

Challenges Overcome Through Commitment & Community

Our mission, our people, and our community helped us endure a pandemic driven year, and set a course for a stronger future.



A letter from our CEO

Challenges overcome through Commitment and Community, that is a statement we can all associate with, in what was certainly a year filled with unexpected events. As we entered 2020, there was tremendous opportunity for growth. We had just opened three new classrooms and a residential home in 2019, and we had started a new day program model called Day Habilitation Without Walls. We had also implemented telemedicine in our homes and clinic, as a means to enhance our healthcare opportunities for those who were unable to travel or had other obstacles to an in-person visit.

As we all know, in March 2020, our world, both personally and professionally drastically changed with the impact from the COVID-19 virus. The virus challenged the Center, and those we support, to be innovative and forward-thinking, while maintaining safety and flexibility. Our staff and management team embraced new technology like telemedicine, added remote education for our students, and remote work opportunities for our staff, assuring they could meet the needs of those we support at the Center, as well as their own family at home. We combined programming to continue to offer day services in our homes, and established our own internal food distribution center to reduce the risk of community exposure to our residential and day staff, as well as our residents. Our school

went to remote education almost immediately, and were able to maintain educational services to students, who were at home. We did over 10,000 telemedicine visits, including primary care, therapy, psychiatry, and other behavioral health to those in need, all while our clinic was only open for emergencies. We also maintained an emergency dental clinic, which was seeing patients almost daily for dental emergencies. We assisted individuals living in the community with basic services, such as grocery delivery. Lastly, for anyone who was impacted by the virus, we had two designated respite homes, equipped with all the necessary supplies, nursing care, and staffing, to assure we were able to get everyone back to health, and back to their traditional living arrangement. Our staff rose to the occasion as they always do, and put the needs of others ahead of their own.

There was no greater example of commitment and community, than the Center's Life Quality Solutions Incubator, which designed and built over 800 face shields when the hospitals needed them most. We are proud of our incubator staff (engineering staff, student fellows) who rose to the challenge, built the face shields, and donated them to Albany Medical Center at a crucial time in the battle with this pandemic.

In the beginning of 2021, the Center once again supported the community in partnership with



Albany Medical Center (AMC) and NYS Industries for the Disabled. Through the Albany Hub which ran through AMC, the Center was able to secure and provide approximately 7,000 vaccines. The Center for Disability Services was the primary vaccination site for individuals supported by the Center, those supported by 17 other community agencies, 2 Care Coordination Organizations, and those living at home. We are proud to have had the partnership with the Albany Vaccine Hub, and to have been chosen to coordinate vaccination efforts for this most vulnerable population.

The Center staff, the Pillars of this organization, rose to the challenges before us, like never before. With the support of our families, community partners, and the Capital Region community, we were able to maintain our commitment to our mission, and assure the Center remains the place, **Where People Get Better at Life.**

Gregory J. Sorrentino
President/Chief Executive Officer

A letter from our Chairperson

The Theme of this Annual Report is Challenges Overcome through Commitment and Community. The obstacles and adversity the community and the Center faced were extremely challenging and difficult in 2020. However, it was so gratifying to see how the community and the Center rose to meet these challenges. The Center has always felt that they were an important resource for the community and it was very evident with the Vaccine Clinics run by the Center in conjunction with the Capital Region Vaccine Hub through Albany Medical Center. They helped provide a large number of vaccines to individuals supported by the Center as well as many other community agencies. The Center's Life Quality Solutions Incubator provided the Albany Medical Center with a significant number of face shields when they were most needed. The Center's recent telethon was very successful as

the community again stepped up and displayed their generosity in giving which is critical for the Center to be able to continue its work supporting individuals with disabilities. This year truly demonstrated the value of a true partnership between the Center and the community.

The staff at the Center performed incredibly well with all the challenges they faced in 2020 and should be proud of their efforts. It is a unique responsibility to work with individuals with disabilities but the staff went above and beyond in their efforts to continue the high quality care the Center is known for.

There were many successes during the year and also many lessons learned. These will help the Center to remain a leading provider of services for individuals with developmental disabilities. Thanks to the staff



and leadership, the Center is well positioned to thrive and continue its important work.

With the community and the Center working together the future looks very bright. I have been associated with the Center for over 20 years and I continue to be very proud of being associated with such an exceptional organization **Where People Get Better at Life.**

A handwritten signature in blue ink that reads "Milton C. Hall, III". The signature is fluid and cursive, with a small flourish at the end.

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Chairperson of the Board

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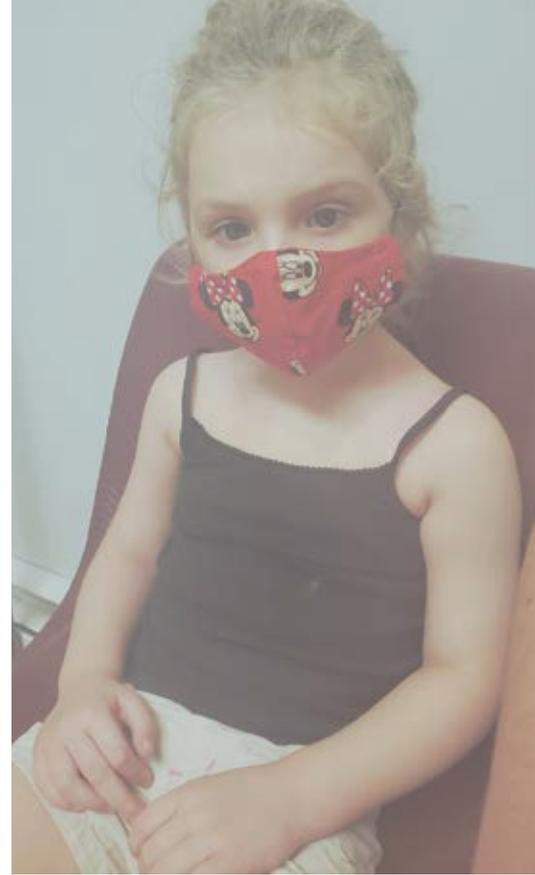
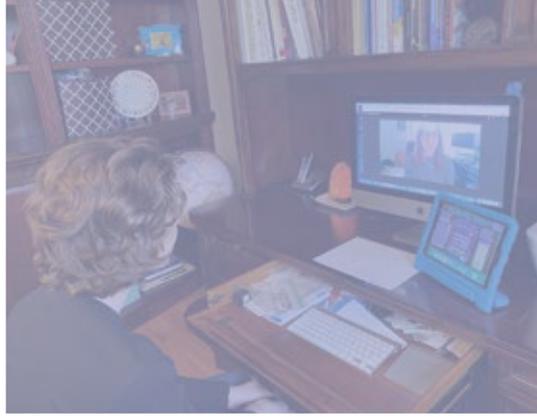
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For a listing of other Center for Disability Services Boards, please visit our website cfdnsny.org



Giving Back to a Supportive Community

When the Capital Region's medical community had an urgent need for personal protective equipment for front-line health-care workers, the Life Quality Solutions Incubator (LQSI)—the Center's research and development arm—knew it had the ingenuity to respond. With a small but growing operation focused on solving mobility and other problems through product innovation, LQSI staff pivoted to meeting frontline medical workers' needs for PPE. After making some adjustments to an existing design, the incubator's staff, fellows, and volunteers were able to meet the need by fabricating 775 face shields in about two weeks.



775

*number of face shields
fabricated in 2 weeks*

Program notes: A year of proactive progress in the face of challenge

The Center is proud to offer some of the most innovative programs in the area for individuals with disabilities and their families. The pandemic added many hurdles to our path, but while much of the world went into shutdown mode, the individuals we support didn't have to pause their journey to live their lives to the fullest. We focused on our mission and those that need us the most, and thanks to the dedication of our staff – our everyday heroes – we continued to deliver supportive services and grow as an organization.

The Center was able to make significant progress on several other fronts:

New residential home opened in Delmar

(the first in many years), with renovations underway for a new Niskayuna home (opening in 2021)

Started Day Habilitation Without Walls

adult program, enabling greater community inclusion and independence

St. Margaret's Center bedroom modernization

for 74 children, 20 young adults, including ventilator-dependent children.

Langan School added three classrooms

and over 20 students, and enabled remote learning so the children the Center supports had uninterrupted access to education.

Down Syndrome Aim High Resource Center

continues to offer academic support and activities for families. We celebrated World Down Syndrome Day on March 21, 2020 with a Random Acts of Kindness campaign. Restyled for safety from a distance, this annual campaign is all about putting a smile on peoples' faces in the name of Down syndrome.

The annual Buddy Walk was also reimagined

for 2020 as a virtual event, including a car parade in Albany. From a distance, we were able to be Collectively Connected through 21 steps!

Center Health Care

The center was awarded a \$120,000 grant from MVP Health Care and Alliance for Better Health in February 2020. This grant helped Center Health Care provide case coordination services to patients, including improved screening capabilities and linkage to community resources.

As the pandemic began to impact all of our daily lives, Center Health was able to pivot toward greater use of telemedicine services, completing over 9,000 telemedicine visits before the end of the year.

Center Health Care's Dental Department received a grant from the Hearst Foundation in early 2020, which allowed us to purchase new dental chairs, upgrade x-ray equipment, and update exam rooms with new cabinets, flooring and fresh paint. The renovations were completed in late July 2020, just in time for staff to return to work to provide dental care to our patients.



A Challenging (and Incredibly Inspiring) Year

January

60th Anniversary #518gives Fundraiser

2020 started off on a high note with the 60th anniversary of our annual telethon. Amazing special guests were on hand, including NY Giants wide receiver Darius Slayton, Madison VanDenburg from American Idol, New York Yankee Luke Voit, and The Voice's Sawyer Fredricks. But, the stars of the show were Clover Patch Preschooler Vincenza and Kevin G. Langan School graduate and Center Day Habilitation participant Franklin!

The event raised a record-breaking \$2.3+ million for the Center!



February

Dental Health

Center Health Care's Dental Unit helped recognize Children's Dental Health month, delivering over 200 dental goodie bags to Clover Patch Preschool and Langan School students!



March

Global Crisis Touches Us All

Event postponements and cancellations began as the pandemic struck the world.

The Center reacts quickly, taking steps to protect the 12,000+ individuals we serve and our staff members.

Center Family and Friends begin connecting virtually—including through a Facebook Private Group. Soon, virtual connection through Zoom calls, remote learning, and telemedicine services will become the norm for much of 2020.

April

Moving Forward Through Challenges

While the world changed rapidly, Center participants, their families, and staff celebrated Spirit Days virtually, with themes including Sign Day, USA Day, Disney Day, Crazy Hair Day, and more!



May

Honoring our Everyday Heroes

On May 20, managers from the Center's Residential Program, Adult Services, Human Resources, Nursing, and Behavior Services decorated their cars, and split up into teams to parade all over the region to thank the staff working in our 55 residences! Staff at the houses were greeted with a parade of honking horns and cheers, as our managers delivered cookies and baskets thanking staff for all their hard work on the front lines during a difficult time.



June

Celebrating Growth

In June Center Health began resuming in-person routine care appointments for Primary Care, Physiatry, Podiatry, Audiology and Dental.

And, we all celebrated our students with Reverse Parades for Langan School and Clover Patch Preschool!



Year In Review

July

Recognizing Milestones

2020 marked the 30th anniversary of the Americans with Disabilities Act! This civil rights law prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public.

The Community Foundation for the Greater Capital Region provided the Center with a donation that supported our ongoing needs for PPE and sanitation supplies during the pandemic.

August

Fundraising, Reimagined

Like most nonprofits, the Center relies on our various fundraising events throughout the year to fund the supportive services we provide, but in 2020, in-person events were out of the question.

We reworked the popular annual Siro's Cup into a virtual event, bringing the excitement of the Saratoga Race Course to the screens of thousands of supporters.



September

Inclusion Threatened

In the chaos of the pandemic, we learned that New York State would be cancelling a contract with our Commercial Services division, threatening jobs held by several of those we support through employment in our print shop. Thankfully, this short-sighted move was reconsidered (thanks to considerable public outcry), and just in time for National Disability Employment Month, the state reinstated the contract!

October

Celebrating with Safety

Our annual Capital Region Buddy Walk to support the Down Syndrome Aim High Resource Center shifted to a car parade with virtual celebration.

Our education staff treated our students to a thrilling socially distant Haunted House.



November

Supporting Remote Learning Capabilities

The Kevin G. Langan School received a Community Service Grant from CSX Transportation, helping support the Center in our efforts to continue to provide quality education and therapy related services for students with disabilities in a challenging year.



December

Virtual Holidays & Looking to 2021

The Center ended 2020 like most years, with a celebration of the growth of the individuals we support and hope for even greater accomplishments in 2021 and beyond.



Fundraising Year in Review:

Struggle, Agility & Continued Community Support

Like all nonprofits, the Center relies heavily on donations to accomplish our mission, and we are fortunate to have a long-standing history of strong support from the community. We began 2020 on solid footing, with the entire region coming

together to celebrate the Center at our #518Gives telethon and raise over \$2.3 million to support our mission.

But, due to the pandemic the telethon was the last in-person fundraising event for the rest of

2020. Much of our fundraising activity is event-based, such as Siro's Cup and our annual Aficionado Experience. At first, these needed to be postponed, then they needed to be reworked entirely as virtual events.



46

46 teams registered for the Million Dollar Beach Volleyball Tournament donated all or part of their registration fees when the event had to be canceled due to COVID.

Help us continue our mission—no matter what lies ahead

COVID-19 challenged us in 2020, and the fight against the pandemic continues to lead us into uncharted territory. But through a most difficult year, the Center remained focused on our mission and exhibited strength at every level—strength made possible through the support of our donors. The funds raised in past annual appeals armed us with resources and technology, and provided a foundation for success. We were able to pivot to remote learning and

the delivery of healthcare services through telemedicine. And, we invested in protecting those that receive support from the Center and our staff. Because of this strong foundation, the Center has been able to react quickly, maintain safety and help others continue on their path to achieving their goals.

Without your generous support over the years we would not have been prepared to face the challenges of this pandemic. But, the challenges

are far from over. Today, we need your support more than ever. Your continued support will help us face the unknown challenges on the horizon.

“What better time to contribute to the Center than now, to show our support for their amazing work.”
Laureen Calautti, Parent of an individual who receives services from the Center

2021 Update

Supporting Vaccination for a Vulnerable Population

Getting COVID-19 vaccines into the arms of New Yorkers with developmental disabilities who live in group homes has been a challenge for many reasons – including the fact that some mass reservation systems and mass vaccination sites are not equipped to handle people with autism, Down syndrome, cerebral palsy and other intellectual and developmental disabilities.

In February 2021, the Center met this challenge by facilitating vaccination for some 400 individuals with developmental disabilities, along with the workers who support these individuals every day. We have continued this vaccination effort, and as of this writing have helped administer over 7,000 vaccines!”

The Center is thankful for our partners in the community, including

Albany Medical Center, New York State Industries for the Disabled (NYSID), Assembly member John McDonald, and Albany County Executive Daniel McCoy, for helping us realize this goal and setting a model for statewide vaccine delivery to those with disabilities and other vulnerable members of the population.

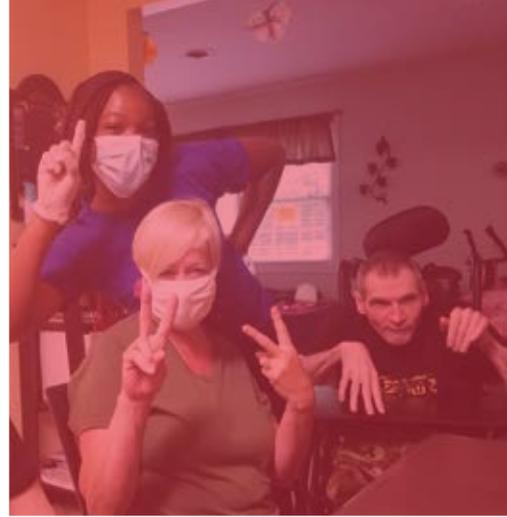
“This is a highly vulnerable population that, because of their disabilities, can’t easily be served at the regular mass vaccination sites. Our facility is specifically designed for them so this works,”

– Greg Sorrentino, President and CEO, Center for Disability Services



Center for Disability Services

Our wide range of services under a single umbrella allows us to provide a seamless continuum of care as the people we support age or as their needs change.



Whether you need us for the weekend, a week, or a lifetime, whether it's in your home or ours, the Center for Disability Services is here to support you and your family.

Prospect Center
An Affiliate of
Center for Disability Services

St. Margaret's Center
An Affiliate of
Center for Disability Services

Kevin G. Langan School
At the
Center for Disability Services

Down Syndrome Aim High Resource Center
At the Center for Disability Services

Clover Patch Camp
At the Center for Disability Services

Camp Spectacular
At the Center for Disability Services

Clover Patch Preschool
At the Center for Disability Services

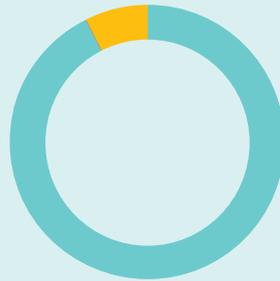


Financial Summary

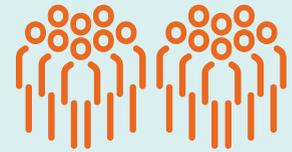
Thank you to our supporters for their generosity.



80+ Locations



- 92.33% Program Service Expenses
- 7.67% Management in General



12,000+ Supported Annually

For additional information of our Audited 2019 Financial Statement, please visit our website cfdnsny.org

Please join us and make the Center part of your personal philanthropy and legacy

For over 75 years, the Center for Disability Services has been one of upstate New York's largest providers of programs and services for individuals who have disabilities. The Center for Disability Services is the place where people get better at life, but we need your support. Help us in our mission to support others, and make a difference today.

Ways to Give



Your financial contributions help us support the community.



Make a planned gift and join the Guardian Circle.



Help us provide ongoing services by including the Center in your planned giving efforts.



Donations also accepted directly at cfdnsny.org/giving

Since your support is so essential to our mission, we have made it easy to help us provide ongoing services and make a positive impact on more lives. Whether you are interested in sending a single one-time donation, or if you'd like to make the Center a part of your recurring charitable giving, we provide numerous options.

Please call 518-944-2121 to learn how you can support our mission.

Center for 
Disability Services

Where people get better at life™

“Our commitment to our mission is stronger than ever.”

–Gregory J. Sorrentino, President/Chief Executive Officer

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