CWI empowers individuals to discover their potential

CWI supports exceptional caregivers

CWI empowers the lives of individuals with disabilities and other barriers, as well as their families
Our Mission
Community Workshop, Inc. (CWI) is founded to serve disabled individuals in Warren, Washington and Saratoga counties. Six individuals served in the first year.

Our Vision
Creating opportunities to build meaningful lives
Working with compassionate people to write personal life stories
Inviting communities to share in each person's journey

Our Core Values
People are the heart of what we do. We value...

- Personalized attention and recognition
- Ethical conduct
- Open mindedness
- Partnership within our communities
- Living safe and fulfilling lives
- Evaluating the impact of what we do every day

Community Workshop, Inc. (CWI) is founded to serve disabled individuals in Warren, Washington and Saratoga counties. Six individuals served in the first year.

CWI moves from its original location on 217 Glen Street to 21 Thompson Avenue.

Our Mission
Community Workshop, Inc. (CWI), offers innovative supports and services, empowering people with differing abilities and needs to discover their potential and pursue the lives they envision.

Our Vision
Creating opportunities to build meaningful lives
Working with compassionate people to write personal life stories
Inviting communities to share in each person's journey

Our Core Values
People are the heart of what we do. We value...

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TIME CERTAINLY FLIES...

CONGRATULATIONS TO CWI FOR SERVING OUR COMMUNITY FOR 50 YEARS!
Our Message...

It is with great pride that we present the Annual Report of Community, Work, and Independence, Inc. (CWI) as we celebrate our 50th anniversary. Our special thanks to The Post-Star and our numerous community partners who helped make this supplement possible.

Fifty years ago, a group of community advocates and parents developed a plan to provide meaningful activities and employment for individuals with disabilities in Warren, Washington and Saratoga counties. As a result, Community Workshop, Inc. was born, providing services to a small contingent of six individuals in a building at Lapham Place in downtown Glens Falls. CWI’s founders were unwavering as they sought hope and opportunities for individuals with disabilities. They set the tone for what CWI was to become by putting the independence, hopes and dreams of people with disabilities and their families at the forefront. While our current services and supports are vastly different from those offered in the early days, our priority remains the same—to assist individuals in achieving their goals and ambitions.

Looking back on 50 years of service to our community and the people we support, we are humbled by the individual stories of success and accomplishment. We are proud to have helped so many people enjoy rich and meaningful lives, whether it is learning something new, being acknowledged for a new talent, earning a college degree or living independently for the first time.

As we celebrate this major milestone, it is important to acknowledge who we are today. CWI is a vital part of our community, not only as a service provider for 1,200 individuals and their families but also as a major employer with a staff of more than 700. We are dedicated to creating mutually beneficial relationships in our community that demonstrate the economic and social rewards of assisting those in need.

Organizations like CWI that provide services to people with disabilities are preparing for difficult financial challenges. As we look forward toward a changing system of care, we will seek diversified funding opportunities and resources so we may continue to offer the finest services throughout our region.

Our sincere appreciation goes out to our dedicated staff that works tirelessly to deliver quality services with professionalism and respect. We wish to acknowledge the leadership provided by our Board of Directors and their ongoing commitment of time and expertise. Our visionary founders would be proud of their legacy today as we continue to enrich the lives of many.

We hope that you will learn more about us through this report and understand the impact we have on our community.

Sincerely,

Mark A. Donahue
President & CEO

Howard Nelson
Chairman of the Board
Who We Are...

In 1963, CWI began as Community Workshop, Inc. serving a humble contingent of six community individuals in a sheltered employment setting. Fifty years later, CWI changed its name to Community, Work and Independence, Inc. to better reflect the range of programs and services offered. Today CWI assists 1,200 individuals at nearly 40 locations across four counties. In addition, the not-for-profit organization has grown to become one of the largest employers in the area with over 700 employees and an annual operating budget of more than $28 million resulting in a substantial impact on the region’s economy.

CWI has worked to bring about positive change and hope for many. A cornerstone in communities across the four-county region, CWI has transformed the lives of numerous individuals with disabilities and other barriers. CWI offers a myriad of services to meet the needs of people who are developmentally and learning disabled, medically frail, brain injured, economically disadvantaged and individuals with other challenges. CWI supports these individuals who strive to be productive and meaningful members of their local community by building a foundation which allows individuals to springboard toward a higher level of independence. Independence may equate to CWI helping individuals find and sustain employment, become involved with volunteer opportunities, partake in recreational opportunities, learn independent living skills, and promote self-advocacy, to name a few. Among the many activities that participants assist with include support services with local municipalities, assistance to local churches, nursing homes and firehouses, and delivery of Meals on Wheels to those in need in Warren and Washington counties.

Our Programs and Services...

CLINICAL SERVICES

Services are provided by licensed professionals with expertise in treating people with developmental disabilities. Treatment objectives are tailored to the individual's distinct needs, designed to enhance the person's quality of life as well as guarantee continuity and quality of care. A range of services are offered by the organization including:

- Rehabilitation counseling, psychiatric treatment and psychotherapy services.
- Nursing and speech therapy services.
- Testing and assessment services.
- Occupational Therapy.
- Physical Therapy.

COMMUNITY SERVICES

Consumer Directed Personal Assistance Program - Offers unique approaches to empower individuals with differing abilities to customize the personal care services they need with their own personal assistants as well as the ability to choose how and when care is provided.

Individualized Day Habilitation – Encourages individuals to learn beneficial skills and maximize opportunities for activities of daily living that lead to satisfaction and independence.

Individual Support Services – Arranges financial assistance for individuals with disabilities to enable their independent living and prepare them for progressive autonomy.

Medicaid Service Coordination – CWI’s dedicated service coordinators are the cornerstone of information to the individuals and families we serve. They help to identify appropriate programs and services and advocate for their access to county, state, federal and private assistance.

Community Habilitation – Designed for individuals living in the community. CWI facilitates services to maximize individuals’ independence in activities of daily living. Each participant’s personal interests, needs and abilities are reflected in the services provided.

Respite Services – This is a service provided to primary family caregivers of individuals with a developmental disability who reside at home. Respite provides relief for the family members on a prescheduled basis or in case of illness, emergency, etc. and is intended to ensure the individual’s needs are met.

Transition Services – High school students with disabilities and their families are provided with options for employment, day services, vocational training and college. The program seeks to maximize an individual’s productivity and comfort in personal, social and vocational areas. Career exploration and job-readiness training are the primary focus throughout the process of achieving self-sufficiency and personal satisfaction as we assist individuals from one phase of life to the next.

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Who We Are...

continued from page 5

DAY HABILITATION PROGRAMS & SERVICES

At the following CWI community sites, well-matched people are assisted in basic-skills education, recreation and arts-based activities as well as aspects of employment proficiencies and life-enhancing skills:

• Community Helpers, Glens Falls
• Destinations, Glens Falls
• East End, Queensbury
• Eastpointe, Granville
• Everts Avenue, Glens Falls
• Expressions, Glens Falls
• Generations, Queensbury
• Glenwood, Queensbury
• Greenbridge, Greenwich
• Helping Hands, Queensbury
• Innovations, Queensbury
• Life Unlimited, Queensbury
• Midtown, South Glens Falls
• Mount Royal, Queensbury
• New Beginnings, Granville

SCA congratulates CWI on its 50th anniversary.

Thank you for your great efforts to make our community a better place to live.

SCA is a leading global hygiene and forest products company that develops and produces tissue, personal-care and forest products. SCA has about 375 employees at its tissue manufacturing facilities in South Glens Falls and Greenwich.

www.sca.com

1973

1976

At the 10 year mark, CWI becomes a comprehensive rehabilitation center with funds from ACCES-VR. A food service training program is initiated.

CWI receives its first UMTA 16(b) vehicle – a 36-passenger bus.

FAMILY SUPPORT SERVICES

Offering customized solutions, this program can help families access funding for services, supplies or equipment for a loved one with a disability and individual challenges. Participation in community activities and recreational programs for small groups with differing needs include:

Skillstreaming for Success is for young adults on the autism spectrum. The program is designed to foster growth and development in identified areas such as social skills, preparing for employment, relationships, developing self-advocacy and problem solving.

Family Empowerment provides guidance on community resources and financial assistance for requested goods and services for families with a member having a developmental disability.

Saturday Club (ages vary) is an hourly respite waiver program, held on Saturdays from 10 am to 4 pm, providing recreational services to individuals who reside at home with their family and the program activities are a combination of site and community based. CWI’s Transit Connection provides transportation to and from the program within a designated radius.

Youth Club (ages 14 to 25) is an hourly respite waiver program providing recreational services to individuals who reside at home with their family. Activities are community-based and primarily scheduled on the weekends but occasionally weeknight activities are slated.

In-Home Behavioral Supports – Provides assistance with behavioral plans for individuals living within the community.

EMPLOYMENT SERVICES

Competitive Edge Supported Employment – A full-service employment program that matches individuals with jobs that are compatible with their skills, abilities and preferences. Staff help individuals apply for jobs as well as assist them to be more self-sufficient and confident through meaningful employment. Competitive Edge offers job coaching, counseling and placement; skills training and support; a safe forum for workplace concerns; local job opportunities; and guidance to manage employment benefits. Group employment options are also available.

North Country Ventures (NCV)/Contract Manufacturing – Specializes in pre-vocational skill development via counseling and on-the-job training of individuals in a safe manufacturing environment, with on-site supports. NCV collaborates with businesses to identify business development opportunities that en-
able an individual served by CWI to be a wage-earner.

RESIDENTIAL SERVICES

CWI supports people who need specialized services in compatible family-like groups balancing independence and safety for those ready to leave their family home, improve personal skills, interact cooperatively with peers and create friendships. Caregivers focus on an individual’s preferences as well as his or her broader needs, and encourage bonds within the group. Activities vary based on ages, personalities, physical and social abilities, interests and aspirations of the residents. More than 50 individuals are served at the following CWI Independent Residential Alternative (IRA) locations:

- Bay Road, Queensbury
- Big Bay Road, Queensbury
- Cronin Road, Queensbury
- Emerald Ridge, Fort Edward
- Faxon Street, Glens Falls
- Flat Rock Road, Lake George
- Harrington Road, Johnsburg
- Cherry Street, Glens Falls
- Knapp Hill Road, Chestertown
- Men of Moreau, Moreau
- Regency Park, Queensbury
- Reynolds Road, Moreau

TRANSPORTATION SERVICES

With one of the largest fleet of vehicles in the North Country, CWI’s Transit Connection provides scheduled and charter transportation services in accessible vehicles for disabled individuals traveling throughout Warren, Washington, Saratoga and Essex counties. Transit staff is committed to the safety and comfort of all passengers. Other services provided include:

- Department of Transportation (DOT) certification specialist
- Fleet maintenance and management of other not-for-profit organizations
- Vehicle management.

Congratulations to CWI
On Your 50th Anniversary
And Your Dedication And Commitment
To Our Community!
CWI acquires Everts Avenue building to consolidate all services offered at Thompson Avenue, Elm Street and Bay Road sites. The Workshop is awarded its first Federal contract to manufacture field pack covers for the Army.

Budget (in millions)

- Clinical
- Residential Programs
- Community & Family Support
- Consumer Directed Personal Care Program
- Supported Work and Sheltered Employment
- Day Programs
- Misc
- Transportation

CWI by the Numbers...

**Residential Homes** - CWI operates 12 supervised residences that are home to 51 individuals.

**Day Activity Centers** - CWI operates 23 programs in 19 certified locations providing day program services to more than 350 individuals.

**Manufacturing Services** - North Country Ventures, a division of CWI, employs up to 70 individuals in a supported and sheltered manufacturing environment. More than $4 million in revenue is generated annually through assembly, packaging and fulfillment contracts with New York State and private industry.

**Employment Support** - CWI’s employment division, Competitive Edge, serves 200 individuals through supported employment.

**Consumer Directed Personal Care Program** - CWI serves as fiscal intermediary for over 100 individuals receiving personal care in their homes in Warren, Washington and Essex counties.

**Transportation** - The Transit Connection, a division of CWI, provides daily transportation needs to 400 individuals in four counties and provides maintenance and management of a fleet of 123 agency vehicles. Fleet and maintenance services are provided to more than 50 vehicles operated by other not-for-profit organizations.

**Clinical Services** - CWI’s clinical division provides a full-range of services to over 500 individuals including speech therapy, occupational and physical therapies, rehabilitation counseling, psychotherapy and testing, psychiatry and behavioral and health services. Many clinical services are provided directly through CWI’s Article 16 Foothills Clinic.

**Community and Family Support** - CWI serves over 250 people in the community by providing service coordination, respite, transition services, community habilitation and financial reimbursement programs.
CWI begins offering Family Support Services and is awarded an Initiatives Grant from OPWDD to begin offering Supported Employment Services.

CWI breaks ground in Granville for Eastpointe Day Treatment Program. The Competitive Edge division of CWI debuts to offer supported employment services.

1986

1989

CWI Board of Directors

Seated l-r: Dr. Harriet Busch, Lisa Hayes, Della Shiell, Linda Noon and Paula Nadeau Berube;
Standing l-r: Dr. Edward Kerr, Dawn Loeffler, Chad Hildreth, Kurt Moser, Steve Bush and Howard Nelson; Absent: Donna Kirker and J. Andrew Collins.

BOARD OF DIRECTORS

Howard Nelson, Chairman
Lisa Hayes, Vice Chairman
Steve Bush, Secretary
Kurt Moser, Treasurer

DIRECTORS

Dr. Harriet Busch
J. Andrew Collins
Dr. Edward Kerr
Donna Kirker
Dawn Loeffler
Paula Nadeau Berube
Linda Noon
Della Shiell

CONSUMER ADVISOR

Chad Hildreth

CORPORATE OFFICERS

Mark Donahue
President and CEO
Debra Rowell
Vice President and COO

DIRECTOR EMERITI

Stephen Bassin
Dr. Kathleen Braico
Marilyn Cohen
Kathie Duncan
Jean Gray

William Hamelin
Thomas L. Hoy
Wayne Jones
Robert Larson
Philip McIntire

Robert Murray
Marilyn Nanson
Philip Stephenson
Dr. David Welch

Congratulations on 50 years of dedication. Warmest wishes for a continuing success.

Northern Mechanical Services, Inc.

30 PROGRESS BOULEVARD, QUEENSBURY, NY 12804
518-745-1537

***Locally Owned, Locally Operated Since 1990***
CWI’s 2013 Community Partners

CWI is grateful to have the support of many area businesses and volunteers whose ongoing commitment to enrich the quality of life for individuals with differing abilities is steadfast. These Community Partners who share our dedication and willingness to support the needs of the people we serve epitomize extraordinary community service. CWI is thankful for their compassion and support of our mission. In appreciation, CWI recognizes two Community Partners annually for their continuous support, and this year’s award recipients are…

For nearly half a century, Glens Falls National Bank and Trust Company has been a true partner with CWI. Going beyond just a normal banking relationship, Glens Falls National was instrumental in helping CWI plan and implement most major program developments including the creation of day habilitation services at the Eastpointe (Granville) and Quaker Road (Queensbury) locations during the 1980s. More recently, it has played a crucial role in the development of our many residential sites.

In the true community spirit of our hometown bank, numerous bank employees have volunteered countless hours to support CWI by serving on our Board of Directors and participating in fundraisers. In 2013, they were CWI’s Golden Jubilee sponsor for our 50th Anniversary Gala. In addition, members of its administrative team served on the Gala Advisory and Honorary committees helping us to be successful in our fundraising efforts. Needless to say, Glens Falls National Bank and Trust has always been there when we needed them most.

Since 1851, Glens Falls National Bank and Trust has been serving this region. It is the oldest corporation in Warren County, New York, and serves as a cornerstone in the community through charitable giving and unmatched volunteerism. It is a full-service commercial bank offering a broad range of financial products with 30 offices in five counties.

Jaeger & Flynn Associates, with offices in Clifton Park and Glens Falls, specializes in providing insurance and financial services including customized insurance, retirement and employee benefits plans as well as a range of financial services for businesses, such as dental, health, key-person disability and overhead expense disability insurance plans.

Jaeger & Flynn Associates, Inc. has assisted CWI in navigating the complicated course of health care for almost a decade. It has provided high quality yet cost effective options enabling us to provide our staff with highly comprehensive coverage. Jaeger & Flynn also assisted us with the development of innovative Health Reimbursement Accounts that assist our employees with medical items not covered by insurance.

Jaeger & Flynn have also been generous in their fundraising efforts on behalf of CWI. For the past ten years, it has hosted an annual charity golf tournament to benefit a local not-for-profit organization in our community, and 2013 was the second time CWI was a beneficiary of this outing. The event, held May 31 at the Hiland Park Country Club, Queensbury, raised funds for CWI to purchase adaptive equipment devices that contribute to a culture of safety and dignity for the consumers we serve and their caregivers. In addition, Jaeger & Flynn was the Entertainment Sponsor for CWI’s 50th Anniversary Gala, adding significantly to the event’s success.
North Country Ventures (NCV) 2013 Years of Service Award Recipients

NCV, a division of CWI, employs up to 70 individuals in a supported and sheltered manufacturing environment. More than $4 million in revenue is generated annually through assembly, packaging and fulfillment contracts with New York State and private industry.

- **40 Years of Service**
  - DAVID HILL
  - KATHLEEN LYNCH
  - PATRICIA DOYLE
  - SUSAN HENNESSEY

- **30 Years of Service**
  - DAVID HILL
  - KATHLEEN LYNCH
  - PATRICIA DOYLE
  - SUSAN HENNESSEY

- **25 Years of Service**
  - DAVID HILL
  - KATHLEEN LYNCH
  - PATRICIA DOYLE
  - SUSAN HENNESSEY

- **20 Years of Service**
  - JOHN ARCURI
  - MARY GAULIN
  - ALEXSANDR STARUKHIN
  - JENNIFER WALLACE

- **15 Years of Service**
  - JOHN ARCURI
  - MARY GAULIN
  - ALEXSANDR STARUKHIN
  - JENNIFER WALLACE

- **10 Years of Service**
  - JOHN ARCURI
  - MARY GAULIN
  - ALEXSANDR STARUKHIN
  - JENNIFER WALLACE

- **5 Years of Service**
  - JOHN ARCURI
  - MARY GAULIN
  - ALEXSANDR STARUKHIN
  - JENNIFER WALLACE

- **William B. Joslin Outstanding Performance Award Nominee**
  - DONNA GULINO

**At the 30-year mark, Competitive Edge begins working with the Welfare-to-Work population for Warren/Washington counties. Family Support Services Empowerment Reimbursement Program and Saturday Club begin operation and Individual Support Services are initiated. Case management services begin as a stand-alone service.**
**KEVIN ELMS**  
- 30 Years of Service -

Kevin Elms began his career at CWI in 1983 serving as a substitute bus driver. “At that time, there was no bus garage and only a few vehicles parked outside of the Everts Avenue location,” he recalls. In addition, he was the first to service buses and worked as a combination part-time bus driver and bus repairman. He adds, “I did anything from oil changes to bus inspections for the Department of Transportation (DOT).” Next, he was promoted to the full-time Building Assistant and was responsible for maintaining all CWI buildings which at that time included the Everts Avenue and Quaker Road locations. While in this position, he took on internal maintenance duties such as painting, plumbing and electrical.

Two years later, there was an opening for a Maintenance Technician in CWI’s North Country Venture’s (NCV) department. This was a natural fit for Kevin and in this new position, he was responsible for maintenance and mechanical repairs on sewing machines. He also was a material cutter and pattern maker for various military garments and hospital gowns. In addition, he did trucking for NCV including trips to Long Island to transport Fun World products. In 1991, he became the CWI Facilities Technician. Today, he is the Facilities Manager and oversees 30+ CWI locations and manages ten employees.

“Variety is the spice of life,” exclaims Kevin. “And I’ve certainly enjoyed a variety of work at CWI, met many wonderful people and had a lot of fun along the way.”

In his spare time, Kevin enjoys driving any one of his ten antique cars and is a founding member of the Cooper’s Cave Automobile Club and the Adirondack Model A Ford Club. Kevin also serves on the Town of Moreau Zoning Board.

**TAMVADA, Ph.D.**  
- 30 Years of Service -

Tom Tamvada began his career at CWI in 1983 as the Plant Manager responsible for managing production of the North Country Ventures (NCV) work center. His responsibilities included quality control, marketing and obtaining government contracts to produce products. He also managed a staff of 15 and more than 125 Consumers operating two six hour shifts daily. Under his direction, the work center became a successful venture earning over $1 million annually.

From 2000-03, CWI opened three community technology centers under a three-year Federal Government Grant and Tom oversaw this project. The Centers were located in Granville, Greenwich and Warrensburg and open seven days a week. The purpose of this program was to educate residents in rural areas on the use of technology such as how to use computers, software, etc. In addition, Tom started the IT department for CWI. In 1990, he became the Manager of Information Systems overseeing the entire organization’s IT needs.

As Tom reflects on his career at CWI, he states, “I am most proud of being part of the progress CWI has made especially in technology and communications to improve the productivity of the organization. Most importantly, I could not have done it without the great support of my CWI team.”

Tom earned his Bachelors of Science degree in Electrical Engineering from RIT in India, a Masters in Technology from the University of Wisconsin and a Doctorate in Business Administration from the University of Phoenix. It was while attending college he discovered he enjoyed teaching students. That is why in 1997 when an opportunity opened up to teach IT courses at SUNY Adirondack, Tom took the leap and was hired. He still enjoys teaching part-time at the college while being employed full-time at CWI.

**VERA BREWER**  
- 25 Years of Service -

In 1988, Vera Brewer was hired as a Treatment Assistant at CWI’s Quaker Road site and later served in the same capacity for the Glenview Elder Club. During her years of service, she helped Consumers with prevocational skill development including working on piecework contracts in a classroom setting. She was also elevated to a Consumer Assistant II position where she provides leadership to her peers, and most recently, has settled at Glenwood. Many of the Consumers Vera has worked with over the past 25 years have followed her to these locations.

A typical work week for Vera at Glenwood includes supporting Consumers on different focused service outings into their community doing volunteer work such as Meals on Wheels and cleaning area parks. “Consumers are more independent at Glenwood and we work on independence with them by utilizing their strengths. For example, one Consumer loves to clean kitchens so she is assigned those duties and she feels useful, important,” she says smiling. Another Consumer enjoys reading current events to the group and another is great at crafts so she will do crafts for holidays and assists peers with making crafts too.”

Vera loves her work and watching her consumers grow into being more independent. “I worked with a Consumer on developing social skills as she wouldn’t speak at all. Today she speaks freely and often,” she says smiling. “All of our Consumers are very responsive and eager to learn. It is a very rewarding field to be able to help people and watch them grow.”

**DEB HAVENS**  
- 25 Years of Service -

Deb Havens began her career at CWI as a Bus Driver driving one of seven buses in 1988. Today there are 27 buses in operation. After one year, she was promoted to Driver Trainer in CWI’s Transit office. She trained staff to drive buses as well as on the various bus routes. She became a NYS 19A Certified Examiner through the Department of Motor Vehicles (DMV) in 1989, and in 1991, she was promoted to Transportation Coordinator responsible for overseeing Transit staff, bus routes, vehicle maintenance, 19A testing, payroll and vehicle log book maintenance for the Department of Transportation (DOT) inspections. Her duties have expanded to include overseeing the attendance program for Transit for Medicaid billing for consumers served and outside medical and elderly transportation services.

Deb owns and rides horses at her farm in Kingsbury where she and her husband Stephen live. She has three quarter horses (registered) that she enjoys riding in her spare time. Her love of animals doesn’t stop there. Deb also has a Corgi (Corkey), a MinPin (Lucy), a Chihuahua (Stella) and a 20 year old African gray parrot named Kramer.

When asked what she likes best about working at CWI, Deb replies, “I enjoy every aspect of my job especially talking to Consumers on a daily basis, serving their transportation needs in a timely manner and having fun with the Transit staff at work. It’s not just a job it’s a big part of my life.”
SALLY HAWLEY  
20 Years of Service

Sally Hawley arrived at CWI in 1993 to fill the position of Treatment Coordinator at CWI’s Foothills Clinic to orchestrate clinical services. Four years later she was promoted to Clinic Services Leader for the Foothills Clinic and Service Coordination programs. In 1998, she was appointed as CWI’s first official Transition Coordinator to work with local school districts under the auspices of a 5-year Federal Demonstration Grant to develop and implement plans for students with disabilities to prepare for life after high school. Today, the program thrives in Warren, Washington and Saratoga Counties without the support of Federal funding.

In 2001, she became Director of Employment Services and three years later was promoted to her current role of Division Director of Employment Services. She oversees CWI’s supported employment for Consumers, North Country Ventures, Consumer Directed Services, Medicaid Service Coordination and a variety of community and family support services such as Transition and Community Habilitation Services, Respite and Reimbursement programs.

“Since I began in 1993, the growth has been phenomenal,” says Sally. “In fact, when I went out on maternity leave for a two-month period, I came back to three new residences and a Day Habilitation facility.”

When asked what her biggest achievement has been at CWI, she replies, “I’m most proud of the creation of the Life Unlimited Program. It’s an innovative Day Habilitation without walls service to support students with disabilities who have academic potential to pursue a college education. This was a need identified as a result of the Federal Demonstration Grant and is the first program of its kind in our area to matriculate students and support them to earn degrees.” Since the program began in 2006, 28 students have benefited from the program, including 11 graduates.

“Our industry is really more than just helping people,” adds Sally. “There is so much more that goes on behind the scenes to make our programs and services so successful and it truly is a team effort.”

GARY HOLMQUIST  
20 Years of Service

Gary began his career at CWI in 1993 as a placement specialist in the human resources department. From there he advanced to staff recruiter, training coordinator and staff development coordinator. In 2003 he became CWI’s Communications Specialist responsible for developing internal communications including the organization’s quarterly newsletter The Insider, annual publications, presentations and marketing materials. He also served as media liaison, photographer/videographer and special events coordinator.

Today, Gary adds the title of Staff Trainer to his dossier specializing in mandated Strategies and Crisis Intervention and Prevention (SCIP-R), CPR and fire safety training for new hires. He also schedules and instructs re-certifications in each of the aforementioned on a monthly basis to keep staff compliant. He leads new employee orientation workshops, maintains training records and is the coordinator of outside training in collaboration with CWI’s human resources department. Upon manager’s request, Gary develops individualized supervisory follow up training specific to the needs of an employee for improvement in job performance. Gary is very connected to new employees as he is one of the first people they meet when hired and he never forgets their names.

Gary has a Bachelor’s degree in Communications from the College of St. Rose. He is certified for SCIP-R and CPR First Aid training and serves as a “Fire Marshal” for CWI. He is the former chair of the organization’s Holiday Parade Float Committee and currently enjoys being the Master of Ceremonies for CWI’s annual Consumer Talent Show.

Gary enjoys photography and videography. Throughout his career at CWI, he has produced a number of video montages that premiered at the organization’s Annual Employee Recognition Award celebrations.

Gary enjoys vacationing in Maine with his family, volunteering to be Master of Ceremonies at local fundraisers and spending time with his dog Meg. Gary and his wife Patti live in South Glens Falls, NY.

CINDY TARAN  
20 Years of Service

Prior to joining CWI full-time, Cindy Taran worked part-time at the organization’s Eastpointe facility during a summer break from college. After graduating from Green Mountain College in Vermont with a Bachelor of Science degree in Therapeutic Recreation, she was hired to be a Developmental Instructor at Eastpointe. A year later, she was promoted to Therapeutic Recreation Specialist responsible for setting goal plans for Day Habilitation Services, conducting meetings, providing services for outings and recreational activities. It was during this time that CWI received a grant for the creation of a five-year therapeutic horseback riding program to help Consumers improve their mobility, self-confidence and balance. Cindy coordinated the construction of a corral on the Eastpointe site and brought her own horses to use in the program.

The Consumers were able to ride, feed, brush and lead horses. In addition, Cindy organized events, such as fashion shows and dances, for Consumers to enhance their self-image, physical well-being and enrich their quality of life.

Today, Cindy works as a Consumer Assistant I at Eastpointe providing services for Consumers in building daily living tasks, recreational activities (i.e., bowling, hiking) and community work (i.e., Meals on Wheels). To accomplish this task, she works closely with the Consumer Facilitators to design individualized programs to help Consumers develop activities of daily living and other skills such as learning to operate a computer or clean a room.

“I enjoy working with the Consumers, watching them change, grow and evolve,” says Cindy. “Eastpointe is like my second family. We have a very good team there.”

In her spare time, Cindy enjoys barrel racing and has won numerous awards. She enjoys sports especially bowling and softball and loves to be around animals. She is also passionate about photography, in particular, taking photographs of nature scenes. She and her family reside in Poulney, Vermont.

KEVIN WHITE  
20 Years of Service

When Kevin White was in college at SUNY Herkimer majoring in physical education, he managed a group home for the Herkimer ARC to help pay for his college expenses. As a result, Kevin discovered he truly enjoyed helping individuals with disabilities and wanted to pursue a career in this field. After leaving college, he moved to the Capital District and started working in a variety of restaurants. He eventually found himself drawn back into serving individuals with disabilities as a Chef at Fourwinds and later as a Chef Trainer at the Albany ARC.

In 1993, an opportunity to work at CWI as a Consumer Assistant at the organization’s Eastpointe facility became available and provided him with a much shorter commute to work and the ability to stay in the field he had come to enjoy.

After being employed two years at CWI, he was appointed the Treatment Transit Coordinator responsible for supervision of the monitors on the buses and was the liaison with program teams to better support people with challenges during transport. Later, he was promoted to Transportation Manager, and today, serves as CWI’s Director of Transit Services. He currently oversees all agency vehicles and transit staff. His department is very busy as they transport 400 consumers a day via their 123 agency vehicles covering four counties resulting in 15,000 miles driven by Transit employees per week.

How does Kevin stay passionate about his work? “Sense of humor is key,” he replies. “You have to be able to laugh and enjoy what you’re doing in your job.”

When Kevin isn’t working at CWI, he is busy volunteering as Cub Master for his son’s Queensbury Cub Scouts Pack 16, and for the past four years, has served as the Baseball Coach for the Queensbury Little League. He enjoys mountain biking and has been biking for 20 years.
CWI opens its first day habilitation (hab) programs: Empire Club, Glens Falls, and Park Club, Queensbury. Residential Hab and Respite services are also initiated. 

1994

CWI begins offering residential services when three state operated residences and one day hab are privatized in northern Warren County.

1995

CWI is awarded a grant to initiate a Consumer Directed Personal Assistance Program for Medicaid recipients in Warren and Washington counties.

1996

CWI 2013 Years of Service Award Recipients cont.

15 Years of Service
- Patrick Columbetti
- Nancy Lyn Fuller
- Mark A. Monroe

10 Years of Service
- Victoria Bement
- Theresa Campbell
- Diana A. Carpenter
- Dr. William Carroll
- Jill M. Fisher
- Jesse Fuller

15 Years of Service
- Rachelle A. Perry

15 Years of Service
- Kimberly M. Gillespie
- Tina M. Kurjiaka
- Tammy Lienhart
- Kristen Miner
- Tanis Rae Monroe
- Mindy Wilson
- Robert Joel Sears
CWI 2013 Years of Service Award Recipients cont.

5 Years of Service
LISA A. ARQUETTE
GEORGIA A. BALL
IVAN O. BALLARD
JILL K. BARONE
LINDSAY N. BREAUX
PATRICIA A. CARDINAL
CARA M. CATONE
THERESA E. DESOURDY
SUSAN M. DINGMAN
PAULINE C. FITZPATRICK
TRISH R. FOSTER
COURTNEY B. GUYETTE
STEPHANIE A. HAMEL
JOLENE S. HAMMILL
LOIS E. HAMMOND
SHERI HANSELMAN
MAE L. HAYNES
DOREEN J. HEATH
DANIEL J. HICKEY
TAMMY A. HOLCOMB
JUSTINE O. HULL
KELLY L. HUNGERFORD
GINA A. JOHNSON
ELLEN S. KATZ
JASON LAMOY
TORI J. LOSEY

5 Years of Service
MICHAEL H.B. LYNCH
STEPHANIE S. NASR
KRISTEN N. O'SULLIVAN
SARA E. PALMER
TOBY L. PLUDE
KASSANDRA M. PORTER
MICHELLE J. PRATT
SARA L. PRATT
MELISSA J. REYNOLDS
CANDI J. RODE
ANNA M. RUNNALLS
BRENN A. SANTANA
NICOLE A. SLOAN
JENI R. STEWART
CORBET W. SULLIVAN
DEVIN E. TENNENT
KRISTINE C. WALTERICH
KATHERINE A. WHITE

3 Years of Service
BRITTANY N. ABEL
MICHELE L. ALLEN
JARED C. BRENNAN
JOLENE S. CHANESE
KATHLEEN COLLIER-FISHER
SHANNON M. CONCRA

The Owners and Staff at Binley florist would like to
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DAVE SALEEM
Owner

The Post-Star, Glens Falls, NY
CWI • Celebrating 50 Years
 Enriching lives one story at a time

CWI is awarded a grant from the Department of Labor to administer the Wheels for Work program for Warren/Washington counties. Greenbridge Day Hab opens in Greenwich.

Cronin IRA opens in Queensbury and Reynolds Road IRA opens in South Glens Falls. Youth Club starts to offer respite/recreation services as a Family Support Service.

2001

2002

2013 Special Events

CWI’s 50th Anniversary Gala

Mark Mulholland, WNYT-TV 13 Saratoga-North Country News Chief, served as Master of Ceremonies and provided entertaining commentary during the Gala.

L-R: CWI President/CEO Mark Donahue and Honorary Co-Chairs Sally and Tom Hoy welcome gala guest Pat Wesner. Two hundred guests attended CWI’s 50th Anniversary Gala held May 11th at the Fort William Henry Hotel & Conference Center in Lake George, NY and enjoyed cocktails, hors d’oeuvres, dinner, dancing as well as silent and live auctions.

Community is Cultivated by

- Making connections
- Satisfying roles and responsibilities
- Collaborations
At the 40 year mark, CWI contracts directly for the first time with a local school district to provide Transition Services. Hoyt IRA opens in Glens Falls.

Community Workshop, Inc. officially changes its name to Community, Work and Independence, Inc. Community Connexion Day Treatment program is converted to three more individualized day hab programs: Mount Royal, Glenwood and Everts Avenue. Pathways Day Hab opens in Hudson Falls.

2003

CWI Day Services Manager Ellen Katz and her husband Bruce dance to the sounds of the Grand Central Station Band at the Gala.

2004

Senator Betty Little congratulated CWI on its milestone year during her presentation.

A CWI 50th Anniversary video was presented to Gala guests during the event.

Congratulations and Thank You for all that you do to continually enrich the lives of so many in our community.

- From your neighbors at

Livingston’s Furniture & Mattress

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2013 Special Events

Jaeger & Flynn’s 10th Annual Grip It ‘N Rip It Golf Tournament Benefits CWI

For a decade, Jaeger & Flynn Associates, Inc. has hosted a charity golf tournament to benefit a local not-for-profit organization in our community. This year the funds raised from their tournament, held May 31st at the Hiland Park Country Club in Queensbury, benefitted CWI. Proceeds were used to purchase adaptive equipment devices (mechanical lift and changing table) which contribute to a culture of safety and dignity for the consumers we serve and their caregivers. Prior to the start of the golf tournament, five special Olympians participated in opening events with special guest Paralympian Brent Rasmussen. A buffet dinner and silent auction were also held following the tournament.

CWI’s most recent Independent Residential Alternative (IRA) site opened on Cherry Street in late summer 2013. CWI supports people who need specialized services in compatible family-like groups balancing independence and safety for those ready to leave their family home, improve personal skills, interact cooperatively with peers and create friendships. CWI operates twelve IRAs in Warren, Washington and Saratoga counties.

Congratulations to CWI
Serving our community for 50 years

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L-R: CWI VP/COO Deb Rowell, Self-Advocate Patty Reed, Assemblyman Dan Stec, Advocate Pam Hunsinger and CWI President/CEO Mark Donahue meet to discuss proposed NYS budget cuts in Albany.
Bay Road IRA opens in Glens Falls. Consumer Directed Services expands into Essex County. Innovations opens as a small day habilitation for individuals leaving school within the Quaker Road Day Hab program.

2007

2013 Special Events

To celebrate CWI’s 50th Anniversary, special cakes baked and decorated by staff were delivered by Senior Managers to all of the organization’s residences and programs throughout the year. Pictured l-r: Deb Rowell, CWI VP/COO, Mae Haynes, Day Services Manager, and Mary Beth Gilligan, Division Director of Day Services, enjoy some cake they delivered to CWI’s Schroon River Day Habilitation program. During the cake deliveries, CWI staff and Consumers were also educated on CWI’s 50 year history.

2008

Men of Moreau IRA opens in the Town of Moreau.

Congratulations CWI on 50 years of service, enriching lives one story at a time!

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2007

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2008

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Congratulations CWI on 50 years of service, enriching lives one story at a time!

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Kayla Youngblood (left), a participant in CWI’s Destinations Day Hab. program, volunteers her time each week along with other program participants and CWI staff to deliver Meals on Wheels to area residents. CWI operates 22 day habilitation programs in three counties offering assistance to individuals with disabilities in a variety of basic-skills education, recreation and arts-based activities as well as aspects of employment proficiencies and life-enhancing skills.

Work reinforces self-worth through

• Meaningful contributions
• Recognition of achievements
• Relevant, motivating training

Congratulations CWI on 50 Years of Helping Individuals Discover Their Potential.

Fredette Family Book Signing Benefits CWI!

In mid-June, the Fredette family participated in a book signing for CWI Consumers and staff held at the Crandall Park Picnic Pavilion in Glens Falls. Jimmer Fredette’s mom, Kay, has written a series of children’s books titled The “Jimmer Jammer” Stories and the first published book of the series, The Cheeksters, was introduced during the book signing. Both Kay and Jimmer autographed books for the 150 attendees and an autographed Jimmer Fredette sneaker was given away during the event. A portion of the book sale proceeds benefited CWI.

Pictured clockwise l-r: Fans Rebecca Wrenn, Patrick Graham, Peter Storch and Sara McDougall line up to have Jimmer Fredette (center) autograph their books.
Two more “programs within a program” open with Journeys and New Beginnings designed for individuals transitioning from high school. SkillStreaming services are initiated through Family Support Services for individuals with autism.

2010

2013 Special Events

Class of 2013 Life Unlimited and SUNY Adirondack Graduates

L-R: CWI's Transitional Services Program's April Boucher and graduates Tylor Watkins, Sara Houck, James Bardin, Rachel Coleman and former SUNY Adirondack President Ronald Heacock, Ph. D. pose for a photograph during a picnic held in June to honor the graduates. This year’s graduation marked a total of 11 completions of a college degree/certificate from SUNY Adirondack since CWI’s Life Unlimited program began in 2006. The program was established to help students with disabilities who wanted to go to college but needed some assistance with time management, self-advocacy, communication, socialization and organizational skills in order to complete their degree program.

Consumers and staff from CWI’s day habilitation programs paint 50th Anniversary mugs to give to CWI’s Annual Meeting Breakfast attendees.

Congratulations CWI
Building Dreams For Over 50 Years

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North Country Ventures:
CWI celebrates 50 years of services: • 1,200 Individuals Supported • 700+ Staff • 12 Individualized Residential Alternative (IRA) Homes • 23 Day Habilitation Programs • $4 Million in Manufacturing Contract Sales • 200 Individuals in Community Employment • 1 Million Miles Traveled Annually by Transit Connection • $28 Million Operating Budget

2013 Special Events

On 9/11/13, Staff and Consumers from CWI’s Innovations Day Hab. program baked cookies, brownies and cake to give to the Glens Falls Fireman and Policemen as well as the West Glens Falls EMTs in appreciation for all they do for the community

Pledge Form

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Email: ___________________________ Address: ___________________________
City: __________________ State: ______ Zip Code: ____________________

DONATION TYPE
I would like this donation to support the following:
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☒ Equipment for Autism Program
☒ Psychological/Clinical Assessment and Learning Tools
☒ Electronic Educational Tools
☒ Adaptive Lifting/Durable Medical Equipment
☒ Please use my donation where needed most
☒ I’d like this gift to benefit the following program/service:

PAYMENT INFORMATION
Please make check payable to CWI, Inc.
Enclosed is my gift of $ ___________________________
I authorize CWI to charge my donation to:
☒ VISA ☒ MASTERCARD ☒ DISCOVER ☒ AMERICAN EXPRESS
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VID # __ __ __ (on back of card) Expiration Date: ___ / ___
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Name as it appears on card: __________________________________
Signature: __________________________________________________

Please return your completed pledge form and donation to:
CWI, Inc. Accounting Dept.,
P.O. Box 303, 37 Everts Avenue, Glens Falls, NY 12801
Thank you for your generous support!

Gifts to Community, Work and Independence, Inc. are tax-deductible to the full extent of the law. If you have any questions regarding making a donation to CWI, please call 518-793-4700 exts. 12112 or 12139.

The first Board of Directors: Top row (left to right): Sidney Van Dusen, Milton Klein, Harold Lucia, Charles Ringwood, Ames Barber. Seated (Left to Right): Marilyn Nason, Grace Van Wirt, Dr. Philip Schlesinger, Marilyn Cohen.
State Industries for the Disabled, Inc. (NYSID) preferred source contracts. CWI’s North Country Ventures (NCV) partners with NYSID to obtain some of these contracts and employs Consumers to complete the work necessary to fulfill them. Donna Gulino is one of 60 Consumers who work for NCV and has been working there for 24 years. When asked how she feels about the recognition, she replies, “I work hard. It’s nice to be noticed for what you do. I am proud of my work.”

Donna is hard working, skillful and dedicated to her job. She is always ready with a smile and believes it is important to have fun at work. She produces quality work and is capable of finishing any task quickly and accurately, especially tasks that require attention to detail. She has done everything from sewing hospital gowns on government contracts and gluing calendars using complex machinery to packaging firewood to be distributed to New York State campgrounds. In addition, Donna is a former Consumer Advisor for the CWI Board of Directors.

When asked about working at NCV, she replies, “I like the people and staff I work with and love it here! I also like the variety of the work we get to do.” Donna resides in Salem, NY with her parents where employment for individuals with disabilities is limited. “Because of the daily bus ride to and from work offered by CWI, I can keep working,” she says.

When she’s not working, Donna enjoys cooking, especially making eggplant parmesan, chili and mac and cheese, as well as house cleaning and playing Mario Brothers video games on her new Wii U.
Jaeger & Flynn Associates, Inc. congratulates Community, Work and Independence, Inc. on 50 years of enriching lives, one story at a time.

Jaeger & Flynn Associates, Inc. founded in 1988, is in its 26th year as a leading Upstate New York provider of insurance, employee benefits and human resources support services. JFA is headquartered in Clifton Park, New York with a branch office in Glens Falls, New York.

President, Thomas F. Flynn CLU, ChFC (right)
Executive Vice President, Kurt W. Jaeger, RHU (left)

JFA provides a full range of brokerage and consulting services:
- Employee benefits, products and services
- Property and casualty coverage and services
- Supplemental and executive benefit plans and services
- Flex Account (FSA, DCAP, HSA, HRA) administrative services
- COBRA administrative services
- Human Resources consulting and support services

The Post-Star hosts an annual 20 Under 40 celebration to recognize the fine achievements of young professionals who are not only successful in their careers but are leaders in our community. Recently, Mary Rose Kana, a participant in CWI’s Pathways and Employment Services programs, was recognized as one of the 20 Under 40 individuals at an awards luncheon held in late September at The Great Escape Lodge. The twenty honorees were nominated and judged on their dedication and success in their vocation, being a role model in their profession, demonstration of leadership in their business/community, active community involvement and volunteer participation.

“I’m very excited and proud to receive this award,” exclaims Mary Rose. “All my family and friends have supported me very well and have helped me get to this point where I feel I can do anything.”

As a participant in CWI’s Pathways program, Mary Rose is involved in daily activities including volunteering to deliver food for Meals on Wheels and cleaning the Church of the Messiah, Kingsbury Firehouse and Fort Edward Rescue Squad. She enjoys contemporary and jazz dance, hip hop, Zumba and has been tap dancing since age 13. She is currently learning a new tap dance routine with the assistance of a professional dance director to perform live with the Adirondack Theater and Production troop in 2014.

CWI’s Employment Services provides support for Mary Rose who currently works as a Food Preparer at The Golden Corral Restaurant. She enjoys caring for animals, dancing, karate and yoga and has participated in 9 on the Rise - a photography project, developed under the direction of professional photographer Erin Coker, which highlighted the talents of individuals with Down’s syndrome.

Mary Rose is a strong advocate for change. Recently, she asked the City of Glens Falls at a Council meeting to install a crosswalk in her neighborhood so it will be safe for her to walk to the local store and become more independent. Mary Rose not only got approval for one but two crosswalks. She is also a strong advocate for the rights of the disabled to be included and respected in all ways and often speaks out on their behalf by saying, “It is very important to show that a person with a disability can do anything anyone else can if given the chance.”

When asked what traits have attributed to achieving her goals, Mary Rose replies, “It is always good to have a close family and keep your friends close too. Follow your heart and it will carry you and help you to be more confident, have pride in yourself and go higher. When you look back on your life, you’ll have good memories and be proud of yourself.”
Giving Back
to Move Our Community Forward

Glens Falls National is Proud to Support Community, Work & Independence, Inc.

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Community, Work & Independence, Inc. empowers and supports individuals with disabilities through job placements, residential and day programs, transportation services, and more. The organization serves more than 1,200 individuals a month, with a focus on helping them build meaningful lives and reach their full potential.

In photo at top:

Kurt Moser, Senior Vice President & Corporate Banking Manager of Glens Falls National Bank (left);

Mark Donahue, President & CEO of Community, Work & Independence, Inc. (CWI) (right)