



Inspiring Dreams.
Achieving Goals.
Enriching Lives.



2020 Annual Report

A Letter from our President & CEO and Board Chair

2020 was a year of adaptation and pivoting.

Holding true to its mission, Gateway continued to assist people in leading hopeful, active, contributing and satisfying lives during very uncertain times. But we could not have accomplished this without the teamwork and dedication of our staff, supporters, partners and the community.

As we all know, in March 2020, our world would change for the foreseeable future. The arrival of the novel coronavirus in New York City meant that it was only a matter of time before we were affected.

With the onslaught of changes that came with the COVID-19 pandemic, Gateway's planning and teamwork aided us in being able to transition to new ways of serving. We needed to be innovative and forward-thinking, while maintaining safety.

In Residential Services, we provided cleaning supplies and personal protective equipment, which our staff utilized assiduously. In order to cut back on community exposure, our Food Services team and Residential collaborated in ordering groceries from a large distributor, and many staff pitched in to box up the groceries and deliver them to residential sites. This internal food distribution center kept staff safe as well as ensuring that we were able to provide essential and needed groceries to our sites.

Our services in Day Habilitation, PROS (Personalized Recovery Oriented Services), and Vocational pivoted to telehealth, first over the phone, to be followed shortly by Zoom. Our staff embraced the new technology and shifted to providing services through telehealth, and this allowed administration to offer remote work for many in our workforce, thus helping staff stay safe and take care of their families.

The daily support provided by staff to the individuals we serve helped people stay connected both to us and to one another. Staff visited individuals at home, standing in the driveway and having a socially distanced conversation. Staff went to the grocery stores and purchased essentials so that individuals living at home with elderly parents could limit their exposure. Staff called individuals without internet daily to check-in and keep their vital relationships alive.

Our Senior Meals program continued to serve, and in fact served so many more, thanks to the generosity of the Ulster County Office for the Aging as well as Community Foundations of the Hudson Valley. Gateway provided almost 14,000 extra meals to people in need with the help of county staff and volunteers. We continued food

delivery for our seniors, staying socially distanced, and provided take-home meals at our congregate cafes, which were shuttered. We were a part of a gleaning project, where volunteers gleaned over 100 pounds of farm vegetables which our Food Services team turned into a vegetable stew, distributed by Feed HV to families in need.

Gateway's Custom Cleaning department continued to go out on contracts and added sanitization to their daily task list at businesses such as the Department of Environmental Protection, Etsy, and the FDR Library and Museum. Custom Cleaning also utilized a disinfecting mister at our offices and residential sites to help keep all safe.

We also utilized the time when many were home to renovate and enlarge program areas. We increased our Day Habilitation capacity from 24 to 39 and built out a beautiful new Day Hab space on our former work floor, where individuals have lots of room to participate in different kinds of activities. We enlarged our PROS space, creating two new group rooms, and a large, homey common room. We renovated our reception area, allowing for more people to have a safe, comfortable, warm space in which to enter our facility. Finally, we paved our main parking lot, adding over 20 new parking spaces, all in an effort to provide the most welcome environment we can.

2020 was a year like no other, and we are so happy to share with you only a small portion of our accomplishments. The staff at Gateway were truly the ones who deserve all credit, for they showed up and took care of the people in our care in selfless and caring ways, never faltering in their mission. I am humbled by their service and in awe of their caring. We are proud to share with you Gateway's remarkable story of continuing its mission during a national crisis and how we became a stronger and more effective organization because of it.




Stephanie Turco, LCSW
President & CEO




Christopher Smailer
Board Chair

Executive Leadership

Stephanie Turco, LCSW

President & CEO

Executive Team

Brian Schneider, MBA
Chief Financial Officer

Courtney Beaupre, LMHC
Chief Quality & Compliance Officer

Ralph Smith
Chief Information Officer

Victoria Gore
Vice President of Business Services

Jessica Fish
Vice President of Therapeutic & Vocational Services

Branden Gibson
Vice President of Residential Services

Janine Shepard-Stivers
Vice President of Human Resources

2020 Board of Directors

Officers

Chairperson Christopher Smailer

First Vice Chair James Hegstetter

Second Vice Chair Gregg Paulk

Secretary Andrew Rothlein

Treasurer Charles Cullen

Ex Officio Foundation President Briana Purdy

2020 Foundation Board

Officers

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Vice President Kathy Gordon

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Foundation Manager Elizabeth Strein

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Members

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Brenda Scott
Ephie Trataros

Our Mission

Gateway Hudson Valley assists

people in choosing, acquiring, using, and maintaining the skills and supports necessary to achieve success and satisfaction in their lives. We accomplish this through integrated vocational, therapeutic, residential, and business services.

Our Vision

To be a leader in supporting

individuals as they strive to achieve a hopeful, satisfying, active, and contributing life.

Our Values



Hope:

Through inspiring leadership and creating opportunity.



Recovery:

Using our strengths to achieve our goals; as consumers, as members, as an organization.



Respect:

For all.



Teamwork:

Working together with our mission and vision in mind.



Excellence:

Dedication to our customers, high expectations for performance, employee development and growth.

2020 Business Service Stats

Gateway's fully integrated business encompass Food Services, Ulster County Senior Meals Program, as well as Custom Cleaning.

Ulster County Senior Meals (SM2)



95,329
meals served



66,091 miles driven by
delivery drivers



2,677
Pantry Bags
delivered



347
weekly home
delivered meal
clients served

Custom Cleaning



29
Cleaning
Contracts



23 Staff
Members

Disability Workforce

20
Staff
Members



3 food
service staff



17 custom
cleaning staff

Success Story: Jimmy

In his own words...

When I started P.R.O.S. (Personalized Recovery Orientated Services) over three years ago I was in a much different place than I am now. I was in and out of the hospital on three different occasions and was suffering from pseudo-seizures from all the stress that my mind was under due to my illness. I came out of the hospital homeless and penniless. I ended up in a shelter with around twenty other men, which wasn't the ideal situation because of the nature of my symptoms but I didn't have any other options.

I felt hopeless and didn't have a clue where my life was headed. I was void of goals and felt as if I didn't have a purpose. After coming out of the hospital for the third time in a few months I ended up in the Partial Program at Benedictine Hospital. At that point I had no idea what P.R.O.S is but my therapist at Partial suggested I go there and helped me sign up.

When I started P.R.O.S. in March of 2018 I felt like I was lost and was looking for a direction to take my life. My coping strategies at the time weren't what they needed to be and I was still fighting the emotions around my illness and suffered from suicidal ideation, which is what sent me to the hospital on those three occasions.

I started off by going to P.R.O.S. five days a week because I believed having a place to go and structure in my life would bring about some relief. I would walk to and from Gateway no matter what the weather was like, all in an attempt to feel better. I took as many classes as I could, learning coping skills, how to set goals, I learned about C.B.T*, and D.B.T.** After a few months it all started to make sense and in conjunction with moving into a new place of my own I slowly began to feel better.

I started to have hope for the future. Just having hope isn't enough and you have to be willing to put a plan in action to meet your goals. That's the hard part, setting goals is easy, having hope is easy, but the work you have to put in is difficult, especially for those of us who suffer from a mental illness.

I've traveled a great distance in my life since beginning P.R.O.S. I've learned so much about myself and I truly believe you get back what you put into the program. If you're willing to do the hard work and learn about yourself you will grow as a person. The skills I now have in my toolbox thanks to P.R.O.S. are invaluable.

I'm currently in college and doing very well for myself despite the extra challenge of mental illness. A message I'd like to get to my



fellow students in the program is even if you're having a tough time right now you can put a plan in place to reach out for what you are hopeful to have in life. It may seem impossible at times, but your goals are achievable and everyone that works at P.R.O.S. is there to support your personal growth.

I would also like to mention the latent effect of the friendships you gain from fellow students. I've made some friends that will be a part of my life for the entirety of my life. The support you get from fellow students is also important to your personal growth. I've felt nothing but support from my classmates and I hope sharing a part of my story will positively influence those that attend the classes at P.R.O.S.

I feel my future is bright and I'm doing what I want to be doing at this moment in life with an eye out for my future. Staying mindful of the present while having goals, to me, is a very important part of life in general. One day I will move on from P.R.O.S. but what I've learned will never leave me.

**Cognitive behavioral therapy is a psycho-social intervention that aims to improve mental health. CBT focuses on challenging and changing cognitive distortions and behaviors, improving emotional regulation, and the development of personal coping strategies that target solving current problems.*

***Dialectical behavior therapy is an evidence-based psychotherapy that began with efforts to treat borderline personality disorder. There is evidence that DBT can be useful in treating mood disorders, suicidal ideation, and for change in behavioral patterns such as self-harm and substance use.*

Employment Numbers served in 2020

206
Served
in Total

75
OMH
Employment
Services

40
OPWDD
Employment
Services

91
Other
Employment
Services

Direct Services

Direct Services encompasses Vocational & Employment, Rehabilitation, Therapeutic, Case Management & Residential Services.

Persons & Population Demographics for Direct Services

- Adults with cognitive, intellectual, and developmental disabilities
- Adults with psychiatric disabilities
- Adults with physical disabilities
- Adults transitioning from public assistance and the long-term unemployed
- Youth transitioning to employment
- Adults recovering from alcohol and/or substance abuse

Primary Source of Referrals

- ACCES-VR
- Health Alliance of the Hudson Valley
- Family Services (*Ulster and Dutchess Counties*)
- Institute for Family Health
- Mental Health Association in Ulster County
- Family Services
- Mid-Hudson Regional Hospital
- Ulster County Department of Social Services
- Rockland Psychiatric Center & Pine Grove Clinic
- Ulster County Department of Health & Mental Health
- Dutchess County Department of Behavioral & Community Health
- Care Design NY
- LIFEPlan CCO NY

Highlights & Activities from 2020

- **Benefits Advisement Services** started
- **Partnership** with Ulster County Boces
- **Dab Hab expansion** space was designed and built out
- **Telehealth services** became an option for services

The Day Habilitation program was approved to expand capacity from

24 to 39

Rehabilitation: OPWDD

OPWDD Waiver Services

OPWDD waiver services are provided to individuals with mental, developmental, physical and other differing abilities. These services are person-centered designed to assist individuals in achieving their goals to obtain meaning and purpose in their lives. OPWDD waiver services offer the resources and tools needed to assist individuals in maintaining recovery and self-sufficiency. The services include Day Habilitation, Day Habilitation without Walls, Site-based and Community Pre-Vocational.

Therapeutic Services

We provide behavioral health services utilizing evidence-based practices including Tobacco-Cessation. Consists of PROS, OMH Non-Medicaid Care Coordination serving individuals with mental health and developmental disabilities/intellectual disabilities.

We provide the following Therapeutic Services:



Clinical Treatment Services



Medication Management



On Going Rehabilitation Supports



Skill Development



Community Outreach



Person Centered Treatment Planning



Basic Living Skills



Transportation



Crisis Intervention



Family Psychoeducation



Information & Education Regarding Self Help



Integrated Treatment for Co-Occurring Disorders



Education regarding benefits & entitlements

Highlights

At Gateway, our therapeutic interventions are guided

by the principles of Recovery. We see recovery happening every day, from a mother being reunited with her children, to a young adult getting a driver's license, to a man overcoming the twin struggles of addiction and mental illness.

Persons & Population Demographic:

PROS (Personalized Recovery Orientated Services)

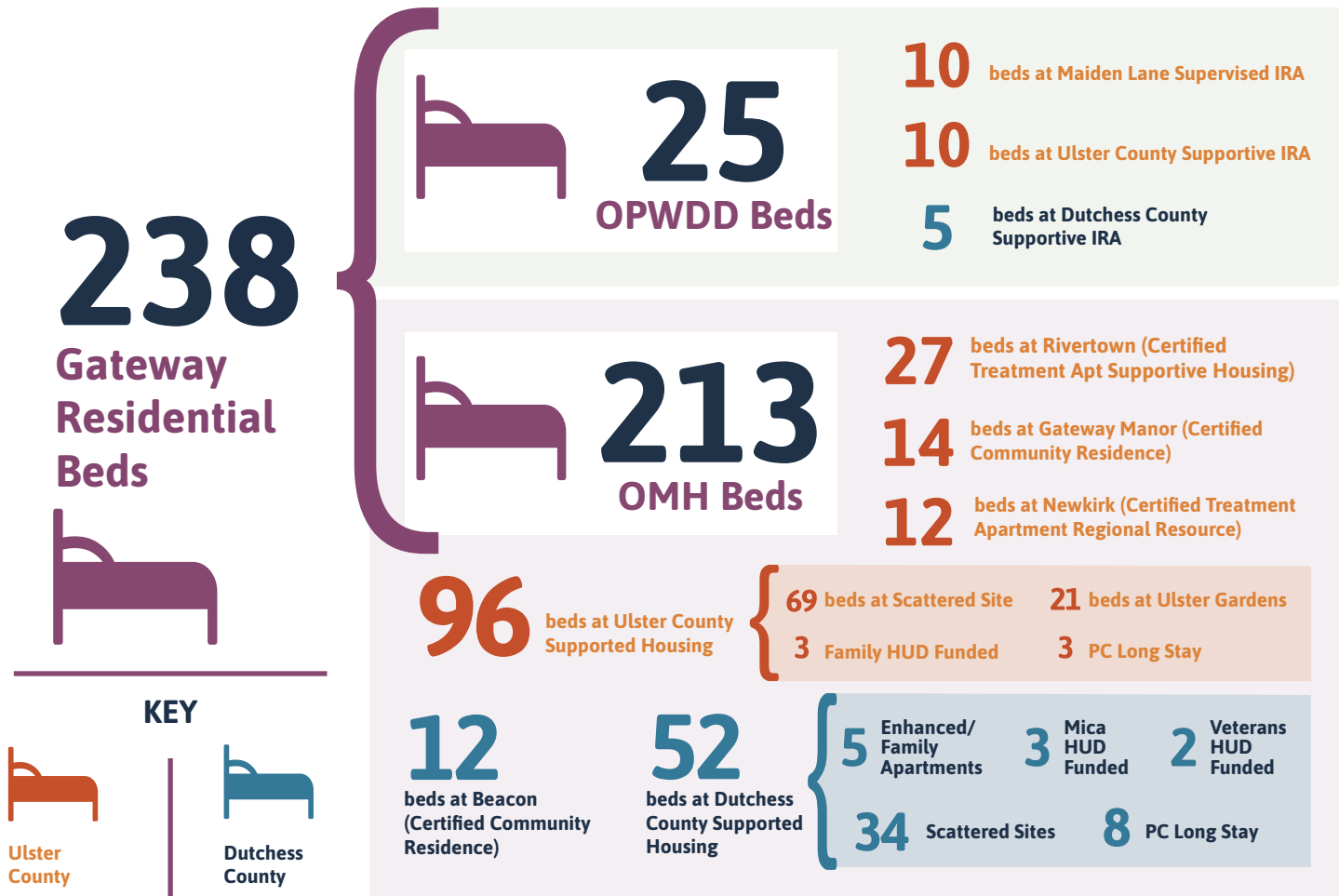
114
Total
Unique

32
Admitted
Unique

17
Intake Only
Unique

Residential Habilitation Services

Recovery continues to be the focus in Gateway's Residential Department, with an emphasis on skill building for success and independence. Thirteen residents in Ulster County Supported Housing graduated to Section 8 housing with mental health wrap-around services in place. One of our Managers became a trainer in Mental Health First Aid, a program that includes a useful set of strategies for supporting individuals in mental health crisis. Additionally, our residential OPWDD staff were trained by Gateway's trainer in SCIP-r (Strategies for Crisis Intervention and Prevention-revised).



Persons & Populations demographics

Disabilities:

Mental Illness & Developmental/Intellectual

Other Disabilities:

Co-occurring mental illness/substance abuse, physical disability

Homeless Disabled:

Adults with Children, Veterans, Persons with Co-occurring Disorder

Adults with:

Mental Illness and Co-occurring Chemical Dependency



288
days average length of stay



220
Total Persons served in 2019

122 persons screened

40 Admissions

34 Discharges



238
available beds

2020 Corporate Compliance Stats

Gateway's Corporate Compliance program is committed to ensuring that Gateway's employees, board members, and affiliates adhere to the highest standards of care that is professional, respectful, effective, honest, ethical and in compliance with all applicable laws and regulations. The Quality and Compliance Officer is responsible for the agency's compliance plan and adherence to such, as well as for incident review, certification, audit, and quality/performance improvement projects for the agency.

Accomplishments



Acquiring and ensuring staff and participants had necessary PPE during the onset of the Covid pandemic



Monitoring Covid safety practices and coordinating immunization efforts



Awarded Foothold Technology's 2020 Impact Prize award for administration of Electronic Health Record processes at Gateway



Participated in Regional QA Committees and attended compliance training/seminars

2020 Foundation Events

Annual Raffle

The Annual Gateway Raffle is our most popular fundraiser, with a cash prize of \$10,000.00! Held at The Chateau, the event draws people year over year.



Funds Raised
\$9,000.00

2020 Raffle Winners:

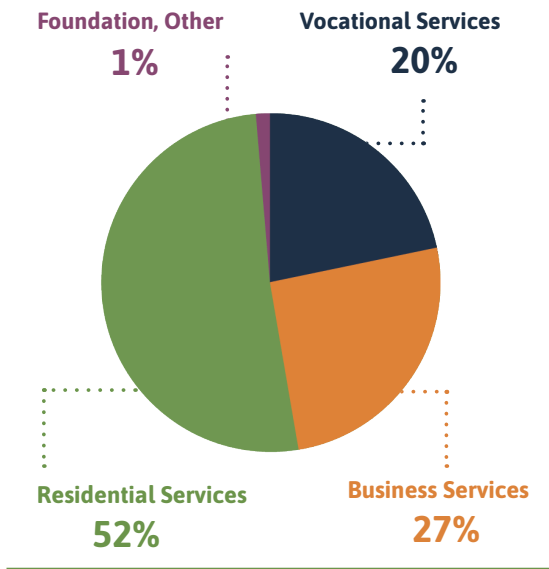
1st Prize: James Hegstetter

2nd Prize: Matthew Cullen

3rd Prize: Andrew Rothlein

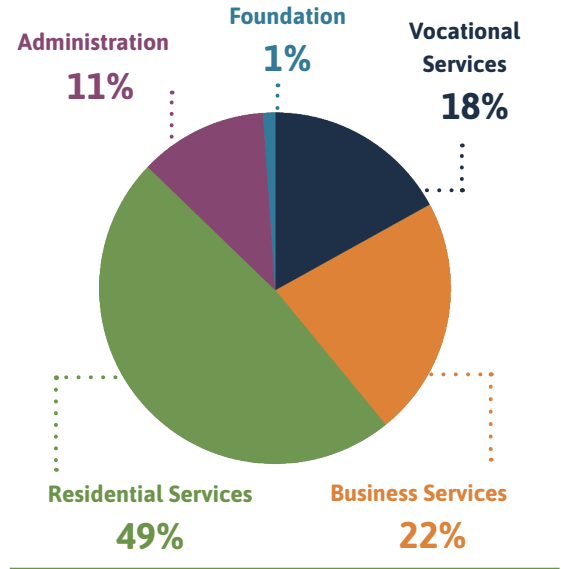
4th Prize: Jessica Vanderbeck, Christine Heavey, Christine Ploennigs, Martha Horvers, Amy Caskey, Rachel Brown

2020 Revenue



Vocational Services	\$ 2,359,000
Business Services	\$ 3,165,000
Residential Services	\$ 6,105,000
Foundation, Other	\$ 113,000

2020 Expenses



Vocational Services	\$ 2,069,000
Business Services	\$ 2,527,000
Residential Services	\$ 5,738,000
Administration	\$ 1,231,000
Foundation, Other	\$ 94,000

2020 Foundation Events

Annual Golf Tournament

Each September we hold the Doug Maloney Memorial Golf Tournament, in honor of our former Vice President. Doug's love of athletic pursuits was only surpassed by his love for Gateway and the individuals we serve. His legacy continues to inspire us all to a life of service.

The 2020 Tournament was cancelled due to health concerns amid the pandemic, but are on schedule for September 19, 2021. We are incredibly fortunate in that our donors and community members still gave in honor of Doug Maloney.



Corporate Sponsors

Thank you to our Friends and colleagues who have supported Gateway Hudson Valley's work for the 2020 year.



Crosspoint Connect Inc.

Lauri Andretta

Supporters

Adams Fairacre Farms

Angela's Pizza & Pasta

ARC Mid-Hudson Valley

Bowery Dugout

Crayola Experience

Creekside Restaurant

Diamond Mills Hotel & Conference
Center

Dietz Stadium Diner

Drink.More.Good.

Eastern Heating & Cooling

Eng's Chinese Restaurant

Enzo's Restaurante & Pizzeria

Five Below

Health Stream Medical Associates

Hudson Valley Dessert Company

Hudson Valley Credit Union

Honors Haven Spa

Hickory BBQ Smokehouse

Jurassic World Live

La Casa Latina

La Conca Doro Restaurant

Lola's

Marty's Maple Syrup

NCG Cinema

New York Red Bulls

New York Restaurant

Newburgh Brewery

NY Rockland Boulders

Paper House Products

Paquales

Pine View Bakery

Radio Woodstock

Revolution Rail Trail

Rhinebeck Aerodome Museum

Rosendale Theater

Rotary Club of Kingston

Ryan & Ryan Insurance

Santa Fe Uptown

Saugerties Lighthouse

Savor Beauty

Sawyer Motor

Sight & Sound Theaters

Stella's Restaurant

Terrapin Restaurant

The Golden Ginza

Whitecliff Vineyard & Winery

Williams Lumber

Yankee Trails Motor Coach



Main Office

Joe Cornelske Center
1 Amy Kay Parkway
Kingston, NY 12401

Broadway Kingston

635 Broadway
Kingston, NY 12401

Dutchess County

7-8 Mansion St.
Poughkeepsie, NY 12601

845-331-1261

info@ghv.org

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