# **CNYHHN**, Inc. Where Care Comes Together

Annual Report 2022

## OUR IMPACT

# OUR STORY

## A Message from the Executive Director CNYHHN, Inc.

### **Nurturing Deeper Roots**

### Where Care Comes Together

Here at CNYHHN, 2022 happily brought forth new expansion and diversity to the programs and services we offer. We have added more component school districts to our Connected Community Schools family, launched a brand new collaborative with Oneida County Department of Family and Community Services called "The Resiliency Project" and expanded the community reach of our Family Advocacy Connections Team to name a few.

While I wholeheartedly applaud our success as any Executive Director would, I am reminded daily that with agency growth comes an enormous responsibility for us to do things the right way and for the right reasons. There will be more individuals depending on us to provide the quality service they deserve, increases in staffing will demand further investment in training and development of clear and concise workflows, and new contracts and business lines will also bring with them increased risk and liability. Non-profit human service agencies often face enormous pressure to compete for limited service dollars, expand infrastructure, diversify funding streams, and build a strong donor base all while diligently serving the most vulnerable populations. CNYHHN is no different in this regard. All too often, I have seen organizations grow so rapidly that the impact on its people, stakeholders and culture are overlooked. To remain financially viable, non-profits often require their employees to take on more job duties with even less support from the top under the assumption that the workforce will automatically have the skills and experience needed to manage the growth and change successfully.

Spring is my favorite season. It is the most noticeable time to see new growth on full display in nature, especially in the trees that surround us. Watching the trees bloom this past week, I noticed that the leave buds are bursting with bright new green leaves even on the oldest and tallest of trees. I learned recently that some of the most common trees such as maples, aspens and beeches are also notorious for developing surface roots; you know, those large visible ones you see in your yard that need to be avoided when mowing and can create an eye sore if they grow out of control? Apparently, these roots can be a tell-tale sign that despite the tree's age and enormous majesty, it is often in need of richer soil and more oxygen to withstand strong weather like we so often see in Upstate New York and that's why the roots become more exposed on the surface! So, what does this nature lesson have to do with running a non-profit you ask?

Well, as we end 2022 and embark on 2023 with the enthusiasm that surrounds another year of growth, I have committed the organization to "nurturing deeper roots" in its midst. Now more than ever, we must remain vigilant to continuously prioritize the effectiveness of how we do things, the efficiency at which we do it and the investment in the ones performing the work; our staff. How we treat them and the community members we serve cannot be sacrificed with the ever present pressure to expand. As we build bigger, we must build better. If we simply continue to grow, but the roots are shallow, the agency will not withstand the true test of time to not only carry out our mission but to remain financially viable in the process.



Jane Vail Executive Director



## A Message from the Executive Director Connect ED NY, Inc.



Danielle Martin Executive Director Connect ED NY, Inc.

I am honored to share with all of you the immense impact that our agency continues to have with the collaborative partnerships here at CNYHHN and Connect Ed. I was honored to be part of the formation of Connect-Ed to encapsulate our school-based programs and initiatives to encompass our schools and communities. Our achievements in 2022 are not our accomplishments alone. We thank all who have contributed to the success, especially in the midst of a difficult landscape as we navigate the increasing needs of children and families.

As I reflect back on 2022, it is humbling to take in the growth of our Connected Community Schools Initiative and what has been achieved. We have established a Community Schools foundation in 14 School Districts creating 56 Community Schools throughout Central New York, serving approximately 25,000 Students, their Families, supporting School Faculty and Staff and the greater Community.

We are excited to build upon our successes to enhance the Connected Community Schools Model heading into 2023, with expanding services and supports including the Liberty Partnership Project with SUNY Polytechnic Institute and Daneli Partners, The Resiliency Project with Oneida County Department of Family and Community Services, Rome Alliance for Education and Safe Schools Mohawk Valley and the expansion of our SEALs Program into the Rome City School District. We will continue to increase our collaborative partnerships; providing a bridge from the school to the community to ensure Students, Families and School Staff have what they need to be successful!

Here are a few words I recently shared at an all staff meeting that I would like to extend to all of you,

"We are all faced with certain things that are easier or harder for us. Don't compare yourselves to others. We are all here to just be the best versions of ourselves and that is what makes us successful as individuals, professionals and part of our larger community. Focus on your strengths, lean in on your colleagues, friends and family to share them and gain from their strengths. That will all lead to us being in a better place simply by being Connected. "

As the Executive Director of Connect Ed, I am very excited to build upon the success of our partnerships ensuring that we continue to strengthen our community schools so that students and families have their needs met so they can be successful future leaders.

We look forward to our future endeavors with all of you!

Kind Regards,

Danielle Martin Executive Director Connect Ed, NY Inc.

## CNYHHN, Inc. Leadership Team



EXECUTIVE DIRECTOR, CNYHHN, INC.



SENIOR VICE PRESIDENT OF OPERATIONS



VICE PRESIDENT OF PROGRAM EVALUATION & DATA MANAGEMENT



VICE PRESIDENT OF HUMAN RESOURCES & ADMINISTRATIVE SERVICES



VICE PRESIDENT OF FINANCE



DIRECTOR OF CARE MANAGEMENT AGENCY & PROGRAM DEVELOPMENT

## Board of Directors

Kristen Vennero, President Dr. Marybeth McCall, Vice President Scott Shatraw, Treasurer

Michael Giacobbe Caitlin McCann Dr. Katherine Warden Dr. Keith Levatino Dr. Joanne Joseph Stephen Zogby

New Board Members for 2023 Caroline Levitt Rob Wuest

# Connect Ed. NY, Inc. Leadership Team





DIVISIONAL DIRECTOR OF CONNECTED COMMUNITY SCHOOLS



DIVISIONAL DIRECTOR OF CONNECTED COMMUNITY SCHOOLS



DIVISIONAL DIRECTOR OF COUNTY PROGRAMS

**Board of Directors** Dr. Keith Levatino, President Dr. Joanne Joseph, Vice President Curt Pearsall, Treasurer

> Adrienne Smith Patricia Roach Maria Lindsay Paul Muench





# **Our Vision**

To promote, sponsor, and coordinate innovative programs that improve healthcare quality, access, and service delivery.

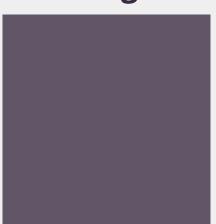


# **Our Mission**

We provide person-centered approaches and comprehensive supports that strengthen individuals and families so they can live healthier lives and fulfill their

goals.





### AGENCY VALUES

IN 2022, OUR LEADERSHIP TEAM COMPLETED AN INTENSIVE SIX MONTH PROGRAM THROUGH MIKE SGRO LEADERSHIP COACHING. THE WORK WAS TRANSFORMATIVE IN HELPING SHAPE OUR AGENCY VALUES AND CULTURE. WE BEGIN EVERY ORIENTATION WITH NEW STAFF TRAINING THEM ON USING THESE PRINCIPLES AS A STANDARD OF DAILY OPERATION AT OUR COMPANY. THE FEEDBACK FROM STAFF AT ALL LEVELS HAS BEEN TREMENDOUS AND HAS HELPED COWORKERS THROUGH DIFFICULT CHALLENGES WHEN WORKING TOGETHER TOWARD REACHING COMMON GOALS FOR THE AGENCY IN SPITE OF DIFFERING WORKSTYLES.

### re•sil•ien•cy

1: Control yourself personally, and think before you react to others. 2: Keep an open mind and be flexible to change and growth. 3:Practice setting the "reset button" every day with your coworkers (Can we have a "do-over"?).



## un•der•stand•ing

1: When you do not understand where a coworker is coming from, ask them ("Help me to understand....."). 2: Take time to help each other and remember that we all have different skill sets. 3: Stay human and practice humility with everyone (no judging).

### ap•pre•ci•a•tion

l. Always practice
planting seeds of
growth in others 2.
Coaching/mentoring
works better than a
lecture or critical
remark. 3. Consider the
person and not their
job title (everyone has
an important role to
play).

## in•teg•ri•ty

1. Be accountable to
yourself, your coworkers, and your job. 2.
Practice honesty and
transparency in a
respectful manner. 3.
Respect deadlines and
timeframes. The team as a
whole will be impacted
by your part of a project
being complete.

# **Our Programs**

### Health Home Care Management

Providing person-centered care to Medicaid recipients with chronic health, mental health and substance use conditions to increase preventive healthcare, reduce hospital admissions and address other social care needs. CNYHHN contracts with over 20 agencies throughout 10 counties and also operates our own Care Management service in both Oneida and Cayuga Counties.



### **Triumph!**

A member had been a victim of domestic violence for several years and subsequent child custody issues upon enrollment. Her Care Manager worked closely with the member toward the goal of obtaining both a safe and affordable living environment for her and her children. The Care Manager was able to engage the member with Legal Aid for representation and joined the search for safe and affordable housing with the assistance of the Local Department of Social Services and other community housing resources. In October, the member signed a new lease for a large, fully furnished 3 bedroom apartment with a full kitchen and a large fenced-in yard for her family to enjoy. The member and her children have been reunited and are enjoying their new home and new life.

"Thank you so much to CNYHHN for being my home away from home! The love and support I have received over the last four years with this agency have been overwhelming, I am beyond grateful to have you all in my life!!

> DANIELLE MULVEY, ENROLLMENT SPECIALIST





"Thank you so much, this was a good surprise. I thank you and the agency for this recognition, and I really appreciate everything you, my supervisor PM Kimberly W. and the agency staff have done for me. My job is to help each member assigned to me, support coworkers, and represent the company well. But I recognize that CNYHHN staff and my supervisor have contributed a lot to my career and my personal life and for that, I am very, very grateful and motivated to work with more perseverance and professionalism. Thank you again." CARMEN NIEVES-NAZARIO, TEAM LEAD CARE MANAGEMENT

# **Our Programs**



### Achiever

A mother reached out to the FACT Program because her 17 year old daughter had attempted suicide a few times and she didn't know where else to turn. The FACT Program completed a screening and referred the family to the Center for Family Life and Recovery's (CFLR) Family Peer Advocacy and Suicide Prevention program and made a referral to an insurance navigator to obtain insurance for the family to help her qualify for other services. The mom has been so appreciative of the assistance from the FACT Program! She and her daughter not only began services through CFLR but her daughter is also now eligible for Medicaid and will be enrolled into Health Home Care Management to receive long-term support.

### **Restorative Integrated Youth Services (RIYS)**

Working closely with both the Department of Family and Community Services and Safe Schools Mohawk Valley, RIYS provides comprehensive, individualized case planning services and evidence-based interventions in the home, school, and community, to youth who are at risk for out-of-home placement or further involvement in the juvenile justice system.







Oneida County Department of Family and Community Services

### **Roaring Success**

A female youth enrolled in the RIYS program was at risk of failing academically due to a lack of credits and incomplete work in her senior year. Her assigned RIYS Diversion Worker was instrumental in advocating on the youth's behalf to obtain academic credit for her participation in Cornell University's Pro Se Speech and Debate Certification Course sponsored by RIYS. The youth was successfully discharged from the program shortly after her high school commencement having completed her court ordered services and met her program goals with support from the RIYS Program and our community partners.

## Care Management Achievements

Our Care Management Network served over 6,000 Adults & over 1,100 Children in 2022. Of those served, over 500 individuals graduated successfully from the program, having the skills & resources to manage their own chronic condition on their own.

Our own Care Management program served over 1,200 Members and conducted almost 12,000 face-to-face visits. CNYHHN was awarded the highest re-designation period for our adult programs and received a perfect score (100%) on our Quality Assurance Program by NYS Department of Health.



Your Family, Your Voice.

Increased our "on site" presence at 4 additional community locations

Incoming referrals to FACT increased by 77% from 2021-2022



MVHS

Upstate Family Health Center, Inc. Internal referrals from FACT to the CMA increased by 73% from 2021-2022



# Restorative Integrated Youth Services (RIYS)

Received 72 Referrals from December 2021-December 2022 90% successful engagement rate of youth and families to face-to -face contacts in the home 75% successful engagement rate of youth engaging in the mentoring services provided

86 Community based referrals facilitated for the youth and families. 30% to universal supports & 40% to Mental Health services

39% of youth enrolled successfully graduated from the program

**CNYHHN**, Inc. Where Care Comes Together





Oneida County Department of Family and Community Services





# Connect Ed NY, Inc.

Connect ED NY, Inc. is a new subsidiary corporation of CNYHHN, Inc. The new company was a result of the growing success of the Connected Community Schools initiative and a desire to expand the delivery of innovative school based services that incorporate the Health Home Model of Coordinated Care.

Danielle Martin, LMSW who was appointed the Executive Director of Connect Ed has been a part of the Connected Community Schools Initiative in her previous roles at CNYHHN. This has allowed her to work closely with the Executive Leadership team to strengthen and enhance the Initiative.

# **Incorporated March 2022**



### **Connected Community Schools (CCS)**

Connected Community Schools is a partnership between Rome Alliance for Education, Connect Ed and participating school districts throughout Oneida, Herkimer and Madison Counties. The Community School is a figuratively or physically hubbing of all your community services and resources into the school building. The model consists of four essential components: Student and Family Engagement, Classroom Programming, Referral Management through the LINK system and meeting tangible needs through its Community Resource HUBS located in each building. The mission as a Connected Community School is to "create Community Schools that ensure students and families have their basic needs met, that they are inspired and supported by the Community

### **Helping Hand**

A Connected Community Schools Site Coordinator received a referral to assist a young boy and his mother as they were living and working on a farm and had very little food at home as the farm had fallen on hard financial times. The Site Coordinator was able to assist the family with applying for SNAP benefits. While waiting for the benefit to begin, they were able to assist the family with accessing the food pantry and a food box from the connected HUB which was delivered to their home. The family was very grateful for the assistance.





## Connected Community Schools

Over 1,600 students received screening and referral services through the LINK system - Community Schools community based referral management system

• 64% of the screenings completed also assisted family members as well as the identified youth.

## Community Resource Hubs supply many tangible needs to our students and families:

500,000 snacks during the school day 16,000 Grocery Bundles for families in need 12,000 easy to prepare meals sent home for students during school breaks 8,500 Hygiene products 9,500 School Supplies 1,900 Clothing Items







During the 2021-2022 School Year we successfully added 7 New Connected Districts

**Local Community** - The CCS team continues to increase collaborative partnerships with our anchor agencies to provide direct, individualized services in the school setting to reduce barriers to physical and mental health.

- 3 new Satellite Mental Health Clinics Rome City School District & Little
   Falls City School District with Community Health & Behavioral Services
- Waterville CSD School-Based Health Center with Upstate Family Health Center
- Mosaic Health Dental Services Facilitating contracts with ALL Connected
   Districts to provide annual mobile dentistry to students
- Cornell Cooperative Extension provides an array of classroom programming through educational curriculums and workshops focused on stem, nutrition, agriculture





Cornell Cooperative Extension



## CONNECTED COMMUNITY SCHOOLS RECEIVES INTERNATIONAL ATTENTION



In August 2022, The Connected Community Schools team in collaboration with the Little Falls City School District Administration welcomed the National Education Union from England as they had expressed an interest in learning about the inner workings of the Connected Community Schools Initiative, including the successful expansion and the remarkable impact of the model servicing 14 school districts, 57 school buildings and serving over 25,000 students ensuring that student's and family's basic needs are being met. Upon arrival, tours were given by the Little Falls Administration of the Middle and High School, with a stop at our HUB, so they could get a look at how that impacts students and their families. Connected Community Schools leadership team hosted the event, with support from the American Federation of Teachers, the New York State United Teachers (NYSUT), Herkimer Fulton Montgomery Otsego BOCES, Rome Teachers Association, CCS School Administration, Daneli Partners, and Board of Directors from CNYHHN, Inc. and Connect Ed.



## CONNECTED COMMUNITY SCHOOLS RECEIVES INTERNATIONAL ATTENTION





During the presentation for NEU representatives, "One student spoke about the Hub and what a difference it made for him having that resource available. He said the HUB helped give him a sense of 'belonging' in school, and a sense of belonging for his family. He said he brought clothes home from the HUB, and was especially proud of his Adidas sweatshirt. He also brought clothes home to his mom and that she was so happy, that the relationship between the two of them has been better.

The visit was made possible when members of the American Federation of Teachers recommended that the NEU come visit the Mohawk Valley and actually see the Connected Community Schools model in person.

"They were a phenomenal group to work with and they were so open to learning about what we do," Martin said. "We had NEU staff and teachers from Europe share their struggles and challenges they've had. One talked about how high the poverty level is around her schools and the need to have a model like Connected Community Schools to help support families."

"The day was humbling to have conversations with someone as far away as they are about the same struggles they're having, and to have proactive conversations about solutions," Martin said. "It's a sense of feeling honored. We don't celebrate our successes enough ... to hear our community representatives talk about our initiative was just enlightening in and of itself. We were told that, 'the passion that comes from both of you when you're speaking about your mission is just inspiring,' and we couldn't be more proud. It took a lot of work to get here, but it's worth it."

Also, Little Falls City School District superintendent, Dr. Keith Levatino, received a letter from the New York State School Boards Association (NYSSBA) recognizing Connected Community Schools with the Champions of Change Award. A colorful banner has been hung at the HUB in the Little Falls Middle/High School.

## National Education Union of England Visits the Mohawk Valley

## HERE WE GROW AGAIN to make what we do even better for you!

# **The Resiliency Project**

The Resiliency Project is a new collaboration between the Connected Community Schools initiative, the Oneida County Department of Family & Community Services, and Safe Schools Mohawk Valley. The goal is to reduce the number of families that require child protective services intervention by enhancing collaborative relationships between schools, families and the Department of Family and Community Services.

When social determinant factors like poverty, homelessness, and food insecurity collide with the negative impact of Adverse Childhood Experience and trauma, the community's call to action is to disrupt the cycle through early intervention and support. Creating trauma informed systems through shared knowledge and education will serve to strengthen resiliency in our children which is a protective factor that reduces the risk of poor health outcomes and fosters healing and recovery.

An interdisciplinary team comprised of staff from each of the partnering agencies will be co-located in the school buildings and will provide highly coordinated immediate intervention with at-risk students and families in the Rome and Camden School Districts of Oneida County.

The project also aims to increase school faculty and staff's knowledge and understanding of the child welfare system through the development of a district wide comprehensive training program. Project will allow us to build on the successes of our CCS model to enhance our collaborative relationships with the school, Oneida County, and other community partners.





Oneida County Department of Family and Community Services







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ONNECTED OMMUNITY SCHOOLS Central School Distric

CNYHHN, Inc.

Where Care Comes Together

danelipartners

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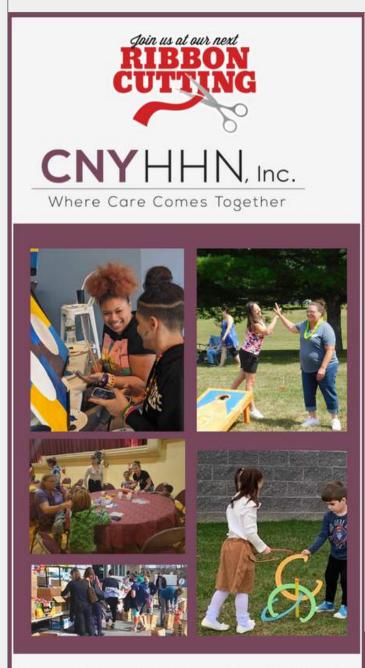
entral School District

SUNY POLYTECHNIC

## HERE WE GROW AGAIN to make what we do even better for you!

# **Liberty Partnership Project**

SUNY Polytechnic Institute Liberty Partnership Project (SPI-LPP) - SUNY Polytechnic Institute Liberty Partnership Project (SPI-LPP) is a collaborative project, established in 2022 with SUNY Polytechnic Institute, CNYHHN, Inc., Connected Community Schools Initiative, Daneli Leadership and 6 Herkimer County School Districts - Little Falls, Dolgeville, Herkimer, Central Valley, Frankfort-Schuyler and Mount Markham. The project's mission is to ensure that students and families have access to academic support and services to be successful in graduating from high school and pursuing post-secondary education. The SPI-LPP team is committed to providing innovative and creative opportunities for students in our communities to spark excitement in their future and fuel their personal goals and dreams through meaningful connections, local support from our passionate partners, and creative opportunities to show that our communities are committed to supporting our leaders of tomorrow!



CNYHHN has just completed renovations on the Mezzanine level of the Old Oneida National Bank Building. This marks a new beginning for the agency allowing for the co-location of direct programs with

administrative services. An official ribbon-cutting ceremony in partnership with the Greater Utica Chamber of Commerce will be held on Tuesday, October 25th, 2022 @ 10:30 AM at 268 Genesee Street on the Mezzanine level. There will be light refreshments, tours of the new space, and promotional items available to learn about all that the agency has to offer the community.

CNYHHN stands for Central New York Health Home Network. The agency is one of 30 Lead Health Home programs designated by the NYS Department of Health to serve individuals with complex medical

and/or mental health conditions through a service called Care Management. CNYHHN covers a 10-county region and contracts with over 25 local non-profit organizations in those regions to provide care to its enrolled members.

CNYHHN is a unique Health Home in that it has created an expanded scope of services and programs over the years that complement the Health Home model through innovative and collaborative partnerships with school districts, outpatient clinics, community partners, and local government agencies. Please join us to hear and see all of the exciting things happening at the agency!



### CNYHHN, Inc Ribbon Cutting Tuesday, October 25, 2022



A very special Thank You to The Greater Utica Chamber of Commerce for coordinating this event.

A very special Thank You to Nina Wallace of Nina's

Kitchen for the beautiful table display.



Annual Report

Central New York Health Home Network, Incorporated















### Annual Report

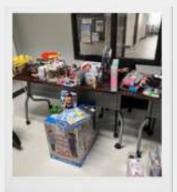
# Giving back to our Members

Each year CNYHHN, Inc. executes a holiday fundraising campaign called the *Giving Tree*. The purpose of the Giving Tree is to offer assistance to children, families, and adults during the holiday season who are enrolled in our FACT, RIYS, or Care Management program. In 2022, the Giving Tree provided items to 82 families or 233 individuals.

This event is made possible by community support and donations. CNY Stuff the Bus is a huge contributor to this campaign. We depend solely on community donations to provide gifts to families enrolled in our programs







In July of 2022, Broadway Theatre League of Utica was awarded a local initiative grant for their Students on Broadway Program through the office of Assemblywoman Marianne Buttenschon 119th Assembly District. Our agency was a recipient of the grant program. We were able to provide families with the experience of Broadway Utica. Some of the shows included Elf, Bluey's Big Play, Annie, and Charlie Brown's Christmas.





# **Agency Highlights**



CNYHHN, Inc. participated in the first annual Mohawk Valley Gives Event. The Community Foundation of Herkimer and Oneida Counties hosted "Mohawk Valley Gives," a 24hour community-wide giving day to benefit nonprofit organizations serving the two counties. The event brought in **\$1,464.93** for our agency.

CNY Stuff the Bus annual event helped support the Giving Tree initiative. We received **\$7,000** in toys to provide to children enrolled in our programs. 2022 was the agency's 3rd year in a row to be a recipient of the toy drive.

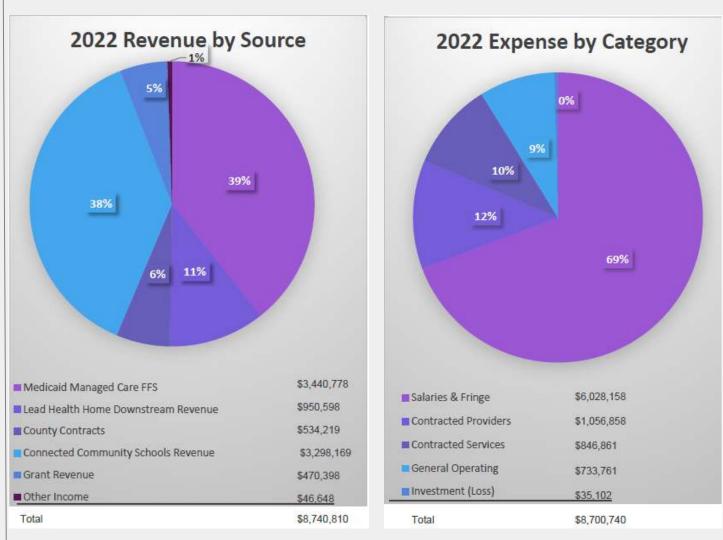




### **Business of the Year Finalist**

In 2022, CNYYHHN, Inc. was a finalist in the Greater Utica Chamber Business of the Year Awards for the Not-for-Profit Organization with over 50 Employees.

# 2022 Financial Highlights



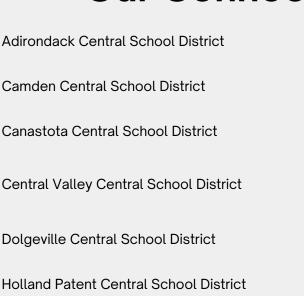
In 2022, CNYHHN, Inc. continued to show financial growth and sustainability while establishing a new business model and funding strategy to continue to operate and achieve our mission. This strategy includes increasing revenue, reducing costs, and managing risks. CNYHHN, Inc. continues to focus on diversifying funding sources, seeking out grants and opportunities from a variety of sources, and building strong relationships within the community. A successful separation from the parent company was completed during the year, enabling both companies to pursue their goals and priorities independently.

## **Our Network Agency Partners**

Being a Health Home is all about collaboration and innovation. At CNYHHN, we partner with many other non profits and organizations to deliver services in the communities we serve.

Bridging the Gap Care Management Services, LLC	Safe Schools Mohawk Valley
Building Blocks	St. Catherine's Center for Children
Center for Family Life and Recovery	St. Lawrence County Community Services
Children's Home of Jefferson County	St. Lawrence County Government
Credo Community Center	The ARC Jefferson-St. Lawrence New York
HCR Home Care	The Neighborhood Center
Helio Health	The Salvation Army
Integrated Community Alternatives Network (ICAN)	Transitional Living Services of Northern New Yor
Mental Health Association in Jefferson County, Inc.	United Helpers
New York Department of Health	Upstate Caring Partners
New York Department of Mental Health	Whitney Young Health
Presbyterian Home & Services	

## **Our Connected Districts**



Little Falls City School Distrcit

Madison Central School District

Mount Markham Central School District

New Hartford Central School District

Oppenheim-Ephratah-St. Johnsville Central Schools

COMMUNITY SCHOO

Rome City School District

Waterville Central School District

Whitesboro Central School District





Central New York Health Home Network, Incorporated

#### Annual Report













# Thank You

Please consider making a donation to help support one of our initiatives!

- 🔇 1.800.784.9670 or 315.624.9670
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- www.cnyhealthhome.net

