



Community, Work & Independence

*Annual Report
2010*



Who We Are

Community, Work & Independence is the region's gateway to coordinated services, programs and employment for individuals with developmental disabilities and other challenges. A private, not-for-profit agency, established in 1963 in Glens Falls, New York, CWI is now one of the area's largest employers. CWI offers a wide range of options for individuals with physical, psychological, social or economic disabilities, traumatic brain injury, learning disabilities or other special needs that are barriers to their independence or satisfaction in daily living. Our dedicated staff designs flexible, personalized programs to accommodate varying preferences, needs and abilities.

Programs & Services

Clinical Services

- Behavioral Services
- Counseling Services
- Health Support Services
- Occupational Therapy
- Physical Therapy
- Psychiatric Services
- Rehabilitation Therapy
- Speech Therapy

Community Services

- Consumer Directed Personal Assistance Program
- Individualized Day Habilitation
- Individual Support Services
- Medicaid Service Coordination
- Respite
- Residential Habilitation
- Transition Services

Day Habilitation Programs & Services

- Community Helpers, Glens Falls
- Destinations, Glens Falls
- East End, Queensbury
- Eastpointe, Granville
- Everts Avenue, Glens Falls
- Expressions, Glens Falls
- Generations, Queensbury
- Glenview Elder Club, Queensbury
- Glenwood, Queensbury
- Greenbridge, Greenwich
- Helping Hands, Queensbury
- Innovations, Queensbury
- Journeys, Queensbury
- Life Unlimited, Queensbury
- Midtown, South Glens Falls
- Mount Royal, Queensbury
- New Beginnings, Granville
- Park Club, Hudson Falls
- Pathways, Hudson Falls
- Quaker Road, Queensbury

Day Habilitation Programs & Services (cont.)

- Quaker West, Queensbury
- Schroon River, Warrensburg
- Whipple City, Greenwich

Family Support Services

- Autism Family Support
- Family Empowerment
- Saturday Club
- Youth Club

Employment Services

- Supported Employment
- Enclaves
- Welfare-to-Work
- Wheels-for-Work
- North Country Ventures
 - Pre-Vocational Services
 - Contract Manufacturing

Residential Services

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

Transportation Services

- Demand Responsive Transport
- DOT Specialist
- Fixed Route Transport
- Fleet Management
- Transit Connection
- Vehicle Maintenance



Message from the Board Chair & President

In 2010 CWI committed to increasing the quality and effectiveness of our programs and services. One area of major emphasis was improving training and staff development opportunities for our workforce. Our workforce is exceptional and is the key to our quality programs and services. From new employee orientation to the College of Direct Support– we strive to provide our staff with the tools they need as they develop into highly skilled and experienced people needed at CWI. These pages provide examples of some who have “answered the call” and other staff members that have reached significant employment milestones at CWI of between three and 30 years. We are fortunate to have such a dedicated staff here at CWI!

You will read how Jessica, Tonya and Dane have made great strides on their journey to independence. They are three of the many individuals that benefit from CWI programs and services. We are very proud of their accomplishments.



CWI President & CEO Timothy G. Place
and Chairman of the Board
Sharon Luckenbaugh.

Providing a bridge from school age to adulthood is a vital service. CWI works closely with many school districts to ensure individuals with disabilities have a smooth transition to adult life and access to available services. You will read about CWI’s transitional services and our newer program within programs designed for younger adults.

This report reflects a glimpse of the many facets of CWI and how CWI continues a 47 year tradition of working closely with individuals and families in our community, and with state, county and local leaders to provide high quality programs and services in our community through an exceptional workforce.

Workforce Planning and Development

In 2010 CWI took the lead on improving its training and staff development opportunities to support our staff as they strive to become the best they can be and to improve on the quality of our programs and services. We specifically focused on reworking our new employee orientation and providing professional development opportunities through the College of Direct Support for our more experienced staff. Also, in response to a significant growing need for specialized services for individuals with autism, CWI has introduced a new staff assessment and training program to ensure we match our staffs' abilities with the consumer's needs.

New Employee Orientation

CWI provides a week of general comprehensive training for new employees. Over the years the training has evolved to meet specific regulations and needs, but an overhaul of the training modules was due. Each training module was carefully revised to clarify the essential topics, to clearly identify the goals and objectives, to standardize the training outline and tools used and to implement an auditing process that will assure that we are effectively delivering the training. While this was a tedious and sometimes difficult process, the end result is a consistent and thorough program for our new employees.

College of Direct Support

Through one of our provider organizations, NYSACRA, CWI recently offered staff members training referred to as the College of Direct Support. This is an on-line quality training for direct support workers and their supervisors. The focus is on supporting people served to make their own choices and decisions, identifying what is most important to people and helping people achieve their personal goals and helping people to learn new things that matter to them. Also reinforced throughout the course work is the **National Alliance for Direct Support Professionals' Code of Ethics**. The NADSP offers the only opportunity for direct support professionals to earn a credential as part of a nationally recognized career path. The staff response has been overwhelming with over 100 staff members signing up for the courses. The feedback from participants has been very positive regarding the relevance of the training in assisting them to be more effective in supporting the individuals in their care.

Autism Core Competencies

CWI has been serving individuals with a diagnosis on the Autism Spectrum for many years. With the rise in the number of people receiving a diagnosis on this spectrum, CWI has seen a steady rise in this population. While we believe that we have developed expertise in services; we identified a need to better understand what that expertise actually was and to consciously work to expand the number of staff with this expertise. So, we have embarked on the process of defining core competencies that staff must have in order to legitimately have expertise in supporting people with autism.

A work group comprised of **Jane Agresta**, division director for clinical services; **Dr. Michael Homenick**, consulting psychologist; **Deb Rowell**, vice president; and **Alison Sutliff**, applied behavioral specialist researched core competency topics developed by experts in the field, and consulted curriculums from college programs and trade associations. The core competencies were developed as well as a staff training plan. A pilot day program was selected and the team has begun the core competency development process. Additional day program teams will then be developed, expanding our pool of experts.

We believe these changes will provide individuals on the Autism Spectrum with greater levels of independence and self satisfaction by ensuring those around them better understand their unique needs.

Programs within Programs



Members and staff of Journeys



Members and staff of Innovations.



Members and staff of New Beginnings.

New Beginnings, Innovations, and Journeys may sound like the names of rock bands, but they happen to be among the newest day programs at CWI that are geared for young adults transitioning from schools. As their names imply, these programs are fresh and vibrant, set apart from some of the more traditional programs CWI offers. What you may not expect from hearing these names is that these programs do not have their own unique site but have been formed within existing programs at CWI. New Beginnings is part of Eastpointe; Innovations is part of Quaker Road; and Journeys is a subset of Generations. These specially designed programs are tailored for young adults with their corresponding high levels of energy. The young adults benefit from their interactions with the multi-generational programs with whom they coexist and from the supports already available at these sites. “Programs within Programs” - another way CWI is meeting the needs of our community.

Transition Services

Getting ready for the rest of your life - that is the mission of CWI’s Transition Services since 1998. Initially funded through a federal grant and now self supporting through direct contracts, our Transition Services personnel work with 10 school districts from Lake George to Granville to Stillwater. Each year this service has grown and during the 2009-2010 school year touched the lives of over 200 students and their families in contracted districts. In addition to students and families, CWI also works closely with chairpersons for the Committee on Special Education and other special education personnel to develop a combination of individualized supports which will best lend themselves toward each student’s aspirations beyond high school. Our transition coordinators are experts in a wide range of support services as students’ ambitions range from day programming to employment to college. Rarely in the office, a transition coordinator can be found assessing students in the classroom, providing information at a district open-house, conducting training for special education staff or parents, attending a tour of adult services, guest speaking at local conferences, coordinating for eligibility, advocating for services and continually forging new contacts on behalf of students’ dreams.

Member Profiles



In 2002 **Dane Clark** started working with CWI's Youth Program. From there he began working with CWI's Transition Services while attending Fort Ann High School. Dane wanted to pursue college but needed additional supports and that is when he started with CWI's Life Unlimited college program. Life Unlimited was able to provide Dane with the support and assistance needed for him to be successful. In 2009 he graduated with an Associates Degree in Communications in Media Arts. While attending SUNY Adirondack, he successfully held a part job with the support of staff at Competitive Edge. In December of 2009 Dane and Competitive Edge staff embarked on a job search. Dane worked hard on interviewing and developing job skills. Then in September of 2010 he achieved one of his most significant goals; he was hired by a local catheter company. He worked closely with Competitive Edge staff and his employer to learn the skills needed to be successful in his job. He has matured as a young adult and as an employee. Dane is able to take on a challenge, and with the proper support, meet the challenge head on.

Jessica Johnson graduated in 2005 from Queensbury High School where she earned her IEP diploma. After graduating she attended an Early Childhood Education Program at BOCES. In 2007 Jessica became a member of the Innovations Day Services Program and worked on a CWI enclave. At the time that Jessica joined Innovations there were five members, that number soon grew to 15. She is now a member of Midtown Day Services. Jessica's goal was to obtain employment; to earn her own money and ultimately to live in her own apartment. She worked hard on the skills she felt she needed to make her goal a reality. In April of 2010 she realized the first part of her goal by accepting a position with McDonalds in South Glens Falls. She meets with her employment counselor on a regular basis to assist Jessica with any job related concerns she might have. She is currently attending Literacy Volunteers in order to obtain her learner's driving permit. Another goal Jessica has set for herself is to earn her G.E.D. She would like to eventually work with children or in the food service industry. Whatever Jessica decides to do with the rest of her life, she is committed to doing whatever it takes for her to reach her goals.



Tonya Crum is a delightful young woman who lives in CWI's Hoyt Avenue IRA. Tonya's positive and infectious energy is wonderful to be around. Tonya graduated from Granville Central School in June 2001. Tonya moved to her home, the Hoyt Avenue IRA in April of 2004. Tonya currently works two jobs; one with CWI's cleaning service and the other is with the Independent Living Center. Tonya recently advocated transitioning to CWI's Innovations Day Services Program and started there in October. Tonya is very involved with her community; she is a Phantoms Hockey team season ticket holder, she enjoys bowling, track and field, going out to restaurants, attending professional wrestling and country music concerts in the area as well as dancing on Tuesdays at the Fun Spot with her friends.

Answering the Call



Stephanie Hamel began her career at CWI as a temporary field instructor with Competitive Edge June of 2008. She was a standout in terms of work ethic and her affinity for working with our consumers. When a permanent job coach position became available, Steph made the choice easy. Since then she has answered the call twice more, first as employment counselor with our Welfare-to-Work program and again in April of 2009 as consumer facilitator for the Life Unlimited Program.

Jean Herman started her career with CWI in August of 1989, as a therapeutic recreation specialist at the Quaker Road Day Treatment Program. In 1990, she was promoted to director of Glenveiw Elder Club. Then in the year of 1994, she went into the position of community services director and was involved in the development of Empire Club Day Services, Park Club Day Services, Residential Services and Family Support Services. She served as the director of the Foothills Clinic for four years before returning to Quaker Road Day Program. Jean most recently accepted the position of day services director for CWI.



Nikki Colvin (left) joined CWI in 1996 as a bus monitor. At the end of 1999 she accepted the position of residential assistant. In 2005 she was promoted to team leader at the Flat Rock Road IRA. She then transferred to the Cronin and Regency IRA's. In June of 2010 Nikki was promoted to the position of associate residential manager of the Knapp Hill IRA.

Kim Mackey (center) began working at CWI's Eastpointe Day Program as a lunch aide. She continued her career for the next 11 years in the Day Services Division as a consumer assistant. In 2008 she joined the Residential Division as the team leader for the Emerald Ridge IRA. Kim was promoted in June of 2010 to the position of associate residential manager for the Big Bay IRA.

Brittany Hughes (right) began working in the field of developmental disabilities since 2005. In 2007 she came to CWI as the team leader for the Faxon IRA. She accepted the position of associate residential manager for the Emerald Ridge IRA in June of 2010.

North Country Ventures 2010 Longevity Awards

For 47 years CWI has enlisted the services, talents and energies of its employees in contract manufacturing. By personally contributing on a daily basis to the production effort, they continue to meet the needs of our governmental and commercial business customers. Their high quality workmanship, responsiveness and concern for timely delivery have turned customers into partners.

We are pleased to have the opportunity to recognize the efforts of those people who have reached such milestones and achievements, it is what CWI is all about.



Roy "Buddy"
Collier, Jr.
30 years



Ted Hartung
30 years



Sonja Kunker
30 years



Richard Graves
25 years



Patty Simone
20 years



Julia Strout
15 years



Shawn Visscher
15 years



Bonnie Bodenstab
10 years



Lewis Gallup
10 years



Kylie Ross
10 years



Franklin Corlew
5 years

William B. Joslin Outstanding Performance Award

Jennifer Wallace is a highly skilled worker on the North Country Ventures team. She is punctual and is eager to try new jobs, and demonstrates an excellent work ethic. She lives independently, maintains her own vehicle and cares for her five pet cats. Jennifer recently completed a typing course through the Independent Living Center; mastering a marketable skill that she hopes she will be able to use in the private employment sector. Jennifer is remarkable for her ability to manage her life, care for other living things and demonstrate a love for her job which has brought her happiness and a place where she is productive and valued.



CWI 2010 Longevity Awards



Debra Rowell
30 years



Debra Smith
30 years



Rosemarie Stutzer
30 years



Sandra Waterman
30 years



Karen Demarsh
25 years

15 years

Karen Bauer
Holly Langworthy
Theodosia Priest

Kimberly Dubay
John Mischko
Danny Riddle

Claudia Hayes
Erin Mundell
Jean Riddle

Robin Holcomb
Laura Neadle
Deborah Varnum

Michelle Holman
Kimberly Neal
Fred Wendling

10 years

Leslie Anderson
Mark Deyette
William Henke
Erika Mahoney
Victoria Palmer
Christopher Tougas

Rissa Bapp
Debra Durkee
Sherry Herrick
Roy Marshall, Jr.
Sharon Powell
Dale Weatherwax

Jinger Bougor
Jennifer Emery
Peter Hitlin
Sharon Monroe
Linda Randle
Tammy West-Wood

Steven Briggs
Scott Fisher
Annette Kramar
Alice Morrissey
Mary Teresa Russo

Bret DeLong
Wendy Golden
Brenda McNally
Julia Murphy
Dawn Searles

5 years

Jennifer Austin
Christopher Goff
Charles Liggio
Anne Rohe
Kayla Tracy

Karla Bombard
Sona Guy
Donald Morse
Peggy Rowley
Daniel Weller

Harry Brand
Joyce Irwin
Dianna Parker
Aleta Runnalls
Amanda Worthington

Carol Cleveland
Joanna Jones
Kelley Phillips
Keisha Sharrow

Rita Deppe
Carrie Lenz
Ruth Rawlins
Elizabeth Therrien

3 years

John Armstrong III
Betsy Buecking
Susan Elliot
Susan Gosselin
Teresa Kenyon
Rebecca Mattison
Marsha Noble
Tamica Saddlemire
Ethan Therrien

Janine Baird
Marie Alice Clickner
Eileen Eaglin
Monique Gregory
Tina Krappman
Mary Millington
Carol Otoupal
Judy Shaw
Tami VanDenHouten

Michael Benson
Sheryl Collier
Rosalia Fitzgerald
Jean Hofmann
Jessica Lendrum
Erin Moon
Jeffrey Powhida
Candy Smith
Vicki Warner

Maria Brayton
Todd Colvin
Lisa Garner
Angeline Howk
Kathleen Leonard-Petrikas
Glenn Morgan
Jennifer Pratt
Gregory Smith
Marybeth Yell

Kevin Brown II
Lisa Cruz
Jason Gordon
Brittany Hughes
Carol Myrtle
Natalie Raymond
Alison Stidd
Ashley Yole

CWI By The Numbers

CWI was founded in 1963 to provide sheltered employment for a few individuals. In the ensuing 47 years, CWI has grown and expanded its services in Warren, Washington, Saratoga and Essex counties and now provides services to about 1,200 individuals monthly. The statistics below explain the major programs and services that CWI offers and the number of individuals served monthly by each program and service. CWI also offers several additional minor programs and services.

Program

Residential:	CWI has 12 supervised residences that are home to 50 individuals.
Day Programs:	CWI operates 23 programs in 19 certified locations providing day program services for 350 individuals.
Sheltered Employment:	North Country Ventures, a division within CWI, employs 65 individuals in a sheltered setting fulfilling assembly orders for private companies and NYS set aside contracts.
Supported Employment:	Competitive Edge, a division within CWI, serves 236 individuals through supported employment and welfare-to-work programs.
Consumer Directed Personal Care Program:	CWI, serves as fiscal intermediary for 111 consumers receiving personal care in their homes in Warren, Washington & Essex counties.
Transportation:	Transit Connection, a division within CWI, provides daily transportation needs to over 425 individuals in three counties and provides maintenance and management of a fleet of over 175 vehicles.
Clinical:	Foothills Clinic, a division within CWI, provides counseling, therapeutic, psychiatric, behavioral and health support services through the Office of People With Developmental Disabilities approved Article 16 Clinic to 300 individuals monthly.
Community and Family Support:	CWI serves 406 consumers in the community by providing service coordination, respite, transition services, residential habilitation and financial reimbursement programs.

Budget

(in millions)

Residential & Day Programs	\$16.50
Supported & Sheltered Employment	5.10
Transportation	1.95
Consumer Directed Personal Care Program	1.90
Clinical	1.75
Community and Family Support	1.35
Total	\$ 28.55 Million

Board of Directors



Seated (l-r) Lisa Hayes, Paula Nadeau Berube, Sharon Luckenbaugh and Linda Noon.
Standing (l-r) Dr. Edward Kerr, Kurt Moser, Steve Bush, Ronald Heacock, and Howard Nelson.
Not available for photo: Andrew Collins, Amy Georgeadis and Della Shiell and Consumer Advisor Donna Gulino.

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Lisa Hayes
Howard Nelson
Kurt Moser

Chairman
Vice Chairman
Secretary
Treasurer

Directors Emeriti

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Marilyn Nason

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Kathie Duncan
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Philip McIntire
Philip Stephenson

Marilyn Cohen
Jean Gray
Wayne Jones
Robert Murray
David Welch, M.D.

Executive Officers

Timothy G. Place
Debra Rowell
Mark Donahue

President & CEO
Vice President
Chief Financial Officer

The mission of the CWI team is to provide effective programs and services to enhance the quality of life for people with disabilities and other barriers.



Community, Work & Independence

P.O. Box 303
37 Everts Avenue, Glens Falls, NY 12801

P 518.793.4700/F 518.793.6325

www.cwinc.org