
Margot Burgheimer	Sally L. Hoffman	Kathy Pandekakes
John & Marilyn Byrne	Shirley Hollis	Aaron Penzo
Donna Cappelli	Ann Horowitz	Isobel Perry
Phyllis Cartin	Nancy Howland	Elizabeth Pforzheimer
Elsie Cephas	Jan Hundhausen	Harry & Marjorie Phillips
Paul & Helen Cocotos	Robert & Sue C. Jacobs	Michelle Pollas
Richard and Emily Cohen	Evan Jeske	Tracy Pridgen
Sylvia Cohn	James Jond	Miriam Reines
Gina Coleman	Despina Kartson	Steven Reidel
Lynn R. Cook	Kathy & Allen Kelley	Michaele Rizzuto
Jasmine Cruz	Lois Kempler	Peter Rolland
Wendy Kappel Cuba	Marlyn Kimmel	Eileen Rooney
Charles Daniels	Sarah King	Jeff Rosa
Kelly Darrow	Elaine Klein	Stuart Rosenbluth
Don & Carol Davis	Susan Klinger	Elaine Rosenthal
Patrick Dellamore	Kathy Knox	Elizabeth A. Rossi
Holly Delohery	Andrea Kocsis	Seymour & Alice
Joe DeMatteo	Gerald & Marlene Kolbert	Dr. Peter Rubinstein
Louis DiPalma	Jules & Lynn Kroll	Christa Russo
Michael & Gina Duncanson	Thaddeus Kuczinski	Diana Russo
Chuck Edelberg	Doreen & Stephen J. Kushel	Dedra Sack
Eileen Eichler	Frank Lagattuta	Thomas Sacken, MD
Alan Epstein	Michael Leschinsky	Joan Sadovnik
Caryl D. Feldman	Stephen Lieber	Shuhei Sato
Evelyn Feldstein	Mark Leeds	Marla Schaefer
Giselle Ferreira	Pat Lemp	John Schwartz
Linnea Freeburg	Selma Levy	Michael Shafer
Bruce & Dana Freyer	Locastro Family	Marlene Shufro
Barbara Friedlich	Helen Lowenstein	Lilian Sicular
Froehlich Family	Daniel & Kathleen MacDonald	Mary Silk
Ursula Sue Gassner	Pauline Marinos	Devinder Singh, MD

Donations 2019-2020 Continued

Ritva Snipas
Hercules & Mary Sotos
Paull & Ann Spindel
Barbara St. Lifer
William Stallings
Elise Stanbury
Adelaide Starck
Libby & Don Steckler
Nancy Steiger
Walter Stern
Bruce Stevens
Robert Stone
Susan Strauss
Dorothy Sweiz
Patti Tempesta
Judy Tenney
Alan Troung
Yvonne Tropp
Herbert & Elizabeth Tulchin
Katherine Tzortzidis
William Van Vlack
Linda Waldron
Eileen Walsh
Marcia Warner
Kent & Mary Alice Warner
Brenda Wilkin
Dale & Brett Yacker
Peggy Yuelys

ORGANIZATIONAL SUPPORT

David and Katherine Moore
Family Foundation
The Fanny And Svante Knistrom
Foundation
Holy Trinity Church Greek Orthodox
Church - AHEPA: Evzone Chapter #405
IMPACT 100 Westchester
Holy Trinity Greek Orthodox Church -
Ladies Philoptochos Society
Larchmont Temple
Montefiore Medical Center- Montefiore
Hudson Valley Collaborative
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
Rye Presbyterian Church
Scotty Electric
Team Daniel Running for Recovery
Toby & Nataly Ritter Family Foundation
United Way of Westchester and Putnam
U.S. Department of Health and Human
Services (HHS)
U.S. Department of Housing and Urban
Development (HUD)
Westchester County Department of
Community Mental Health
Westchester County Department of
Social Services

ORGANIZATIONAL SUPPORT

Continued

Westchester County Department of Planning
Van Ameringen Foundation
Westchester Medical Health-Center
Center for Regional Healthcare Innovation

IN-KIND DONATIONS

All Souls Parish/Presbyterian Church
Andrea Kocsis
Blaze International
Christs Church of Rye
Congregation Emanu-El – Social Action
Committee
Engravably Yours, LTD
Gigi Longo-Gurr
Helping Hands for the Hungry and Homeless
Holy Trinity Greek Orthodox Church
Holy Trinity Greek Orthodox Church
Ladies Philoptochos Society
InformaLogic
Olga Bousvaros
ProForma Graphic & Promotional Solutions
Rabbi Bruce Freyer
Sam's of Gedney Way
Toys For Tots
Trinity Presbyterian Church
United Way of Westchester and Putnam
Veterans Association
Westchester County Emergency
Operations Center

HDSW DIAPER BANK

How do you start a Diaper Bank in the midst of a pandemic? HDSW was the recipient of a United Way Emergency Food and Shelter Grant that was set to expire in March of this year. With only a few weeks left to support applicants with eviction prevention, and everyone on lockdown at home, we contacted the United Way and asked to reallocate grant funds to offer a different type of support. One area of service the grant funded was to offer diapers to those eligible to receive assistance. With the help of on-line shopping, hundreds of boxes of diapers appeared at our door. We created a simple application, and contacted the Westchester County Department of Community Mental Health to get the word out to the family housing providers that our Diaper Bank was open for business. Our service model includes curbside delivery of diapers, alleviating the need for families to venture out while being asked to remain socially distant. Our Storks have been taking orders and making deliveries throughout the County. Families receive a box of diapers and wipes.



IN MEMORIAM:

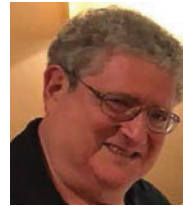
If you want happiness for an hour, take a nap. If you want happiness for a day, go fishing. If you want happiness for a year, inherit a fortune. If you want happiness for a lifetime, help somebody" - Chinese Prover



JOHN REAVIS, Jr., educator, avid skier, community organizer, civic treasure, was a devoted, active member of the Board of Directors of Human Development Services of Port Chester, guiding the way in the fledgling years and serving on various committees, and was continually advocating for those we serve.

John and our devoted Board member, and former Board President, Doris Bailey-Reavis were dedicated partners in community service and were married for twenty-five years.

He was, throughout his life, always an integral part of the community of Port Chester, serving as the Executive Director of the Carver Center and as President of the NAACP of Port Chester. John was a bridge builder, making connections, creating effective partnerships, and bringing numerous opportunities to HDSW through his dedication to improving the lives of others. HDSW is grateful to have had the benefit of his expertise and the blessing of his support.



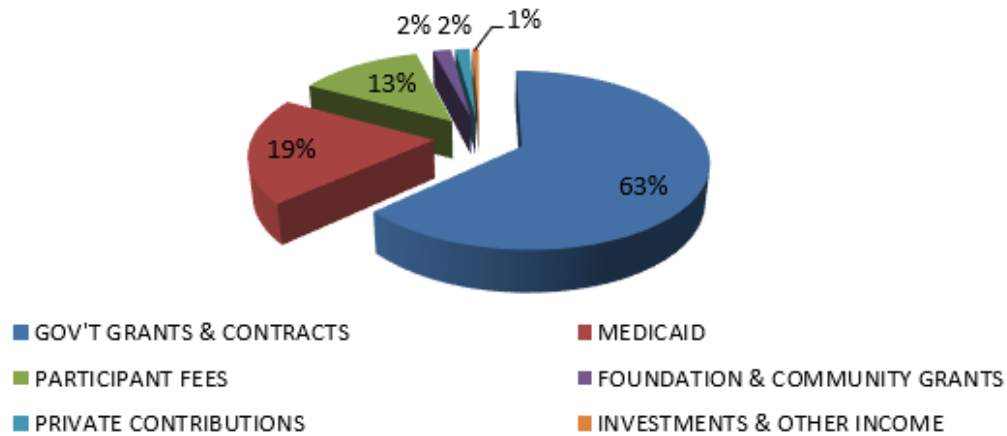
Eric Balzer, was an extraordinary man. He came to work in the summer of 2017 as an original member of the first team members of The Living Room. Eric went on to work in the Care Management Department, where he worked until his passing in the spring of 2020. We express our appreciation to Eric's wife and family for sharing Eric with us for all the many hours he worked to help those we serve.

Eric had an incredible smile and it was infectious. He was happy at work every day. Even when he had more people to help than were hours in a day, he persisted and found a way to make a difference, smiling at every turn. He smiled when passing a colleague in the hall or when greeting a client. Eric smiled at the beginning and at the end of every day.

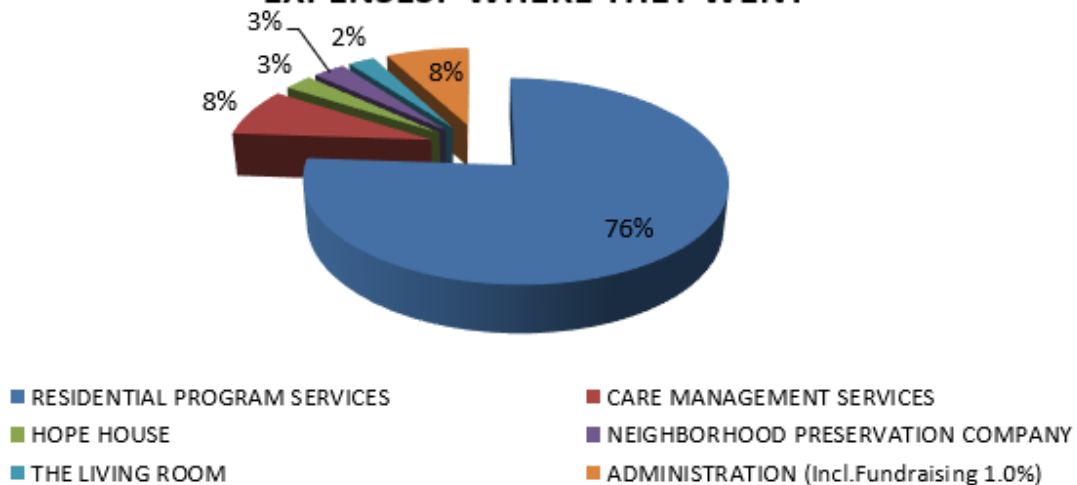
Eric was famous for his chili which was requested at every staff pot luck lunch we shared with him. He was treasured for his keen sense of caring for others and his ability to identify What mattered most to clients. Eric was fueled by the ability to help and he is missed every day.

We express our appreciation to both John's and Eric's families for sharing them with us and for all the many hours they gave in support of HDSW's mission.

REVENUE: WHERE IT CAME FROM



EXPENSES: WHERE THEY WENT



SUPPORT AND REVENUE

GOV'T GRANTS & CONTRACTS	63%	\$7,770,315
MEDICAID	19%	\$2,412,827
PARTICIPANT FEES	13%	\$1,590,861
FOUNDATION & COMMUNITY GRANTS	2%	\$359,132
PRIVATE CONTRIBUTIONS	2%	\$186,527
INVESTMENTS & OTHER INCOME	1%	\$80,202
TOTAL SUPPORT AND REVENUE		\$12,399,864

EXPENSES

RESIDENTIAL PROGRAM SERVICES	76%	\$9,288,899
CARE MANAGEMENT SERVICES	8%	\$977,353
HOPE HOUSE	3%	\$322,794
NEIGHBORHOOD PRESERVATION COMPANY	3%	\$377,045
THE LIVING ROOM	2%	\$302,422
ADMINISTRATION (Incl. Fundraising 1.0%)	8%	\$948,403
TOTAL EXPENSES		\$12,216,916

Human Development Services of Westchester
930 Mamaroneck Avenue
Mamaroneck, NY 10543

First Class Presort
US Postage
PAID
White Plains, NY
Permit No. 5805

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!