**ACCOMPLISHMENTS**

At HeartShare, our clients, students and program participants accomplish new things every day. Sometimes they may seem like small steps down a long road, but every step forward is better than one backward. This has been another year of accomplishments for individuals and their families receiving our services, as well as the entire agency. In December, we launched a partnership with Virgin Mobile Assurance Wireless program to provide low-income individuals and families with free cellular service so they are able to stay in touch with family, their children’s school or potential employers. Our Queens Day Habilitation Program, the first day program of its kind in New York City, celebrated its 15th anniversary and HeartShare Wellness celebrated its 10th—both truly remarkable accomplishments. It was also a year of major accomplishments in the area of fundraising. Our annual Spring Gala and Auction raised $670,000, more than each of the last two years. The Buckley’s – Kennedy’s 5K Charity Run, which donates all its proceeds to HeartShare, raised $100,000, an all-time high. Looking ahead, we are working on a number of new programs for children and adults with autism spectrum disorders. This includes a combined residence and overnight respite program in Staten Island and two residences in Bensonhurst, Brooklyn for children returning from out of state and will attend The HeartShare School.

We rely on the generosity of our donors to continue offering our high-quality programs. You are

assured that nearly 90% of everyone’s support is directed towards our programs and services.

On behalf of more than 25,000 children and adults we assist each year, thank you for your continued support of HeartShare Human Services of New York.

Ralph A. Subbiondo William R. Guarinello

*Chair, Board of Directors President and CEO*

HeartShare’s Foster Ca re staff finds temporary homes for children placed in the foster care system. The Adoption Program team finds permanent homes for children once it is determined they cannot be reunited with their birth parents.

**Foster Care & Adoption Services**

Jose and Joann have welcomed 16 foster children into their home over the last five years. Juan was placed with them when he was 2 ½ weeks old and Avion was placed when he was 13 months old. Avion was diagnosed with a developmental disorder and required special attention. Despite his special needs, Jose and Joann never wavered from their commitment to him. This year, it was determined that neither boy would be able to return to their birth parents. Terrience, an adoption specialist, worked with Jose and Joann through the entire adoption process. Together, they worked quickly to submit all the required documents needed to finalize the boys’ adoptions. Happily, Jose and Joann adopted Avion in June and Juan in July, truly a special accomplishment.

**HIV/AIDS Services**

When Juan came to HeartShare in 2008, he was in need of an apartment. Milagros and Christine both worked with him to find a home that met his needs. Once his housing was secured, they worked with him to enhance his educational needs and assisted with legal difficulties he was experiencing. Juan was eligible for a number of benefits that he was not taking advantage of, and Milagros and Christine helped him access them to improve his life. Juan already has accomplished several goals and has set a new one—visiting his family in Puerto Rico. Milagros and Christine will continue working with him to make that goal a reality.

**Youth Services**

Each year, the students and staff at P.S. 102 One World After-School Program work together to organize a year-end show in which the children sing and dance to numerous songs. This year, Kelly taught Celine, Karim, Jacob and additional students to perform *Lean on Me* in American Sign Language. They all began working on the performance in February and performed it in May. Celine, Karim, Jacob and the other 19 first graders were excited to learn a new way of communicating—with their hands. After their performance, the group received a standing ovation. The students were proud of themselves for working hard and learning something new. Kelly will continue working with the students to teach them more sign language.

**Family Service Centers**

Ms. Wilson was in need of help for her son, Jeremiah. He was fighting with his peers, having difficulty focusing and not completing his work. After being dissatisfied with other agencies, she came to HeartShare. Her family began working with Cheryl in December 2009 and Ms. Wilson noticed how quickly her son connected with Cheryl. Cheryl began engaging the family through emotion cards, which helped Jeremiah express his feelings. Week after week, through role play and creative art, he opened up to Cheryl which resulted in major improvements both academically and socially. At the end of the school year, Jeremiah was promoted to the 4th grade and this summer was part of a baseball team. Ms. Wilson, Jeremiah and Cheryl will continue to work on other issues affecting the family, but they have already accomplished a great deal.

**Early Childhood Services**

Nayda was Noman’s teacher for the two years he attended the HeartShare First Step Early Childhood Center in Brooklyn. During that time, Nayda worked extensively with Noman to foster his communication skills, including language development, social interactions and overall cognitive functioning. Nayda used language modeling and offered different opportunities for Noman to increase his social interactions. She also paired Noman with another student when completing activities so that he could be encouraged by the other child. Through this process numerous friendships developed and Noman’s self esteem improved. Nayda also used creative art to improve Noman’s academic skills. As a result of all their hard work, Noman entered a Gifted General Education Kindergarten in September—truly a remarkable accomplishment.

**Adult Day Services**

When HeartShare’s Queens Day Habilitation Program opened 15 years ago, Giovanni was one of its first program participants and Betty was one of its first staff members. Working together, Betty has helped Giovanni advocate for his needs and the needs of others, especially those in wheelchairs. Betty has worked with him to improve his writing skills and encouraged him to express his needs and wants. Giovanni has used these skills to petition for more accessible subways and wheelchair-friendly employment opportunities. Giovanni is learning to use a computer to further expand his employment

options. For 15 years, Betty and Giovanni have been working together to improve his life and will do so for many years to come.

**Residential Services**

Christina has lived at HeartShare’s Moore Residence, a 24-hour supervised residence on Staten Island, for nine years. Two years ago, she was accepted by HeartShare’s Project CHOICE program to move into a community apartment. In October 2009, she began the HeartShare Apartment Skills Training (HAST) program. During that time, Johanna began working at Moore Residence, and she and Christina bonded instantly. Johanna helped Christina with her HAST homework, as well as her shopping. Christina graduated from the HAST program in August 2010 and will be moving into her own apartment with

a roommate in the coming year. Johanna will continue working with Christina on budgeting her money, which she earns working at a local retail store, until she moves. Together, Johanna and Christina are accomplishing Christina’s goal—living in her own apartment.

**Family Support Services**

Mindy was part of HeartShare’s first Parent Training taught in Chinese. Dan, the staff member who conducted the training, worked in collaboration with the Chinese American Planning Council to reach out to an underserved community—non-English speaking parents of children with developmental disabilities. During the training Mindy learned ways to communicate with her son, how to focus on his abilities, not his disability, and about other resources available to them. Mindy subsequently enrolled her son in Club HeartShare Recreation Program where he is able to interact with other children and participate in activities such as going to the movies or circus, bowling, arts and crafts, and much more. With Dan’s assistance, Mindy has learned how to better care for her son and offer him more opportunities.

**Energy Assistance & Community Development Programs**

When Dawn contacted HeartShare in February, she was in danger of having her electricity disconnected. After Kristine spoke to her, Dawn was referred to an intake office in her neighborhood where she would be able to complete an application for EnergyShare, a program sponsored by ConEdison and administered by HeartShare. Dawn completed the necessary paperwork, and her application was returned to HeartShare where Kristine reviewed it and processed it. Once it was determined that Dawn was eligible for a grant, Kristine informed both the intake office and Dawn to let her know her application was approved. Dawn is no longer in danger of having her electricity disconnected and she is now aware of other services she may be eligible for should she need them in the future.

**HeartShare Wellness Center**

In 2000, Chris came to HeartShare Wellness for medical care. At the time, he was 5’9” and weighed a little over 400 pounds. Dr. Jon, as he is known by all the patients, became Chris’ primary care physician and began working with him and the staff at Chris’ day program to help him lose weight. Everyone

worked together, along with Chris’ mother, to develop a diet and exercise plan that best suited Chris’ needs. Last year, Chris moved into a group home and the staff there familiarized themselves with his diet and exercise routine as well. After 10 years of hard work, dedication and guidance from Dr. Jon, Chris has lost 230 pounds, truly a remarkable accomplishment for any individual.

**The HeartShare School**

Joey started at The HeartShare School in early 2009 and began working with his Occupational Therapist Luz that September. When he first attended the school, Joey had difficulty making eye contact, had limited awareness of others and had limited play skills. Luz helped Joey gain more control of his posture and control his eye muscles so he can stabilize his eyes and move them together. As a result, Joey’s play skills have blossomed. Joey now has an adaptive seat so his posture is more stable during writing activities. The seat also places him higher at his desk so he is more visually aware of the classroom activities. Luz has helped Joey interact with his peers and become a more curious and involved student.