**Human rights are inherent to all human beings, whatever our nationality, place of residence, gender, national or ethnic origin, color, religion, language, or any other status.**

HeartShare and its Family of Services always believe in the power of human potential. We believe in protecting and advancing basic human rights and freedoms. We empower with education, housing, employment, health care, counseling and personalized supports.

In 1914, HeartShare, then Catholic Guardian Society, assisted teens transitioning from orphanages to life on their own. St. Vincent’s Services opened as a home for young working boys without families. And we’ve been responding to the needs of the community ever since. We were there when horrifying conditions were exposed at Willowbrook. We were there when the HIV/AIDS epidemic became prominent. We were there for kids in foster care who were aging out, but had nowhere to turn.

**All human beings are born free and equal in dignity and rights.**

**Everyone deserves safety and security.**

**Everyone deserves a chance at the life they want.**

**Everyone deserves their independence.**

**That’s how we continue to**

**change the world—one person at a time.**

Total People Served By HeartShare and its Family of Services: 34,550.

**Dear Friends:**

As each year passes, it is difficult to imagine any greater pride than leading this organization. With nearly 250 years of experience serving the New York community, HeartShare Human Services continues to positively shape and uplift the lives of 34,550 New Yorkers in a way that surpasses our greatest Expectations.

*“Human rights are an inextricable part of human services.”*

In June 2015, we celebrated the 25th Anniversary of the Americans with Disabilities Act (ADA). We were reminded how far we’ve come, but also, how much more work needs to be done. Whether it’s an adult with a disability or a child in foster care, our agency strives to provide those in our care with the opportunities they justly deserve. In our daily work, we honor an equal right to basic resources, like a quality education, housing and health care, and offer compassionate guidance for all people to reach their fullest potential. From that, we see that human rights are an inextricable part of human services.

HeartShare would not be able to reach those milestones without the specialized expertise of its three affiliates. The HeartShare School is a school for special needs children ages 5-21 with autism, where they experience a curriculum and therapies to learn how to communicate effectively, often for the first time in their lives. HeartShare Wellness is a medical and mental health clinic where children and adults with intellectual and developmental disabilities receive specialized services still scarce across New York City. HeartShare St. Vincent’s Services (HSVS) provides services and supports for children, individuals and families living in crisis due to experiences with poverty. Over a year since our affiliation, HSVS has a solid infrastructure to continue the tradition that St. Vincent’s Services began in the late 19th century. Learn more about our affiliates and the family of services they provide in upcoming sections of this report.

We’re proud that this year, HeartShare achieved its 20th year of rigorous certification from the international, independent Council on Accreditation. We’re even more thrilled to share the stories of our success. As you know, we cannot accomplish any of this without you. You are the outstanding individuals and families who are there for us year after year. Thank you for coming along on this incredible journey. Paul J. Torre William R. Guarinello Chairman, Board of Directors President and Chief Executive Officer

**Our Mission**

**The mission of HeartShare Human Services is to nurture and support, with dignity and respect, children, adults and families in order to expand opportunities and enhance lives.**

**About HeartShare and its Developmental Disabilities Services**

HeartShare’s Developmental Disabilities Services assist children and adults diagnosed with intellectual and developmental disabilities, including autism spectrum disorders, through numerous programs, including educational, life skills and vocational training, residential, case management, recreational and family support, as well as health care services. Through two of its affiliates, The HeartShare School and HeartShare Wellness, the agency offers quality education to children with autism and full diagnostic health services to those with developmental disabilities. Since its founding in 1914, HeartShare has expanded to over 100 program sites across Brooklyn, Queens and Staten Island. HeartShare is proud that 90% of all revenue goes directly to its programs and services. HeartShare is accredited by the Council on Accreditation of Services for Families and Children and is a Better Business Bureau Accredited Charity.

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[**www.heartshare.org**](http://www.heartshare.org)

**RESIDENTIAL SERVICES: HEALY I AND II RESIDENCES**

*Heart Share offered homes and apartments for 368 adults & 14 children with intellectual & developmental disabilities.*

John lived with his family for most of his life, but recently his parents passed away. “That’s when I moved in here,” revealed John with tears in his eyes. “This is my home now,” started John again, but with a smile, his eyes moving from the front entrance of the Woodhaven home to Assistant Coordinator of HeartShare Healy I and II Residences Ebony Paige-Harris. With the caring, 24/7 staff at the residence focused on supporting John in building skills for even greater independence, his future is bright. He attends HeartShare’s Queens Day Habilitation Program during the week, returning home for errands in the community, dinner and one of his favorite past times—word puzzles. His bedroom is his personal sanctuary. Every square inch is covered with posters reflecting his many interests, including those paying homage to key basketball moves on the court since the 1980s.

Many people with intellectual and developmental disabilities have few housing options. They live with their families, who might not have the capacity to provide the extensive care they need. Parents also worry about how their children will be cared for as they age. Not too long ago, people with disabilities may have lived in restrictive, institutional settings called developmental centers, which New York State is in the process of closing. HeartShare has 40 supervised group homes and 50 independent living apartments to make this inclusion in the New York community possible. At HeartShare, people like John can live with freedom and independence in the community.

**DAY SERVICES: EMPLOYMENT PROGRAMS**

*Heart Share offered inclusive opportunities to 551 adults with intellectual & developmental disabilities.*

“I want to work. I want to help my family,” related Erick, who started working at MovieWorld in Queens this year. While HeartShare continues to offer its traditional Day Habilitation Program, the emphasis for staff efforts has been on equipping people like Erick with the skills to succeed on the job. Erick’s training began with his participation at Queens Day Hab, where he first started volunteering at the program and next, volunteering in the community. After a month of training, with moral support from MovieWorld’s manager and staff, and guidance from HeartShare Employment Specialist Roni Soriano, during his first day on the job, Erick was a whirlwind of productivity. With a strong sense of initiative and direction, Erick quickly moved from task to task—from filling the concession stands to greeting customers to sweeping up theaters after films are viewed.

Even though the Americans with Disabilities Act was passed 25 years ago, many adults with intellectual and developmental disabilities face discrimination in the general workforce. Many employers are not willing to train or hire people like Erick, despite the competitive skills they have to offer. HeartShare looks beyond the societal limitations that keep people with disabilities out of the workforce and remains fully confident in their ability to become valued members of any company to which they belong. Through its Prevocational, Supported Employment, Customized Employment and Pathway to Employment Programs that prepare adults with disabilities for the world of work, HeartShare has added a growing list of businesses to its employment partners, including Toys R Us, Applebees and Modell’s. People like Erick now can have the job they always wanted and the opportunity to succeed.

**FAMILY SUPPORT SERVICES: RESPITE/RECREATION SERVICES**

*Heart Share offered respite for families providing 24/7 care to 316 children and adults with intellectual & developmental disabilities.*

“I’ve never perceived Laquan as having a disability,” observed his mother, Stephanie. Laquan, who is 34 years old, was born with Down Syndrome. “He’s had a truly vibrant life due to HeartShare’s services, which allow him to live the most fruitful and independent life possible.” Laquan is an avid cyclist throughout New York City, as well as a former Special Olympics athlete. He’s applied his love for gardening through volunteer opportunities, such as caring for plants at senior centers and other community programs.

Over the past 15 years, Laquan has enjoyed a variety of rich experiences through participation in HeartShare’s Respite/Recreation Program. Laquan has traversed New Jersey water parks, meandered through the streets of Philadelphia and explored the Amish country through the Holiday Overnight Program. For HeartShare day trips, Laquan has attended sporting events and Broadway plays, as well as gone bowling and ice skating, just to name a few activities. “Each of these trips were an opportunity for Laquan to socialize with his peers and to experience new things with them,” said Stephanie, fondly recalling Laquan’s HeartShare adventures.

HeartShare’s Respite/Recreation Programs are more than a compilation of leisure activities. They offer overwrought families the ability to have a much needed respite during weeknights, weekends and holidays from the constant care they must provide for their loved one with a disability. “Laurie Yankowitz, Suress Spencer and Linda Rasport are among the people who stand out to me throughout my HeartShare experience. They were there for me when I needed information and support,” noted Stephanie. Laquan has not only been instilled with a new sense of confidence, excitement and independence, but his family can have some quality time for themselves knowing that he is having fun in the safe and secure hands of HeartShare staff.

**FAMILY SUPPORT SERVICES: OPTIONS GRANT PROGRAM**

*Heart Share offered financial support improving quality of life for 196 children and adults with intellectual & developmental disabilities.*

“These lessons mean so much to Mariapaz. She pursues her passions without being marked as different,” her mother Yolanda beamed. HeartShare’s Options Project Reimbursement Program offers eleven-year old Mariapaz, who is diagnosed with Down Syndrome, the opportunity to pursue a personal interest with both physical and social benefits. With the HeartShare grant, Mariapaz took swimming lessons at Shorefront Y, which her family otherwise couldn’t afford. In addition to receiving physical therapy at school, the swimming lessons help Mariapaz improve her muscle strength, balance, as well as motor skills. Mariapaz also quickly transitioned out of the swimming class for children with special needs, so she was able to interact with and befriend other children.

The annual one-time HeartShare grant opportunity may be used for a range of costs related to special needs, including respite care, adaptive equipment, skills training, behavioral supports and camp, which help a child or adult with an intellectual or developmental disability attain a higher quality of life. “To me, it’s not just processing applications. Every interaction matters and reflects both HeartShare’s and my personal values,” explained Senior Coordinator Linda Rasport, who has overseen the program for over 20 years. Now, Mariapaz is exercising options with additional resources that are not only strengthening her physical health, but also ensure her inclusion in the New York community. “Seeing how our children and families benefit from this grant opportunity is infinitely rewarding. It makes me happy,” Linda concluded.

**INDIVIDUAL SUPPORT SERVICES: MEDICAID SERVICE COORDINATION**

*Heart Share guided 363 adults with intellectual & developmental disabilities to reach their personal goals.*

“I took that!” exclaimed John, proudly pointing to a substantial digital collection of photographs that he’s taken over the years. At HeartShare, person-centered planning serves as a blueprint for Medicaid Service Coordinator Olga Golubeva to help John, achieve his goals, including pursuing his passion for photography. Traveling throughout the city with his refurbished Nikon, John finds subjects that captivate him. John’s editorial eye has earned entry into the agency’s annual ArtShare for HeartShare exhibition. Some of his acclaimed pieces include a shot of a helicopter humming over Brighton Beach and a playground in the Rockaways, a dynamic and unconventional illustration of an urban landscape. John’s work is often among the first pieces marked for sale at the ArtShare for HeartShare exhibits. ArtShare proceeds return to HeartShare artists, like John, supporting their ability to create additional art for future shows.

For years, young adults and adults with intellectual and developmental disabilities have had their lives planned by other people. Sometimes, in meetings discussing their services, they were spoken about, but not directly addressed, as if being denied their very personhood. HeartShare’s Medicaid Service Coordination Program has addressed this problem by acting as a strong support to people with disabilities, enabling them to become advocates for their goals. With dedicated MSCs like Olga, who actively coordinates his services across peer agencies to best meet his needs and interests, John is able to lead a self-determined, personally meaningful and fulfilling life.

**EARLY CHILDHOOD SERVICES: RUSSO FIRST STEP EARLY CHILDHOOD CENTER**

*Heart Share evaluated and educated 902 children with special needs, as well as UPK students.*

“No, he got me!” yelped four year old Jace, giggling uncontrollably as his older brother, Josiah, age 5, tackled him. Following this impromptu wrestling match, the brothers vied for the attention of their audience. Moving swiftly around the room, Josiah was a bundle of energy, toggling between his iPad car racing game, offering an expert tour of his train collection and engaging with his other home companions, two cats and two birds.

“It was the most frightening thing to learn and accept that both of your children are on the spectrum,” shared Michelle, who described her boys before and after starting HeartShare pre-school. Her sons, she noted, would not have been able to engage with anyone, let alone proudly initiate conversations with new people about their toys, pets and other interests. “And I want parents to know that HeartShare was there for me. I know that in HeartShare classrooms, my sons have been happy, safe and taken care of.” Josiah, who attended two years of pre-school at Russo First Step Early Childhood Center, is a Kindergartener at P.S. 62, exceeding his grade-level in reading and math. Jace, formerly enrolled in the HeartShare First Step summer program, started full-time pre-school at Russo’s this Fall.

During this critical development period, two years in a HeartShare pre-school enhances the minds and bodies of children who without early intervention would fall behind for the rest of their lives. HeartShare’s four pre-schools in Brooklyn and Queens, two of which are accredited by the National Association for the Education of Young Children, offer an Applied Behavior Analysis (ABA) curriculum for those on the Autism Spectrum, as well as physical, speech and occupational therapies. With dedicated HeartShare teachers, teacher assistants, therapists and staff, children with autism, like Josiah and Jace, now are prepared for an integrated public school classroom with normally developing children.

**About The HeartShare Education Center**

The HeartShare Education Center, known widely as The HeartShare School, opened in 2007 for children ages 5-21 diagnosed with Autism Spectrum Disorders (ASD). In addition to Applied Behavior Analysis (ABA) and the TEACCH approach, The HeartShare School utilizes the New York City Common Core Curriculum, working to shape academic goals to meet each child’s individual needs. The HeartShare School also offers speech, counseling, adapted physical education, occupational and physical therapies. The HeartShare School seeks to customize the academic and development level for each student, which is achieved through a variety of means, including computers and iPads equipped with specialized learning apps, enrichment opportunities like the Annual Science Fair and Career Day, as well as individual music and art lessons. In a group setting, The HeartShare School choir and rock band are both creative and therapeutic, encouraging self-expression during rehearsals and year-round student performances. The HeartShare School is a resource that was developed to meet the needs of special education students in the Brooklyn community and continues to provide an unparalleled education for these young people, while preparing them for the brightest and most productive future as adults.

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**THE HEARTSHARE SCHOOL**

*The Heart Share School educated 75 children AND teens with special needs, including autism spectrum disorders.*

“Good job, Tallal,” chimed Speech Therapist Samantha Phillips, Physical Therapist Kristin Tursky and Music Therapist Emily McClure, a source of encouragement to a twelve year old boy diagnosed with autism, who under their watch started to speak for the first time in his life at The HeartShare School. When a child is diagnosed as nonverbal, the probability of speaking as the years pass diminishes significantly. In fact, it almost never happens. Tying together his ABA classroom learning and therapy sessions has been Darnell Blackburn, Tallal’s one-to-one staff, or more accurately his best friend, companion and big brother. For the past four years, Darnell has spent 16 hours a day with Tallal, at his side for the entire school day and then watching over him at HeartShare’s Children’s Residence adjacent to the school in Bensonhurst, Brooklyn. “I’m only with him a few hours a day,” his Speech Therapist modestly insisted. “Darnell is the positive reinforcement.”

When a young child cannot be placed in a mainstream classroom, where does he go? At The HeartShare School, the educational and therapeutic resources available, amplified by the tireless love and devotion of the staff, ensure that the seemingly impossible can be overcome. With intense individualized attention, The HeartShare School provides a solid foundation for children, like Tallal, to reach their highest potential. When Tallal spoke his first words at age 12, it was exciting and magical—the kind of magic that is created each day by the incredible and dedicated staff at The HeartShare School.

**About HeartShare Wellness, Ltd.**

HeartShare Wellness, Ltd., established in 2000, is a comprehensive medical and therapeutic clinic for children and adults with intellectual and developmental disabilities. More recently, Wellness has added a Targeted Case Management Program (Health Home) that provides important case management services for children and adults with two or more chronic conditions. The clinic’s leadership has created an environment where patients with disabilities are met with specialized knowledge, sensitivity and compassion. HeartShare Wellness offers unparalleled primary medical care and specialized services, including pediatric, adolescent and adult psychiatry, podiatry, neurology, optometry and women’s health. To enhance patient access and improve overall quality care, the clinic offers evening and weekend office hours, has height adjustable examination tables, a wheelchair accessible weight scale, and has implemented Electronic Health Records (EHR). Within the past year, Wellness has partnered with the Family Medicine residency programs of both NYU/Lutheran and Mt. Sinai/Beth Israel Hospitals to have their residents rotate through the clinic and obtain education and training in the treatment of patients with special needs. These are yet other ways the Wellness Clinic strives to elevate the quality of care available for people with disabilities throughout New York City.

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**HEARTSHARE WELLNESS, LTD.**

*Heart Share Wellness provided high quality medical care and case management to 2,306 people.*

“I’ve known Dr. Jon before I attended any other HeartShare program. He knows everything about us and what we need. He’s one of the best doctors in the field and shows love to us,” stated Gilbert, speaking from the heart. Gilbert, who is diagnosed with cerebral palsy and uses a wheelchair, has been a Wellness patient for over 15 years and has a strong relationship with his primary care physician Dr. Jon Michnovicz. Gilbert resides at HeartShare’s Giannattasio Residence and has been working the reception desk for close to a year at HeartShare’s Brooklyn Day Habilitation Program.

“Living with a disability shouldn’t affect access to health care,” added Gilbert, who is a notable self-advocate in the HeartShare and New York State communities, having attended the New York State Advocacy Conference in Albany several times. “Most doctors are not typically prepared to handle the physical or social challenges of treating people with intellectual and developmental disabilities. In fact, competency in caring for people with disabilities isn’t even an accreditation requirement for most medical and dental schools,” explained Medical Director of the Wellness clinics, Dr. Vincent Siasoco. To reconcile the unmet health needs of people with disabilities, Dr. Siasoco implemented a residency rotation at the clinic. The first cohort from NYU Lutheran and Mount Sinai Hospitals successfully completed the program this year.

**ENERGY ASSISTANCE AND COMMUNITY DEVELOPMENT PROGRAMS**

*Heart Share kept electricity flowing for 23,468 New Yorkers through Energy Assistance Programs.*

“There was one time when I was helping a customer with an energy grant and she cried out of gratitude,” recalled Dylan, a sophomore student at LaGuardia Community College and Scholar in HeartShare St. Vincent’s Services American Dream Program, who started working with HeartShare’s Energy Assistance and Community Development Department this year. “It shows how much of a difference we make in people’s lives.” Dylan has made the most of this challenging, yet rewarding first job. “I’ve really learned what it means to provide quality customer service, especially when the person is facing a precarious situation, like a single mother who needs to keep the heat on for her newborn baby.” As a young woman who has experienced foster care, Dylan’s core professional focus has been giving back to others. “All I want to do is help people,” she shared.

HeartShare’s Energy Department does precisely that—helping families in 60 of the 62 New York counties mitigate utility emergencies, especially through brutal winters. With partners National Grid, New York State Electric and Gas (NYSEG), Rochester Gas and Electric Corporation (RG&E) and Consolidated Edison, HeartShare offers 23,468 New Yorkers relief at the most desperate of times. HeartShare’s expansive reach throughout New York State was made possible by connecting with elected officials who understand the impact of energy insecure households. When these families try to handle rising energy costs, they are forced to tailor spending on other basic necessities, like food, which can negatively impact health, especially for children. HeartShare’s efforts have extended to annual trips to the Capitol, where the team advocates for federal funding, such as for the Low Income Home Energy Assistance Program (LIHEAP), which keeps families safe and healthy.

**About HeartShare St. Vincent’s Services**

HeartShare St. Vincent’s Services (HSVS) empowers children, individuals and families to overcome the challenges of family crises, addiction, mental illness and poverty. Working together, we open new doors of opportunity to help our clients achieve healthy and happy lives. With four programmatic divisions - Foster Care and Preventive Services; Integrated Health Services; Residential and Housing Programs; Youth Development and Community Programs - HSVS staff members serve over 5,000 New Yorkers each year, including over 2,700 of the city’s most vulnerable youth. This continuum of services enables HSVS to meet its clients’ unique circumstances and needs, equipping them with tools and skills needed to achieve their dreams. By offering a stable home, a safe place to go after-school, a means to graduate college and the skills to achieve physical and mental well-being, HSVS equalizes opportunities for those who need it most.

**Our Vision**

Our commitment to excellent services and supports will enable children, adults and families to reach their fullest potential and lead meaningful lives as active participants in society.

**Our Key Commitments**

 • Making sure that every child we serve is in a safe environment, where they have a loving connection with a caretaker, and access to the social, emotional, and educational support they need to meet their development milestones.

• Empowering and engaging parents through the delivery of a comprehensive set of services and support that help them get their children home as safely and quickly as possible, or keep their children home safely.

• Delivering services to individuals, children and families that have been proven to change lives for the better, and are flexible enough to meet the needs of each individual and his or her unique circumstances.

• Helping youth find and follow their own path to transition into adulthood, become self-sufficient, and achieve their dreams.

• Ensuring staff have the tools and supports they need to achieve the vision of the agency and thrive, both personally and professionally, in an environment that is respectful, inclusive, and enriching.

• Celebrating success in all forms and across all aspects of our agency, and encouraging our staff and the individuals we serve to do so in concert with us.

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**www.hsvsnyc.org**

**FOSTER CARE AND PREVENTIVE SERVICES: ADOPTION**

*HSVS found loving stable homes for 981 children.*

“David is our greatest joy and a blessing to our family,” proclaimed Edwin and Elizabeth, who started fostering their youngest at four months and is in the process of adopting him. With two loving parents and four foster siblings, Serenity, Grace, Lydia, and Edwin, Jr., playing their role in caring for two year old David, the young boy is experiencing a limitless future that ordinarily wouldn’t have been available to him. When a child is placed into the foster care system during a time of crisis, he enters an unknown environment, away from every person and place he’s ever known. The child may move many times in his lifetime without having any one place to call their home or one nurturing group to call their family. HeartShare St. Vincent’s focuses on placing children in pre-adoptive homes, like the home of Edwin and Elizabeth, so that children experience stability and love in their formative years.

David was born chemically dependent and premature, said to have fit in the palm of a hand. From four months old, the family nurtured David, seeing him physically grow, his motor coordination improve, his cognitive understanding become clearer, and exceed developmental milestones in picking up sign language and a bit of Spanish from his siblings. The family also works consistently to keep David connected to his birth mother. “If we don’t keep in touch with her, nobody wins. We want David to know and have a good relationship with his mother,” his parents explained. Elizabeth and Edwin, who lost their home in Superstorm Sandy and already have four biological children, are thrilled to adopt David and possibly keep their home open to other foster children. “People don’t realize what a difference you can make in a child’s life. It doesn’t take that much—just open hearts and open minds.”

**FOSTER CARE AND PREVENTIVE SERVICES: SHIRLEY TANYHILL FAMILY SERVICES**

*HSVS strengthened 703 families in crisis.*

“Our entire life was destroyed,” said Alberta about the shock her family experienced discovering all was lost in their Coney Island home following Superstorm Sandy. “The first time I visited the house after the storm, I saw a photo of my daughter that had been carried by storm waters nearly halfway down the block. It broke my heart.” Like thousands of families scrambling to get back on their feet, Alberta didn’t know where to turn. Due to this unforeseen natural disaster, the family, including nine-year old twins Jose and Angie, as well as five-year old Briana, were forced to stay at a shelter.

HeartShare St. Vincent’s Services Preventive Services strengthens families by providing them with the essential resources that they need to provide a safe home to their children. Many times, an intervention might be needed to stabilize families torn apart by traumatic experiences not necessarily under their control, such as poverty, illness and natural disasters. With guidance and support from Case Planner Linda Votruba at HeartShare St. Vincent’s Services Shirley Tanyhill Family Services, the family has been able to tackle the arduous journey of rebuilding their lives. From clothing donations to group therapy and parenting classes, Alberta was pointed towards many resources. HSVS therapy sessions helped Alberta recover from the traumatic experience, while parenting classes taught her situational examples of how to engage with her children, particularly when under severe emotional stress. “I’ve taught my children that a family is always there for each other,” said Alberta with tears in her eyes.

**RESIDENTIAL SERVICES AND HOUSING PROGRAMS: RICHMOND HILL GROUP HOME**

*HSVS provided safe homes to 60 foster youth in residential care to support stability.*

“There’s so much that I want to do - find a job, go to college and get my driver’s license, to start,” reported Manny, listing his goals for the future. Manny has lived at HeartShare St. Vincent’s Richmond Hill Group Home since he was 17 years old. “The staff is incredible and treats me with respect. One supervisor was like a father figure to me and Ms. Silva is like my mother.” While being away from his family and experiencing his own personal struggles, Manny was surrounded by people who gave him the advice and support he needed. “I’ve run this program for so long and the kids call me ‘Mom,’ so it’s hard not to call this place home,” noted Assistant Residential Manager Ruby Silva at the Queens group home. “From breaking up fights to cooking Sunday dinners, these young men are a part of a family. I try to be there for them as much as I can.”

Many young people and adults coping with traumatic experiences or struggling with mental or medical illnesses face the harsh reality of homelessness or residing in a more restrictive health care setting. HeartShare St. Vincent’s Services children’s residences, group homes and supported apartments offer a safe, caring and stable living situation to over 200 people.

Now, Manny is empowered to begin the work needed to overcome challenges in his life. Manny described how he first dressed in a suit and tie to attend an Opportunities for a Better Tomorrow Program, where he learned office skills and etiquette. During the program, he had his first professional experience working as a customer service intern at the Brooklyn Chamber of Commerce. Next, Manny enrolled in a GRE prep class, where he aced the practice tests, finishing them with precision and speed ahead of the other students. On the actual exam, Manny received a perfect score. Manny brings his new skills to his current job search and looks forward to applying to college. “Free, creative expression brought me through so many hard times. Writing is my passion and I will do lots of it in college,” he maintained.

**INTEGRATED HEALTH SERVICES: MENTAL HEALTH CLINIC**

*HSVS empowered 1,296 children, youths & adults to achieve heightened wellbeing.*

“This is my story,” announced nine-year old Derrick,\* a patient at HeartShare St. Vincent’s Mental Health Clinic, sharing a book that he’s written and illustrated with guidance from his Art Therapist Caitlin McCarthy. With each session, Derrick’s story gradually unfolds, adding chapters as he bravely shares some traumatic life experiences with Caitlin. Derrick has worked through various creative projects that help him understand certain behaviors, such as connecting angry outbursts at school to instability at home. “I’ve witnessed extraordinary personal growth in him,” shared Ms. McCarthy, who has been working with Derrick for over a year.

As a part of its Integrated Health Services, HeartShare St. Vincent’s Services’ Mental Health Clinic is staffed by psychiatrists, psychologists, social workers, mental health counselors and nurse practitioners trained to treat children, individuals and families, who require an intervention due to a diagnosis or traumatic life experiences. McCarthy, who is a specialist in Cognitive Behavioral Therapy or CBT+, works with children and adults experiencing trauma, anxiety, depression and disengagement by changing negative thinking, improving behavior and achieving personal goals. HSVS Integrated Health Services also include skills-based therapy and health care management for adults, including Chemical Dependency Clinics in Brooklyn, Queens and Staten Island.

“When my patients walk through that door, this is a safe, quiet place where they can express themselves freely,” said McCarthy. She provides a variety of artistic outlets during art therapy sessions with every tactile material imaginable—watercolors, chalk, sand, yarn, colored pencils, Play-Doh and more. “Whether it’s providing stress relief or channeling creative energy to express current negative feelings, the process of making art is enjoyable and valuable to our conversation,” explained McCarthy.

\*Name changed to protect patient privacy.

**YOUTH DEVELOPMENT AND COMMUNITY PROGRAMS: THE AMERICAN DREAM PROGRAM**

*HSVS awarded 35 college tuition scholarships and provided academic support to nurture successful young adults.*

“The American Dream Program scholarship made my dream of college a reality and whenever I need any advice, there’s someone there for me,” noted Shantel, referring to the close-knit Youth Development team at HeartShare St. Vincent’s Services that is accessible to scholars in need of academic, career and personal advice, even when they are away at school. Shantel, who hopes to major in business and minor in communications, finished her freshman year at Lincoln University in Philadelphia with a GPA of 3.8. Shantel also has made herself indispensable to her school community as a member of the Horace Mann Bond Honor’s Program and Executive Board Treasurer for Residential Life. Shantel made the most of the summer before her sophomore year, taking classes in mathematics and economics, as well as interning for New York City’s Administration for Children’s Services. “It’s an amazing opportunity,” gushed Shantel. On the job at ACS, Shantel, who has experienced foster care herself, has deep empathy for the children and families served by the agency.

Many young people in foster care are unable to break through the cycle of poverty, possibly experiencing homelessness, incarceration and unemployment. With a scholarship and nurturing support network, like the one at HeartShare St. Vincent’s Services, the young men and women in care make positive connections, expand their experiences and achieve their dreams. The American Dream Program, established in 1997, utilizes the determination and talents of young people, like Shantel, to bring them one step forward towards the future they always dreamed of. “You can become who you want to be. The success is all yours. And no one can take it away from you,” Shantel declared.

**YOUTH DEVELOPMENT AND COMMUNITY PROGRAMS: MICKINLEY I.S. 259 BEACON PROGRAM**

*HSVS created a safe place for 941 children and youth to go after school & during the summer.*

“She’s like my older sister,” said eighth grader Sarah, referring to McKinley Beacon’s Youth Program Assistant Director. The Assistant Director also happens to be a Sarah— Sarah Lanza. The younger of the pair has been attending HeartShare St. Vincent’s Services after-school and summer camp programs year-round since she was in the third grade, making her one of the longest-standing participants currently at the program. Assistant Director Lanza has been a constant in her life for quite some time. An ongoing exchange of encouragement and advice has brought them a long way - a bond of sisterhood that’s kept younger Sarah confident and engaged. “I remember when I participated in the rally to save our program,” Sarah described, recalling her first year in the program. “Sarah remains humble in everything she does, even though she’s won ‘Star Dancer’ multiple times,” shared one of the dance coaches at the program.

HeartShare St. Vincent’s Services’ Beacon and Cornerstone Programs, which include after-school and summer camp opportunities, provide critical support for struggling families. Joseph Impeduglia, Beacon Director for almost 20 years, has nurtured hundreds of students who rely on the stability of the program’s nutritious meals, academic guidance, as well as fun and safe activities. “There are some students who would not be eating, who would not be safe if we did not have them here. The term ‘beacon’ is generalized as a lighthouse with a safety light. That’s what this program is for the community,” Impeduglia added.

**A SPECIAL TRIBUTE**

**BILL GUARINELLO**

*45 Extraordinary Years of Service to HeartShare*

This year, we celebrate our President and CEO Bill Guarinello, a true leader in the human services field. The thriving success of HeartShare Human Services and its affiliates are undoubtedly attributed to his forty-five years at the agency.

Bill’s career with the agency started in 1970. As a recent college graduate, he started his professional life as a social worker with HeartShare, then known as the Catholic Guardian Society of Brooklyn and Queens. Even very early in his career, Bill eagerly took on more responsibilities. Despite budgetary constraints, he found a way to establish a counseling office in Red Hook, Brooklyn, where services were greatly needed. Bill carried this enduring perseverance with him throughout his career at HeartShare.

Bill Guarinello continued to be a trailblazer. Living witness and contemporary of the 1972 Willowbrook State School expose, he innovated and expanded the agency’s programs to best serve children and adults with intellectual and developmental disabilities. In 1977, under Bill’s leadership, HeartShare opened its first group home for young men with developmental disabilities. Subsequently, Bill oversaw the development of an extensive repertoire of programs serving this vulnerable population, including additional residences, early childhood centers, an evaluation center, adult day programs and family support programs. In 1985, Bill Guarinello was named Executive Director of the Catholic Guardian Society. A few short years later, in 1993, he deservingly earned the title of President and CEO, which he has held ever since.

If even possible to distill Bill Guarinello’s overwhelming list of accomplishments throughout his forty five years at the agency, his most outstanding, significant and lasting accomplishment has been his efforts to ensure that HeartShare always remained true to its core mission to expand opportunities for vulnerable children, adults and families. Whether it was pioneering a school for children with disabilities or cultivating corporate partnerships to serve low-income families, Bill ensured that those in HeartShare’s care were not ever overlooked or marginalized, but integrated and healthy, proud and participating members of the New York community. Bill’s leadership carried HeartShare through its Centennial Anniversary year, which not only highlighted the agency’s century of accomplishments, but its incredible resilience and increasing demand for its services in a very competitive marketplace.

Bill Guarinello’s incomparably innovative leadership endures, continuing to write new chapters throughout each stage of his career. Recognizing the shared values and parallel programming that HeartShare and St. Vincent’s Services shared, Bill identified the potential of that strategic alliance, which resulted in HeartShare growing to an organization with nearly 250 years of experience and the third largest child welfare agency in New York City. HeartShare St. Vincent’s is now stronger than ever with its commitment to a rich history and a forward-looking vision to open doors of opportunity for the children and families in its care. Today, HeartShare is a $150 million agency with over 100 program locations serving vulnerable individuals in Brooklyn, Queens, Staten Island and in 60 of the 62 New York counties through its Energy Assistance Programs.

Perhaps what is most outstanding about Bill is that despite the extraordinary nature and depth of his accomplishments in the field, he frequently and humbly tells the story of his ascending career path. Just as many people believed in him throughout the years, Bill holds an unshakeable faith in the potential of his employees and the people that HeartShare serves. Bill Guarinello is an inspiration to those who work with him. We offer our sincerest congratulations to HeartShare’s President and CEO, a well-respected and beloved non-profit leader, human services practitioner, community activist and humanitarian.

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**HeartShare proudly acknowledges its**

**ongoing partnerships with New York City**

**and State. Their programmatic support**

**and funding enable HeartShare to**

**provide services to those in need.**

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**Department for the Aging**

**Department of Education**

**Department of Health and**

**Mental Hygiene**

**Department of Youth and Community**

**Development**

**Housing Authority**

**Human Resources Administration**

**The Council of the City of New York**

**NEW YORK STATE**

**Adult Career and Continuing Education**

**Services-Vocational Rehabilitation**

**Child and Adult Care Food Program**

**Education Department**

**Department of Health**

**Department of Health, AIDS Institute**

**Department of Mental Health**

**Energy, Research and Development**

**Authority**

**New York State Assembly**

**New York State Senate**

**Office of Children and Family Services**

**Office of Mental Health**

**Office for People With Developmental**

**Disabilities**

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**New York**

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**Developmental Medicine**

**American Academy of Developmental**

**Medicine and Dentistry**

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**American Association of Children’s**

**Residential Centers**

**American Association on Intellectual &**

**Developmental Disabilities**

**American Occupational Therapy**

**Association**

**American Psychological Association**

**Association for Supervision and**

**Curriculum Development**

**Better Business Bureau**

**Brooklyn Chamber of Commerce**

**Brooklyn Developmental Disabilities**

**Council**

**Brooklyn Health Home**

**Catholic Charities USA**

**Coalition of Mainstream Employment**

**Programs**

**Columbia University Graduate School of**

**Social Work**

**Community Care of Brooklyn PPS**

**Community Healthcare Network**

**Consortium for Workers Education**

**Council for Exceptional Children**

**Council of Voluntary Family and Child**

**Caring Agencies**

**Council on Accreditation of Services for**

**Families and Children**

**Council on Social Work Education**

**Developmental Disability Nurses**

**Association**

**Direct Support Professionals Alliance of**

**New York State Inc.**

**HIV/AIDS Pediatric AIDS Advisory**

**Group**

**HIV/AIDS Services Administration**

**InterAgency Council of Developmental**

**Disabilities Agencies**

**InterAgency Transportation Solutions**

**Lutheran-Led PPS**

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**with Disabilities, Inc.**

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**Residency Program**

**National Association for the Education of**

**Young Children**

**National Association for Female**

**Executives**

**National Association of Social Workers**

**National Council on Family Relations**

**National Fragile X Foundation**

**National Fuel Funds Network**

**National Low Income Energy Consortium**

**New York Integrated Network for**

**Persons with Developmental**

**Disabilities**

**New York State Association of**

**Community and Residential Agencies**

**New York State Association of Day**

**Service Providers**

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**Partnership for After-School Education**

**Queens Council on Developmental**

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**Management**

**Special Needs Patient Taskforce at Staten**

**Island University Hospital/NS-LIJ**

**Staten Island Developmental**

**Disabilities Council**

**The Genie Foundation**

**OUR PROGRAMS**

**DEVELOPMENTAL DISABILITIES SERVICES**

***Total People Served: 5,220***

**RESIDENTIAL SERVICES**

***Number Served: 382***

**60th Street Residence**

**Josephine and Joseph Abatemarco Residence**

**Marian and Anthony Attardi Residence**

**Avenue L Residence**

**Bollmann Family Residence**

**Kathleen and James Buckley Residence**

**Salvatore A. Calabrese Residence**

**Canarsie Residence**

**Joseph and Laura Caruana Residence**

**Clinton Residence**

**Thomas J. Cuite Residence**

**Laura M. Calderhead and Florence A. DeSola Residence**

**Doonan-Drake Residence**

**E. 66th Street Residence**

**E. 102nd Street Residence**

**Craig and Susan Eaton Residence**

**End Place Residence**

**Antonetta Ferraro Residence**

**Flatbush Residence**

**Tamara Tunie and Gregory V. Generet Residence**

**Lydia and Napoleon Giannattasio Residence**

**Gowanus Residence**

**Msgr. Thomas G. Hagerty Residence**

**Hart Street Residence**

**Mark C. Healy I Residence**

**Mark C. Healy II Residence**

**Jim Kerr House**

**Midwood Residence**

**Maureen Moore Residence**

**Kenneth P. Nolan Residence**

**Park Avenue Residence**

**Park Slope Residence**

**Ralph Avenue Residence**

**Rev. Thomas G. Pettei Residence**

**Carol and James Scibelli Residence**

**Lillian and John Sharkey, Sr. Residence**

**Helen and John Sharkey Residence**

**Rita P. Short Residence**

**Ann and Charles Subbiondo Residence**

**Ava and Ralph Subbiondo Residence**

**Clare and Frank Torre Residence**

**Dr. Catherine White Residence**

**Community Living Program**

**DAY SERVICES**

***Number Served: 551***

**Frances Aiello Day Habilitation Program (718) 443-5071**

**Avenue L Day Habilitation Program (718) 338-3746**

**Bay Ridge Day Habilitation Program (718) 745-7117**

**Brooklyn Day Habilitation Program (718) 797-2020**

**Brooklyn Partnering with Autistic CiTizens (PACT)**

**Day Habilitation Program (718) 797-2020**

**Harry Hoffman Day Habilitation Program (718) 899-2752**

**Kaleidoscope Day Services Program (718) 797-2020**

**Eileen and William Lavin Day Habilitation Program (718) 745-7117**

**Queens Day Habilitation Program (718) 281-0480**

**Staten Island Partnering with Autistic CiTizens (PACT)**

**Day Habilitation Program (718) 698-2737**

**Union Turnpike Day Habilitation Program (718) 969-0419**

**EARLY CHILDHOOD SERVICES**

***Number Served: 902***

**Angels on the Bay Evaluation Center (718) 323-2877**

**Governor Mario M. and Matilda Raffa Cuomo**

**Family First Step Early Childhood Center (718) 441-5333**

**HeartShare First Step Early Childhood Center,**

**Patrel and Victor Taranto Campus (718) 238-4637**

**Lefferts/Liberty Kiwanis First Step Early Childhood Center (718) 848-0300**

**Dolly and Frank Russo, Sr. First Step Early Childhood Center (718) 805-7117**

**INDIVIDUAL AND FAMILY SUPPORT SERVICES**

***Number Served: 1,004***

**Fragile X Information and Referral (718) 422-3271**

**Home Away From Home Respite Program (718) 422-3257**

**Medicaid Service Coordination (718) 422-3336**

**Options Family Reimbursement Program (718) 422-3290**

**At Home Respite Program (718) 422-3291**

**Respite/Recreation Programs (10 programs) (718) 422-3292**

**Serving People with Autism (SPA) Overnight (347) 983-4305**

**Respite Program**

**HEARTSHARE EDUCATION CENTER (Patrel and Victor Taranto Campus)**

***Total People Served: 75***

**The HeartShare School (718) 621-1614**

**HEARTSHARE WELLNESS , LTD. PROGRAMS**

***Total People Served: 2,306***

**HeartShare Wellness, Ltd. Clinic (718) 855-7707**

**Health Home Community Follow-Up Program (718) 422-2208**

**HEARTSHARE ST. VINCENT’S SERVICES PROGRAMS**

***Total People Served: 5,862***

**FOSTER CARE AND PREVENTIVE SERVICES**

***Total People Served: 1,684***

**Foster Care & Adoption- Brooklyn Office (718) 422-2292**

**Foster Care & Adoption- Queens Office (718) 739-5000**

**Preventive Services**

**Bensonhurst Family Services (718) 234-1717**

**East Brooklyn Family Services (347) 770-8155**

**Shirley Tanyhill Family Services (718) 975-4505**

**Special Medical Prevention Program (718) 422-2447**

**INTEGRATED HEALTH SERVICES**

***Total People Served: 1,296***

**Health Services**

***Number Served: 822***

**Medical Clinic (718) 522-3700**

**Article 31 Mental Health Clinic (718) 522-6011**

**Chemical Dependency Clinics**

***Number Served: 474***

**Canarsie Clinic (718) 257-3880**

**Jamaica Clinic (718) 206-0218**

**Staten Island Clinic (718) 981-7861**

**RESIDENTIAL AND HOUSING PROGRAMS**

***Total People Served: 207***

**Youth Residences**

***Number Served: 60***

**A. Miller Corwen Group Home**

**Baldwin J. and Josephine DiGiovanna Group Home**

**Jamaica Hills Group Home**

**Meiers Corner East Group Home**

**Children’s Community Residences**

***Number Served: 30***

**Brownsville Children’s Community Residence**

**Laurelton Children’s Community Residence**

**Springfield Gardens Children’s Community Residence**

**St. Alban’s Children’s Community Residence**

**Supported Housing Services (718) 422-2219**

***Number Served: 117***

**HIV/AIDS Residential Housing Program**

**Forensic Supported Housing Program**

**Severe Mental Illness Supported Housing Program**

**Young Adult Supported Housing Program**

**YOUTH DEVELOPMENT AND COMMUNITY PROGRAMS**

***Total People Served: 2,819***

**Youth Development**

**Office of Youth Development (718) 422-2339**

**The American Dream Program (718) 422-2339**

**Permanency Pact Program (718) 422-2469**

**After School Programs**

**Carey Gardens Cornerstone Program (718) 996-5893**

**McKinley I.S. 259 Beacon Program (718) 836-3620**

**O’Dwyer Gardens Cornerstone Program (718) 946-0519**

**P.S. 102 One World After-School Program (718) 567-2365**

**P.S. 288 Shirley Tanyhill Beacon Program (718) 714-0103**

**Surfside Gardens Cornerstone Program (718) 996-5893**

**ENERGY ASS ISTANCE & COMMUNITY**

**DEVELOPMENT PROGRAMS**

***Total People Served: 23,468***

**Care and Share (855) 852-2736**

***Number Served: 9,002***

**In affiliation with National Grid**

**Neighborhood Heating Fund (718) 422-4207**

***Number Served: 3,598***

**In affiliation with National Grid**

**Project SHARE Heating Fund (844) 579-5555**

***Number Served: 7,621***

**In affiliation with NYS Electric and Gas Corporation**

**(NYSEG) and Rochester Gas & Electric (RG&E)**

**EnergyShare (877) 480-7427**

***Number Served: 3,247***

**In affiliation with Con Edison**

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**If you would like to contribute,**

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