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CELEBRATING OUR CENTENNIAL



HeartShare
HUMAN SERVICES OF NEW YORK















HeartShare

PROVIDES SERVICES TO OVER 42,200 CHILDREN, ADULTS AND FAMILIES.

1977

2014

75	 EMPLOYEES 	2,240
\$2.3MM	BUDGET	\$150MM
328	 Found loving stable homes for children	1,323
195	Assisted families in staying together 	1,665
0	Created a safe place for children and youth to go after school and during summer 	2,700
12	 Cultivated a home-like and supportive environment for foster youth in residential care	44
0	 Kept electricity flowing for NYS individuals through Energy Assistance Programs	28,500
0	 Helped children, youths and adults achieve heightened wellbeing, maintain stability and reach their goals	1,563
0	Provided high quality medical care to individuals with intellectual and developmental disabilities 	1,966
0	Educated and/or evaluated pre-schoolers, children and teens with special needs, including autism spectrum disorders 	1,093
8	 Provided homes and apartments for 349 adults and 14 children with intellectual and developmental disabilities	363
0	Supported employment, volunteer and community opportunities for adults with intellectual and developmental disabilities 	3,016

MISSION STATEMENT

The mission of HeartShare is to nurture and support, with dignity and respect, children, adults and families in order to expand opportunities and enhance lives.

Dear Friends of the HeartShare Family of Services:

We proudly present our 2014 Annual Report. We are blessed and honored to be leading HeartShare Human Services, along with its Family of Services, during its milestone Centennial year. In 1914, we opened our doors to teens transitioning from orphanages to life on their own. One hundred years later, the scope and size of our programs have expanded significantly. However, our core commitment, founded on dignity and respect, to enhance the lives of and provide opportunities for the at-risk children, adults and families in our care, remains the same.



The launching of our Centennial year celebration began with ringing the opening bell at the New York Stock Exchange in late December 2013. In January, we unveiled a permanent Centennial Exhibit, including a pictorial historic Timeline and a commemorative Giving Tree. At our March Gala, we honored all of our 100 prior Gala honorees, and, in July, hosted about 1,000 friends at a fun-filled "Block Party" to commemorate the official date of our founding on July 12, 1914 as Catholic Guardian Society of Brooklyn and Queens. Presidents Jimmy Carter, George H.W. Bush, George W. Bush and Barack Obama marked the day with congratulatory messages. Throughout New York City, July 12, 2014 was proclaimed "HeartShare Human Services of New York Day."



The Beginning | HeartShare Human Services incorporates on July 12 as Catholic Guardian Society of Brooklyn and Queens, and starts assisting over 5,000 orphaned and destitute children upon their release from childcare institutions and orphanages at a time when neither society nor the law provides them any protections.

As we look with pride on a century of achievements, we also look forward with hope. HeartShare affiliated with St. Vincent's Services (now called HeartShare St. Vincent's Services), becoming the third largest children's services provider in New York City. With that strategic union, HeartShare inherits 145 years of experience and tradition serving at-risk children, youth and families, including The American Dream Program (ADP) that provides educational, employment, emotional and financial literacy supports to young men and women transitioning out of foster care. We opened four new residences and expanded medical services for individuals diagnosed with intellectual and developmental disabilities, celebrated the first graduate of The HeartShare School, opened two new Cornerstone youth programs in Coney Island and provided thousands of low-income individuals throughout New York State with energy assistance.

Many outstanding partners contribute to HeartShare's century of success - the exceptional leadership, dedication and commitment of our Board members, our caring and professional staff, our generous donors and our untiring volunteers. On behalf of the 42,200 people who rely on HeartShare, we gratefully thank each of our partners, and strive each day to affirm their confidence in our efforts and abilities. As part of that effort, we continue our practice of ensuring that 90 cents of every dollar of revenue goes directly to program services.

As we start our second century of service, we look to you for your continuing friendship and support, and welcome your valued participation...our journey continues!

Sincerely,

Paul J. Torre
Chairman, Board of Directors

William R. Guarinello
President and Chief Executive Officer

HeartShare prepares individuals with intellectual and developmental disabilities to live independently in the New York community.

HeartShare has 38 supervised group homes and 42 independent living apartments in Brooklyn, Queens and Staten Island for people with intellectual and developmental disabilities. HeartShare's staff hopes to see an individual ultimately become as independent as possible and live more inclusively in the New York community.

Eric formerly lived at the Short Residence, a HeartShare group home with 12 other men in downtown Brooklyn, and Eric demonstrated his potential to live

more independently. As part of HeartShare's **Community Living Program** at the **East 102nd Street Residence** in Canarsie, Brooklyn, Eric now shares an apartment with Andrew, his long-time friend and former HeartShare roommate. On a typical day, Eric works in the Supported Employment Program, makes his meals, budgets his expenses and travels independently throughout the community. Eric's love of music, particularly hip hop and gospel music, is the foundation of his dream to work as a ticket sales associate at the Barclays Center, Brooklyn's premier sports and entertainment arena. Assisted by HeartShare staff, Eric is currently working to explore new employment opportunities. "Eric is always looking for a challenge and once he finds that challenge, he remains very focused," observed Melissa Pierre, Brooklyn Coordinator for HeartShare's Community Living Program.



First Group Home | Under a Federal court mandate after the exposure of horrific conditions at Willowbrook State School on Staten Island, New York State agrees to close the institution and provide community-based living for over 5,000 individuals. At the request of the state, HeartShare opens its first group home – Clinton Residence – for seven boys rescued from the School and one boy living within the community.

EMBRACES CHALLENGES

HeartShare innovates to create competitive, inclusive jobs for adults with disabilities.

Darron was one of the first HeartShare-trained employees of **Cleaning with Meaning**, a “green” home and office cleaning business serving the five boroughs of New York City and nearby counties that was founded by HeartShare and its partners at the New York Integrated Network (NYIN). During his training to become a cleaning technician, Darron energetically learned the application and use of different cleaning materials. All employees also receive a uniform and employee identification card. “This is the best job I’ve ever had,” said Darron, who has prior work experience at a restaurant. Darron was able to reach this professional milestone through HeartShare’s **Kaleidoscope**

Program, an adult day program that prepares individuals for the world of work. **The Blended Day Services Program**, which combines group habilitation, pre-vocational services and supported employment, pairs a program participant with a job coach who provides training and support until the individual is ready to take on less supervised work. “As more and more of our individuals are equipped with skills to work, we not only enhance their quality of life, but also are shifting paradigms,” explained Kaleidoscope Program Director Joy Palmer, who then added, “Everyone has a right to work in a competitive, inclusive environment.”



1988

First Day Treatment Center | As group homes flourish throughout our community, there is a corresponding need for additional adult day programs that provide training and community inclusion opportunities, consistent with the normal rhythms of life. HeartShare locates its first educational program for adults with developmental disabilities – the Eileen and William Lavin Day Treatment Center – in Williamsburg.



SHIFTS PARADIGMS

HeartShare transforms the lives of children diagnosed with autism, beginning with early intervention.

Since 1977, HeartShare has provided services and supports to adults with intellectual and developmental disabilities. Five years later, those services were expanded to pre-school children as medical evidence showed that early intervention benefits children diagnosed with intellectual and/or developmental disabilities, including those with an autism spectrum disorder. Throughout its 100 year history, HeartShare strived to respond to the needs of the New York community, which is why it developed programming responding to the growing outcries from the community and increasing

numbers of children, now 1 in 68, diagnosed with autism. HeartShare's early intervention programs, for example, target developmental delays as soon as possible. During his two years as a pre-schooler at HeartShare's **Governor Mario and Matilda Raffa Cuomo First Step Early Childhood Center**, Brandon was exposed to the Applied Behavior Analysis (ABA) curriculum, in which he learned Common Core academic units, while also receiving specialized therapeutic interventions. At HeartShare, Brandon gradually was introduced to a less restrictive classroom environment and ultimately transitioned to an integrated Kindergarten at P.S. 62 in Queens. Alongside his classmates and under the guidance of one of his Kindergarten teachers, Veronica Fera, Brandon completed his morning word exercises. When asked about his favorite school activities, Brandon smiled and said, "I like to take books out of the library."



Early Childhood Center | Medical research indicates that early intervention for children diagnosed with developmental disabilities greatly enhances their chances for more appropriate development. HeartShare opens its First Step Early Childhood Center, one of the first programs of its kind in New York City for children two to five years of age.

BREAKS THROUGH

The HeartShare School cultivates academic excellence and encourages development without limitations for children and teens with autism.

The HeartShare School, established in 2007 for school-age children with autism, continues to provide the quality education and therapies necessary for a brighter and more independent future. The HeartShare School teachers and staff also nurture



HeartShare Education Center | Community leaders, responding to parents of children with autism and frustrated by the lack of adequate services, ask HeartShare to expand its preschool program for children with developmental disabilities by developing a school-age program focused on children, ages five to 21 years, on the autism spectrum. In April, the HeartShare Education Center, an affiliate of HeartShare, opens its doors.

student growth by encouraging them to pursue their personal interests. The HeartShare School Rock Band was born at a school talent show in 2012. Two years later, the band performed live for nearly 1,000 guests at the HeartShare Centennial Anniversary “Block Party” in July 2014. “The best part was seeing how proud the children were and how everything that defined them as autistic kids fell by the wayside. They were just kids playing instruments, having fun,” recalled Marie, a parent of a band member. At The HeartShare School, both group and one-on-one music therapy sessions encourage social, emotional and motivational

development. “Music is used to address physical, emotional, cognitive and social needs or goals,” said Music Therapist Emily McClure, explaining the direct and spillover benefits of the band on the students’ development. The HeartShare School Rock Band encourages a stronger sense of community at the school and gives traction to dreams for the future—playing professionally or teaching music to other children with autism.



Then & Now: Adaptive P.E. teacher Jodi Vitale, who received her educational foundation in the UPK Program at HeartShare’s **Cuomo First Step Early Childhood Center**, returned to The HeartShare School to encourage and challenge her students to grow.



PURSUES DREAMS

HeartShare emboldens adults with autism to pursue their dreams and live fuller, more independent lives.

Valerie, who was the first graduate of The HeartShare School in June 2014, now attends HeartShare's **Brooklyn Partnering with Autistic Citizens (PACT) Program**, where she works every day with managers on administrative and maintenance tasks, as well as continues to learn life skills, including cooking. In addition to its education and adult day programs, HeartShare's **SPA (Serving People with Autism) Overnight Respite Program** on Staten Island provides much-needed rest for family members caring for relatives with autism. Kevin has been participating in the program for three

years. "I've seen so much growth in Kevin. He's so much more open to communicating when we go out into the community," said Manager Valerie Stropoli.

As they continue to learn and grow, Brandon, Nicholas, Valerie and Kevin enjoy fuller, more independent lives. Brandon thrives in his Kindergarten class at P.S. 62. Nicholas studies his academic subjects at The HeartShare School, while also strengthening his friendships and musical abilities. Valerie learns how to manage her daily routine with greater autonomy. Kevin, who never spent time away from his family until his first overnight stay at the HeartShare SPA, always looks forward to his next stay. HeartShare's Autism



SPA Overnight Respite Program | Opened in 2011, HeartShare's SPA Overnight Respite Program is located on the second floor of a spacious two-family home in Great Kills, Staten Island. With its focus on autism, it was the first overnight program of its kind for people with intellectual and developmental disabilities in New York City.

Services have transformed the lives of each of these four individuals—Brandon, Nicholas, Valerie and Kevin—and countless more ranging from preschoolers to young adults.

FINDS INDEPENDENCE

HeartShare encourages socialization and self-discovery, while providing relief to caretakers.



Family Support Services – Respite/Recreation Program | Families, caring for their loved ones with developmental disabilities who live at home, seek resources that provide an array of recreational opportunities in the community for those in care. HeartShare introduces its Respite/Recreation Program, initially with a Summer Day Camp, that offers families well-deserved respite and opens a whole new world to individuals through supervised outings and activities.

Yshevia is an active participant in HeartShare’s **Respite/Recreation Program**, which was designed to give families and caretakers a much-needed break from their 24/7 responsibilities during weeknights, weekends and holidays, while offering a wide array of exciting activities for group members. Heels and Wheels, one of HeartShare’s 16 recreation programs, was specifically created for those who have difficulty walking or use a wheelchair. Individuals meet at least monthly for diverse local trips, including to museums, sports venues, restaurants, bowling alleys, movies, zoos and parks.

Exploring New York City together is also an opportunity to strengthen socialization skills. “It’s a chance to meet new people,” said Yshevia, who has developed friendships with other members of the group since joining in 1999. The outings also have been an experience for personal growth. “Yshevia advocates for herself and the group. If the bowling alley or movie theater isn’t completely wheelchair accessible, she’ll not only tell the staff, but she’ll actively boycott that business,” noted Heels and Wheels Supervisor Anita Adams. “I’m not afraid to speak

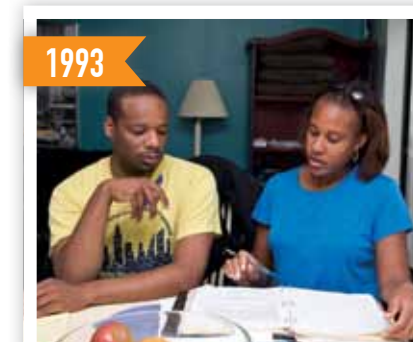
up,” Yshevia proudly stated. Yshevia, who graduated from the Brooklyn Transition Center, is currently a College Assistant at Medgar Evers’ Office of Services for the Differently Abled and has been working at the college for the past 15 years.



PARTICIPATES AND ADVOCATES

HeartShare empowers people with disabilities to set and achieve personally meaningful life goals.

Medicaid Service Coordination (MSC) supports people with intellectual and developmental disabilities by crafting and implementing a person-centered Individualized Service Plan (ISP) reflective of their unique needs, desires and goals. Jackie has been a part of HeartShare for nearly two decades. With the assistance of her Medicaid Service Coordinator, Jackie plans and pursues personally meaningful short- and long-term goals, including finding new creative outlets, learning new recipes to eat healthier and continuing to learn practical ways to save what she earns.



Individual and Family Support Services—Medicaid Service Coordination | Medicaid Service Coordination, which started as case management in 1993, helps families more easily provide for the daily needs of those in care. The staff collaborates with family members and program participants to promote as much active community involvement as possible.

Through HeartShare's **Queens Day Habilitation Program**, Jackie volunteers in the local Queens community at senior centers, churches and at an Applebee's Restaurant. At Queens Day Hab, she also expresses her creativity through art and cooking classes. In September 2014, Jackie moved into HeartShare's newly constructed **Healy Residence**, which is located in Woodhaven, Queens. In that environment, Jackie has been invigorated to explore her new neighborhood, especially learning how to navigate to the grocery store or hair salon. "Although she's been in her new home for a short time, she's visibly happier. I'm confident that with continuing guidance and encouragement, Jackie can be even more independent than she is now," said her HeartShare MSC Albanerys Martinez.

ACHIEVES LIFE GOALS

HeartShare Wellness delivers quality, specialized medical care to children and adults with intellectual and developmental disabilities.

HeartShare Wellness, Ltd. provides medical, specialty, rehabilitative, counseling, and evaluation services to 2,000 children and adults diagnosed with intellectual and developmental disabilities. Established in 2000, HeartShare Wellness continuously works to improve the breadth of its services. With HeartShare’s recent addition of St.



HeartShare Wellness, Ltd. | Finding comprehensive and coordinated medical and health services for children and adults with developmental disabilities proves extremely difficult and frustrating. HeartShare Wellness, Ltd., an affiliate of HeartShare, opens in downtown Brooklyn. The facility offers holistic medical, health and wellness services provided by a staff trained specifically to address conditions unique to the special needs population.

Vincent’s Services’ developmental disabilities group homes, the number of HeartShare programs and participants has increased significantly. To ensure continuity of care for all of its new patients, as well as to meet the growing needs of the New York community for specialized medical services, which include pediatrics, adolescent and adult psychiatry, podiatry, neurology, optometry and gynecology, the clinic’s dedicated staff work extended hours on weekday evenings and Saturdays. HeartShare has also initiated a partnership with prestigious New York City hospitals, including Mount Sinai Hospital and Lutheran Hospital, to host residency rotations at the clinic. With this model, HeartShare hopes to cultivate a health care field where specialized medical services for individuals with disabilities are more widely available.





100 YEARS



...AND WE CELEBRATED



NURTURES HER CHILDREN

HSVVS finds nurturing, permanent homes for our foster care children.

HeartShare St. Vincent's Services' (HSVVS) **Foster Care and Adoption Programs** ensures that children in foster care experience a seamless transition to a safe, stable and loving home, whether that means their reunification with biological parents or an

adoption. One HSVVS success story is Constance's family. Constance served as the foster mother for six of her children—Elijah, 14, Elisa, 13, Elysia, 10, Ezekiel, 6, Jhaliah, 3, and Nasir, 2—before adopting them. In Constance's home, her children have grown physically, emotionally and mentally stronger. "I have seen a metamorphosis in these children," affirmed Terrence Griffith, their HSVVS Case Planner. Constance has provided stability, opportunities and encouragement for her children, who attend day care centers and schools that support their individual learning needs. Additionally, her children enjoy hobbies, such as karate, ballet and guitar lessons. After noticing their collective love of music, Constance transformed their backyard shed into a recording studio. Now, their backyard is a place to practice music and enjoy barbecues during the summer.



Foster Care | As the drug epidemic explodes in U.S. cities, children of every age become at-risk. New York City's Bureau of Child Welfare certifies HeartShare for foster care services for youth 16 years old and older. HeartShare offers services without any age restrictions.

Together, they also have created new family traditions, including an annual trip to Disney World. "At the end of the day, I can't wait to get home, and on Saturdays, it's Family Day," beamed Constance. "They're my world."



HSVS is committed and determined to ensure that older youth leaving foster care get the support they need to achieve their dreams.

HSVS' **American Dream Program** (ADP) provides education, emotional support and career advancement programming to empower older youth to overcome their personal challenges and excel as adults. ADP is a highly innovative model in the social services



The American Dream Program | Since its inception as the American Dream Fund in 1997, the program has changed the lives of 100 young men and women. Today, HeartShare St. Vincent's Services continues to provide tuition assistance, room and board, tutoring, counseling, health care and other expenses for postsecondary education, even past age 21, when youth age out of foster care.

field, especially in its support of those who have recently aged out of foster care. Through ADP, HSVS strives to break the cycle and reverse trends of poverty, incarceration and homelessness for our foster care youth. For over 15 years, ADP has sponsored youth as they pursue their dreams through the generosity of individual and foundation donors. Beginning in 2015, the newly revamped ADP will ensure more individualized, comprehensive support for our scholars. With this additional support, each of our ADP scholars will be able to find their own paths, make a plan and develop the skills they need to take on the challenges of work, education, finances and adult responsibilities with energy and confidence.

Dareth is one of our outstanding ADP scholars. Dareth entered foster care at the age of three. By the time she turned 18 years old, Dareth had lived in over thirteen different foster homes and attended more than ten different schools. Currently, she is in her freshman year at SUNY Sullivan, and plans to pursue a joint BA/MBA degree in the hopes of becoming a Certified Public Accountant. Along with her career goals, Dareth also plans to give back by serving as a foster mother. Additionally, HSVS is proud to have named Dareth *The Reverend Monsignor Robert M. Harris 2014 Youth of the Year*. "I have defied all the statistics that society has established for someone like me," declared Dareth. "I decided to define myself and not be defined by the social norms of others."



DEFIES EXPECTATIONS



PREPARES FOR THE FUTURE

HSVS provides stable housing to help adults get their lives back on track

HSVS' **Integrated Health Services** provides mental health and medical treatment services to children, adults and families. Individuals have access to our Article 31 Clinic that is staffed by psychiatrists, social workers, mental health counselors and nurse practitioners. Additionally, individuals may receive assistance through HSVS' Supported Housing, serving adult clients who struggle with substance abuse and mental health issues, as well as those diagnosed with HIV/AIDS. Currently, Allan lives in Crown Heights in one of HSVS' **Supported Housing** apartments. For Allan, his apartment reduced his risk of homelessness and provided him with crucial time and support to help him get his life back on track. "I was provided the necessities—shelter, food and clothing," Allan recalled. "The agency placed value in my future." HSVS ensured that Allan had a constant support network and paired him with



Outpatient Substance Abuse Treatment Program | In 1999, St. Vincent's Services (SVS) first opened its licensed Outpatient Substance Abuse Treatment Program. In 2007, SVS launched its Supportive Housing Initiative, which in addition to a place to live, provides health and drug treatments and supports to encourage independence.

a roommate who could relate to his struggles. Today, Allan is equipped with growing financial independence and dreams of attending automotive school. Allan also was connected with HSVS counselors who continue to provide him with the advice he needs to accomplish his life goals. The stability and encouragement he received from his HSVS' counselors has made a lasting impact on Allan. He has started the process to become a certified counselor. "It's about relating to someone in order to provide them with the strategies and tools that worked successfully in my life," Allan said. "There are always steps to where you want to go, and there's no reason not to get there."

HSVS provides a home-like and supportive environment for foster youth.

HSVS has four **Youth Residences** that serve foster care youth in Queens and Staten Island. Each home provides support for gaining independent living skills, which include learning financial literacy, pursuing an education, obtaining gainful

employment, utilizing health resources and securing housing. Currently, Crystal lives in **HSVS' Youth Residence** in the New Brighton neighborhood of Staten Island. Whether they spend time ice skating at Clove Lakes Park or a night out at Dave & Busters in Manhattan, Crystal enjoys spending time with her eleven housemates. "The girls are like my sisters, and I like when the girls come to me for advice, especially about school. I want to help," said Crystal. Although each of the young women are assigned chores, Crystal often takes on more chores to show her appreciation to the HSVS staff. "It's my way of giving back to them," she noted. In June 2014, Crystal graduated from Concord High School, and now is attending



First Foster Youth Group Home | St. Vincent's Services (SVS) opened its first group home for foster care youth in Springfield Gardens, Queens. SVS's aftercare program also offered continued support for older adolescents to help them transition to adulthood. HeartShare St. Vincent's Services continues this programmatic tradition through its Youth Development and Youth Residential Programs.

Queensborough Community College. As a freshman, Crystal balances her academics with her track team practices and meets. Crystal plans to transfer to John Jay College of Criminal Justice to further her goal of becoming either a family lawyer or a social worker. "I can tell my future clients that I've lived in a group home and I know the struggle," she said. "I can tell them that it's going to be hard, but they'll make it through."



GIVES BACK



CREATES AND CONNECTS

HSVS strengthens and supports families in crisis.

HSVS' **Family Service Centers** provide free community-based services to help families in crisis and to ensure their children remain safe in their homes. In addition to individual, family and group counseling, staff members provide guidance to families on



1975
NYC's First Prevention Program | As a better alternative to foster care, New York City's first prevention program – HeartShare's South Brooklyn Prevention – provides counseling to families in crisis to keep them united and avoid foster care placement of their children.

where to find essential help and resources. Roy and his daughters, Julianna, 16, and Christina, 13, experienced an overwhelming personal loss in their family. When they first started attending counseling sessions at **Bensonhurst Family Services**, Roy, Julianna and Christina found it difficult to express how this loss deeply affected their lives. During art therapy sessions, Case Planner and Art Therapist Katie Hinson encouraged Roy, Julianna and Christina to create drawings, paintings and face masks in order to facilitate a discussion about their loss.

As they created their artwork, Roy, Julianna and Christina opened up to one another. The family spoke about their feelings, their identity as a family and their future goals. Through art therapy, Roy and his daughters have witnessed a positive change. Now, when they are facing difficult moments, they have many different skills and strategies for coping with their challenges. In turn, Roy, Julianna and Christina have become closer as a family. "We work together as a team," said Julianna.

HSVS supports and guides youth and young adults to be confident in their academic, professional and personal lives.

In January 2014, HSVS opened the **O'Dwyer Gardens and Carey Gardens Cornerstone Programs** in Coney Island. These programs provide engaging after-school and summer opportunities that support academic advancement, promote career goals,



Challenges Grow | Economic realities force parents into the out-of-home workforce, creating more "latchkey" children vulnerable to "street" society. HeartShare opens its first Youth Program - PS 329's Beacon Program - that provides after-school educational and recreational opportunities, as well as social services, for young students in a safe and supervised environment within the heart of their own community.

expand recreational interests and develop stronger student ties with the local community. For brothers Dante, 14, and Marquis, 12, the **Young Men's Initiative (YMI)** at Carey Gardens offers team-building and other skill-building activities. YMI also offers a forum to discuss career interests with mentors in different professions, including a teacher, chef, office administrator and web designer. During their two years of participating in YMI, Dante and Marquis have exemplified academic excellence, sportsmanship and leadership, including training to become future mentors. Today, Dante is an active member of the group and is open to sharing what he has learned with the other YMI participants. "The program helped me with most of my problems in school and now I'm doing a lot better," said Dante, who wants to be a video game designer. Marquis, who used extra tutoring hours to turn mathematics into an academic strength, hopes to be a scientist. He also values the life lessons he has learned through his Carey Garden support system. "In school, you just want to fit in and act cool," said Marquis, "but at YMI, you can express who you really are."



MENTORS AND LEADS

HeartShare helped 28,500 people in 60 of 62 New York counties endure extreme weather.

HeartShare's **Energy Assistance & Community Development Programs** helped 28,500 New Yorkers cope with rising energy costs this year. Working with National Grid, New York State Electric & Gas Corporation (NYSEG), Rochester Gas and Electric

Corporation (RG&E), Consolidated Edison and Entergy, HeartShare has made inroads throughout the New York community, working with social service organizations, as well as elected officials to expand the presence of intake centers to 60 of the 62 New York counties. In 2014, HeartShare had two opportunities to extend the length of its heating programs and disburse grants to more families facing utility emergencies. In February 2014, National Grid and Dominion Transmission donated \$20,000 to two energy funds serving upstate New York.



Challenges Grow | With energy costs rising, HeartShare partners with National Grid, then Brooklyn Union Gas, to broaden Energy Assistance Programs for low-income households.

HELPS PEOPLE IN NEED

When the harsh winter continued and the cost of utilities remained elevated for upstate households, National Grid donated a generous \$1 million, which reached an additional 4,000 eligible households. WABC Channel 7's "Tiempo" with Joe Torres featured this program. Given the dire circumstances faced when there's a utility shut-off in dangerously low temperatures and the responsiveness of the program to such families, Joe Torres remarked, "It is no wonder your organization is called HeartShare."

A SPECIAL TRIBUTE TO Carol A. Smith-Njiiri

Recognizing 45 Years of Devoted and Compassionate Service to Children and Families



Upon her retirement in December 2014, HeartShare celebrated Carol Smith-Njiiri and her legacy. Carol launched her forty-five year HeartShare career in July

1969 as a Family Day Care Program caseworker in the South Jamaica (Queens, NY) office of the then Catholic Guardian Society of Brooklyn and Queens, now HeartShare. She rose through the ranks to become HeartShare Human Services’ Executive Director of Children and Family Services, and then Chief Executive Officer of HeartShare St. Vincent’s Services.

Over the course of her career, Ms. Njiiri was integral to expanding and enhancing all programming related to children and family services, especially the Foster Care Program that places abused, abandoned and neglected children with nurturing and loving foster families and/or adoptive parents.

Ms. Njiiri innovated HeartShare programs to respond to the needs of the New York community, including HeartShare’s Refugee Assistance Program for unaccompanied immigrant Vietnamese, Cambodian, and Amerasian minors and, later, Haitian minors in the 1970s; prevention programs to help families in crisis stay united during the “crack” epidemic in the 1980s and HIV/AIDS residential and case management services for children and families facing

separation and inevitable loss in the 1990s. Carol also implemented HeartShare’s school and weekend Beacon Programs for underserved youth to learn, develop and grow in a safe environment apart from “street society.” Additionally, Ms. Njiiri established Independent Living Services specifically geared to the needs of older youth and adolescents in foster care, and a similar program for young adults transitioning out of foster care. As an innovator and a witness to the changes that affected children and families for over four decades, Ms. Njiiri is an acknowledged child welfare expert and historian.

Born and raised in Brooklyn, NY, Ms. Njiiri graduated from Erasmus Hall High School, and then earned her Bachelor’s Degree in Sociology from Hampton University (VA) in 1969 and a Master’s Degree in Social Work from New York University in 1972. As a NYS certified social worker, Ms. Njiiri enhanced her child welfare education in the post-graduate environs of Columbia Business School for Non-Profits, Hunter College, New York University, Fordham University and the National Child Welfare Leadership Center. For over 30 years, Carol also has been an active member of the governing team of the Council of Family and Child Caring Agencies (COFCCA). She is also active in the Association for Black Agency Executives.

Carol Smith-Njiiri’s legacy of service is unparalleled. Her leadership, devotion, compassion and achievements are most worthy of our respect, admiration and profound gratitude. Her personal demeanor, velvet-gloved candor and sense of humor earned her our deep affection and friendship. We extend her our sincerest best wishes for extended good health and every happiness.

GOVERNMENT PARTNERS

HeartShare proudly acknowledges its ongoing partnerships with New York City and State. Their programmatic support and funding enable HeartShare to provide services to those in need.

NEW YORK CITY

Administration for Children’s Services
Department for the Aging
Department of Education
Department of Health and Mental Hygiene
Department of Youth and Community Development
Housing Authority
Human Resources Administration
The Council of the City of New York

NEW YORK STATE

Adult Career and Continuing Education
Services-Vocational Rehabilitation
Child and Adult Care Food Program
Education Department
Department of Health
Department of Health, AIDS Institute
Department of Mental Health
Energy, Research and Development Authority
New York State Assembly
New York State Senate
Office of Children and Family Services
Office of Mental Health
Office for People With Developmental Disabilities

MEMBERSHIPS & AFFILIATIONS

Accountable Care Coalition of Greater New York
American Association of Blacks in Energy
American Association of Children’s Residential Centers
American Association on Intellectual & Developmental Disabilities
American Occupational Therapy Association
American Psychological Association
Association for Supervision and Curriculum Development
Better Business Bureau
Brooklyn Chamber of Commerce
Brooklyn Developmental Disabilities Council
Brooklyn Health Home
Catholic Charities USA
Coalition of Mainstream Employment Programs
Columbia University Graduate School of Social Work
Community Care of Brooklyn PPS
Consortium for Workers Education
Council for Exceptional Children
Council of Voluntary Family and Child Caring Agencies
Council on Accreditation of Services for Families and Children
Council on Social Work Education
Developmental Disability Nurses Association
Direct Support Professionals Alliance of New York State Inc.
HIV/AIDS Pediatric AIDS Advisory Group
HIV/AIDS Services Administration
InterAgency Council of Developmental Disabilities Agencies
InterAgency Transportation Solutions
Lutheran-Led PPS
Meaningful NY Initiatives for People with Disabilities, Inc.
National Association for the Education of Young Children
National Association for Female Executives
National Association of Social Workers
National Council on Family Relations
National Fragile X Foundation
National Fuel Funds Network
National Low Income Energy Consortium
New York Integrated Network for Persons with Developmental Disabilities

New York State Association of Community and Residential Agencies
New York State Association of Day Service Providers
New York State Public Service Commission
New York State Speech-Language-Hearing Association
Partnership for After-School Education
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Loeb & Troper
655 Third Avenue
New York, NY 10017

EMPLOYMENT IDENTIFICATION NUMBER
#11 – 1633549

OUR PROGRAMS

DEVELOPMENTAL DISABILITIES SERVICES

TOTAL NUMBER SERVED: 6,429

Residential Services

NUMBER SERVED: 354
60th Street Residence
Josephine and Joseph Abatemarco Residence
Marian and Anthony Attardi Residence
Bollmann Family Residence
Kathleen and James Buckley Residence
Salvatore A. Calabrese Residence
Joseph and Laura Caruana Residence
Clinton Residence
Thomas J. Cuite Residence
Laura M. Calderhead and Florence A. DeSola Residence
Doonan-Drake Residence
E. 66th Street Residence
E. 102nd Street Residence
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Clare and Frank Torre Residence
Dr. Catherine White Residence
Community Living Program (40 apartments)

Day Services

NUMBER SERVED: 575
Frances Aiello Day Habilitation Program (718) 443-5071
Bay Ridge Day Habilitation Program (718) 745-7117
Brooklyn Day Habilitation Program (718) 797-2020
Brooklyn Partnering with Autistic CiTizens (PACT)
Day Habilitation Program (718) 797-2020
Harry Hoffman Day Habilitation Program (718) 899-2752
Kaleidoscope Day Services Program (718) 797-2020
Eileen and William Lavin Day Habilitation Program (718) 745-7117
Queens Day Habilitation Program (718) 281-0480
Staten Island Partnering with Autistic CiTizens (PACT)
Day Habilitation Program (718) 698-2737
Union Turnpike Day Habilitation Program (718) 969-0419

Education Services

NUMBER SERVED: 1,020
Angels on the Bay Evaluation Center (718) 323-2877
Governor Mario M. and Matilda Raffa Cuomo
Family First Step Early Childhood Center (718) 441-5333
HeartShare First Step Early Childhood Center,
Patrel and Victor Taranto Campus (718) 238-4637
Lefferts/Liberty Kiwanis First Step
Early Childhood Center (718) 848-0300
Dolly and Frank Russo, Sr. First Step
Early Childhood Center (718) 805-7117

Individual and Family Support Services

NUMBER SERVED: 2,441
Fragile X Information and Referral (718) 422-3271

Home Away From Home Respite Program (718) 422-3257
Medicaid Service Coordination (718) 422-3336
Options Family Reimbursement Program (718) 422-3290
At Home Respite Program (718) 422-3291
Respite/Recreation Programs (10 programs) (718) 422-3292
Serving People with Autism (SPA) Overnight
Respite Program (347) 983-4305

Energy and Community Development

TOTAL NUMBER SERVED: 28,500

Care and Share (855) 852-2736
Number Served: 13,882
In affiliation with National Grid

Neighborhood Heating Fund (718) 422-4207
Number Served: 4,226
In affiliation with National Grid

Project SHARE Heating Fund (844) 579-5555
Number Served: 6,607
In affiliation with NYS Electric and Gas Corporation
(NYSEG) and Rochester Gas & Electric (RG&E)

EnergyShare (877) 480-7427
Number Served: 2,141
In affiliation with Con Edison

The Neighbor Fund (Indian Point)
Number Served: 540
In affiliation with Entergy

The Neighbor Fund (Fitzpatrick)
Number Served: 232
In affiliation with Entergy

Hurricane Sandy Relief Assistance*
Number Served: 879
In affiliation with National Grid
*Special to 2013

OUR AFFILIATED PROGRAMS

HEALTH SERVICES

NUMBER SERVED: 1,966
HeartShare Wellness, Ltd. (718) 855-7707

EDUCATION PROGRAM

NUMBER SERVED: 73
HeartShare Education Corporation (The HeartShare
School), Patrel and Victor Taranto Campus (718) 621-1614

HEARTSHARE ST. VINCENT’S SERVICES

TOTAL NUMBER SERVED: 7,295

Adoption, Foster Care, and Independent Living Programs

NUMBER SERVED: 1,323
Brooklyn Office (718) 422-2292
Queens Office (718) 739-5000

Family Service Centers

NUMBER SERVED: 1,665
Bensonhurst Family Services (718) 234-1717
East Brooklyn Family Services (347) 770-8155
Shirley Tanyhill Family Services (718) 372-0580
Special Medical Prevention Program (718) 422-2455

Youth Programs

NUMBER SERVED: 2,700
Carey Gardens Cornerstone Program (718) 996-5893
McKinley I.S. 259 Beacon Program (718) 836-3620
O’Dwyer Gardens Cornerstone Program (718) 996-5893
P.S. 102 One World After-School Program (718) 567-2365
P.S. 288 Shirley Tanyhill Beacon Program (718) 714-0103
Surfside Gardens Cornerstone Program (718) 996-5893

Integrated Health Services

NUMBER SERVED: 1,563

Chemical Dependence Services

Chemical Dependency Clinic-Canarsie (718) 257-3880
Chemical Dependency Clinic-Jamaica (718) 206-0218
Chemical Dependency Clinic-Staten Island (718) 981-7861

Children’s Community Residences

(718) 422-2210
Laurelton Children’s Community Residence
Springfield Gardens Children’s Community Residence
St. Alban’s Children’s Community Residence

HIV/AIDS Services

Community Follow-Up Program (718) 372-0580

OUR DONORS

HeartShare extends its sincerest appreciation to its generous supporters, and gratefully acknowledges the following contributors who donated \$250 or more between July 1, 2013 and June 30, 2014. Your gracious support assists HeartShare in providing high-quality services to over 42,200 New Yorkers. If we inadvertently omitted your name, please accept our sincerest apologies, and ask that you contact us at (718) 422-3210.

If you would like to contribute, please use the enclosed envelope, visit www.heartshare.org or mail your contribution to:

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Mental Health Services

Brooklyn Outpatient Mental Health Clinic (718) 522-6011
Queens Satellite Mental Health Clinic
Staten Island Satellite Mental Health Clinic

Supported Housing Services

(917) 618-3160
HIV/AIDS Residential Housing Program (40 Apartments)
Forensic Supported Housing Program
Severe Mental Illness Supported Housing Program
Young Adult Supported Housing Program

Youth And Community Residences

NUMBER SERVED: 44
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Jamaica Residence
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HEARTSHARE'S FINANCIAL STATEMENT

Fiscal Year Ending June 30, 2014

	REVENUE*	EXPENSES*
CHILDREN & FAMILY SERVICES		
Adoption, Foster Care & Independent Living	\$ 8,184	\$ 7,884
Family Service Centers & Youth Programs	4,668	4,497
Programs for People with HIV/AIDS	1,208	1,087
SERVICES FOR THE DEVELOPMENTALLY DISABLED		
Residential Programs	\$ 38,862	\$ 37,096
Day Programs	21,128	18,038
Early Childhood Services	12,845	12,337
Family Support Services	958	948
AFFILIATED PROGRAMS		
HeartShare Saint Vincent's*	\$14,546	\$13,038
The HeartShare School	\$ 3,781	\$ 3,473
HeartShare Wellness Ltd.	3,711	3,950
Health Home	1,950	920
Energy Programs	161	211
TOTAL PROGRAM	\$112,002	\$103,479
Management and General & Administrative Fundraising		\$12,222 \$459
TOTAL SUPPORTING SERVICES		\$12,681
PUBLIC SUPPORT AND OTHER REVENUE		
Contributions	\$ 121	
Interest Income	31	
Net Special Event Income	549	
Grant Income	597	
TOTAL PUBLIC SUPPORT AND OTHER REVENUE	\$ 1,298	
TOTAL	\$ 113,300	\$ 116,160
Change in Net Assets Before SWAP Agreement	\$-2,860	
NYIN Expenses		\$150
Change in Net Assets	\$-3,010	
*In Thousands		
*For the period March through June 2014		

Copies of HeartShare's audited financial statements are available upon written request to HeartShare Human Services, 12 MetroTech Center, 29th Floor, Brooklyn, NY 11201.

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