



Community, Work  
& Independence, Inc.

2011 Annual Report



## Who We Are

Community, Work & Independence, Inc. 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 Services
- ◆ Speech Therapy

### Community Services

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

### Day Habilitation Programs and 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
- ◆ Quaker West, Queensbury
- ◆ Schroon River, Warrensburg
- ◆ Whipple City, Greenwich

### Family Support Services

- ◆ Skills-Streaming
- ◆ Family Empowerment
- ◆ Saturday Club
- ◆ Youth Club
- ◆ In-Home Behavioral Support

### Employment Services

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

### Residential Services

- ◆ 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, 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 Management



CWI President and CEO Mark Donahue  
and Chairman of the Board Howard Nelson.

It is our pleasure to introduce you to our 2011 Annual Report. This past year has presented us with new challenges given the current economic climate and funding cutbacks as well as new regulatory requirements. These new challenges afford us opportunities to deliver services in unique and creative ways. We continue to evolve our services to make sure they are fiscally responsible, so we are able to provide our essential programs in the future.

We are proud of our creative use of resources that help us to achieve our mission and yet still allow us to be focused on the individual needs of the people we support. This year's report highlights our Family Support Services which include Saturday Club, Youth Club and Skills-Streaming services. These services provide resources, education, respite and assistance for those who participate in them. They also create the opportunity for participants to develop friendships, social networks, and participate in new activities that make their lives more complete and worthwhile.

CWI has a solid financial base and among its greatest assets is the dedicated staff that strive everyday to provide quality services. They give of themselves to help others in need. Every day is filled with unknown and unexpected challenges, yet they continue to smile and show their commitment and dedication to those we serve. We invite you to read about three of these individuals-Tom, Janice and Diana whom we celebrate this year for a combined 100 years of service.



Members of the Saturday Club.

**Saturday Club** - The members of Saturday Club have been meeting since the early 1990's. Saturday Club offers a wide variety of recreational opportunities for the participants and respite for family members. The Club meets for six hours on Saturdays and activities are based on the member's input. Their meeting place is CWI's Glenview Day Services site in Queensbury, and they head out from there. The group enjoys Aimee's Lunch and a Movie, tubing down the Hudson River, taking a scenic ride on the train, sailing on the Minnie Ha Ha on Lake George, taking in the history at Fort Ticonderoga, bowling, apple picking and a whole lot more. Saturday Club has grown so popular in recent years CWI has doubled the number of activities offered in one year.



Members of the Youth Club.

**Youth Club** - The Youth Club is designed to provide respite and recreational opportunities for young people between the ages of 14-25 years of age in Warren, Washington and northern Saratoga counties. The recreation leaders work closely with the young adults and their families to plan enriching and fun activities based on their interests. Typically, three to four people participate in each activity. The Youth Club offers its members the opportunity to meet other youth in the community that share similar interests. Often times, they develop long lasting friendships with the other members.

#### **Other family support services provided by CWI:**

**Family Empowerment-** Provides financial assistance to families who have a family member who lives with them and has a developmental disability.

**Skills-Streaming-** Through collaboration with the families, young adults on the autism spectrum participate in community based skills training, while families concurrently are provided respite.

**In-Home Behavioral Support-** A new services grant program provides professional therapeutic assistance to address dysfunctional or unsafe behaviors while providing training for the family to help them manage the behaviors.

**Brad Petteys**— Brad graduated from Granville Central School with a Regents diploma and a dream of going to SUNY Adirondack, but there was work he needed to do first. Through CWI's Transition Services he was connected with service coordination and then, after graduation, Brad joined Pathways Day Services. With the support of staff Brad was able to develop the skills and confidence to take the next step. From Pathways Brad went on to CWI's Life Unlimited program designed to support individuals pursuing higher education at SUNY Adirondack. He enrolled in the Radio Broadcasting certificate program. He earned his certificate and then chose to earn his Associate's degree. Brad will receive his degree in May of 2012. A few years ago he took the biggest step of his life and moved out of his family's home; he lives in an apartment on his own while receiving assistance with skill building from the staff at CWI's Community Habilitation Department. What is next for Brad? Getting a job of course. The staff at Competitive Edge are ready to assist Brad in taking the next step into his future.



**Jack Stockwell:** Jack graduated from Queensbury High School in 1989. During that time he also was enrolled in the Culinary Arts Program through BOCES. In 2000 he moved into CWI's Regency IRA and worked at Walmart in Queensbury, NY. Jack was a dependable employee and was presented an award for his years of service and his work performance. He has moved on from Walmart to the Price Chopper in Queensbury, NY. Jack has been there for over five years and received a letter of recognition as well as a raise. He really enjoys his job at Price Chopper. In April of 2008 he moved into the Cronin IRA. Jack loves being helpful with household chores. He also is a real movie buff. There are times when he will see a movie more than once because he enjoys it so much. Jack enjoys attending the Adirondack Phantoms hockey games and is a huge fan of the Boston Red Sox.



# Our highlighted staff



**Dan Hickey:** Dan began working for CWI in April of 2008 as a residential assistant at the Men of Moreau IRA on the overnight shift. In September 2008 he accepted a consumer assistant/float position within CWI's day services programs. While in that position Dan worked in every day program that CWI offers. In April 2011 Dan answered the call by returning to the Residential Division when he was promoted to the associate residential manager position for the Cronin and Regency IRAs.



**Amanda Johnson:** Amanda came to CWI in July 2010 as an associate residential manager. Amanda brought a quiet enthusiasm and a keen eye to promote individual potential in both the staff and the individuals that call the Reynolds Road IRA home. In February 2011 Amanda answered the call by pursuing and being promoted to residential manager/QMRP in the Residential Division.



**Consumer Assistant Amanda DeNardo:** Amanda is very committed to the students she works with who are members enrolled in Life Unlimited college program at SUNY Adirondack. She goes above and beyond helping to ensure that the students are prepared for life on campus, and just as important, life after college. Her compassion for the individuals she works with is obvious. Amanda helps the students with daily living skills, organizational skills, self advocacy, employability and their over all health and well being.

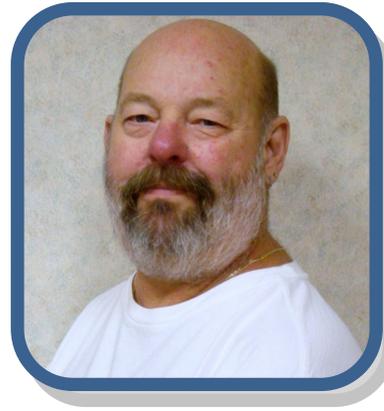


**Residential Assistant James Cuyler:** In recognition of James' professional growth, commitment and reliability, he was nominated by the Residential Division to attend the 2011 Capital Region Direct Support Professional Conference. James has enriched the lives of individuals living in residences operated by CWI. He has an easy going manner and a positive outlook. James' professionalism has evolved through the years and he is a positive role model for his co-workers as well as the men living at the Emerald Ridge IRA.



**Consumer Assistant Trudy Smith:** Trudy is an integral part of the staff at Community Helpers Day Services. Trudy has spearheaded new community based activities, including serving meals for the Open Door Soup Kitchen, cleaning for The Little Theatre On The Farm in Fort Edward, New York and volunteering at the local Salvation Army. She has built ongoing relationships with the local SPCA and the Moreau Community Center in South Glens Falls, New York. Trudy is also involved in recreational activities such as bowling and walks on the local bike trails.

**Tom Brown** began his career with CWI in 1971 as a driver. “At that time there were only three vans,” Tom says. From van driver he progressed to his present position as truck driver, transporting product to and from the workshop. Tom has seen a lot of change over the years. The biggest change he says is how much the agency has grown with the number of day services and residential programs. Reflecting on his years here Tom says, “It has been excellent.” He is most inspired by the people we serve. “I just marvel how much they have grown and in their abilities,” he said. He is also impressed by staff and said, “We have a great staff.” He feels his greatest contribution to CWI is his work ethic. Tom’s advice for someone entering the field, “Enjoy what you do, if you don’t, you won’t be around long.” As for what the future holds, Tom summed it up in one word “retirement.”



40 year honoree

The year was 1981 when **Janice Norman** came to work at CWI as a treatment assistant. She now serves at Quaker West Day Services as a consumer assistant II. Janice has seen a lot of changes over the years. “The different kinds of services have grown and there has been a major push on recreation and independence,” Janice says. As she looks back at her time here she thinks of all the good friends she has made and how much she has grown both professionally and personally. Janice’s inspiration comes when she sees another person, either staff or a consumer, realize they can do something they thought they could not. How does Janice keep herself inspired after 30 years? “Some days it is easier than others. It may sound corny, but it is easy to help people you consider family and friends,” said Janice. As far as her contribution to the agency she says it is her dedication to the people she works with. Another change she has seen is in the individuals themselves. Janice says, “They are so much younger and better educated. Early intervention services have made a big difference.” She does have some advice to someone just starting out. “Treat people the way you want to be treated and don’t sweat the small stuff” she said. As for what her future holds Janice would like to finish the credits she needs to earn her Bachelor’s degree.



30 year honoree

**Diana Schleicher** is a consumer assistant, a position she has held since she started her career with CWI in 1981. “I never thought I would work for CWI this long, but it seems to be a field I was cut out for... working with adults with disabilities,” Diana says. Diana is inspired by making a difference in people’s lives. “I enjoy what I do...in this field of work I have been able to use my knowledge of art and my previous experience as an occupational therapy assistant. Over the thirty years Diana has acquired knowledge, formed relationships and learned she has abilities that are valuable to the job. As far as her major contribution she has this to say, “I think I am able to adapt easily to most situations and relate well to the people we serve. I would like to think that with the knowledge I have brought here, I have inspired people to try new things.” For someone starting out in the field she feels they will come away with knowledge that can be applied to other jobs. Diana has this to say about the future, “Retirement in the next year or two, hopefully to work or to volunteer time in the health service field.”



30 year honoree



JoAnn Slater  
40 years



David Maki  
35 years



Jim Fitzgerald  
25 years



George Noe  
25 years



Richard Norton  
25 years



Dolores Quick  
25 years



Allen Threw  
25 years



Brian Kibling  
20 years



David Hoffman  
15 years



Mary Updike  
10 years



Andy Bauer  
5 years



Richard Hitchcock  
5 years



Patricia Rutkowski  
5 years



Mathew Wescott  
5 years

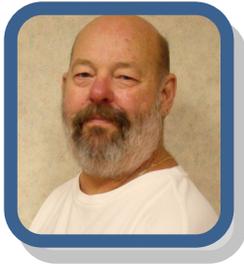
*(Not available for photo: Adella Riley, 20 years)*

## William B. Joslin Outstanding Performance Award



**Lewis Gallup** has been with North Country Ventures (NCV) for over ten years. He is friendly, cooperative and always willing to take on a new job. Lewis is able to do very complicated tasks which many of his co-workers find tedious and unexciting. He is always eager to help and never complains. Lewis's accomplishments are many. A few years ago Lewis was able to purchase his own home. With the assistance of family, who live near by, he maintains his home, pays a mortgage and other expenses associated with home ownership. He is a devoted employee who relishes work and new contracts.

The William B. Joslin Outstanding Performance Award is an annual award presented by New York State Industries for the Disabled (NYSID).



Tom Brown  
40 years



Janice Norman  
30 years



Diana Schleicher  
30 years



Tammy Blackowl  
20 years



Steve LaPoint  
20 years

15 years

Robin Harrison  
Rose Wadsworth

Kelly Miller  
Melynda Wells

Julie Prendeville

Susan Smith

10 years

Thomas Bapp  
Valerie DeZalia  
Wendy Hadley  
Harvey Raymond, Jr.

Daniel Bombard  
Mark Donahue  
Star Holmgren  
Irma Russell

Theresa Cahill  
George Drum  
Traci Plude  
Dawn Sacco

Kasey Collins  
Daniel Foote  
Patricia Porter  
Gertrude Smith

5 years

Heather Baker  
Tiffany Doyon  
Hallie Hallahan  
Deborah McNally  
Alicia Palmer  
Ella –Robyn Tennant-Watson

Scott Bethel  
Peter Ellsworth  
Joel InFante  
Marcella Minor  
Dianna Potter

Nancy Casey  
Nicole Facey  
Edward Lange  
Krystal O'Donnell  
Lisa Smith  
Angie Trainer

James Cuyler  
Nicole Gifford  
Jennifer Langlois  
Heather Olden

3 years

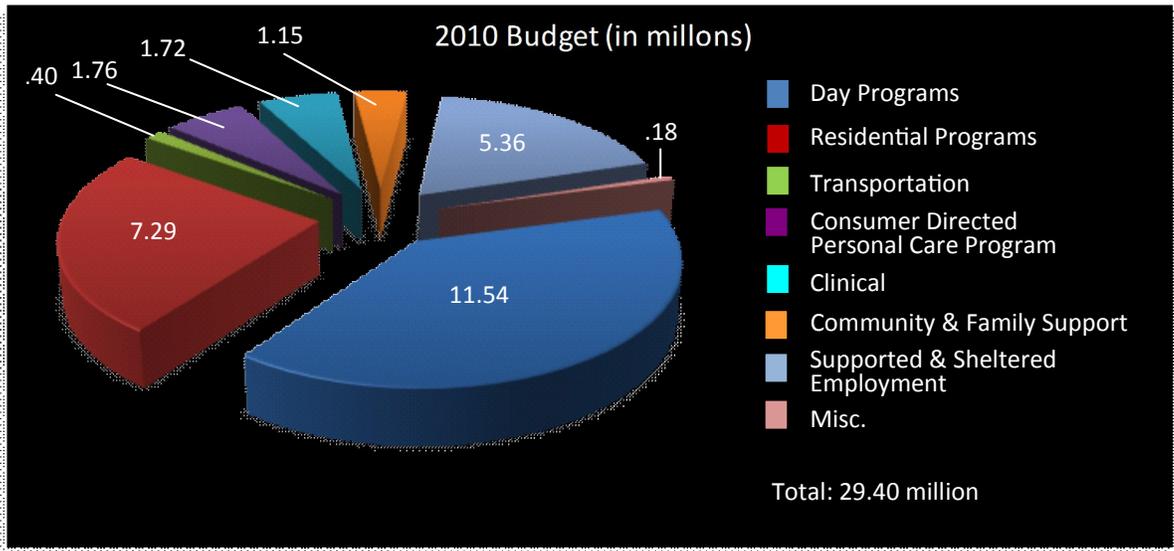
Lisa Arquette  
Sheri Beckwith-Trombley  
Cara Catone  
Warren Farrington  
Michael Gosselin  
Mae Haynes  
Justine Hull  
Jennifer Kazlo  
Tori Losey  
Penelope Neubauer  
Toby Plude  
Melissa Reynolds  
Dainyell Russell  
Corbet Sullivan  
Jolene Wisell

Georgia Ball  
Lori Blackmon  
Stacey Clay  
Jennifer Ferris  
Courtney Guyette  
Doreen Heath  
Kelly Hungerford  
Kristy Kelly  
Michael Lynch  
Marlene O'Donnell  
Kassandra Porter  
Russell Rist  
Tammy Scally  
Devin Tennent  
Brittany Wrobel

Ivan Ballard  
Lindsay Breau  
Theresa Desourdy  
Pauline Fitzpatrick  
Stephanie Hamel  
Daniel Hickey  
Gina Johnson  
Jason Lamoy  
Timothy McDaniel  
Kristen O'Sullivan  
Michelle Pratt  
Candi Rode  
Nicole Sloan  
Kristine Walterich

Jill Barone  
Patricia Cardinal  
Susan Dingman  
Patricia Foster  
Lois Hammond  
Glenn Hobbs  
Ellen Katz  
Danielle Leddick  
Stephanie Nasr  
Sara Palmer  
Sara Pratt  
Anna Runnalls  
Jeni Stewart  
Katherine White

CWI was founded in 1963 to provide sheltered employment for a few individuals. In the ensuing 48 years, CWI has grown and expanded the services we provide 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 smaller programs and services.



### Program

|   |   |
|---|---|
| Residential                             | CWI operates 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 of 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 of CWI, serves 236 individuals through supported employment.   |
| 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 of 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                                | CWI's Clinical Division provides a full range of services that includes 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 406 consumers in the community by providing service coordination, respite, transition services, community habilitation and financial reimbursement programs.   |



Seated (l to r) Dr. Harriet Busch, Lisa Hayes, Della Shiell, Paula Nadeau Berube, and Linda Noon.

Standing (l-r) J. Andrew Collins, Steve Bush and Howard Nelson.

Not available for photo: Amy Georgeadis, Ronald Heacock, Dr. Edward Kerr, Kurt Moser and Consumer Advisor Larry Baisley.

### **Officers**

Howard Nelson  
Chairman

Lisa Hayes  
Vice Chairman

Steve Bush  
Secretary

Kurt Moser  
Treasurer

### **Director Emeriti**

Stephen Bassin

Dr. Kathleen Braico

Marilyn Cohen

Frank DiCresce

Kathie Duncan

Jean Gray

William Hamelin

Thomas L. Hoy

Wayne Jones

Robert Larson

Philip McIntire

Robert Murray

Marilyn Nason

Philip Stephenson

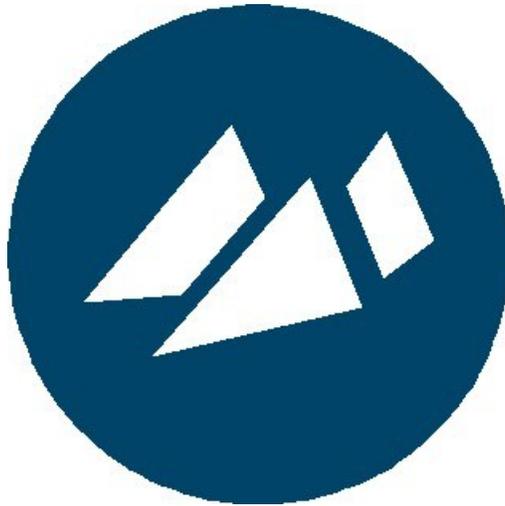
Dr. David Welch

### **Corporate Officers**

Mark Donahue  
President & CEO

Debra Rowell  
Vice President & COO

Dawn Sacco  
Director of Finance



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, Inc.

P.O. Box 303

37 Everts Avenue, Glens Falls, NY 12801

P 518.793.4700/F 518.793.6325

[www.cwinc.org](http://www.cwinc.org)