YEAR IN REVIEW
JULY 1, 2010 THROUGH JUNE 30, 2011

SEPTEMBER 21
Residential Services Dinner Dance

OCTOBER 6
Jim Buckley Memorial Golf Outing

OCTOBER 28
Employee Recognition Dinner

NOVEMBER 2-13
ArtShare for HeartShare

NOVEMBER 16
Joe DiMaggio Dinner

DECEMBER 13-22
Toy and Gift Drive

MARCH 24
Spring Gala and Auction

MAY 15
Buckley’s-Kennedy’s 5K Charity Run

MAY 19
Educational Services Dinner Dance

JUNE 6 & 13
Family Support Dinner Dances

JUNE 14
Golf Classic

This is the first time since 1985 that our Annual Report letter has not been co-authored by HeartShare’s Chairman of the Board. As many of you may know, our Chairman, Ralph Subbiondo, passed away in July. Personally, I lost a great friend and mentor. Professionally, HeartShare lost a steadfast advocate and incomparable leader. Throughout both relationships, no matter the issue, Ralph gave freely of himself and with all his heart. He is missed deeply by all who knew him.

Fortunately, Ralph’s legacy of strong, thoughtful, compassionate and common sense leadership lives on in his similarly-talented Board colleagues, all of whom stand as one and at the ready to ensure mission continuity, stability and, most importantly, quality services.

A year ago, we thought the economy would have been well on its way to recovery by now, but it is still volatile and programmatic funding for this current year has been reduced. With great pride, I can report that HeartShare remains solid thanks to our outstanding Board and our professional and dedicated staff. With great hope that the worst may be behind us, we nevertheless remain vigilant to prepare for potential disruptions. If and when they should occur, as in the past, we have every confidence that we are positioned to address those issues.

Even more positively, HeartShare achieved reaccreditation by the Council on Accreditation, an independent international organization that measures policies and procedures against the highest standards. Additionally, we recently opened new programs for individuals with autism spectrum disorders (ASD)—our SPA Overnight Respite Program in Staten Island and two group homes in Brooklyn for children attending The HeartShare School.

HeartShare is doubly affected by economic uncertainty – both public and private support decreases. Despite those disappointments, we continue to meet our commitment to the community. In return, we ask for and need your support now more than ever. You are assured that 90% of all revenue goes directly to programs and services. If you know of someone receiving our services, then you know the money is well spent. If you don’t, we hope you remain blessed.

On behalf of the 20,000 children and adults we assist each year, thank you for your continuing support of HeartShare Human Services and its mission.

Sincerely,

William R. Guarinello
President and CEO
Each year, children like Alexander, Ryan, Kayla, and Salvatore attend one of HeartShare’s four First Step Early Childhood Centers. There, they learn communication, socialization and daily living skills. They can also learn letters, numbers, colors, shapes, seasons, days of the week, and so much more—just as all preschoolers do. What is unique about many of these children, however, is that they have a developmental disability or delay and receive specialized services to build a strong foundation for future learning.

For example, Jacob works with Christie, an occupational therapist, to improve his coordination. One of his favorite games involves throwing a ball while standing on an incline. This helps develop his balance and hand-eye coordination.

Teachers know that all of the learning cannot take place in the classroom so they plan activities outside, such as field trips in the community. At one school, the children have a garden where they plant seedlings, water them and then harvest the plants and vegetables. It is incredibly rewarding for children to see the results of their hard work!
“Kenneth was one of the first participants when PACT opened. He loves to work and has great organizational skills. He has learned to speak and write, both major accomplishments.”

— Wendy Stuckey, Program Coordinator, Brooklyn PACT Day Habilitation Program

Hundreds of adults with developmental disabilities attend one of HeartShare’s 10 Day Habilitation Programs in Brooklyn, Queens or Staten Island. There, they learn skills to improve their lives, such as socialization skills, traveling by public transportation and volunteering and working in a variety of settings, including schools, senior centers and small businesses.

The Brooklyn Partnering with Autistic Citizens (PACT) Day Habilitation Program was created in 2006 specifically to address the unique needs of young adults with autism spectrum disorders. Today, Kenneth, Anthony and many others select a variety of activities that interest them. One of the more popular activities is the art group in which the participants paint, draw and use clay to create unique works of art.

Knowing how much the individuals enjoy going out to various work sites, the staff members constantly are looking for new opportunities for them. One of the favorite sites is a local senior center where they help prepare lunch for older members of the community.

The PACT Program has been so successful in Brooklyn that a second PACT Program was opened in Staten Island in 2008 to meet the needs of that community.
“The ladies in the house get along so well. They love doing things together, and we are always looking for new places to go.”

— Rakeem Boykins, Program Coordinator, 166th Street Residence.

Just like everyone else, many adults with developmental disabilities dream of having their own homes where they learn to help prepare meals, do their own laundry and cleaning, and decorate their bedrooms. Luckily, Sharon, Yasmin, Kathleen, Diana, Antoneta, and Cecelia have just such an opportunity!

Those six ladies, along with hundreds of other men and women, live in one of more than 60 group homes or supported apartments operated by HeartShare. Throughout Brooklyn, Queens and Staten Island, staff members work with each individual to improve his or her skills and increase his or her independence, taking into account each individual’s unique needs and interests.

Residents of HeartShare’s group homes and apartments learn how to shop, cook, clean, manage their money, and take advantage of the recreational, cultural and commercial resources their communities have to offer. Additionally, they learn to save and plan for both short, local trips as well as longer vacations to faraway destinations.

HeartShare is committed to helping the individuals it supports achieve their dream of living as independent a life as possible in a home of their own.
Many individuals with intellectual and developmental disabilities who live at home with their families have limited access to both recreational opportunities in the community, as well as socialization with friends and peers. However, for the last 25 years, HeartShare’s Respite/Recreation Programs have been offering a world of excitement, fun and adventure to individuals of all ages.

With eight different types of groups that meet regularly throughout the year, a School Holiday Program that provides activities and trips when school is not in session and a Holiday Overnight Program for those who enjoy longer weekend trips, there is always something for everyone. Activities include trips to museums, shows, zoos, and sporting events, swimming and bowling, and dining at restaurants throughout New York City. In the Holiday Overnight Program, groups spend weekends away at fun locations such as Mystic, Connecticut, the Rocking Horse Ranch in New York and Woodloch Pines Resort in Pennsylvania.

For the families, HeartShare’s Respite/Recreation Programs provide a much-needed break from the day-to-day challenges of caring for their loved one with disabilities. For the individuals, the programs offer them many opportunities to make new friends and visit interesting places.

“We plan different trips throughout the city to places most people wouldn’t think are a big deal to visit. But for our participants, it means the world to them.”

- Danielle Maurice, Director of Respite/Recreation Programs
“I am impressed with Genevieve’s and the family’s love for Jasmine and Ashley. The family has always considered them family. They shower the children with love, care, attention, and support.”

Terrence Griffith, Adoption Coordinator, Adoption Program

Jasmine and Ashley are two sweet girls who needed to be removed from their home and placed with Genevieve, a compassionate and thoughtful woman who opened up her home and her heart. Genevieve helps Jasmine, who is 6 years old, and Ashley, 5 years old, with all of the things a parent helps a child with—preparing meals, getting ready for school, doing homework, taking them out with friends, and countless rewarding moments that parents experience.

When it was clear that Jasmine and Ashley would not be returning to their biological parents, Genevieve realized how much a part of her life the girls had become. Wanting to ensure they always had a home with her, she adopted them in May 2011.

Jasmine and Ashley are just two of the hundreds of children HeartShare’s Foster Care and Adoption Programs help each year. Finding homes for sibling groups is especially challenging, but can be even more rewarding!
When an individual learns that he or she is HIV+, it can be devastating. There are many unanswered questions. Typically the individuals do not know the full range of services available to them, including HeartShare’s Residential Housing Services.

Throughout Brooklyn and Queens, HeartShare helps individuals like Emery and Helene who needed permanent, supportive housing. Some situations involve one individual and others involve a whole family. Once housing issues are settled, staff members work with clients to ensure they are receiving proper medical care, finding training and employment, and helping clients resolve other problems they may be facing.

Often, individuals with HIV feel isolated and alone. To combat that, the staff makes routine visits to the homes, and creates opportunities for recreation and group activities for individuals and the families.

HeartShare staff focuses on keeping individuals healthy, thereby keeping families together. HeartShare incorporates diversity and supports basic human rights and social and economic justice. The staff recognizes and builds on the strengths and resiliency of the individuals and families they serve.

“We help individuals and their families when they find themselves facing the overwhelming instability and crisis that accompany this disease. Homelessness and unsuitable housing make it impossible to focus on healing. Our Permanent Supportive Housing and case management services provide a bridge back to stability and independence.”

- Betty Picott, Senior Director, HIV/AIDS Services
“My daughter is quiet and shy, but when we began drawing different things, she was able to talk about the drawings. I was able to learn a lot about how she was feeling.”

-- Ms. Smith, client and parent

Today’s families face challenges including unemployment, divorce, failing grades in school, bullying and gangs, and more. All of these problems can take their toll, and families may not know how to handle all of these difficulties. HeartShare has four programs in Brooklyn that help families work through the issues impacting their lives.

As not everyone is comfortable using words to express their emotions, therapists may use art therapy and have parents and children create paintings, drawings, writings, and dramatic role-playing. Then, based on what is created, the therapist will engage the family in a discussion about its meaning.

In addition to counseling sessions, staff organizes community outings to enable families to visit places they may not otherwise be able to enjoy, such as a trip to an aquarium. HeartShare’s therapists encourage family members to find ways to support each other’s goals and utilize their strengths to overcome challenges.
“The kids love coming here because they get to participate in many activities while hanging out with their friends and the parents love the program because they know their children are safe and getting help with their homework.”

— Nadine Bohsali, Assistant Director, McKinley I.S. 259 Beacon Program

Where their child will be after school is one of the biggest concerns facing parents. Most families have working parents who are not able to be at home when the school day ends. Fortunately, HeartShare offers a safe place for children to go each day and during the summer.

Located in Brooklyn, HeartShare’s four afterschool and summer camp programs offer various programs and activities for children ages 7 to 16. During the school year, students complete their homework and receive extra assistance, if needed, before participating in recreational activities which include: sports, dance, martial arts, drama club, arts and crafts, music education, and writing groups. During summer camp, children take field trips throughout New York City, play sports, create arts and crafts, participate in group projects, and more.

HeartShare’s caring and dedicated staff creates exciting programs that reflect the needs and diversity of the students. They focus on each child’s needs and interests while providing love and support.
The winter of 2010-2011 was memorable, and record-breaking, with more than 60 inches of snow in New York City, highlighted with 20 inches from the blizzard on December 26. New York City public schools were closed on January 27 after a storm left 19 inches of snow, leading to more than 36 inches during the month, setting a new record.

For many New Yorkers, the snow was disruptive to their normal schedules, but for some it was life-threatening. Thousands of low-income individuals and families faced the dangerous situation of having their heat disconnected. Fortunately, HeartShare’s Energy Assistance Program was able to provide grants, enabling them to keep their heat running.

HeartShare partners with National Grid, Entergy, and Con Edison during winter months and Entergy during the summer to assist their low-income customers. Funding for the grants come from Con Edison, National Grid and generous corporations, foundations and individuals who make donations to the life-saving programs.

“We are grateful to New York Community Trust, MTV Networks Entertainment Group and additional donors to the heating funds. We were able to assist an additional 400 families during this harsh winter.”

– Tanya Brothers, Program Director, Energy and Community Development Programs
For individuals with intellectual and developmental disabilities, finding high-quality health care services can be a challenge. Most medical professionals are not trained to address their unique needs. However, at HeartShare Wellness, patients find just that—doctors and clinicians specializing in medical care and mental health services for children and adults with special needs.

Often, individuals and their families have to take time-consuming, multiple trips to different providers to receive services. At HeartShare Wellness, patients receive multiple services in one location—primary medical care, gynecology, optometry, podiatry, psychiatry, laboratory tests, speech therapy, physical and occupational therapy, and psychological counseling.

Doctors and clinicians maintain open communication with family members, schools and other service providers to facilitate the patient’s total well-being. Whether a patient is mildly or profoundly disabled, verbal or non-verbal, ambulatory or uses a wheelchair, the HeartShare Wellness staff provides compassionate care and attention that meets the individuals’ needs.

“At HeartShare Wellness, we strive to provide the best primary and specialized medical care for our patients. We work with them to ensure all their health care needs are met.”

— Jude Alexandre, Clinic Director, HeartShare Wellness, Ltd.
“We believe that every child can learn and it is our job to help them reach their fullest potential. We also believe that parents are an integral part of their child’s development and welcome their input.”

- Jill Fitzgerald, Program Director, The HeartShare School

Finding an appropriate school for a child with autism spectrum disorders (ASD) can be difficult for parents. While all teachers may not be qualified to understand the unique learning styles of children with ASD, at The HeartShare School, students find teachers and staff who are trained to use various teaching methods and therapies to maximize their learning potential.

Students at The HeartShare School are taught both academic and functional skills in a classroom setting. They learn science, language arts, math, world history, and geography. They participate in adaptive physical education, music therapy and art therapy on a regular basis. Each classroom has two state-of-the-art computers with learning software tailored to each student’s development. Additionally, students may receive speech and language therapy, physical and occupational therapy, nursing, and counseling services as recommended in their Individual Education Plan.

The HeartShare School maintains an open-door policy and parents are welcome at any time. There are special events throughout the year including a Thanksgiving celebration, science fair, and field trips. The HeartShare School supports each child in becoming as independent as possible and teaches them the knowledge and skills they will need to succeed in life.
IN MEMORY OF RALPH A. SUBBIONDO

June 22, 1948 – July 9, 2011

The HeartShare family deeply mourns the untimely passing of Board member Ralph A. Subbiondo. Ralph was a CPA and a retired Ernst and Young LLP partner and also served as a Panel Financial Officer of The Rockland Katonna Fund. He leaves a distinguished legacy of community service.

During his 15 years on the Board, HeartShare opened the Evergreen Center, the HeartShare First Step Early Childhood Center, six day habilitation programs, 17 group homes, two Family Support Programs, three youth programs, two energy assistance programs, HeartShare Wellness, Inc., and The HeartShare School. The Ann and Charles Subbiondo family named for Ralph’s parents, and the 35th Avenue Residence will be dedicated in memory of Ralph and in honor of his wife, Ava.

“Mr. Subbiondo will be remembered by everyone at the 35th Avenue Residence and Subbiondo Residence as a gentle, soft spoken, always smiling, pleasant individual,” noted Catalina Joseph, Coordinator of both residences. “He never forgot the residents for any occasion. He sponsored vacation trips, Christmas parties and brought the residents to the 35th Avenue and Subbiondo and 35th Avenue family.”

Mr. and Mrs. William Guzzlame said, “Ralph was a wonderful person and an incredible Board member. There are no adequate words to describe how much he will be missed.”
Ours financial statement Fiscal Year ending June 30, 2011

Revenue*

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* In thousands

Copies of Heartshare’s audited financial statements are available upon written request to Heartshare Human Services, 72 Manhattan Center, 29th Floor, Brooklyn, NY 11201.
OUR PROGRAMS

CHILDREN AND FAMILY SERVICES
TOTAL NUMBER SERVED: 3,094

Adoption, Foster Care, & Independent Living Programs
NUMBER SERVED: 943
- Brooklyn Office: (718) 422-4253
- Queens Office: (718) 739-5000

Family Services Centers
NUMBER SERVED: 1,914
- Bensonhurst Bay Ridge Kiwanis Center: (718) 234-1717
- Creative Solutions for Families: (718) 422-4253
- East Brooklyn Family Services: (718) 434-7900
- P.S. 288 Shirley Tannenhill Family Services: (718) 714-0103

Youth Programs
NUMBER SERVED: 2,077
- McKinley – P.S. 259 Beacon Program: (718) 836-3620
- P.S. 102 One World After-School Program: (718) 567-2365
- P.S. 288 Shirley Tannenhill Beacon Program: (718) 714-0103
- Surfside Gardens Cornerstone Program: (718) 449-2897

HIV/AIDS Services
NUMBER SERVED: 390
- Community Follow-Up Program: (718) 372-0580
- Residential Housing Program (347 apartments): (347) 770-8155

DEVELOPMENTAL DISABILITIES SERVICES
TOTAL NUMBER SERVED: 3,664

Educational Services
NUMBER SERVED: 1,074
- 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: (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) 803-7117

Day Services
NUMBER SERVED: 580
- 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) 281-0480
- Queens County Day Habilitation Program: (718) 745-7117
- Staten Island Partnering with Autistic Citizens (PACT) Day Habilitation Program: (718) 698-2737
- Union Turnpike Day Habilitation Program: (718) 969-0419

Residential Services
NUMBER SERVED: 274
- 35th Avenue Residence
- 60th Street Residence
- 145th Street Residence
- 166th Street Residence
- Josephine and Joseph Abatemarco Residence

Marion and Anthony Attardi Residence
Ballmann Family Residence
Kathleen and James Buckley Residence
Salvatore A. Calabrese Residence
Joseph and Laura Carusone Residence
Clinton Residence
Thomas J. Coste Residence
Laura M. Coldharbour and Florence A. DeSola Residence
Dowman-Drake Residence
Craig and Susan Eaton Residence
End Place Residence
Antonetta Ferraro Residence
Lydia and Napoleon Giannattasio Residence
Mgr. Thomas G. Haggerty Residence
Hart Street Residence
Maureen Moore Residence
Carol and James Scibelli Residence
Lillian and John Shorkey, Sr. Residence
HeLEN and John Shorkey Residence
Rita P. Short Residence
Ann and charles Subbiondo Residence
Clare and Frank Torre Residence
Dr. CatheriNE White Residence
Community Living Program (21 apartments)

Family Support Services
NUMBER SERVED: 1,936
- 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
- Parent Training: (718) 422-3276
- Respite/Recreation Programs: (718) 422-3292
- SPA Overnight Respite: (347) 983-4305

AFFILIATED PROGRAMS
Education Program
NUMBER SERVED: 69
- HeartShare Education Corporation: (718) 621-1614
  (The HeartShare School) Patrel and Victor Torre Campus

Health Services
NUMBER SERVED: 2,009
- HeartShare Wellness Ltd.: (718) 853-7707

Energy and Community Development
TOTAL NUMBER SERVED: 8,522

EnergyShare
Number Served: 4,442
In affiliation with Con Edison:
- Neighborhood Heating Fund: (718) 422-4207
  Number Served: 3,124
  In affiliation with National Grid:
  - Neighborhood Fund: (866) 504-2665
    Number Served: 915
    In affiliation with Entergy:
  - Neighborhood Fund Fitzpatrick: (866) 504-2665
    Number Served: 41
    In affiliation with Entergy:

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