



VANDERHEYDEN

Giving new life to youth, adults and families

FAMILY FOCUSED • TRAUMA INFORMED • COMMUNITY BASED

MORE THAN
190
YEARS

ANNUAL REPORT

2024-2025

Better Together!



Greetings Dear Friends,

At Vanderheyden, we believe deeply in changing lives to save lives. This belief has guided us since 1833 and continues to inspire everything we do.

Over the past year, we have empowered more than 700 youth, adults, and families through education, residential care, and community-based programs across the Capital Region.

Our success is a shared achievement, made possible by the dedication of our Board of Directors, team members, donors, volunteers, community partners, and elected officials. Together, we create opportunities for growth, foster resilience, and provide the support needed for individuals to thrive.

As we move forward, we embrace the theme **Better Together**. Progress is built through collaboration, compassion, and a shared vision for brighter futures—values that guide us every single day, 24 hours a day, 365 days a year.

Please join me in exploring our **2024–2025 Annual Report**, which highlights the impact of your support and the incredible stories of transformation happening within our community. Thank you for believing in this mission and continuing to walk alongside us on this journey.



Laura Dillon
Chair of the Board



Karen M. Carpenter
President & CEO



COFCCA



NYSACRA

The New York State Association of Community and Residential Agencies



VOICE FOR THE CHILDREN



Children's Health Home of Upstate New York
Family Driven Care Management Services



Alliance
for Strong Families
and Communities



NYS Coalition
for Children's Behavioral Health



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Please provide HOPE for those who need it the most.

Their future is in your hands.



The Troy Orphan Asylum's original compound on Spring Avenue in Troy, NY



At Vanderheyden, we see potential where others see obstacles. With various programs meeting the needs of both at-risk youth and adults with developmental disabilities, Vanderheyden recognizes that independence and job training is key to a successful future. With your help, Vanderheyden can provide after care, housing and job training so these individuals can live independently and successfully.

**For only \$18.33 a month.
You can make a difference!**

SCAN & SUSTAIN



Vanderheyden's roots began in 1833 as The Troy Orphan Asylum. As we celebrate the past 190 years of changing lives to save lives, we look towards the future of Vanderheyden. Since 1833, our focus remains to providing a successful future for those in our care.

To do this... We need your help!

**Help us create a world where
all have an opportunity to thrive.**

Who we are...

Vanderheyden is recognized as one of the premier children, adult and family service agencies in the Capital Region of New York.

For over 190 years, we have been providing services to youth and adults who:

- Have been abused, neglected or abandoned
- Have emotional and behavioral challenges
- Have developmental disabilities
- Are caring for a special needs child or individual at home

Services we provide

Vanderheyden offers a wide range of programs and services to youth, adults and families through educational, residential and community-based programs throughout the Capital Region.

Education

*The Richard A. Desrochers Educational Center, fully accredited, serves **104 students** in grades 7–12, including those on campus, in group homes or attending as day students from nearby communities.*

Students can graduate with a Regents Diploma, Local Diploma, or a **Career Development and Occupational Studies (CDOS) Certificate**. For students with multiple diagnosis, the **Skills and Achievement Commencement Credential (SACC)** provide learning in a highly supported setting, focusing on vocational skills with help from a job coach and transition coordinator.

Classroom programs are tailored to meet individual needs, and job training prepares students for life beyond school by building skills, independence, and confidence.

Employment readiness is fully integrated into our curriculum, supported by new grant funding. Students gain hands-on experience year-round at The Vandy Thrift Shoppe, Maintenance, the school kitchen, and our baking program, The Cookie Jar. Many also work in the community at places like Dunkin' Donuts, McDonald's, Walmart, local diners, and theatres.

We are also proud of our partnership with **Hoffman Car Wash**, which retrofitted the Career Center garage to expand our vocational training opportunities and better prepare students for future careers.

This year Vanderheyden partnered with **Sylvan Learning** to provide private 1:1 tutoring to address critical math and literacy needs.



Monica's Story

I came to Vanderheyden in high school feeling lost, with no direction or motivation. While my journey wasn't easy, Vanderheyden gave me the tools to face my past and build a better future. This year, I had the honor of being the keynote speaker at graduation—a moment that showed how far I've come. Today, I have a chosen family who loves me, and I'm pursuing a doctoral degree in Occupational Therapy.

“ I share my story to remind others that with the right help, it's possible to rewrite your story and create the life you deserve. ”

Residential Treatment Center for Youth (RTC)

Youth are referred to Vanderheyden's Residential Treatment Center through school districts, courts, county agencies, and families. The RTC consists of seven cottages in a home-like setting serving youth ages 12–21. One cottage function as a Diagnostic Respite Center, offering up to a 90-day assessment for youth.

In 2024–2025, Vanderheyden's OCFs* & SED* programs received **1,093** referrals across all and Day Programs, an increase of 100 from the prior year. Vanderheyden serves youth from 30 counties across New York State.

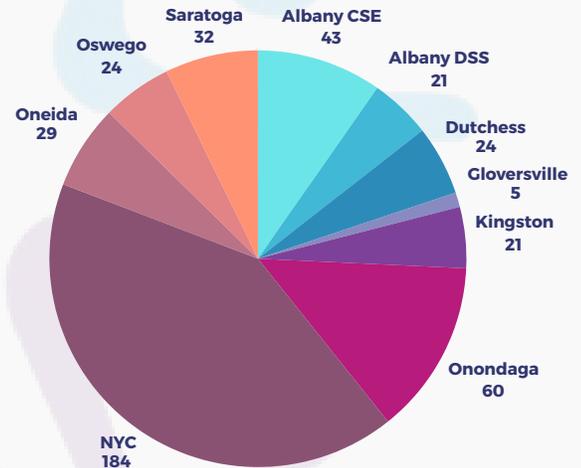
The highest number of RTC/SED referrals came from the NYC Department of Education. In **2024–2025**, the RTC had **34 admissions and 34 discharges**.

In 2024, a unit was converted to a **"hard-to-place"** designation. Currently, of the 7 residential cottages, 5 are designated for hard-to-place youth and 2 are regular units.



- *Office of Children & Family Services
- *State Department of Education
- *Department of Social Services
- *Committee of Special Education

Top Referrals



Vanderheyden partners with Capital Roots



Farm-to-Table Meals with Capital Roots

Vanderheyden's 18 locations have come together in spirit to share the same farm-to-table meal, made possible through our new partnership with Capital Roots. Fresh fruits, vegetables, and herbs sourced from local farms were delivered to every program and home, creating a shared, nutritious experience for all. We are grateful to Capital Roots for helping us bring healthier, farm-fresh food to the individuals we serve.

Community Living

Providing several community-based unique experiences and supports.

Supervised Independent Living Program (SILP)

SILP helps young adults in foster care develop the skills needed to live independently by age 21. All participants are enrolled in college, a vocational program, or employed in the community.

This year, individuals attended HVCC, Siena College, and UAlbany. We had multiple graduates from the program, **moving into their own apartments with jobs**. One graduate also earned an associate's degree in Welding with high accolades.

The program is supported by a full-time Case Coordinator and a Life Skills Specialist who assist with employment readiness, vocational opportunities, and volunteer work. Participants also attend group sessions covering essential life skills such as apartment hunting, financial literacy, and building safe relationships.

Individual Residential Alternative Homes (IRA)

Our **6 Supervised IRA** homes provide daily support to **37 adults with developmental disabilities** across Rensselaer and Warren-Washington Counties. These programs operate **24/7, year-round**, offering personalized assistance in:

- Building social and daily living skills (cooking, shopping, personal care)
- Managing health needs and medications
- Developing community independence

Staff also encourage participation in recreational activities and help maintain meaningful connections with friends and family through visits and phone calls.

Community Services Supportive Apartment Program (CSIRA)

Our Community Supportive IRA Program offers apartments in Troy and Glens Falls, providing adults and their families with personalized support to help them thrive. Services include assistance with daily living activities, meal planning and preparation, social and recreational opportunities, apartment maintenance, and nursing support.

In 2025, **2 individuals** successfully transitioned from supervised living to a more independent supportive living environment. The program also fosters growth through cooking groups, recreational activities, and individualized goal setting.

During 2024–2025, **28% of participants reached mastery level** on their personal goals, **while 53%** continued to make steady progress toward greater independence.

Bessey

Bessey is a co-ed, hard-to-place residence with enhanced staffing for youth in foster care. A full-time clinician and case coordinator are on-site, providing crisis management as well as individual and family counseling.

Rubin

Rubin is a program for males aged 12 to 21 in foster care, including those who are hard to place. The residence provides enhanced staffing to support individuals in attending high school, vocational programs, or employment, while also teaching essential life skills to promote independence.

Employment Services

Community Pre-Vocational Services

The Community Pre-Vocational Services program **increased** from serving 5 individuals to 7 in 2025, expanding both participation and opportunities. The program helps participants build essential work skills to prepare for competitive employment by exploring a variety of job experiences in the local community.



In 2025, services expanded from three to five days per week, and the number of community work sites increased from 3 to 7!

Children and Family Treatment & Support Services (CFTSS)

This program provides free behavioral health services covered by New York State Medicaid. Delivered in the home or community, these services help children, youth, and families address mental health and substance use needs while strengthening family support and empowering informed care decisions.

In 2024-2025, CFTSS served **219** children and families across **11** counties in New York State, providing individualized, strength-based care that addressed both clinical and rehabilitative needs.

The CFTSS team delivered an impressive **6,619 hours** of direct service in 2024-2025. This included counseling through **Other Licensed Practitioner (OLP)**, **Community Psychiatric Support and Treatment (CPST)**, and **Psychosocial Rehabilitation (PSR)** were provided, ensuring children and families had access to comprehensive therapeutic and rehabilitative supports.

In 2025, Vanderheyden partnered with the **Commission on Economic Opportunity (CEO)** to open offices in Troy, expanding access to CFTSS. These services provide vital support to children and families, helping them navigate today's parenting challenges, build resilience, and improve overall well-being.



Health Home Care Management

This program is a comprehensive, child-centered care management system for children with chronic conditions throughout the Capital Region. The program currently serves **70 active clients**, with an additional 10 engaged in outreach, across 8 counties. Referral rates have increased, particularly in Albany and Rensselaer Counties.

Program Developments: The program implemented billing flexibility to ensure ethical and accurate billing practices. Staff excellence was recognized in the CHHUNY Quarterly Newsletter, highlighting the dedication and expertise of our team.

For 2025-2026, the goals are to hire additional care managers in targeted counties, increase starting compensation for care managers by **15%** to enhance recruitment and retention, maintain high compliance with billing standards, and ensure manageable caseloads while providing professional development, including trauma-informed care and care coordination training.

Success Story : Supporting Theo and His Family

(Client name has been changed to protect privacy)

In March 2025, Care Manager Vanessa began working with **Theo, a 4-year-old** whose grandmother is his primary caregiver. After concerns about his development and behavior, Theo was diagnosed with Autism. While the diagnosis provided clarity, Grandma faced ongoing challenges managing disruptive and unsafe behaviors, including difficulties with preschool attendance and everyday safety, like car rides.

Navigating the system of care was overwhelming, but Vanessa provided guidance every step of the way. She helped Grandma communicate with the school district, submit requests for Special Education Services, attend Committee on Special Education (CSE) meetings, and advocate effectively for Theo's needs. Vanessa also collaborated with Theo's pediatrician, which led to the introduction of supportive medication and the acquisition of a specialized five-point harness car seat.

Within six months, Theo's evaluations were complete, and he toured his new school. Grandma reports a significant decrease in behavioral outbursts and feels more confident advocating for Theo, even joining a parent and caregiver support group. Vanessa continues to provide support as Theo, and his grandmother navigate this journey.

This story highlights the vital role of Children's Care Management Services in helping families navigate complex systems, empowering caregivers, and improving outcomes for children with special needs.

"I feel that I had the ability to give empowerment, advocacy, and comfortability to bridge the gaps between the family's needs and barriers. My work has not been done alone but as a collective, to amplify the voices of the families we serve."



Vanessa Lapointe
Care Manager



Expanding the Peer Advocate Workforce

Awarded a \$275,000 grant from the New York State Office of Mental Health

This investment allows Vanderheyden to train and credential Youth and Family Peer Advocates across **six** counties, creating pathways for individuals with lived experience to support youth and families navigating behavioral health, child welfare, and educational challenges. Through stipends and employment support, this initiative not only strengthens the peer advocate workforce but also empowers families to access vital resources and build natural support networks.

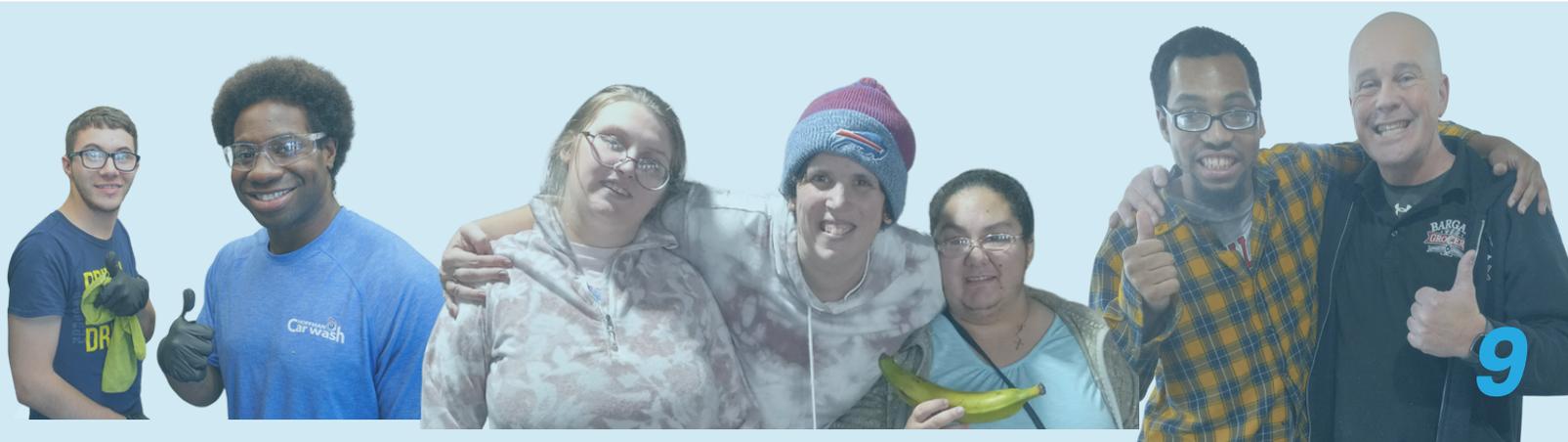
Family Peer Advocates have lived experience as the primary caregiver of a youth who has historically or is currently accessing the behavioral health system, child welfare, substance abuse services, or who displays social/emotional needs that impact their ability to obtain an appropriate education.

Youth Peer Advocates use their own lived experience of navigating the above-mentioned systems to assist youth to achieve their goals, encouraging the youth to advocate for themselves, and develop a network of natural supports they can access after service utilization.

Peer Advocates can aid in meeting basic needs, navigating healthcare and community services, educating and empowering the family to identify natural supports and community connections, school advocacy, locating transportation, and securing child care.

“**This grant from the New York Office of Mental Health provides another opportunity to support vulnerable families to continue to help them live their best lives.**”

- Karen M. Carpenter
President & CEO



Day Habilitation Programs

Our Day Habilitation Programs are designed to help individuals develop essential life skills in relationship building, community engagement, self-advocacy, and independence. Services are provided in both traditional “**with walls**” settings and community-based “**without walls**” settings across Rensselaer and Albany Counties.

This year, participants made meaningful contributions to the community through volunteer efforts at eight local nonprofits, including food pantries, churches, animal shelters, and organizations such as The Red Bookshelf, Catholic Charities, Hope 7, and Meals on Wheels.

In addition to community involvement, participants engage in a variety of enrichment experiences, including day trips to amusement parks, museums, and historic sites, as well as on-site activities such as music therapy, therapy dog visits, arts and crafts, and creative writing.

Each participant works toward individualized goals in areas such as community safety, self-advocacy, behavioral management, and overall health. Our dedicated staff collaborate closely with participants to ensure progress, achievement, and personal growth throughout the year.

I have worked at Vanderheyden for almost 21 years and I currently manage the Community Habilitation program. I have seen what a difference it can make having staff work with individuals within their community. They feel like they belong and are accepted for who they are. I love seeing their eyes light up when they are told yes they can do that activity or go to that place and I've seen a sense of pride as individuals have moved into their own apartments after working so hard to get there and have that independence.



Becki Gould

Community Supports Manager

Community Habilitation Program

This program supports adults and children across Rensselaer, Albany, Warren, Washington, and Schenectady Counties in achieving personal goals related to independence, socialization, productivity, and community integration. Services are provided in individuals' homes or within the community, helping them develop skills to live safely and more independently while participating in meaningful activities.

In 2025, the program anticipates growing participants by increasing billable service hours and expanding outreach. Team members provide personalized support to build life skills, explore community opportunities, and promote greater independence.

Residential Community Habilitation

This program serves adults living in certified OPWDD residences who require additional supports to enhance daily living skills, foster social connections, and achieve personal outcomes. Services focus on skill building, community engagement, and improving independence while encouraging participation in social and recreational opportunities.



The Vandy Thrift Shoppe

Three years of success in Downtown Albany



Come see us!

Scan the QR code for our updated hours:



412 Broadway, Albany NY 12207

Connect!



@thevandythrift



The Vandy Thrift Shoppe

Job Skills Program – for all ages & skill levels

The Vandy Thrift Shoppe is attended by multiple programs across the agency on a weekly basis. The pre-vocational program has 10 individuals attending each week. Vanderheyden's school sends different students each semester to the Thrift Shoppe. Vanderheyden individuals are part of the entire business process. They receive the donations, process and sort them, stock the store and work the cash register.

Guest Cashiers

We were honored to welcome area dignitaries and community leaders as guest cashiers at the Vandy Thrift Shoppe! These special guests spent time helping customers while learning more about Vanderheyden's mission and programs. It was a wonderful way to connect with the community and showcase the impact of our work—stop by and see who might be behind the register next!



Community, Partners Donors and Volunteers

July 1st, 2024 - June 30th, 2025

Thank you for your continued support!

Albany Firewolves Foundation
Alexis Diner
American Clothing Recycling
Anon Prom Fundraisers
Anon Thrift Shoppe POS
Paul Appleby
Linda Bailis
Baker Public Relations
Christopher Baretsky
Michael Barrett

Jillian Cotchen
Harrington Crissey
Michael Cronin
Emma Cummins
Deanna Dal Pos
Sarah Dallas
Nancy Davis
Deborah Demers
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Hoosick Valley Contractors
Denise Horan
Cathy Houseknecht
Marsha Huang
Donna Hughes
Patrick Hughes
Robert Hunn
J.M. McDonald Foundation
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Devon Jackson

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Schwab Charitable
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William Shannon
James Sherin
Vicki Simons



Corporate Volunteers:

Broadview FCU
CDPHP
Couch White, LLP

Hoffman Car Wash
KeyBank
M&T Bank

MMB + CO
Pioneer
Regeneron



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A special thank you to all our donors who contributed in-kind.

FINANCIALS



Net Income/(Loss) From Operations*
For Year Ending June 30, 2025

**Results of operations pending 2024- 2025 audit.*

Agency Expenses (Salary/Non-Salary)

Salary & Benefits	\$25,123,851	80.85%
All Other Expenses	\$5,948,921	19.15%
Total Expenses	\$31,072,772	



712
*Individuals &
 Families Served*



Revenue by Program

NYS Office of Children & Family Services (OCFS)	\$14,147,948	43.68%
NYS Office of People with Developmental Disabilities (OPWDD)	\$8,439,906	26.05%
NYS Education Department (SED)	\$6,624,735	20.45%
NYS Office of Mental Health (OMH)	\$1,797,067	5.55%
Health Homes	\$402,799	1.24%
Contributions and Fundraising	\$645,995	1.99%
Endowment - Gains & Dividends	\$199,568	0.62%
Other revenue	\$135,443	0.42%
Total Revenue	\$32,393,461	



Expenses by Program

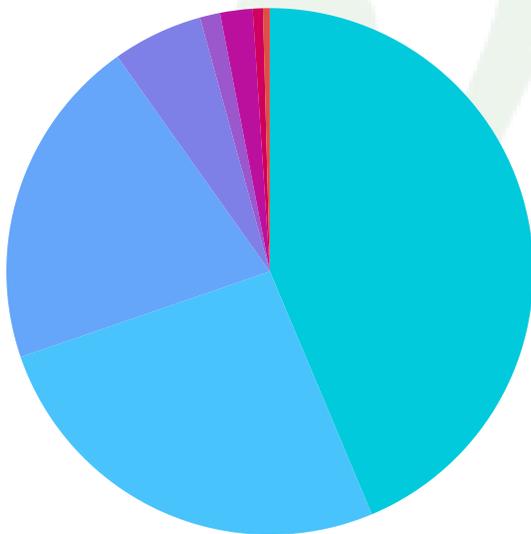
NYS Office of Children & Family Services (OCFS)	\$12,302,035	39.59%
NYS Office of People with Developmental Disabilities (OPWDD)	\$7,967,517	25.64%
NYS Education Department (SED)	\$5,536,340	17.82%
NYS Office of Mental Health (OMH)	\$1,733,866	5.58%
Health Homes	\$505,310	1.63%
Administrative Expenses	\$2,728,727	8.78%
Other Expenses	\$298,977	0.96%

Total Expenses **\$31,072,772**

Net Income/Loss **\$1,320,689**

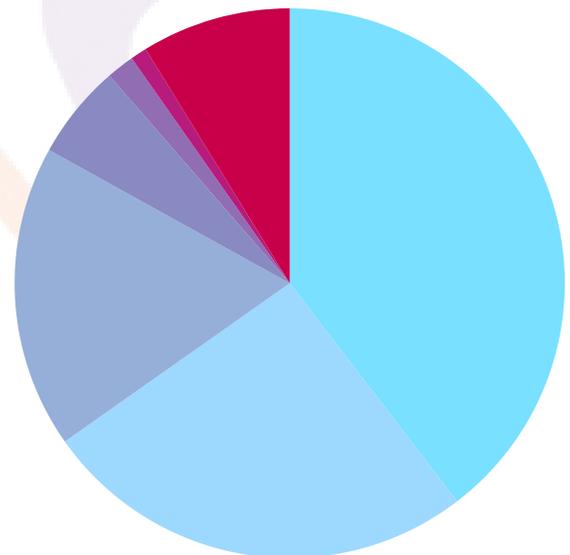
Revenue By Program

- OCFS ● OPWDD ● SED
- OMH ● HH
- FUNDRAISING
- ENDOWMENT ● OTHER



Expenses By Program

- OCFS ● OPWDD ● SED
- OMH ● HH ● OTHER
- ADMIN



Empowering youth, adults and families to build brighter futures

**For only \$18.33 a month.
You can make a difference!**

SCAN & SUSTAIN



VANDERHEYDEN
Creates bright futures!

Living and Working In Your Community

ANNUAL REPORT 2024-2025

Join our team today!

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