



Foreclosure Mitigation Program grant; and a New York State Housing Trust Fund Corporation (HTFC) grant, that included legal services and court representation, provided in cooperation with the Westchester County Bar Association.

- The NPC completed moderate renovation or rehabilitation of 16 housing units in the Village of Port Chester, with a grant from the New York State HOME Program, funded by the New York State Housing Trust Fund Corporation. The program targeted low to middle income Village residents, the elderly and handicapped, and included bringing homes up to code, installing ramps, and other structural accommodations. Funds for the program were supplemented by a grant from the Federal Home Loan Bank of New York in cooperation with HSBC Bank USA.
- In 2008 the NPC offered "Civics for Immigrants," an English Language/Civics Education curriculum that helps immigrant adults learn rudimentary English as a Second Language, while equipping them to participate in civic life by learning the basics of American government, law, and culture. The program, funded by a Westchester Community Foundation grant, was given in cooperation with Literacy Volunteers of Westchester County. Eighteen proud immigrants graduated from the program on October 16, in a ceremony attended by family, friends, and employers.

Human Development Services of Westchester  
930 Mamaroneck Avenue, Mamaroneck, NY 10543  
914-835-8906 • 914-835-8905 (fax)  
www.hdsww.org

HOPE House  
100 Abendroth Avenue, Port Chester, NY 10573  
914-939-2878

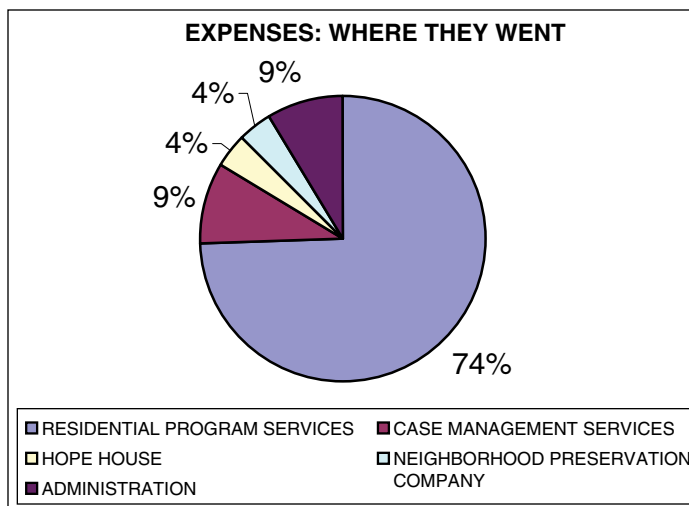
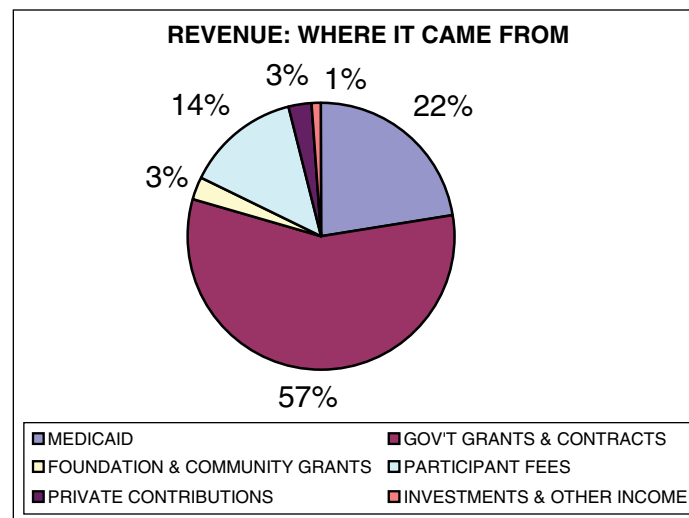
Neighborhood Preservation Company  
28 Adeo Street, Port Chester, NY 10573  
914-939-2005

## ORGANIZATIONAL SUPPORT

HDSW wishes to thank the following government agencies, corporations and foundations, and community organizations for their support of our programs and activities this past year.

Century Building Services  
JPMorgan Chase Foundation  
Christ's Church of Rye  
Cluster, Inc.  
Consumers Union  
The Dammann Fund  
Dragon City  
The Elias Foundation  
Ethical Culture Society of Westchester  
Federal Home Loan Bank of New York  
Furniture Sharehouse, Junior League of Westchester on the Sound  
Harrison High School  
Helping Hands for the Homeless and Hungry  
Holy Trinity Greek Orthodox Church (New Rochelle)  
HSBC Bank USA  
Interfaith Caring Community of Greenburgh  
Kiwanis Club of Port Chester-Rye Brook  
Lewis Realty & Investment Co.  
The Lucius N. Littauer Foundation  
Louis M. Klein Middle School (Harrison, NY)  
Marine Corps League Toys for Tots Program  
MDIC Investment Company  
Minerals Technologies  
The Mary A. and John M. McCarthy Foundation  
MP Agency, Inc.  
NAMI Westchester  
National Cooperative Bank (NCB)  
New York State Division of Housing and Community Renewal  
New York State Housing Trust Fund Corporation  
Precision Care Software  
Roger's Furniture Discount, Inc.  
The Rotary Club of Port Chester-Rye Brook  
Rye City Lions Club  
Rye Presbyterian Church  
St. Vincent's Catholic Medical Centers  
Scotty Electric  
State of New York Mortgage Agency  
U.S. Department of Housing & Urban Development  
United Way of Rye/Port Chester/Rye Brook  
Westchester Community Foundation  
Westchester County Department of Community Mental Health  
Westchester County Planning Department  
The Wyman Foundation

## HDSW FINANCIAL REPORT 2008



SUPPORT AND REVENUE	
GOVERNMENT GRANTS & CONTRACTS	\$5,633,413
MEDICAID	\$2,203,043
PARTICIPANT FEES	\$1,373,785
FOUNDATION & COMMUNITY GRANTS	\$267,051
PRIVATE CONTRIBUTIONS	\$251,745
INVESTMENTS & OTHER INCOME	\$118,708
<b>TOTAL SUPPORT AND REVENUE</b>	<b>\$9,847,745</b>

EXPENSES	
RESIDENTIAL PROGRAM SERVICES	\$7,298,490
CASE MANAGEMENT SERVICES	\$884,582
NEIGHBORHOOD PRESERVATION COMPANY	\$395,701
HOPE HOUSE	\$379,023
ADMINISTRATION (INCL. FUNDRAISING < 1%)	\$833,483
<b>TOTAL EXPENSES</b>	<b>\$9,791,279</b>

CHANGE IN NET ASSETS	
NET ASSETS BEGINNING OF YEAR	\$4,071,548
NET ASSETS END OF YEAR	\$4,128,014

## HDSW STAFF

Andrea Kocsis, LCSW  
Executive Director  
Kathy Pandekakes  
Deputy Director  
Cynthia J. Ott  
Director of Finance  
Nada Beth Glick, EdD  
Director of Development  
Liza Szpylka, LCSW  
Director of Supported Housing & Case Management Services  
Ruth S. Theaman, LCSW  
Director of Residential Services  
Blanca Lopez, MS  
Director of Housing  
Anna Kobelka, MPS  
Director of HOPE House

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Barbara Bock, 2<sup>nd</sup> Vice President  
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Arthur T. Jacobs, PhD  
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Joshua Koerner  
Trudi Lanz  
David Leavitt  
Lisa Peck MacPhail  
Patrick O'Connor  
David Rasmussen  
Doris Reavis  
Stephen Rogowsky  
Michael Sicular  
William Stallings  
Susan Weiner Susskind  
Harris B. Stratyner, PhD, CASAC  
Phyllis Uyeno  
William E. Van Vlack

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Evelyn Feldstein  
Dr. Jack Ferezy  
Mitchell W. Golden  
Sylvia Greenberg  
Susan Walton Greenhill  
Marcia Jacobs, MSW  
Easy Klein  
Thaddeus Kuczinski  
Selma Levy  
Anne Marder  
Brien McMahon  
Jane Rapport

## HOPE House Advisory Committee

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Amanda Buritica  
Patricia Carey  
Emily Cohen  
Caroline H. Davis  
Donald W. Davis  
Jay Feinsod  
Rabbi Bruce Freyer  
Nada Beth Glick  
Herb Heller  
Gloria G. Karp  
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Rev. Dan Love  
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Katherine Moore  
Hon. Judith Myers  
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Sarah Newitter  
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Kathy Pandekakes  
Isobel Perry  
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Martin Rogowsky  
Christa Russo  
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Marjorie Zeidner

# HUMAN DEVELOPMENT SERVICES OF WESTCHESTER

## ANNUAL REPORT 2008

CREATING COMMUNITY  
ONE INDIVIDUAL AT A TIME  
DURING A TIME OF  
ECONOMIC UNCERTAINTY

## Letter from the President and Executive Director:

2008 was a time of economic downturn and financial uncertainty nationally. HDSW had to stretch its dollars to serve more individuals and families in need in our community, whether they were struggling with issues of major mental illness, or job loss, eviction, foreclosure and/or homelessness. HDSW served more than 1,500 persons throughout Westchester County in our residential, case management, clubhouse, and housing programs. Our clients are among the most vulnerable members of our society. Many struggled to recover from serious mental illness and to manage other illnesses, poverty, and isolation. Others, often recent immigrants with limited English, suffered loss of employment and unanticipated health and housing expenses, with resultant individual and family distress and dislocation.

As many of you know, HDSW is a “housing first” agency. We are mindful that decent, affordable housing is step one on the path to stability and a better life for our clients. Once housing is in place, staff support and advocate for each individual recovering from mental illness, empowering them to move toward self-sufficiency. Increasing and preserving decent, affordable housing for low and moderate-income residents of Port Chester and throughout Westchester is also the goal of our Neighborhood Preservation Company (NPC). The NPC is the only Spanish-English bilingual housing counseling agency serving all of Westchester County.

Our work was enhanced immeasurably in 2008, as in past years, by outstanding programs in federal, state, and local government agencies with whom we partner, and by our collaboration with other community organizations. Strong support by our local legislators and other elected officials continued to be invaluable. Local foundations played a key role in sustaining HDSW programs, as did corporations, community nonprofit and faith-based organizations. We are deeply grateful to all of them, and to each of our individual donors, for their ongoing support. We continue to be the largest provider of case management and residential care for adults recovering from psychiatric illnesses within Westchester County. We want to thank a dedicated Board of Directors, a talented and tireless staff, and especially you, our supporters and partners, for a productive 2008.

Landmark accomplishments, new opportunities, and ever-present challenges, some ongoing and some new, underscored our work in 2008 and are noted in the “Program Highlights” section that follows. We look forward with confidence and enthusiasm to the challenges and opportunities of 2009 and beyond.

  
Marjorie Zeidner  
President, Board of Directors

  
Andrea Kocsis, LCSW  
Executive Director

# PROGRAM HIGHLIGHTS OF 2008: ACCOMPLISHMENTS, OPPORTUNITIES, AND CHALLENGES

## THE RESIDENTIAL PROGRAM

- For the 66 persons in our **Transitional Residence Program**, home is a group residence in Port Chester or in Scarsdale, or is one of several treatment apartments in central Westchester. These clients receive 24-hour support services, with the goals of returning to work, moving to their own apartment and increasing the variety of their social and recreational activities.



- Each of the 285 persons in the HDSW **Supported Housing Program**, living in permanent, independent housing throughout Westchester County in an apartment chosen by the client, identified individual goals, and moved toward achieving them, with the help and support of a case manager. Goals might be paying bills, better managing illnesses, obtaining work, socializing more, exercising more.
- For the 49 families in the HDSW **Family Supported Housing Program**, each with one or more children and a parent with mental illness, case managers provided a supportive, stable environment not only for our client, the parent, but for the children as well, accessing funds to enable the children to participate in after-school activities such as scouts, athletics, and computer programs. Often, HDSW was able to fund summer camp, where the children learned skills such as swimming, and developed positive relationships with other children and adults.

## INTENSIVE, SUPPORTIVE & OUTREACH CASE MANAGEMENT PROGRAM

- The woman in line behind you at the supermarket, the man waiting at the bus stop, your apartment house neighbor, a fellow participant at a PTA meeting, or the person waiting to vote at November elections, may be a client in the HDSW Intensive, Supportive, or Outreach Case Management Program. They are one or more of the 276 clients who, in 2008, worked with the assistance of a case manager to solidify and expand community linkages, and to move ahead with their own goals. Case management clients generally live in their own apartments/homes throughout Westchester County, from Yonkers to Mohegan Lake, from Mt. Vernon to Peekskill. On average, clients “graduate” from supportive case management within three years.
- Through the **Homeless Outreach Worker Program (HOW)**, HDSW has collaborated since 2003 with the Westchester County Department of Community Mental Health, to provide case management services annually for some 36 **homeless persons suffering from mental illnesses**, assisting them to obtain permanent housing. Many HOW Program clients are residing in shelters; others come to the program from jails or hospitals; some are living on the street. They are often fearful or distrustful of paperwork and bureaucratic systems. Building trust and a positive relationship between client and case manager requires persistence, flexibility, and genuine appreciation by the case worker for the individual client’s experiences, needs, resilience and personality. The HOW Program achieved good outcomes in 2008, with 25 clients obtaining permanent housing.

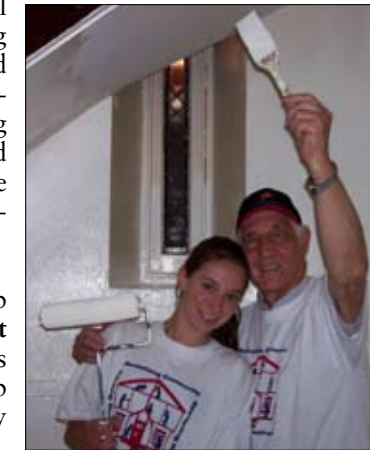
- HDSW provided **Adult Home Case Management Services** to 30 residents with mental illness diagnoses residing in an adult home located in northern



Westchester. Each of these residents was provided individual case management assistance, and was offered a variety of group services and activities (including the Wellness Self-Management Program described below). HDSW also offered enrichment services to the other residents of the adult home.

## HOPE HOUSE

- Serving approximately 175 members in 2008, HOPE House, the HDSW psychosocial clubhouse located at 100 Abendroth Avenue in Port Chester, operates in accord with the clubhouse model of psychiatric rehabilitation, with members assuming the responsibility of running the club, in partnership with staff, through a structured **work-ordered day**. The work-ordered day includes **pre-vocational learning experiences**, such as newsletter publishing, planning and preparing meals for groups, clerical procedures involving basic accounting and computer skills, telephone reception, giving clubhouse tours and interviewing employee candidates and training new staff.
- Under the leadership of the **Employment Program**, members participated in Job Club, attended weekly employment dinners, and got support with job searches, resume writing, interview skills, and if requested, transportation to job interviews. Most importantly, they were assisted to get and keep a job. During 2008, 36 members were working in supported or independent employment positions.



- The **Supported Education Program** enabled members to prepare for the GED, or pursue college or vocational courses. In 2008, 18 members were awarded funds from the HOPE House **Scholarship Fund**, made possible through community and individual donations, for assistance with tuition, books, and other associated fees. 21 members enrolled in continuing or higher education courses. Members were enrolled in college courses at Westchester Community College, SUNY Purchase, Iona, Monroe, Lehman and Mercy colleges.

- Participation in **social activities**, and **informal educational groups** (such as the Wellness Self-Management Program described below) helped HOPE House members develop social support systems. Highlighting 2008 were numerous delicious holiday dinners and festive celebrations: HOPE House celebrated Thanksgiving, Christmas, Chanukah, Kwanzaa, Passover, and Valentine’s Day, to name a few, with the help of dedicated and talented volunteer “chefs” from the HOPE House Advisory Committee, and local faith-based and community groups. For many HOPE House members, the club is their “family.” The club also offered a **Peer Case Management Training Program**, equipping members to support, mentor, and advocate for one another in time of need.

## NEW AGENCY-WIDE PROGRAM

- HDSW was selected in 2008 as one of 130 agencies to participate in **Wellness Self-Management (WSM)**, a new, statewide, New York State Office of Mental Health initiative to help clients manage serious mental health problems more effectively. The program offers a comprehensive curriculum organized into a personal workbook that emphasizes the connection between physical and mental health, and informed decision-making that supports recovery. At HDSW, WSM is implemented in a group setting, with groups meeting weekly for about a year. Staff and peer leaders receive WSM training. We have begun three WSM groups: two at **HOPE House**, one co-led by a staff and peer specialist, the other led entirely by two peer specialists. The third group, co-led by a staff and peer specialist, meets at an upcounty **Adult Home**.

## NEIGHBORHOOD PRESERVATION COMPANY (NPC)

- For many clients of the **Neighborhood Preservation Company (NPC)**, the HDSW housing program located at 28 Adeo Street in Port Chester, the current recession/economic downturn/subprime mortgage crisis resulted in lost jobs or reduced hours and wages, reduced household income, failure to meet housing expenses, and danger of eviction or foreclosure. Of 549 households served for individual housing counseling in 2008, 70% of these involved eviction or foreclosure. The greatest challenge to the NPC was to increase housing counseling staff to meet the needs of clients seeking **eviction or foreclosure prevention counseling**. This was accomplished, thanks to the award of two grants: a State of New York Mortgage Agency National

*continued on back*