



The Health & Welfare
Council of Long Island



Leading, Convening and Planning

Health Care Access

Economic Security

Nutritional Security

Disaster Preparedness

2009 ANNUAL REPORT

THE MESSAGE

Human beings are incredibly resilient. When the floor drops out from beneath us, we grab onto the walls and manage to find a safe footing on the new floor beneath us. We move on and forward even if a bit wobbly at first. We are survivors.

In many ways, that is what many of us have been doing – the economic floor fell beneath us, we grabbed hold to a variety of safety nets and managed to find the new floor – at a different level – but still a fairly sturdy base on which to start standing and even walking again. As we get used to our new reality, our “new normal”, there are a few things to keep in mind:

THIS IS NOTHING NEW FOR SOME.

Long before the recent recession created a national economic crisis, there had been many others whose floors unexpectedly fell beneath them. It is the members of our sector who have served this group with dignity, respect and compassion.

NOT ALL HAVE FOUND THE FLOOR AND MANY DO NOT HAVE SAFETY NETS.

LI felt the recession later than the rest of the country and we'll continue to experience its effect long after. LI's high cost of living and stagnation in pay became exacerbated by the crumbling economy. And while we continue to serve those in need, the safety nets are not big enough to meet the growing numbers and changing faces of those in need.

FROM EVERY CRISIS, THERE'S OPPORTUNITY.

The “new normal” is still being defined and we need innovative approaches. This year, we saw



**Kathy Rosenthal,
Chair**



**Gwen O'Shea,
President/CEO**

the historic passage of health care reform. While there are countless arguments for and against the specifics, most agree that the system is broken and needs repair. If implemented with a focus on preventive care; appropriate reimbursement to physicians and other providers; and adequate oversight of insurance companies, reform can strengthen the health care safety net. And imagine the ripple effect that successful implementation of health care reform could have on the entire health and human service sector – with all parts focused on preventive care, education and adequate reimbursement for providers. The safety net would spread and strengthen so that, together, we could better meet the needs of those who fall between the cracks and beyond our reach.

As it has for more than six decades, HWCLI provides a voice for those most vulnerable and at – risk, making sure their needs and interests are being met. This year's elections will result in a new NYS Governor who will be challenged with balancing one of the largest projected deficits in history. HWCLI will work closely with all of you to remind our new leader that the health and human service sector has been and continues to be LI's safety net and path to a healthier, safer and more stable future.

In the pages that follow, you will see highlights of HWCLI's programs and initiatives. This work is possible because of an extremely committed membership, a professional and engaged Board and an energized staff. We are privileged to work with all of you.

THE MISSION

The Health and Welfare Council of Long Island (HWCLI) is a sixty-three year old membership organization that serves the interest of poor and vulnerable people on Long Island by convening, representing, and supporting the non-profit agencies that serve them; and through

- **Illuminating the issues that critically impact them**
- **Organizing community and regional responses to their needs**
- **Advocacy**
- **Research**
- **Policy Analysis**
- **Providing services, information and education**
- **Capacity Building**

Over the last year, HWCLI has continued to play a vital leadership role in the health and human service sector of Long Island while also responding to new and continued unmet needs of Long Island's most vulnerable populations. To carry out its mission, HWCLI provides direct service, advocates for public policies and addresses systems issues and barriers.

2009 HIGHLIGHTS OF HWCLI ACCOMPLISHMENTS :

1 LEADING, CONVENING AND PLANNING

As the only regional health and human council that serves all of Long Island, HWCLI plays a critical leadership role in organizing, informing and convening its membership agencies. HWCLI continues to be a bridge between government (local, state and federal), the member agencies and the people that it serves. Additionally, HWCLI represents the region and member agencies in regional, state and national planning efforts such as healthcare reform with Medicaid Matters – NY, NUMC's Federally Qualified Health Clinic Board,

LEADING, CONVENING AND PLANNING

and the Governor's Children's Cabinet. Nutritional Security issues with the Food Research and Action Center (FRAC) and the New York State Nutrition Consortium.

Over the last year, HWCLI's efforts have included:

MEMBERSHIP MEETINGS AND ANNUAL LUNCHEON

Each quarter, HWCLI convenes its membership in order to share the latest information regarding the health and human service sector and the issues impacting our work. At its annual meeting, Robert L.E. Egger, President of DC Central Kitchen and Founder of the V3 Campaign spoke on establishing and maintaining a health & human services bailout.

Topics at other membership meetings throughout the year included Karma 411, Suffolk's Foreclosure Prevention Program, LI Index Interactive mapping tools, the 2010 Census and its significance to our constituents, and our Congressional seats, the Fiscal Policy Institute Report on the Economic Impact of Immigration on Long Island, HealthCare for All New Yorkers' Campaign: Analysis of Health Care Reform, the MTA bailout plan, managing the emotional consequences of the financial crisis,



LEADING, CONVENING AND PLANNING

sustaining business functions in the event of an H1N1 outbreak, and NuCare, the new health care program for the uninsured through the NuHealth System.

VIDEO CONFERENCING CENTERS

HWCLI, in partnership with Family Service League and through generous support of The Hagedorn Foundation, has launched a one of a kind initiative on Long Island which provides the local nonprofit Community access to videoconferencing. The Hagedorn Video Conference Centers, located in Bay Shore, Riverhead, and Hempstead, enables local nonprofits to join the era of virtual communications for FREE providing an alternative solution to lower the burden of cost and time associated with traveling to meetings, trainings, and seminars.

Videoconferencing uses real time audio and video to bring people at different sites together face-to-face. This is especially beneficial for community based organizations with wide spread offices. Agencies and organizations that were

isolated or disconnected because of geography are now able to work together more effectively. Besides the audio and visual transmission of meeting activities, videoconferencing can be used to share documents, computer-displayed information, and whiteboards.

ONE VOICE

A newly created regional campaign of human services agencies working together to create a single, unified voice that will change mainstream Long Islanders' perception; and capture their imagination and passion, so neighbors, individuals or businesses might respond and volunteer in our organizations, become donors to good causes, and serve as advocates who speak to truth and to power.

Over the last year, the One Voice campaign convened a steering committee made up of a cross-section of the health and human service sector including Community Housing Initiatives, EAC, Inc., Family Service League, FECS, HELP Suffolk, HWCLI, Island Harvest, Long Island



HWCLI Board Members and Award Winners from 2009 Annual Meeting

Progressive Coalition, Peconic Community Council, South Shore Child and Family Guidance, and Suffolk Community Council. The Committee developed goals and objectives, created and solicited proposals for pro bono marketing assistance from EGC, developed a logo and produced a pro bono video by QUE Productions.

2 HEALTH CARE ACCESS

NEW YORK STATE'S CHILDREN AND FAMILIES HEALTH INSURANCE FACILITATED ENROLLMENT PROGRAM

HWCLI is a designated lead agency on Long Island in New York State's Children and Families Health Insurance Facilitated Enrollment Program. The Program removes the barriers that prevent families from enrolling in Child/Family Health Plus and Medicaid. Enrollers assist families with their applications when and where it's convenient for them. The bilingual staff helps clients to complete the application, gather the necessary documentation and select the appropriate health plan. The enrollers are also able to submit the application for the families, eliminating the need for an interview at DSS.

In 2009, HWCLI, while experiencing a significant increase in requests for assistance with COBRA applications and information, completed over 2,500 applications in 23 community locations throughout Long Island providing increased access to healthcare for thousands of Long Islanders.

ACCESS TO HEALTHCARE COALITION

Access Health Care Long Island Coalition (AHCLIC), a collaborative workgroup of staff involved in facilitated enrollment, creates logical systems for enrolling, retaining, and efficiently serving managed care enrollees while meeting



all regulatory requirements. The workgroup's objectives are to:

- **Increase the number of Long Island individuals enrolled and retained in one of the State's programs,**
- **Decrease the error rate of eligible individuals found ineligible for "non-documented" compliance, and**
- **Decrease the time it takes for determinations to be made and communicated.**

In 2009, the AHCLIC collected and analyzed data for process improvements, providing faster access to coverage for individuals and families on Long Island. The Coalition assisted in the State's re-design of the Access application (used for enrolling in any public health insurance program) attempting to make the application more understandable and straight forward for the client. As well, the Coalition continued to share the most up to date information on changes that were happening on the National level related to health care through the economic stimulus package (expansion and extension of COBRA coverage, expansion of the Family Planning program and the implications of health care reform).

ECONOMIC SECURITY

The collective efforts of the AHCLIC have eased the burden of applying for public health insurance programs and increased the accessibility of health coverage for those who qualify.

3 ECONOMIC SECURITY

SMART GOVERNMENT FOR STRONG FAMILIES COALITION

HWCLI convened the Smart Government for Strong Families Coalition in 2007 to work with Suffolk County Government to create a more stream lined, efficient and effective contracting and payment system for the services provided by the health and human service sector. It was in 2009 that for the first time in years, more than 100 health and human service organizations received signed, executed contracts in February. While many organizations saw the same timely execution of contracts in 2010, the SGSF Coalition believes comprehensive legislative laws are necessary to protect health and human service contracts. Prompt payment and contracting legislation has been introduced by the Suffolk County legislature and will be voted on mid-2010. Additionally, the SGSF was successful in amending the current living wage law to have pay increases coincide with the start date of County contracts. This allows for more efficient planning and budgeting for non-profits.

COUNT ME IN: TEN FOR '10 CENSUS PROJECT

HWCLI's Census Partner efforts kicked off mid-year 2009. In collaboration with the Child Care Councils of Nassau and Suffolk and the American Red Cross of Nassau County, HWCLI has focused on outreach, education and support efforts in Glen Cove, Freeport, Hempstead, Long Beach, Uniondale and Westbury in Nassau County, and

Bay Shore, Brentwood, Central Islip, Huntington, and Patchogue in Suffolk County. These areas have been designated by the US Census Bureau as hardest to count, with prior census return rates of less than 60%, as well as having current foreclosure rates in excess of 50%.

EARNED INCOME TAX CREDIT COALITION

The Earned Income Tax Credit (EITC), the most successful anti-poverty initiative created by the Federal government, offers tax credits and refunds to working families and individuals. Although the EITC provides major financial benefits to the working poor, the fact remains that as many as 25% of eligible taxpayers do not claim the credit. Qualifying Long Islanders can file retroactively for up to three years, sometimes doubling or tripling refunds. The Coalition brings together health and human service organizations with government, media and the business sector for a common goal: to help Long Island's working families achieve financial independence. The Long Island EITC Coalition works to increase the number of residents who receive the EITC through education, publicity, and community-based tax assistance. In 2009, the Earned Income Tax Credit was as high as \$7,400 for some filers.

In 2009, HWCLI increased EITC refunds by approximately 15% and expanded the increase to include a separate category for families with three or more children.

FREE APPLICATION FOR FEDERAL STUDENT AID (FAFSA) ASSISTANCE PROGRAM

Financial Aid U addresses the issue of inequitable access to a college education. Financial Aid U is for the aspiring student who believes that college may be financially out-of-reach. The program can

help these students – whether traditional or nontraditional – and their families understand that attaining their postsecondary goals is an achievable goal with the help of financial aid, minimizing a hurdle to a brighter financial future. Through the Financial Aid U initiative, HWCLI partners with community-based organizations throughout low-income areas to connect students with financial aid resources that can help them fund their college dreams.

In 2009, the pilot year for the program, 95% of the clients served had an average gross income of \$50,000 or less.

4 NUTRITIONAL SECURITY

NUTRITION OUTREACH AND EDUCATION PROGRAM (NOEP)

As the only official bilingual, non-profit in Nassau County, HWCLI's NOEP site in Nassau County other than the County, HWCLI's NOEP coordinators work to combat hunger through the promotion of the Food Stamp program to low-income working families, seniors and individuals

with disabilities. This year, the program's focus has been on the senior population and children born to immigrants. The coordinators educate these high need populations on the benefits of the program, while addressing any fears and barriers individuals may face prior to application. The coordinators electronically assist households with the Food Stamp application process.

Through this program, HWCLI helped more than 50,000 households obtain Food Stamp benefits.

The coordinators also promote the Summer Food Service Program (SFSP) by educating organizations serving children on how to become a Summer Food site, by encouraging existing sites to continue with the program each summer, and by informing the general public about Summer Food locations.

ANTI-HUNGER TASKFORCE

The Long Island Anti-Hunger Taskforce (AHTF) aims to build awareness to the growing epidemic of hunger and work together to identify systemic



problems in the delivery of nutritional services. To date, there are over 80 individuals actively participating in the Taskforce representing health and human service—public and private—agencies, community-based organizations, and governmental agencies committed to reducing, preventing, and eradicating hunger on Long Island.

This year, AHTF has focused its efforts on the Obama Administration’s goal of ending childhood hunger by 2015. To this end, AHTF has been working on extending access to healthy food for Long Island’s school aged children including the expansion of the Summer Food Service Program (SFSP). Unfortunately, on Long Island, less than 8% of children enrolled in the free/reduced-price school meal programs access SFSP during the summer. Additional money for reimbursement would allow programs to improve the nutritional quality of the meals and may free up money for other programmatic needs. The AHTF has been working closely with Long Island Congressional leaders in both the House and the Senate to assure ample funding is secured for these programs through the Child Nutrition Reauthorization Act.

5 DISASTER PREPAREDNESS

LONG ISLAND VOLUNTARY ORGANIZATIONS ACTIVE IN DISASTERS (LIVOAD)

The LIVOAD is a coalition of more than 85 organizations – non-profit, government and for profit organizations in both Nassau and Suffolk Counties committed to working together in the areas of disaster preparedness, response and recovery. Members support each other through their collaborative planning efforts to identify potential needs of disaster victims and develop coordinated and efficient delivery of these needed resources and services.

Although Long Islanders have not been directly affected by a large-scaled disaster in many years, planning for one continues to be a priority for HWCLI and its network. HWCLI understands that large scale disasters, such as a hurricane, are not contained by arbitrary borders and that Long Island needs a regional and coordinated plan. LIVOAD serves as the convener, weaving together the diverse resources and services families and individuals require after a disaster.

UNMET NEEDS ROUNDTABLE

In light of the economic crisis, thousands of Long Islanders have lost their jobs, lost income and their ability to make ends meet. Many have exhausted all avenues of safety net support.

In partnership with the Economic Opportunity Council of Suffolk, HWCLI has been administrating the Unmet Needs Roundtable serving these Suffolk County residents in crisis. The role of The Unmet Needs Roundtable is to secure cash assistance to address unmet needs so that they may regain self-sufficiency and recover from the impact of this economic disaster.

The Unmet Needs Roundtable facilitates long-term recovery by supporting victim’s recovery plans. Despite their name, Unmet Needs Roundtables allow for a shift from emergency relief unmet needs to recovery. Eligible clients work with a case manager to create their own long-term recovery plan before any unmet needs are funded.

In 2009, the Health and Welfare Council of Long Island trained over 200 case managers from a cross sector of health and human service agencies on Long Island and, provided close to \$100,000 in economic relief to Long Island families for assistance with unmet needs such as mortgage arrears, job training and educational support.

FINANCIALS

2009 FISCAL REPORT

(Condensed Statement of Revenues and Expenses)

ASSETS

Current \$372,322
Non current (including equip) \$70,596
Total Assets \$442,918

LIABILITIES AND NET ASSETS

Current Liabilities \$64,946
Non current \$0
Total liabilities \$64,946

Net Assets \$377,972

REVENUES

Total Revenues \$1,293,882

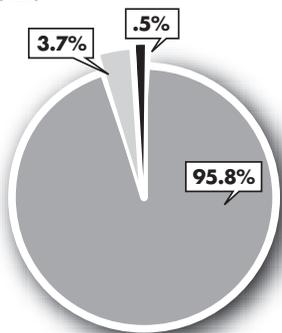
EXPENSES

Personnel and Fringe \$1,046,979
Non Personnel \$282,704
Total Expenses \$1,329,683
Deficiency of Revenue - \$35,801

Net Assets- 1/1/08 \$413,773

Net Assets- 12/31/08 \$377,972

EXPENDITURES



■ Program Service ■ Administration ■ Fundraising

2009 SUPPORTERS

CONTRIBUTORS

Bethpage Federal Credit
Center for Economic Progress
Economic Opportunity Commission of Suffolk
Hagedorn Foundation
Horace and Amy Hagedorn Long Island Fund
John Miller Family Foundation
Long Island Community Foundation
Long Island Funders Collaborative
Greentree Foundation: Manhasset Community Fund
Mazon: A Jewish Response to Hunger
Nassau County Department of Social Services
Nassau County Office of Emergency Management
National Disability Institute
New York State Department of Health
Nutrition Consortium of New York State
Suffolk County Department of Fire, Rescue and
Emergency Services
Unitarian Universalist Veatch Program at Shelter Rock
United Way of Long Island

SPONSOR

EAC, Inc.
Family and Childrens Association
F.E.G.S. - LI Division
Long Island Home
MercyFirst

SUSTAINER

All Sector Technology Group
Catholic Charities of the Diocese of Rockville Centre
Cerini and Associates, LLP
Clubhouse of Suffolk
Hofstra University
Hope for Youth

2009 SUPPORTERS

SUSTAINER (CONTINUED)

Mental Health Association of Nassau
SCO Family of Services
Society of St. Vincent de Paul
Variety Child Learning Center
Winthrop University Hospital

SUBSCRIBER

Herald National Bank
Law Office of Allen B. Breslow

MEMBER

Adelphi University School of Social Work
American Red Cross Nassau County
Central Nassau Guidance & Counseling Services
Child Care Council of Nassau, Inc.
Child Care Council of Suffolk, Inc.
Coalition Against Child Abuse & Neglect
Community Advocates
Community Programs Center of Long Island
Cornell Cooperative Extension Nassau County
Economic Opportunity Commission of Nassau
Episcopal Community Services of Long Island
Family Service League
Girl Scouts of Suffolk County
HELP USA of Suffolk
Hispanic Counseling Center
Interfaith Nutrition Network
Islamic Center of Long Island
Island Harvest
Long Beach Reach
Long Island Cares
Long Island Council of Churches
Long Island Council on Alcohol and Drug Dependence
Long Island GLBT Services Network

Long Island Housing Services, Inc.
Long Island Network of Community Services, Inc.;
Long Island Association for Aids Care, Inc., BiasHELP
Long Island Power Authority - REAP
Melillo Center for Mental Health
Mental Health Association of Suffolk
Middle Country Public Library
Nassau County Coalition Against Domestic Violence
Nassau County Office of Housing & Homeless
Services Economic Development
Nassau-Suffolk Coalition for the Homeless
Nassau-Suffolk Hospital Council
Nassau-Suffolk Law Services Committee, Inc.
North Shore Youth Council
Paxen Group
Pederson-Krag Center, Inc.
Peninsula Counseling Center
Planned Parenthood Hudson Peconic
Planned Parenthood of Nassau County
Pulse of NY
Retreat, Inc.
SNAP
South Shore Child and Family Guidance Center
Suffolk County Coalition Against Domestic Violence
Suffolk Independent Living Organization
The Early Years Institute
The Retreat
Transitional Services of New York for Long Island, Inc.
TRI, The Rehabilitation Institute
Victims Information Bureau of Suffolk, Inc.
Visiting Nurse Services of New York

INDIVIDUAL MEMBERS

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Gloria Baca, Child and Family Health Plus Facilitated Enrollment Program Director
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Karen Castilla, Client Coordinator
Erica Chase, Smart Government for Strong Families Coalition Director
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Latisha Killingbeck, Quality Assurance
Yesenia Maitland, Enroller
Jeannie Mojica, Data Systems Associate
Maria Moronta, Enroller
Bianca Nunez, Nutrition Outreach and Education Program Coordinator
Maritza Quintero, Enroller
Rushka Tcholakova, Program Associate
Christyna Tracey, Quality Assurance
Angela Villegas, Enroller



HOW YOU CAN HELP

HWCLI continues to expand its programs and services by working with our partners who are seeking to reach out to Long Islanders most in need. Your support ensures that HWCLI has the resources to sustain its programs, services and advocacy efforts that empower Long Island's most vulnerable.

BECOME A MEMBER

By joining HWCLI, you will be welcomed into a network of dedicated agencies and individuals committed to responding to the needs of Long Island's vulnerable families and individuals.

SPECIFIC PROGRAM SUPPORT

You can donate funds to specific HWCLI programs and projects. One hundred percent of your tax-deductible contribution goes toward the program of your choice.

MEMORIAL AND TRIBUTE GIFTS

A memorial donation, tribute donation or a gift membership is a way to honor someone special. Gifts may be made in any amount.

The Health & Welfare Council of Long Island

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