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# Annual Report

## 2024



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# CNYHHN, Inc.

Where Care Comes Together

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# Vision & Mission

## Vision

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

## Mission

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



## **A Message from the CEO of CNYHHN, Inc.**

As I look back on 2024, the word perseverance continues to come to mind. Our agency faced many challenges in the midst of statewide budget cuts to the Health Home Program and in additional funding to our school districts. Health Home Care Management and Community Schools are central to our agency work. It is difficult for me to understand why the highest risk populations in need of services and the support of our students and families are sometimes overlooked by lawmakers. We do not have much control of these things at the local level but we do have complete control over how we as service providers respond in tough times. One example of this occurred over the summer, when a tornado ripped through the City of Rome and the surrounding areas in our region.

Amidst all of these challenging events, I witnessed more clearly than in previous years our staff, board members, community leaders and agency partners pull together in spite of adversity to meet the needs of those we serve. Our agency has the most amazing and resilient employees who throughout the year truly demonstrated perseverance in carrying out our agency mission in spite of facing so many obstacles and setbacks.

A few amazing highlights from 2024:

- In February, we went through our redesignation audit for Health Homes Serving Children. Our Health Home scored in the 100th percentile for follow up after hospitalization for mental health meaning that we successfully connected our members in under 7 days post discharge to outpatient services! We also received a perfect score of 100% on our administrative review.
- In April, we received funding through the Office of Mental Health to enhance specialized outreach to Health Home Plus eligible individuals. These individuals are those who receive Medicaid and who face the highest risk of repeated hospitalizations, residential treatment or incarceration due to severe health and mental health conditions. Our FACT Team worked closely throughout the year with our Care Management program in strengthening our work with safety net providers and as a result, we saw the highest increase of Health Home Plus enrollments in the history of our agency by tripling the amount of enrolled members in 2024.

- In August, our RIYS Program forged a collaborative partnership with the International Youth Foundation to partner on a Federal Grant through the Department of Labor to enhance college and career readiness services to Youth involved in the Juvenile Justice System. IYF is a global organization that impacts over 8 million young people together with 600 partner organizations in over 100 countries!
- In September, our Mohawk Valley Gives Campaign raised over \$10,000 to support those we serve through both CNYHHN and Connect Ed.
- In October, we held our Ribbon Cutting Ceremony at Connected Court on James. This Impact Center to meet community needs is a partnership with the Oneida County Department of Family and Community Services, Rome Alliance for Education and the Community Foundation of Herkimer and Oneida Counties to serve the Rome and surrounding communities and those families served through The Resiliency Project.
- In November, our Connected Community Schools Team was nominated receiving the American Red Cross Real Hero's award for their crisis response efforts in July during the Rome Tornado recovery efforts.
- In December, the Connected Community Schools Initiative was chosen as recipients of the Oneida County Executive's Holiday Giveaway Drive.

All of these accomplishments demonstrate a tenacity to push through challenging times and never lose sight of why we are here and for those we serve. Congratulations to all of our staff, community partners, Board members and funders who made our agency shine bright this past year!

Best Regards,

Jane Vail  
Chief Executive Officer  
CNYHHN, Inc.





# 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



Amy Schmid  
Vice President of Human  
Resources & Administrative  
Services



Holly Crandall  
Vice President of Finance



Kathleen Gaetano  
Associate Vice President of  
Program Development



Danielle Falzarine  
Director of Care  
Management

### Board of Directors

Kristen Vennero, President  
Dr. Marybeth McCall, Vice President  
Michael Giacobbe, Treasurer  
Dr. Keith Levatino  
Caroline Levitt  
Caitlin McCann  
Kate Weidman  
Rob Wuest  
Stephen Zogby

# Care Management



As a Lead Health Home our Network served over 4,000 adults and over 1,300 children in 2024.

Our own Care Management program served over 1,100 members and conducted over 13,000 face to face visits.



Over 50% of our Care Management program referrals came from internal programs. Approximately 6,000 were from FACT (80%), RIYS/Resiliency (5%) and Connected Community Schools (15%).

## Overcoming Adversity!

A member of our Health Home Serving Children program was being bullied both verbally and physically by her classmates. With the hard work and consistent dedication from her Care Manager, the member was able to switch schools and be with her brother which has lead to her thriving in her environment.

# Family Advocate Connections Team (FACT)



1

FACT received over 1,000 new referrals for services from individuals and community agencies. Our main referral sources were Oneida County Department of Social Services, Mohawk Valley Health Systems and Parole/Probation/Department of Corrections.

2

FACT successfully completed over 750 referrals to community services and resources. Approximately 40% were Health Home Care Management Referrals



## ***New Beginnings!***

A 66 year old man lost his apartment due to a fire in his building. The man went to live with his daughter following the fire. He has been moving around the Utica-Rome area, living in his car or camping out at lock parks. He was not eligible for Medicaid. A SPOAA application was submitted for him due to his Mental Health diagnosis. He was provided with apartment listing and links for senior citizen apartments. Following approval for SPOAA he successfully moved into a new apartment.



Family Advocate  
CONNECTIONS TEAM





*Connect* Ed  
A Subsidiary Corporation of CNYHHN



**CONNECTED**  
COMMUNITY SCHOOLS

**RESILIENCY**



**RIYS**

Restorative Integrated Youth Services



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

As I reflect on this year as the Executive Director of Connect Ed, I am honored to have the privilege of witnessing our profound impact on our communities and the deep, transformative connections we foster between individuals, children, families and community members. Seeing the positive impact of our programs and the powerful stories of those we serve continue to be a constant reminder of why our work is so essential and keeps myself and the team striving!

Several moments in time throughout 2024 have proven that when WE work together, WE are able to make a difference. I am inspired by our team, partners and community who have risen to the unprecedented challenges of this past year. They have demonstrated resilience and a dedication to the communities we serve. We faced unprecedented times making revisions to our operation, but we persevered to focus on enhancing our quality versus quantity.

This past year included remarkable achievements, which have not gone unnoticed. We continue to expand our partnerships that support our mission in supporting children and their families here in Central New York. For our Connected Initiative, we established a formal partnership with Delaware Cortland Madison Otsego BOCES and the Sherburne Earlville Central School District. With our School and Community Partnerships, we received over 6,000 formal referrals to provide support to students and families to mitigate the challenges that they were being impacted by. Not to mention the thousands of engagements that are had day in and day out, as our team takes pride in being that One Trusted Adult for so many!

In the Fall of 2024, we were introduced to a team of like-minded, passionate leaders from the International Youth Foundation and the North Carolina Youth Violence Prevention Center to embark on a multi-state collaborative that will implement a strength based, individualized, community-based services to youth and families, in the identified regions, to ensure that youth are provided with assets and agency needed to avoid violence and access meaningful education and employment opportunities. Our RIYS Team is thrilled for the upcoming implementation of the Growth Opportunities Program in early 2025!



In December, our Connected Leadership Team was honored on behalf of our team including the Community to be nominated and the recipients of the 2024 Red Cross Real Heroes' Disaster Services Hero Award. Our Team, along with so many others, adapted and became the HUB of resources and support, creating a strong sense of community during such a devastating time. Although it was hard, our team showed up and we persevered with the support of all of you! July 2024 will forever be remembered for the “Connected Family BBQ” where people from the city, local community and states a far came together to support so many and a deep sense of community was created.

We are incredibly proud of the accolades, which affirm the value and impact of our mission, and it is important to note that they 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.

As I embark into 2025, I recently finished reading the book “Atomic Habits” by James Clear and I encourage all of you to ask yourself the following questions that were outlined: What went well this year? What didn’t go so well? What did I learn?

### ***Resiliency, Perseverance & Dedication***

Then ask yourself, what are the core values that drive my life and work? How am I living and working with integrity now? How can I set higher standards in the future?

### ***Lead, Inspire & Mission Driven***

I encourage you to slow down and take a moment to answer these questions because it is important to reflect on and identify the strengths and challenges that you face as an individual and in your professional role. I know that I personally do not slow down enough to do this, and this year I will commit to doing better.

The climate at our local, state and federal levels continues 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!

I am filled with anticipation for the growth and opportunities that await us. Thank you to everyone who has supported Connect Ed. Your generosity, dedication, and belief in our mission make everything we do possible. I am honored to serve as the Executive Director of Connect Ed NY, Inc.

Best Regards,

Danielle Martin, LMSW  
Executive Director  
Connect Ed NY, Inc.





# Connect Ed. NY, Inc.

## Leadership Team



Danielle Martin  
Executive Director  
Connect ED NY



Katie Rockwell  
Divisional Director of  
Community Schools



Colleen Matthews  
Divisional Director of  
Community Schools



Kelley Bennett  
Divisional Director of  
County Programs



Matthew Hartwell  
Divisional Director of  
Community Schools



### Board of Directors

Paul Muench, President  
Dr. Joanne Joseph, Vice President  
Jody Kehl, Treasurer  
Jill Heintz  
Maria Lindsay  
Patricia Roach





# ++ ++ ++ ++ Connected Community Schools

A Community School, figuratively or physically, is a hubbing of all your community services and resources into your school building. Our mission as Connected Community Schools is to create Community Schools that ensure students and families have their basic needs met, that they are inspired and supported by the community.



Received 4,488 referrals through the LINK system. This is a **14%** increase from last year.



Facilitated 15,390 outgoing referrals. This is a **62%** increase from last year.



Food insecurity has consistently been the largest identified need this year.



Our Community Resource HUBS provided 6,164 pounds of hygiene products, 55,390 school supplies and 217,685 snacks to the youth and families we serve.



# Restorative Integrated Youth Services (RIYS)



The RIYS Program (Restorative Integrated Youth Services) was established in December 2020. It is an Oneida County youth diversion program, supported by the collaboration between the Oneida County Department of Family and Community Services, CNYHHN Inc., and Safe Schools Mohawk Valley.

- RIYS received over 55 referrals from the Oneida County Department of Family & Community Services, Probation, HGS Diversion, Cayuga Centers, The Resiliency Project, ICAN and local school districts
- RIYS staff successfully completed 230 community-based referrals for the youth and families
- 78% successful engagement rate of youth and families committing to and complying with two face-to-face contacts in the home per month with a focus on individual/family support, case coordination, treatment planning, referral and linkage to community services and on-going collaboration with the interdisciplinary team

## **Overcoming Challenges!**

A female youth under the assistance of her diversion case worker was referred to the RIYS program due to behavioral concerns at home and in school. Her diversion case worker linked the family with community resources to help with ongoing issues in the home as well as in school. This youth and family have been compliant with all services in place. This youth's attendance and behavior have drastically improved as well as her relationship with her mom.



Restorative Integrated Youth Services

A Partnership between:

CNYHHN, Inc. | Oneida County Department of Family and Community Services | Safe Schools Mohawk Valley

# + + **The Resiliency Project**

+ + The Resiliency Project's mission is to deliver prevention 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 to address barriers to learning and chronic absenteeism.

- In 2024, The Resiliency Project served over 200 families!
- From January - December 2024 the Program successfully closed over 200 cases:
  - 54% successfully graduating.
  - 26% voluntarily discharge/opt out
  - 15% transitioned to a higher level of care
  - 5% moved out of service area
- The Resiliency Coordinators collectively completed 8,340 engagements with students and families. They completed 440 outgoing referrals following those engagements.

## ***Team work makes the dream work!!***

A youth that entered the program for behavior issues and concerns was able to graduate the Resiliency Program after five months. He obtained a mental health counselor and was able to turn his behaviors around in the home, school and community. The family also struggled with transportation, and the Resiliency Coordinator helped transport the children to school for almost a month until they were able to have their vehicle fixed. The parents were very thankful for this, and the children were able to make it to school each and every day.





July 16th, 2024, is a day the City of Rome will never forget. It was the day an EF-2 Tornado ripped through the City leaving a trail of devastation in its path. Our 207 Connected Impact Center and Central HUB was in its path with about a dozen staff in it at the time of occurrence. When our team was able to come out after the hit, it was immediately apparent that the devastation was simply unimaginable. By 9 a.m. on Wednesday morning with no power, no hot water and our surroundings still in devastation, we announced a hot breakfast. One tiny grill turned into a couple large ones. Breakfast served 200. By lunch with hot dogs from our Central HUB- we were up to 1,200. And by dinner there were 2,500 meals served. We expanded basic food to all basic needs that afternoon, navigating dark hallways on three floors with no elevator. Hygiene supplies were added, our LINK was quickly circulated to all school families. Staff began arriving from many of our Connected Districts. Oneida County, MCAT and many other service organizations joined us setting up tables on the closed street, somehow overcoming the navigation of entering the City which was now closed. Through the help of our Connected Community over the course of two weeks we were able to provide over 65,200 meals.

People were left without power for days, without ways to keep their food fresh, running water or without safe housing altogether. Even three months after the tornado, 370 homes received damage, 83 houses were still unable to be occupied and will never be habitable again. Our team is aware many of the 83 uninhabitable homes served as a home to more than one family, causing dozens of Rome City School District students and their families to face homelessness during a preexisting housing crisis.

We could not have been as successful with the tornado relief efforts without the support of teachers and faculty. Just as during the height of COVID, we saw dozens of teachers, retired and current, faculty and staff who, without hesitation, showed up with items in hand and ready to lend a helping hand to everyone in the community. The relief and joy on the students' faces when they saw their teacher serving lunch, or restocking yogurt was truly immeasurable. Our teams have joined together to identify and assess these families where they are to determine the best plan for that family. Through the efforts of our Site Coordinators, Resiliency Team, Connectors, Central HUB Team, Delivery Team and Impact Center, we continue to work with families who have seen long-term effects from the tornado and beyond.







# Our Connected Districts



**ADIRONDACK**  
Central School District



**Madison Central School District**  
Home of the Blue Devils!



**Camden**  
Central School District



**CANASTOTA**  
Central School District



**Central Valley**  
Central School District  
Taking the World by Storm!



**NEW HARTFORD**  
CENTRAL SCHOOL DISTRICT  
Home of the Spartans



**Dolgeville Central**  
School District



**ROME**  
CITY SCHOOL DISTRICT



**HERKIMER**  
CENTRAL SCHOOL DISTRICT



**Sherburne- Earlville**  
Central School District



**Holland Patent Central**  
School District



**Waterville**  
CENTRAL SCHOOL DISTRICT  
Imagining, Designing, & Creating Best Futures

## Our BOCES Partners



**Delaware-Chenango-Madison-Otsego**  
Board of Cooperative Educational Services



**MOBOCES**  
Lead • Partner • Innovate • Excel

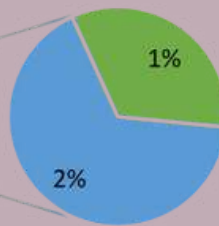
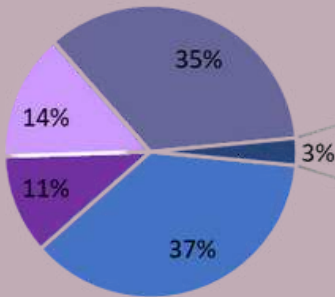


**Herkimer-Fulton-Hamilton-Otsego BOCES**  
Creating Opportunities for Growth

# 2024 Financial Highlights

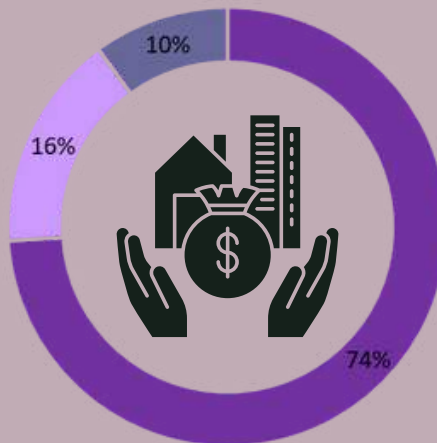


## 2024 Revenue By Source



- Medicaid Managed Care Fee for Service
- Lead Health Home Downstream Revenue
- County Contracts
- Connected Community Schools Revenue
- Grant Revenue
- Other Income

## 2024 Expense by Category




- Salaries & Fringe
- Contracted Services
- General Operating



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# **++ Our Network Agency Partners ++**

- **ACR Health**
  - **Bridging the Gap**
  - **Building Blocks**
  - **Center for Family Life and Recovery**
  - **Children's Home of Jefferson County**
  - **Helio Health**
  - **Integrated Community Alternatives Network (ICAN)**
  - **Mohawk Valley Psychiatric Center**
  - **New York State Department of Health**
  - **New York State Department of Mental Health**
  - **Oneida County Department of Family and Community Services**
  - **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**
  - **THRIVE Wellness & Recovery**
  - **United Helpers Care**
  - **Upstate Caring Partners**
  - **Whitney Young Health**
- 



# 2024 Agency Highlights



CNYHHN, Inc. & Connect ED NY, Inc. participated in the third 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. Together, CNYHHN, Inc. and Connect ED NY, Inc raised over \$10,000 to support the individuals, youth and families that we serve!



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. 2024 was the agency's fifth year in a row to be a recipient of the toy drive.



CNYHHN held its First Signature Fundraiser in 2024. We successfully raised over \$2,200 in ticket sales and secured two major event sponsors; Utica First Insurance and John's Clean-Outs & Property Preservation, Inc.







# Feast for Experts

## Annual Wellness Day





# 2024 Donors

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

## **Individuals and Families**

George & Joanne Amendolare  
Jon Ames  
Robert Broccoli  
Joanne Donaruma Wade  
Carissa Dunn  
Cynthia Franco  
Michael Giacobbe  
Dylan Hoffman  
Terri-Lee Jacangelo  
Dr. Keith Levatino  
Caroline Levitt  
Dr. Marybeth McCall  
Caitlin McCann  
Amanda Richmond  
Kate Weidman  
Rob Wuest  
Stephen Zogby

## **Businesses and Organizations**

Barclay Damon, LLP.  
Caruso McLean & Co.  
C&D Advertising  
Gilroy, Kernan & Gilroy  
Harris Beach, PLLC.  
Inserra's Flooring Outlet  
Joe Tahan's Furniture  
John's Clean-Out  
Lincoln Davies Building Supply  
NBT Bank  
New York Sash  
Potentia Management  
Utica First Insurance  
Utica National Insurance Co.  
Valentinos Banquet Hall

## **Employee Giving**

MaryBeth Amendolare	Lisa Shuford
Filomena Blystone	Jane Vail
Holly Crandall	Betsey Weaver
Nicole Deveny	
Laura Fischer	
Jessica Julian	
Danielle Martin	
Amy Osborne	
Amy Schmid	
Lindsey Shibley	

If you would like to make a  
donation, scan the QR Code or  
contact Lisa Shuford at  
[Lisa.Shuford@cnyhealthhome.net](mailto:Lisa.Shuford@cnyhealthhome.net)



# Here we grow again....

## New Programs Coming in 2025

### Health Related Social Needs Services (HRSNS)

CNYHHN now contracts with the Social Care Network (SCN) for the Central Region, Healthy Alliance. The SCN is fully funded through the 1115 NYHER Waiver which is designed to address health related social needs for those who receive Medicaid. The purpose of this program is to reduce health disparities caused by a lack of provision of social care needs such as food, transportation and housing. Our FACT Program has been trained through the SCN and will be offering these new services to any child or adult we serve who receives Medicaid and is in need of HRSN. Screening, Social Care Navigation and Enhanced Care Management will be provided to those who qualify.



### The Growth Opportunities (GO) Program

The Growth Opportunities Program is a three-year, multi-state collaborative powered by the International Youth Foundation. The collaborative will implement strength based, individualized, community-based services to youth and families to ensure that justice involved youth are provided with the skills and resources the need to avoid violence, access meaningful education and participate in paid employment opportunities. These services will primarily be provided to our RIYS Program but any youth can be referred if they are currently involved with the Juvenile Justice System or are at risk of becoming involved.









# CNYHHN, Inc.

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Where Care Comes Together



**268 Genesee Street, Suite 202**

**Utica, NY 13502**

**1.800.784.9670 or 315.624.9670**

**[www.cnyhealthhome.net](http://www.cnyhealthhome.net)**