



Westchester Institute  
for Human Development

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# ANNUAL REPORT

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A YEAR OF INSPIRATION,  
GRATITUDE, AND HOPE

2020

# WIHD is a University Center for Excellence in Developmental Disabilities

As one of 67 University Centers for Excellence in Developmental Disabilities (UCEDDs), the Westchester Institute for Human Development (WIHD) is dedicated to improving the lives of people with disabilities and vulnerable children through professional education, direct service provision, and innovative research.

For over 45 years, WIHD has been a key regional resource providing a wide range of medical, dental, clinical, and social services to individuals, families and professionals throughout Westchester County and the Lower Hudson Valley.

At WIHD, everything we do is guided by our vision of a future in which all people, including people with disabilities and vulnerable children, live healthy and productive lives as full members of society.

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## Welcome Letter from Dr. Susan Fox, President and CEO

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Dear Friends, Colleagues, and Supporters:

It is hard to believe that more than a year has passed since the beginning of the COVID-19 pandemic. And what a year it has been. We could not foresee what 2020 held in store for us and it tested our resilience, capacity, passion and commitment. WIHD staff surpassed every challenge thrown their way. They had to figure out how to do their work differently and they didn't miss a beat. This report chronicles some amazing stories of how WIHD staff stepped up and found ways to make sure those we serve received the critical services they rely on. Within days of the very difficult decision to pause most of our on-site services, we had deployed telehealth; set up remote therapy; and established new and innovative ways to teach students, train professionals, conduct research, and communicate with families.

I couldn't be more proud to be part of an organization than I am to be part of WIHD. I hope you are as inspired as I am by the passion, determination, ingenuity, and resilience of this entire organization.

I have great hope for the future and know that WIHD can and will persevere no matter what challenges are placed in front of us. This past year certainly proved that.

Best,

A handwritten signature in black ink that reads "Susan".

Susan Fox, PhD  
President and  
CEO

For more information, visit our website at [wihd.org](http://wihd.org)

## WIHD BY the Numbers

Throughout the pandemic, WIHD continued to reach our clientele through telehealth, remote therapy, virtual training and technical assistance, and ongoing research activities. Despite the challenges presented, WIHD:

- ❖ Provided **32,709** clinical and medical visits to **4,199** individuals
- ❖ Provided **3,512** primary care visits to **1,133** adults
- ❖ Conducted **196** assistive technology evaluations
- ❖ Loaned **664** assistive technology devices
- ❖ Provided **2,691** behavioral psychology visits to **115** children and adults
- ❖ Provided **5,515** dental visits to **2,656** children and adults
- ❖ Provided **2,342** audiology visits to **1,540** children and adults
- ❖ Conducted over **200** multidisciplinary evaluations of suspected child abuse for Westchester County



- ❖ Trained **2,936** participants in **129** community and professional educational activities
- ❖ Responded to **906** requests for Information and Referral
- ❖ Served **183** individuals through self-direction brokerage
- ❖ Provided support to **215** individuals and families regarding housing, benefits, and guardianship
- ❖ Trained:
  - **74** long/medium term trainees
  - **110** short term trainees
  - **592** students through our various training programs
- ❖ Provided internships, practicums, and rotations to **43** students
- ❖ Submitted **12** full grant applications and received **8** awards
- ❖ Published **7** peer reviewed articles





## The Beginning of 2020

*In January of 2020, we were preparing for another successful year, with lots of exciting plans.*



❖ In January, WIHD held a legislative breakfast with a strong attendance of county and state legislators.

❖ Senator David Carlucci visited WIHD.



❖ Naomi Brickel provided testimony at the Westchester Delegation of Assembly budget hearing.

❖ In February, WIHD presented longevity awards to staff during the Annual State of the Organization Address.



❖ WIHD hosted the “Aging Out” film event with Assemblyman Tom Abinanti.

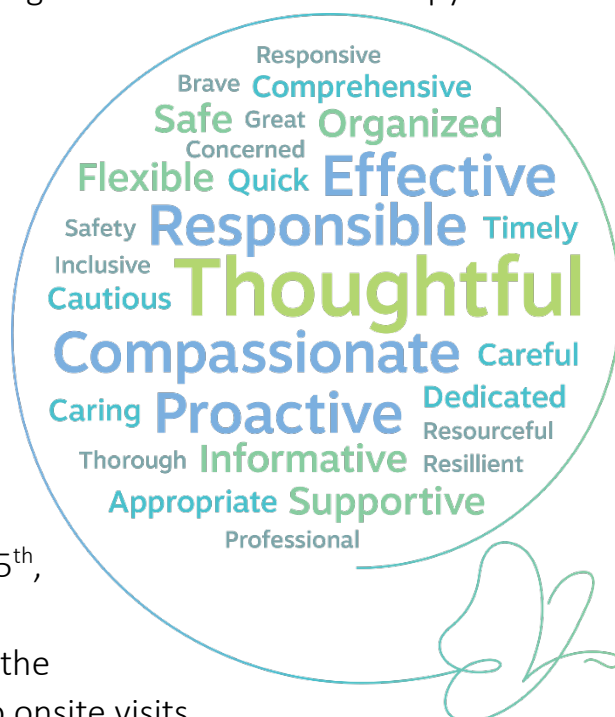
❖ Valentine’s Day presented one of the last opportunities for in-person staff appreciation events for 2020.



## WIHD Responds to the Coronavirus (COVID-19) Pandemic

As the COVID-19 Pandemic evolved in early March, WIHD quickly responded by closing our dental clinic, pausing most on-site services and deploying telehealth and tele-therapy.

Each of the programs at WIHD quickly pivoted their delivery models and developed new platforms to continue to provide services in a remote environment. Their stories of adaptability, compassion and resilience are truly inspiring as we continue to navigate this uncertain time together.



## Return to Full Operations

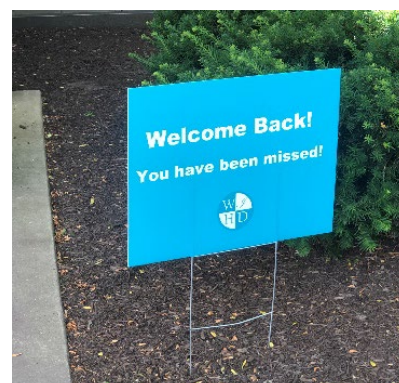
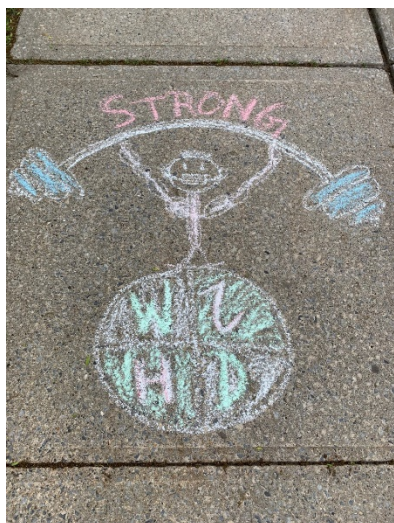


On June 15<sup>th</sup>, WIHD reopened the building to onsite visits, under strict COVID guidelines. New procedures included screening of all patients, staff,



and visitors entering the building; daily alert system for staff to monitor and report symptoms; social distancing signage and markers; sufficient PPE for all staff; upgraded air filtration

systems; and daily deep cleaning.





## Programmatic Response to the Pandemic

### Health Services

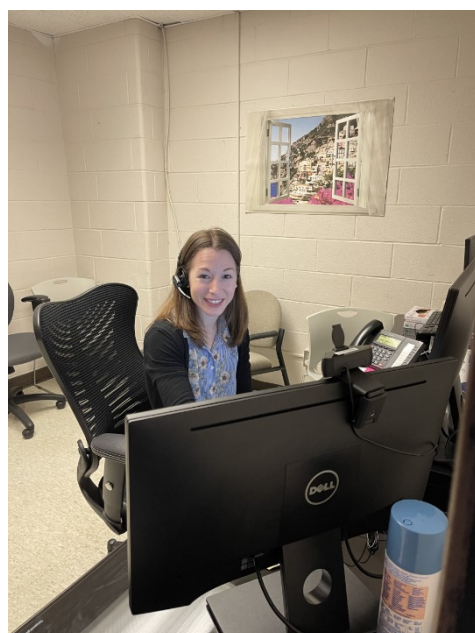
A silver lining of the pandemic was the approval of payment for telehealth services. WIHD's Health Services Department rapidly moved to telehealth under emergency Centers for Medicaid and Medicare Services (CMS) regulations. This proved to be a very positive change as telehealth allowed us to continue providing critical medical care to our very vulnerable patient population.



We began to provide some limited onsite services starting on June 15<sup>th</sup> for annual physicals, six-month checks, and specialty care not appropriate for telehealth. A significant challenge to reopening was acquiring adequate PPE in order to see people on site.

Staff in our health services have done an amazing job juggling appointments, rescheduling appointments, learning how to implement telehealth, and coming to work every day to serve the people who rely on us for their medical care.

We look forward to being able to continue to provide some of our medical services through telehealth post COVID.



## Dental Services

On March 18, 2020 WIHD made the difficult decision to close its dental clinic. We provided emergency care as needed throughout this time, primarily through tele-dentistry.

A priority for reopening was acquiring appropriate equipment to assure staff and patients were safe when we were able to see patients again. Thanks to several generous donors, the dental department was able to add new equipment into their dental suites to enhance patient and clinician safety during visits. Extraoral Suction Systems (EOS) are now used to collect aerosols, droplets, dust, and pathogens produced during routine dental procedures and high efficiency air filtration units continuously refresh the air throughout the clinic.



WIHD reopened its dental services in June at half capacity, slowly increasing the number of dentists over the summer. By the Fall, we were operating at 75% capacity where we maintained throughout 2020. The Touro College of Dental Medicine students resumed their rotations in September at a reduced capacity.

WIHD's mobile dental clinic resumed services over the summer bringing critical dental care to several community sites.





## Speech and Hearing



The Speech and Hearing Center has continued to provide care across the Westchester Medical Center (WMC) Health System throughout the pandemic. WIHD's speech-language pathologists and audiologists faced intense challenges in meeting patient needs, maintaining sterile equipment and ensuring their own health and safety. The level of stress throughout 2020 was incredibly high, but the staff remained committed to each other and their mission.

The impact of the work of these dedicated clinicians cannot be overstated. They worked each day with positive COVID patients, assuring they were comfortable and could communicate with loved ones. One example was a pregnant woman who contracted COVID and delivered her

baby at 32 weeks. Hospitalized on a ventilator for several months, she was followed by WIHD's clinicians for both communication needs and swallowing difficulties. These treatments enabled her to advance to a regular diet and thickened liquids, supporting her transition to a rehabilitation facility.

Hearing aid distribution and audiology services were provided on site at WIHD through the spring with full schedules resuming in June. In partnership with the Cochlear Implant Program at WMC, WIHD audiologists provided remote programming of Cochlear Implant speech processors through a grant from The Children's Hearing Institute. WIHD was the first to provide this service in the New York Metro Area and continues to be one of the few centers providing these services throughout the country.

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*Danielle Tomaselli worked with a COVID patient who was being discharged home on hospice care. His wife's one wish was to be able to communicate with him prior to his death. Danielle was able to work with him to provide the wife with a recording of him saying "I love you Rose". Something she said she would cherish forever and that exceeded her expectations.*

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## Behavioral Health Program

In order to improve coordination of care, WIHD has integrated its Behavioral Health Program to include Psychiatry, Clinical Psychology, and Behavioral Psychology. Psychology services include psychological evaluations, dementia screens, psychotherapy, and behavior therapy.

These services moved quickly to being provided primarily through telehealth and this shift has been particularly well received by individuals and families. Through telehealth, clinicians have been able to maintain consistent connections with individuals served ensuring continuity of treatment. There have been fewer missed appointments as transportation and schedule disruptions are not as much of a challenge as with in-person services.

## Assistive Technology

WIHD's Assistive Technology program continued to provide services throughout 2020. In March, evaluations and therapy moved to telehealth as appropriate. Therapists continued to work with schools to provide support to students, primarily through remote education. They also prepared home packets for schools to send home with children to support their therapy and schoolwork.

WIHD's AT Loan service never stopped. Loan Program Coordinator, Beth Heyd, set up remote drop off and pick up capacity at our front door and kept our services open and accessible to those in need.



## Early Intervention

Referrals to Early Intervention dropped dramatically as families focused on more immediate needs at the height of the pandemic. Service coordinators continued to meet family needs through remote evaluations and planning. They assisted families to navigate services and paperwork in a digital world and to access web-based home activities.



WIHD's Early Intervention Parent Child Support Group transitioned to telehealth and was featured on News12 Westchester.

## Community Support Network

Facing unprecedented circumstances, the Community Support Network (CSN) at WIHD tailored their services to continue to provide needed support. The CSN staff were able to expand their reach as they took trainings to virtual platforms and technical assistance to social media platforms:

- ❖ CSN LIVE sessions within our CSN Facebook group platforms featured CSN Family and Community Educators who were available at regularly scheduled days and times. Families could come on online with questions or to discuss issues they were confronting.
- ❖ “Facebook Live” information sessions hosted experts on relevant topics to address issues arising as a result of the pandemic.
- ❖ Regular trainings and The Transition Institute winter conference expanded our reach from the Hudson Valley to state, national, and even audiences outside the continental US!
- ❖ CSN has expanded its offerings for Spanish-speaking families and hosts a Facebook group for Spanish-speaking families: [WIHD.CSN.ESPAOL](https://www.facebook.com/WIHD.CSN.ESPAOL)



## Diversity and Inclusion

COVID-19 highlighted the importance of addressing what has been referred to as the triple pandemic: health, economic and criminal/social justice disparities. In line with our commitment to providing equitable services and reduce health disparities for individuals with I/DD and vulnerable populations; WIHD increased our efforts to enhance our organizational diversity, equity, and inclusion. This work included mandatory agency-wide training, monthly virtual sessions on select topics, and facilitated discussions on Race, Equity and Inclusion. WIHD also issued a statement on racial tensions facing our country following the death of George Floyd. WIHD is committed to becoming a more diverse, equitable and inclusive organization and looks forward to continued progress in 2021.



Derrick Willis, Director of the Iowa UCEDD and co-chair of Association of University Centers on Disabilities' Multicultural Council, facilitated a discussion on Race, Equity and Inclusion to WIHD staff in July 2020.

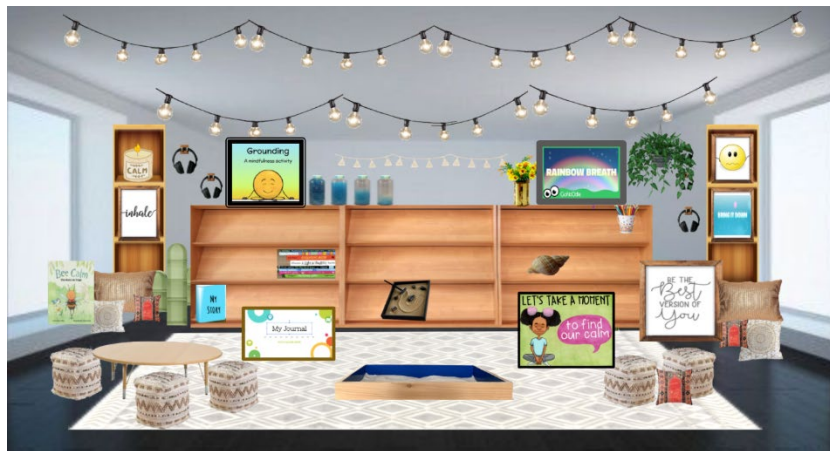


## Child Welfare Services

As schools closed, fewer children and families were able to come to WIHD for services. Our Child Welfare staff pivoted quickly and moved to fully remote services 3 days after services shut down in mid-March, continuing to reach the **450** children and families who rely on WIHD for support. Many programs saw increased participation as a result of remote options and in many cases clinicians were able to see children more often. The Pediatric Medical Unit, based in White Plains, operated continually through the pandemic, providing critical medical care to hundreds of children in foster care.

WIHD staff went above and beyond and the community has been exceptionally generous to the families we serve. Staff across programs dropped off activity kits, food, holiday gifts, and winter clothing to children and families in need during these difficult times. We received an outpouring of support from community groups, individuals, and staff who donated holiday toys and gifts; supplied backpack and schools supplies; and purchased new winter coats, hats, and mittens.

WIHD's Educational Coordinators worked around the clock during the Spring to track whether children were able to access their on-line schoolwork and did an amazing job advocating for children whose needs were not being met. Through a grant from the Redlich Horwitz Foundation and with the assistance from Staples in Elmsford, WIHD was able to acquire 30 Chromebooks for children who did not have access to appropriate technology to participate in school or remote therapy.



Clinicians used their creative talents to develop virtual therapy rooms for children so they could continue to engage in meaningful trauma-informed mental health treatment even while participating remotely.

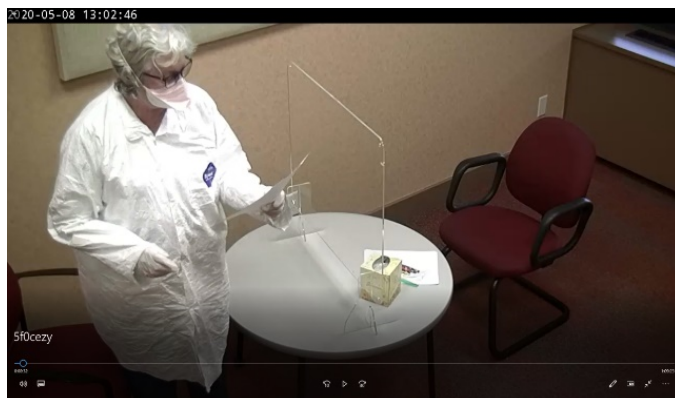
## Children's Advocacy Center and Child Abuse Pediatrics

Unfortunately, child abuse did not take a hiatus during the pandemic. The Children's Advocacy Center (CAC) and Child Abuse Pediatrics teams at WIHD continued to conduct forensic interviews and medical examinations on site throughout the pandemic. Clinicians risked their personal safety to assure that these children were safe and received the care they needed.

*The expertise in developmental disabilities being part of WIHD only enhances what our CAC forensic interview staff and Child Abuse Pediatrics forensic medical program are capable of in serving this vulnerable population.*

The added value of WIHD's expertise in intellectual and developmental disabilities (IDD) was made apparent in early summer when a teenage male with IDD presented to the CAC after concerns arose that he was being sexually abused. He was able to

be placed in the care of his father and, with careful coordination, he was able to have a forensic interview and forensic medical exam back-to-back on the same day with proper social distancing and protective gear. Utilizing our expertise in IDD and child abuse, combined with the expertise across the multi-disciplinary team; supportive services, victim advocacy and mental health support were facilitated for his follow-up needs and a successful outcome was achieved.



In November, the CAC was awarded re-accreditation by National Children's Alliance following an extensive application and virtual site review process.

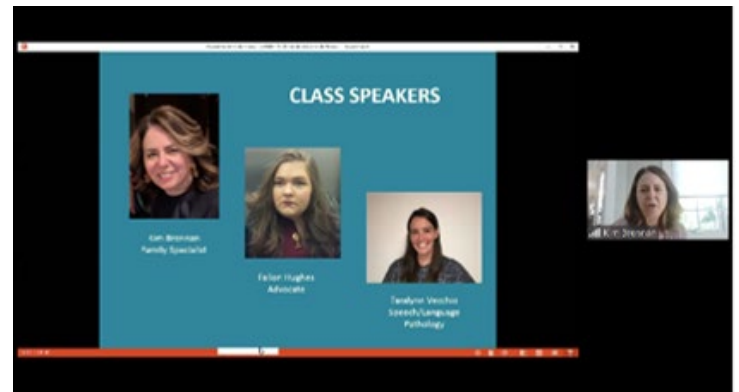
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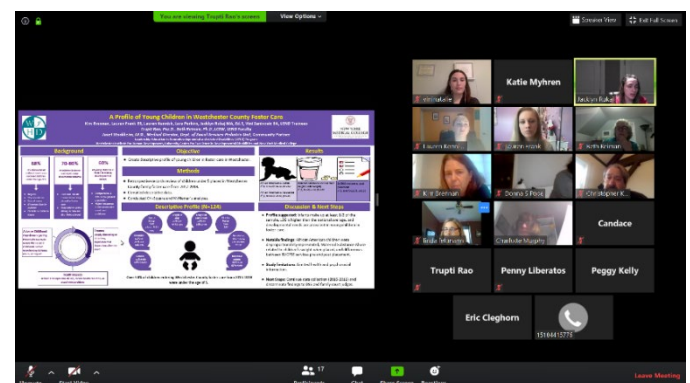
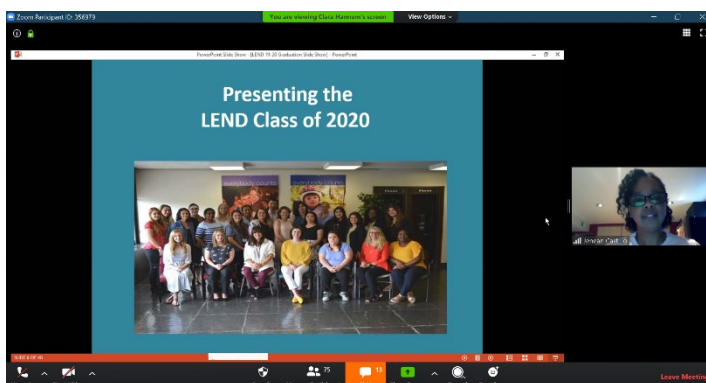
## LEND Program

The LEND (Leadership Education in Neurodevelopmental and related Disabilities) program at WIHD is an interdisciplinary leadership training program funded by the Maternal and Child Health Bureau of the federal government. LEND trainees include graduate students and post-doctoral fellows, self-advocates, and family members of children and adults with disabilities.

The LEND program quickly pivoted to an all-remote environment in March in response to the COVID-19 pandemic. The annual poster session and graduation ceremony were held virtually in May, 2020.



Planning over the summer envisioned a hybrid model, but the program has remained 100% virtual for the 2020-2021 school year.





## Virtual Events

Due to the ongoing pandemic, WIHD made the difficult decision to cancel all in-person fundraising events in 2020, including our annual Spring Gala and Fall Fun Fest. In response to canceled in-person events, WIHD offered virtual events to engage the community and WIHD staff in fun, socially distanced and safe ways.

- ❖ In September, WIHD participated in our first virtual 5K walk supporting Child Advocacy Centers in New York. Over 40 people participated for WIHD's center and raised over \$3,000 for our program. Two members of the WIHD family won awards for photos they submitted from the day. Congratulations to Jenean Castillo (LEND) for "Best View on my Run/Walk" and to Linda Fettmann (Child Welfare) for "Best Celebration."



- ❖ In December, Chef AJ Fusco provided a great cooking lesson for WIHD staff, Board members and members of the community on how to make spaghetti marinara.



## Staff Appreciation Events

Thanks to our employee engagement committee, Connections, WIHD employees were able to feel connected over the past year, even while remaining socially distant. Connections continuously found new and innovative ways to keep our remote workforce engaged. They planned multiple events including virtual lunches, ice cream socials, virtual happy hours, Bernstein Room relaxation station, employee welcome back videos and holiday donations.

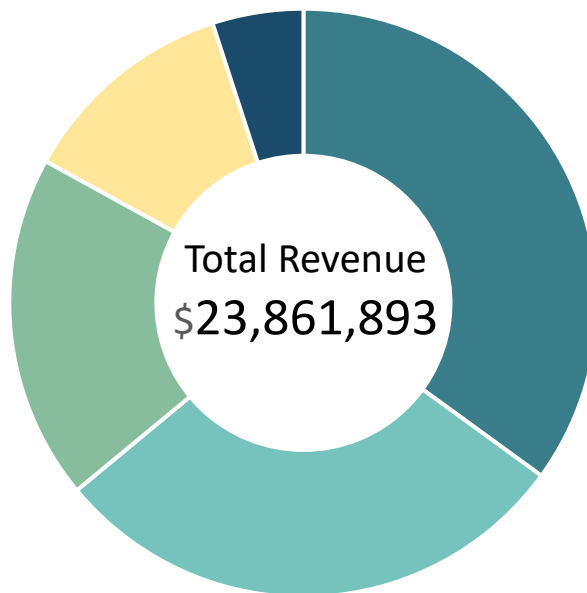


## Statement of Financial Position\*

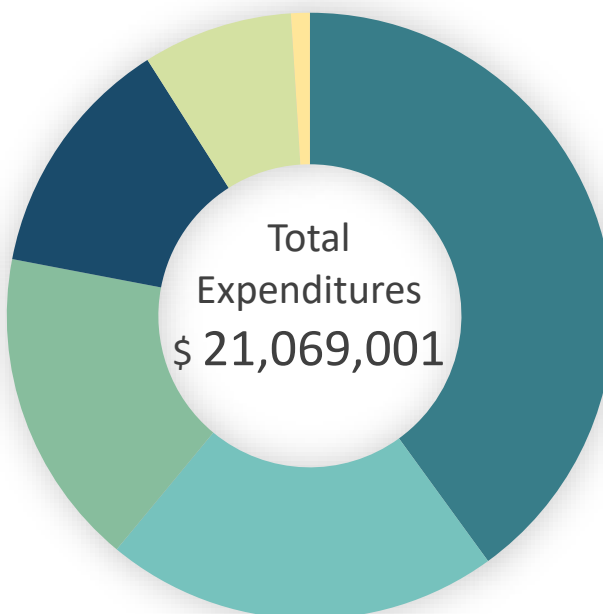
ASSETS	2020
Cash	\$3,727,724
Investments	5,187,710
Medical Accounts Receivable	836,802
Other Accounts Receivable	3,572,855
Pledges Receivable	9,008
Prepaid Expenses	350,235
Total Current Assets	13,684,334
Fixed Assets	923,437
<b>Total Assets</b>	<b>\$14,607,771</b>

LIABILITIES & NET ASSETS	2020
<u>Current Liabilities</u>	
Accounts Payable and Accrued Expenses	\$ 709,188
Accrued Payroll and Compensated Absences	912,936
Due to Third Party	929,768
Deferred Revenue	262,682
<b>Total Current Liabilities</b>	<b>\$2,814,574</b>
<u>Net Assets</u>	
Without Donor Restrictions	8,947,550
With Donor Restrictions	5,000
Change in Net Assets	2,840,647
<b>Total Net Assets</b>	<b>11,793,197</b>
<b>Total Liabilities &amp; Net Assets</b>	<b>\$14,607,771</b>

## Statement of Revenues and Expenditures\*



- Contracted Services  
\$8,412,704 (35%)
- Clinical Services  
\$6,839,414 (29%)
- Grant and Program Support  
\$4,589,745 (19%)
- Paycheck Protection Program Grant  
\$2,861,100 (12%)
- Contributions and Other  
\$1,158,930 (5%)



- Health Services  
\$8,404,538 (40%)
- Child Welfare and Children's Advocacy  
\$4,491,562 (21%)
- Grant and Program Support  
\$3,636,316 (17%)
- Administration  
\$2,730,598 (13%)
- Training and Research  
\$1,617,874 (8%)
- Development  
\$188,113 (1%)

\*Figures reflect unaudited financial statements for 2020.



## Thank you to our donors

WIHD is greatly appreciative of the generosity of our donors. Without your support, we could not carry out the many programs at WIHD. We at WIHD want to thank each and every one of you for your dedication to our mission over the years.

The following list acknowledges gifts made to WIHD in 2020. Please let us know if your name or that of your company, foundation, or organization is missing or printed incorrectly.

### \$10,000 to \$25,000

Catherine and Thomas Funk  
The Saul Family Charitable Fund  
Monica and John Sganga

### \$2,500 - \$9,999

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### \$1,000 - \$2,499

Dr. Wendy Breitner and Ken Kirshenbaum  
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Alice and Peter Stratigos  
Nancy L. Taddiken  
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### \$500 - \$999

Bobby Bakshi  
Millie Hernandez-Becker  
Dr. Michael Elia  
Dr. Traci Gardner  
Leslie Heineman

Jasmine Hernandez  
Marilyn Klein  
Michelle and John Lawton  
Barbara and Jack Levitz  
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Sarah M. Stern and Mark Rosenblatt  
Scarsdale Woman's Club  
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Marianne and Donald Ventrice

### \$100-\$499

Janet Longo and Tom Abinanti  
Elise and Tom Adams  
Lauren Adler  
Melissa Almonte  
George W. Barson  
Christine Bevilacqua  
Barbara Bliss  
Amy Bloch  
Susan Brancati  
Naomi Brickel  
Phyllis and Dan Budne  
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Lauren Zaccaria

We appreciate the generosity of the following foundations.  
We could not do our vital work without your support.

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HOPE for Youth Foundation

The Laura B. Vogler Foundation

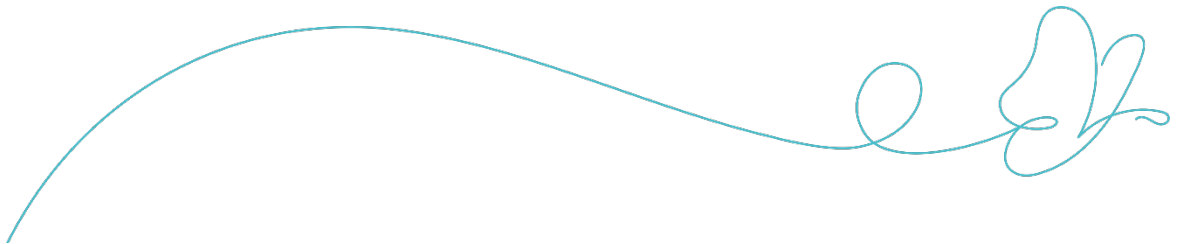
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Redlich Horwitz Foundation

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Westchester Community Foundation





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## Westchester Institute for Human Development

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