

2023



CNYHHN, Inc.

Where Care Comes Together

ANNUAL REPORT

www.cnyhealthhome.net



Teamwork makes the dream work

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Transforming Workplace Culture

We are so proud as an organization to include our agency values in the 2023 Annual Report. So much of the work that is done as a non-profit is for and about those we serve in the community. As a leader, I have always felt that it is equally important for those doing that great work to be part of a healthy work environment where staff feel valued for the contribution they make to achieve the agency mission. There's a famous quote by author Harper Lee: "You can choose your friends but not your work family". What about our co-workers? Our work life consumes much of our time and energy so it is important to be able to work collaboratively with others, even though as employees of an organization, we do not have a lot of control regarding who we will need to work alongside to get the job done!

Our values were developed through a lot of hard work and self-assessment through Mike Sgro Leadership Coaching. Under each of the four values; Understanding, Integrity, Resiliency and Appreciation are a list of behavioral expectations developed for each employee to help guide them when there are challenges or disagreements among co-workers. Not one of us is perfect. We live in an imperfect world full of amazing humans with different workstyles and points of view. There will never be a workplace without disagreements or conflict to some degree. Value statements help us navigate the troubled waters of those times so we can all "swim in the same direction" to accomplish the goal or task at hand. At CNYHHN, we have made these values and training on these values a priority from the very top of leadership to the newest staff member. In order for this work to succeed, the values and their meaning have to be practiced in our every day interactions with our co-workers. For me, this toolset can also be helpful on a much larger scale when we interact with our community partners, our stakeholders and those we serve as well as our co-workers. I encourage you to read more about the CNYHHN values and watch the following video to learn more about what these mean to us. [Agency Values](#)



Jane Vail
Chief Executive Officer

CNYHHN, Inc.

Where Care Comes Together

A Message from our Connect Ed., NY Executive Director

I am honored to share with all of you the immense impact that our organization continues to have with our collaborative partnerships here in Central New York. When I look back a few short years ago and reflect on when CNYHHN, Inc. created their footprint as an organization serving only Adults through the NYS Health Home Care Management Program to quickly diversifying to serving children, adults and families with multiple programs, working with multiple systems both local and state and now a subsidiary organization; what more can you say! The footprint and foundation created has allowed our services and supports to meet the evolving needs of the individuals and families we serve and adjust to the climate of our local communities.

Our achievements in 2023, are not our accomplishments alone. We thank all who contributed to the success, especially during a difficult landscape as we navigate the increasing needs of children and families and the economic challenges that have escalated over the last few years. With innovative Leaders, passionate Employees and like-minded Colleagues there is no testament to the commitment and compassion of our partner agencies and our staff. It hasn't always been easy. We've had to strengthen our foundation, prioritize our quality over quantity, adjust our processes and make some difficult decisions. But the result of all that effort is undeniable.

On behalf of the organization, I am proud to share that we have received formal notification from the IRS Department of Treasury that Connect Ed NY, Inc. has been approved to serve as a 501(c)3 non-profit, charitable organization. This formal approval will allow us to pursue future endeavors as a lead organization to support evolving needs in our community and allow for growth of the school and community-based initiatives to strengthen the support for children and families.

The question always is, where do we go from here? And the answer is this: It's time to continue to strengthen our foundation and continue to move from merely filling the gap to addressing the root causes. The climate at our local, state and federal level continue to change; which can be difficult for some, but in the Non-Profit, helping profession, this allows us the flexibility to adapt and persevere to support the individuals that we serve whether that is at the direct care level or at the macro/systems level creating change; we can always do better! We will continue to take the next step of advocacy and enhancing our collaborative partnerships to create that change. That, my friends, is resiliency. You will learn as you review our Annual Report for 2023, with the foundation from Care Management to becoming an anchor organization leading the Connected Community Schools Initiative to our newest endeavor called the Resiliency Project, we strive to do things differently, collaboratively and by doing that we make a difference together.

Last, but certainly not least, I would like to thank all Connect Ed NY, Inc. Board of Directors that have been active supporters, have generously given their time and continue to provide support in the best interest of the organization but also for our greater community.

I look forward to everything we'll accomplish together with our local School District Leaders, Community Partners, Businesses and County Government during our future endeavors to serve children and families in our community. I am honored to serve as the Executive Director of Connect Ed NY, Inc.

Best Regards,

Danielle Martin, LMSW
Executive Director



CNYHHN, INC. LEADERSHIP TEAM



Jane Vail
Chief Executive Officer



Amy Osborne
Chief Financial Officer



Kimberly Pecor
Senior Vice President of
Operations



Jillian Gross
Vice President of Program Evaluation
& Data Management



Holly Crandall
Vice President of Finance



Amy Schmid
Vice President of Human Resources &
Administrative Services



Kathleen Gaetano
Associate Vice President of
Program Development



Danielle Falzarine
Director of Care Management Agency

Board of Directors

Kristen Vennero, President

Dr. Marybeth McCall, Vice President

Michael Giacobbe, Treasurer

Dr. Keith Levatino

Caroline Levitt

Caitlin McCann

Rob Wuest

New Members for 2024: Kate Weidmann

Stephen Zogby

CONNECT ED, INC. LEADERSHIP TEAM



Danielle Martin
Executive Director



Katie Rockwell
Divisional Director of Connected Community
Schools



Kelley Bennett
Divisional Director of County
Programs



Colleen Matthews
Divisional Director of Connected Community
Schools

Board of Directors

Dr. Keith Levatino, President

Dr. Joanne Joseph, Vice President

Curt Pearsall, Treasurer

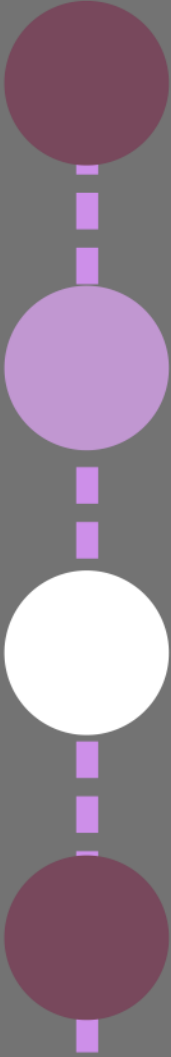
Maria Lindsay

Paul Muench

Patricia Roach

Adrienne Smith

CARE MANAGEMENT ACHIEVEMENTS



Our Health Home Network served over 6,400 Adults & 1,500 Children in 2023

Our Care Management program served over 1,500 members and conducted almost 11,000 face to face visits

CNYHHN increased Care Management referrals coming from internal programs by 61% compared to 2022

During 2023, CNYHHN hired 16 new Health Home Care Managers!

*Bright
Future*

A care manager has been working with a member guiding her on the importance of completing high school and graduating this year. The member was absent from school last semester, wanted to give up continuing in school and register at MVCC to take the GED exam. The member has mental health problems that interfere with her attending school. After the Care Manager spoke with the member she expressed interest in finishing her Senior year. Her Care Manager scheduled a meeting with the school counselor, which required a medical letter that was provided by her therapist. Her Care Manager completed the documentation process that the school was requiring and the member was approved to complete her Senior year online from home. The member is super excited because she has the opportunity to graduate this year.



Family Advocate
CONNECTIONS TEAM

Your Family, Your Voice.

FACT received over 1,000 new referrals for services from individuals and agencies in the community

Successfully completed over 650 referrals to community services and resources

The FACT team referred over 1,000 members for Care Management. This is an increase of over 200%!

Triumph!!

A member came to us from downstate. She was homeless from fleeing a domestic violence situation with her three young children, one of whom has a terminal illness. FACT assisted her in getting Medicaid and setting the family up with a Primary Care doctor who could make referrals to the specialist they needed.





Connected Community Schools

**3,081 Referrals
through the
LINK system**

**4,754 outgoing
referrals**

**LINK Referral
outcomes**

**Community
Resource HUBS
tangible takeables**

**Mental Health is the
largest identified need
throughout all 14
districts**

**Referrals included,
mental health,
housing, primary care,
care management and
more**

**The data from our LINK
referrals led to the
implementation of 8
embedded mental health
clinics within 7 of our
Connected Districts**

- 11,793 Hygiene Products
- 20,113 school supplies, & clothing items
- 19,680 easy to prepare foods/meals
- 126,131 snacks during the school day



A Partnership between:

CNY HHN, Inc.

Where Care Comes Together



**ROME ALLIANCE
FOR EDUCATION**

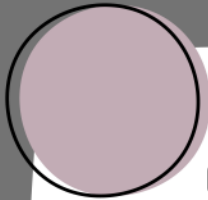
Achievement

A female youth under the assistance their Diversion Case Worker, whose family had been homeless over the summer has found housing back in the youth's school district. The youth was not attending school during this time due to transportation issues, however, has since started going back to school. The youth and family are compliant with all services in place.



RIYS

Restorative Integrated Youth Services



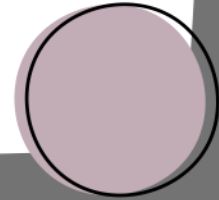
RIYS successfully discharged 63 youth from the program. Of the total youth discharged; 38% successfully graduated from the program, 17% transitioned to a higher level of care and 44% were voluntarily discharged



125 community based referrals facilitated for youth and families



RIYS received 70 referrals from Oneida County Department of Family & Community Services, Probation, House of the Good Shepherd Diversion program, ICAN and area School Districts



87% successful engagement rate of youth and families with two face to face contacts in the home per month focusing on individual/ family support, case coordination, treatment planning, referral & linkage to community services

A Partnership between:

CNYHHN, Inc.

Where Care Comes Together



Oneida County Department of Family and Community Services



**Safe Schools
Mohawk Valley**

RESILIENCY PROJECT

The Resiliency Project's mission is to deliver pre-interventions to preventions services to Students and families in the Rome City and Camden Central School Districts by creating Interdisciplinary teams that offer specialized interventions, services and supports in the home, school and community so students and families can be successful!



188
Referrals



121 cases
successfully
closed



8 cases
transferred to RIYS

Successful Outcome

A senior in high school with a history of adverse childhood experiences and living alone at the age of 18 years old was assisted and supported by the Resiliency Project Interdisciplinary Team to ensure that she was ready, willing and able to live independently on her own. The youth successfully transitioned out onto her own to live independently; ensuring not only that her basic needs were met but her ability to attend school and manage daily living. She was very successful, is actively attending school, has an apartment and has been in contact with the department with any concerns, as now she has the confidence and ability to do so.



Camden
Central School District

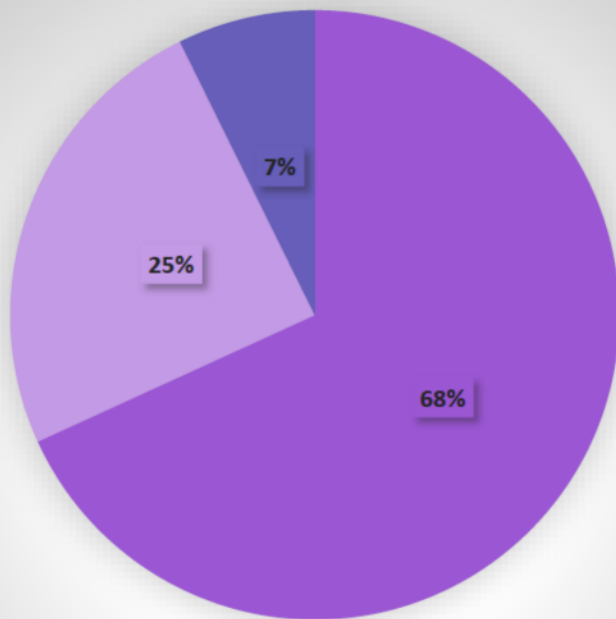


ROME
CITY SCHOOL DISTRICT

2023 Financial Highlights

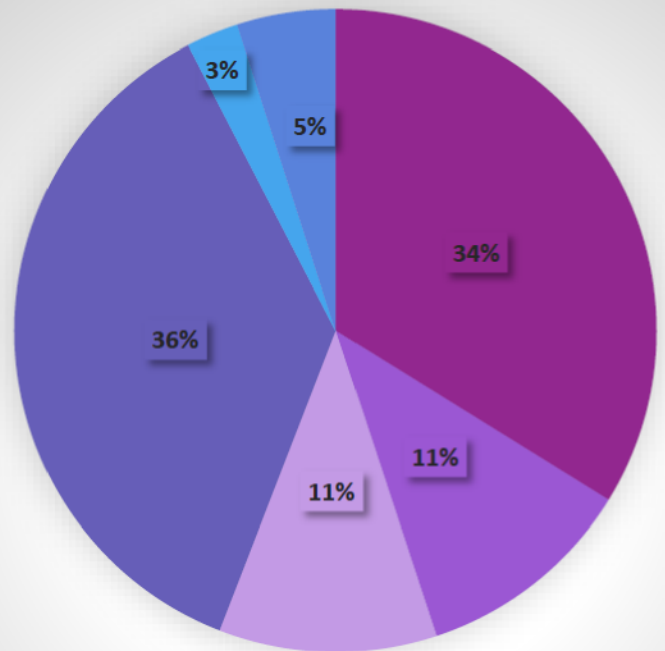
In 2023, CNYHHN, Inc. continued to show financial growth and sustainability. This strategy included increasing the number of referrals from internal programs, reducing costs, and managing risks by diversifying our revenue streams. CNYHHN, Inc. continues to focus on seeking out grants and opportunities from a variety of sources while increasing our community engagement. By adding additional school-based contracts CNYHHN, Inc. was able to increase revenue. CNYHHN, Inc. continues to look for opportunities to grow in 2024 and will be joining two Regional Social Care Networks. These alliances will allow CNYHHN, Inc to take advantage of funding provided by the NYHER Waiver.

2023 Expense by Category



- Salaries & Fringe
- Contracted Services
- General Operating

2023 Revenue by Source



- Lead Health Home Downstream Revenue
- Connected Community Schools Revenue
- County Contracts
- Grant Revenue
- Other Income

Our Network Agency Partners

ACR Health

Bridging the Gap Care Management Services LLC

Center for Family Life and Recovery

Children's Home of Jefferson County

Credo Community Center

HCR Home Care

Helio Health

Integrated Community Alternatives Network (ICAN)

Mental Health Association in Jefferson County, Inc.

New York Department of Health

New York Department of Mental Health

Presbyterian Home & Services

Rome Alliance for Education

Safe Schools Mohawk Valley

St. Catherine's Center for Children

St. Lawrence County Community Services

St. Lawrence County Government

The ARC Jefferson - St. Lawrence New York

The Neighborhood Center

The Salvation Army

Transitional Living Services of Northern New York

United Helpers Care

Upstate Caring Partners

Whitney Young Health

Our Connected Districts

Adirondack Central School District

Camden Central School District

Canastota Central School District

Central Valley Central School District

Dolgeville Central School District

Holland Patent Central School District

Little Falls City School District

Madison Central School District

Mount Markham Central School District

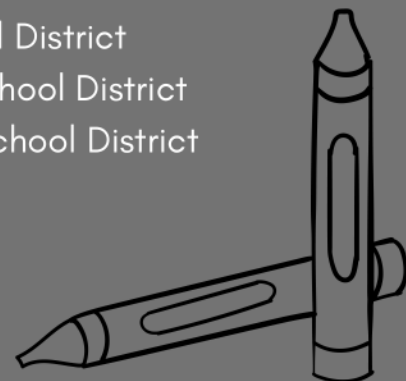
New Hartford Central School District

Oppenheim-Ephratah-St. Johnsville Central Schools

Rome City School District

Waterville Central School District

Whitesboro Central School District



Agency Highlights

CNYHHN, Inc. participated in the Second Annual Mohawk Valley Gives Event. The Community Foundation of Herkimer and Oneida Counties hosted a 24-hour community wide day to benefit nonprofit organizations serving the two counties. We had a total of 57 unique donors and received three prizes during the event. Our agency goal was \$5,000 and we raised a grand total of \$6,650.



CNY Stuff the Bus annual event helped support the Giving Tree initiative. We received toys, books and games for all ages to provide to the families enrolled in our programs. 2023 was the agency's fourth year in a row to be a recipient of the toy drive.

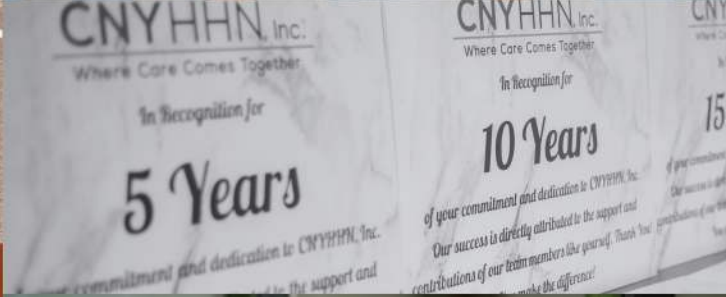




Annual Wellness Day







We are thankful to the many businesses and individuals who supported us throughout the year.

Individuals and Families

George & Joanne Amendolare
Mike & Lori Barr
Jenn Beach Brillante
Robert Broccoli
Gabriella Caruso
Joanne Donaruma
Mary Ellen Donohue
Carissa Dunn
Thomas Falzarine
Michael Giacobbe
Barbara Hoffman
Bryan Hoffman
Dylan Hoffman
Lorie Hoffman
Maureen Hoffman
Dr. Joanne Joseph
Maree Joy
Marie LaPuma
Brett LaSalle
Dr. Keith Levatino
Caroline Levitt
Marybeth McCall
Caitlin McCann
Maria Moriarty
Noelle Murphy
Ryan O'Connor
Cathy Philo
Donna Rounselle
Michelle Sadallah
Bjorn & Diane Solli
Gus Staelens
James & Kate Talarico
Daniel Vail
Anthony & Kristen Vennero
Mark Waterstram
Stephen Zogby

The Grande Family
The Hasselman Family
The Hoffman Family
The Mazzara Family
The VanDusen Family
The Wood Family

Businesses and Organizations

A&N Sports
Bank of America
C&D Advertising
Daylight Donuts
Delmonico's Italian Steakhouse
FMS Solutions
GKG Insurance
Kessler Promotions
MTPT Fund
Scalzo, Zogby & Whiting Insurance
The Fitness Mill
UpMobility Foundation
Warm Hands, Heads & Hearts

Employee Giving

MaryBeth Amendolare
Filomena Blystone
Alison Chapman
Holly Crandall
Merry Gambino
Jordyn Hoffman
Jessica Patterman
Amy Schmid
Lindsey Shibley
Lisa Shuford
Jane Vail
Betsey Weaver



If you would like to make a donation, scan the QR code or contact Lisa Shuford, lisa.shuford@cnyhealthhome.net

CNYHHN Agency Values

Appreciation

Integrity

Resiliency

Understanding

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