

# ACCESS EQUALS SUCCESS



2024 Annual Report

# A Letter from our CEO

For the past 82 years, the Center for Disability Services has served our community by expanding opportunities for people with disabilities while building an environment that is inclusive, meaningful and equitable. The theme of our Annual Report this year is Access Equals Success, and we are proud of our continued efforts to make our services and facilities accessible to all who need them.

During 2024, we continued our efforts to improve our residential facilities to allow individuals to “age in place” safely in their home with friends as well as their familiar and friendly staff, as their medical and accessibility needs change. We continue our efforts to increase accessibility in our buildings, including parking, the exam rooms, hallways, and classrooms. We were proud to have partnered with Albany Medical Center to open a blood draw lab at our 314 South Manning Boulevard site, adjacent to our Center Health Care practice. This lab is much needed, especially for people with intellectual and developmental disabilities, as well as people in wheelchairs. It is open to the public and has a designated blood draw area for those who require additional accommodations in order to increase accessibility to this much-needed service for all.

In 2024, we continued our investment in our fleet to continue to ensure the people we support have proper access to transportation, a vital component to any service delivery model. Our transportation team of drivers, mechanics, dispatchers, trainers, transportation assistants and transportation administration is invaluable in providing necessary and accessible transportation services, opening the door to all of the Center’s services for the people we support.

The Center’s programs and services, which are designed to provide access to the community and work opportunities for the people we serve, have continued to flourish. Our day programs, supportive employment, Mail Fulfillment Center and Without Walls Program help our program members to be more fully engaged in the community, which is essential for personal growth and an enriched life.

I would like to end by acknowledging the individuals who allow us to be the organization that helps people get better at life—our 2,000 staff members. Regardless of their position, they put those we support first and make a difference every day. We are proud of the difference they make in the lives of the people we support.



We thank our community as well. With your support and trust over the past 82 years, our programs and services continue growing and adapting to the needs of those we serve. **Thank you for allowing the Center for Disability Services to continue to help people get better at life.**

*Gregory J. Sorrentino*

**Gregory J. Sorrentino**  
President/Chief Executive Officer



ACCESS EQUALS SUCCESS

# A Letter from our Chairperson

Serving as Chair of the Governing Board of Directors for the Center for Disability Services is both a privilege and a personal commitment. Like many in our community, my connection to the Center is not abstract—it’s rooted in family. Starting over 20 years ago, my nephew and, later, my niece both received services here, and the impact it had on their lives, and ours, is something I will never forget. That experience is what first opened my eyes to the depth of care, compassion, and expertise that defines this organization.

This year’s theme, Access Equals Success, resonates deeply with me—and with our entire Board. We see access not just as a goal, but as a continuous responsibility. It means looking closely at the experience of every individual and asking ourselves, how can we do better? That’s why one of the meaningful roles we play as board members is participating in quality reviews of our programs and facilities. These visits are

not ceremonial—they’re an opportunity to listen, observe, and understand how our mission is being lived out each day.

One visit that has stayed with me was to St. Margaret’s, our pediatric nursing home. Walking through those halls, seeing the level of care provided to medically fragile children, and hearing directly from staff and residents was humbling. A more recent visit with the transportation center was equally impressive, with not only technical and logistical skills displayed for keeping a large operation running efficiently, but also the obvious care for the riders that is entrusted in our drivers. The compassion and professionalism on display is something I wish everyone in the community could witness. It’s a powerful reminder of why we do this work.

Throughout 2024, we’ve continued to support investments that make access real, from our transportation and healthcare



partnerships to facility upgrades that allow people to age in place with dignity. As a Board, we are proud to stand behind the extraordinary team of over 2,000 dedicated professionals who support more than 10,000 people each year with skill and heart.

To our supporters, thank you for standing with the Center. Your trust and partnership allow us to keep building a future where everyone has the opportunity to thrive — where access isn’t just a theme, but a lived reality. We are humbled to help People Get Better at Life.

*James J. Morris, IV*

**James J. Morris, IV**  
Chairperson of the Board

## 2024 Governing Board of Directors

Mr. James J. Morris, IV CHAIRPERSON	Mr. Joseph Barbera	Ms. Margaret (Maggie) Duffy	Mr. Edward J. Trombly, Esq.
Mr. Charles Pinckney FIRST VICE CHAIR	Mr. Fredric L. Bodner, Esq.	Mr. Stanley Gee	Ms. Rosemary Tucci
Mr. Milton C. Hall, III, CLU PAST CHAIRPERSON	Ms. Lori Cammett	Mr. George R. Hearst, III	Ms. Janet Zachary-Elkind
Mr. Gregory J. Sorrentino PRESIDENT/CEO	Mr. Kenneth B. Claflin, CPA	Ms. Meghan Rielly Keenholts	
Kenneth B. Claflin TREASURER	Mr. Robert D. Clore, CIMA®	Mr. Robert C. Miller, Esq.	For a listing of other Center for Disability Services Boards, please visit our website <a href="https://www.cfdnsny.org">cfdnsny.org</a>
Mr. Marc Antonucci, Esq. SECRETARY	Mr. James P. Coleman, RA	Mrs. Maureen E. O’Brien	
	Mr. Robert K. Crandall	Mr. Terence P. O’Connor, Esq.	
	Ms. Cathryn Doyle, Esq.	Ms. Piel A. Pavlin	

# Accessing Healthcare

*In 2024, the Center for Disability Services made significant strides in expanding and enhancing healthcare services to better meet the diverse needs of the individuals and families we support.*

Thanks to our dedicated care teams and strategic investments, Center Health Care continued to provide critical services in primary care, dental, and therapies to thousands of patients throughout the year. These services are designed specifically for people with disabilities, ensuring compassionate, specialized care in an environment where patients feel understood and empowered. A major focus at the Center has been the expansion and updates to its clinic, Center Health Care.

Thanks to a federal grant from Senator Chuck Schumer and a grant from the Department of Health, which were secured in 2023, Center Health Care was able to undergo much-needed infrastructure work, medical equipment updates, and begin Primary Care suite renovations. A new electronic health record system between the Center’s Clinic and Albany Med Health System has also been implemented, which can be accessed by area hospitals to ensure the timely sharing of health information from one location.

A game-changing piece of the Center Health Care renovation includes Albany Med Health System’s new Blood Draw Lab, which is conveniently located in the same building as Center Health Care. This partnership has brought much-needed phlebotomy services to our patients and the surrounding community, based in the Center’s fully accessible health clinic.

St. Margaret’s Center also saw continued growth in its complex medical care capabilities, building on its reputation as one of the most advanced pediatric skilled nursing facilities in the region. Renovations and technology upgrades further improved the quality of care, comfort, and daily experiences for residents.

Meanwhile, our partnership with colleges and universities—including Maria, Sage, Hartwick, and Utica Colleges—has strengthened clinical training opportunities for students in nursing, therapies, and education, ensuring the next generation of healthcare professionals is prepared to deliver inclusive, person-centered care.

As we reflect on a year of healthcare innovation and growth, we remain driven by a simple truth: when healthcare is more accessible, lives are healthier, and our entire community thrives.

# Access to Employment

Everyone has the right to work. Our programs and initiatives to support employment for people with disabilities offer more access to the job market and are designed to promote success in the workplace.

We reached a major milestone for the Center’s supported employment services, which assists individuals with disabilities to obtain and retain employment. Throughout 2024, these services were provided to 100 people with a 93% employment rate and 100% job retention to date!

At our Mail Fulfillment Center, 70% of employees are people with disabilities, and we continue to grow and advocate for inclusive job opportunities.

A first for the Center: we participated in a state-wide hiring initiative aimed at encouraging a career working with people with disabilities! As a broader part of the New York State OPWDD hiring campaign, our employees and the people we support were photographed and interviewed by Vibrant Brands, the creative agency spearheading the initiative. Keep an eye out for familiar faces from the Center in ads across the state through various online and traditional media channels!



New York State  
accredited schools  
in Albany and  
Queensbury at  
Prospect Center



Programs to  
support individuals  
in any stage of life



Expanded innovative  
services: Without  
Walls, MOVE



State-of-the-art  
innovation for today,  
and the future,  
at HII-Tech

10,000  
Supported Annually

SEVEN  
Adult day program sites  
including Without Walls  
program

1900+  
Devoted and amazing  
staff members

53  
Residences



*Clockwise from the top: 1) Prospect Center prom cheer for the awesome time had by all. 2) The Center's annual Holiday Party festivities are a tradition everyone looks forward to. 3) Ribbon cutting of the Albany Med Health Systems new Blood-Draw Lab located at Center Health Care. 4) Staff and their guests gather to celebrate achievements at the annual CP State Conference.*



*Above: A young participant enjoys the festivities at the 2024 Buddy Walk. Below: 2024 attendees at Langan School at Prospect Center Prom.*

## Success Stories

In 2024, the Center for Disability Services marked another remarkable year of progress, celebration, and heartfelt recognition.

New hiring initiatives from 2023 to 2024, allowed the Center to increase hiring by 25.6%, reflecting our continued growth and commitment to expanding our dedicated team.

We were proud to see members of our staff recognized on a statewide level. Greg Sorrentino, President & CEO, received the prestigious Susan Constantino Leadership Award at the CP State Conference for his tireless advocacy to improve healthcare access for people with disabilities. Greg's leadership continues to drive awareness and action around the need for equitable funding and services.

Stephanie Ostrowski, a volunteer at St. Margaret's Center who exemplifies the spirit of community, was honored with the Anthony J. Koenig Volunteer Award for her ongoing commitment and compassion.

Four long-standing staff members—Ileana Larios, Shamell Anderson, Susan Brady, and Elizabeth Keating—were each recognized at the CP State Conference for their outstanding service, representing 70 years of collective impact.

Students from the Prospect Center in Queensbury had their first formal prom with the support from several members of the community, including: The Queensbury Hotel, Adirondack Balloon Company, Pine & Park Design Co., Market 32 Glen St. Floral Department, Binley Florist & Garden Center, Seth Cooper and John Pratt of the Regional Radio Group and HITS 95.9, Market 32 Glen St. Bakery, Hannaford Supermarkets Quaker Rd. Bakery, Queensbury Wine & Spirits, and Amore Pizza. Thank you to our community for giving our students a night they'll never forget!



At the Mail Fulfillment Center, Adrian Aviles received a NYSID Outstanding Performer Award for his exceptional growth from intern to full-time employee—proof that opportunity changes lives.

The Down Syndrome Aim High Resource Center welcomed hundreds to Schenectady Central Park for the annual Buddy Walk, a powerful show of support and inclusion for individuals in our community with Down Syndrome.

Our Kevin G. Langan School students in Albany enjoyed their first-ever formal prom as well! The crowd of students, family, and staff certainly had a night to remember. Special thanks to NYSID for sponsoring the Prom, as well as Jim Morrell and the Morrell Family for hosting this event, and allowing us to celebrate our students!

In June, students from the Langan School and Prospect Center celebrated their graduation with

ceremonies featuring commencement speeches from Kristin Proud, Executive Director at the New York State Council on Developmental Disabilities, and Jim Morris, Regional President of Berkshire Bank and Chair of the Center's Governing Board. This graduating class had students who had been at the Langan School for as few as nine years and as many as 17! Congratulations to our distinguished graduates.

Our residential program brought joy to the holiday season with two festive parties at the Marriott on Wolf Road, where people we support, their families, and staff came together for food, music, and memories. St. Margaret's Center hosted its own holiday celebration on-site, offering a warm and personal gathering for residents and their loved ones.

*2024 was filled with proud moments, and we're looking forward to many more in the year to come!*

2024 Graduates of Langan School at Prospect Center.



## Accessing the Future: 2025 and Beyond

As we look toward 2025, the Center is more committed than ever to the belief that accessible healthcare and support services create a stronger, more inclusive world for everyone.

Throughout the year, we'll launch several major initiatives and continue vital programs that remove barriers and open doors. With the support of federal and state funding, we'll begin exterior renovations at Center Health Care, making our facilities more welcoming and accessible for all who come through our doors. Additionally, new transportation buses—funded through a federal grant—will enhance mobility for people participating in our day and residential programs, ensuring they can access care, work, and community with greater ease.

We're also deepening our academic partnerships with institutions like Maria, Sage, Hartwick, and Utica Colleges to develop future leaders in nursing, therapy, and education, ensuring quality care for generations to come.

Our respite sites in Albany and Queensbury are open and actively enrolling, providing critical support to families. Meanwhile, a new advocacy initiative—supported by a grant from Cornell University and CP State—will strengthen communication between people participating in our day programs and staff.

And on the innovation front, HII-Tech's oral hygiene system is nearing completion of

its clinical trial at Tufts University, bringing us closer to more comfortable dental care experiences for people with disabilities.

2025 will mark the beginning of a comprehensive Annual Giving and donor engagement program. Our new Director of Annual Giving, Melissa Phillips, looks forward to connecting with donors to enhance fundraising that will allow the Center to provide more resources for services and programs.

The Family Network   
At the Center for Disability Services  
Where people get better at life™

The launch of the Center's Family Network will provide expanded parent and family educational and support programming, as well as opportunities to engage in legislative advocacy and volunteer initiatives in 2025. Our new Director of Family Engagement & Program Development, Stephanie Smith, looks forward to connecting and working with the Center's incredible families.

*2025 is full of promise. With your support, we'll continue building a more accessible and successful future for all.*

# Accessing Generosity: Fundraising and Grant successes

In 2024, the Center for Disability Services experienced an extraordinary outpouring of support from donors, foundations, and community partners, each helping to advance our mission of accessibility, inclusion, and better health outcomes.

Our reimagined #518gives Fundraiser transformed into a month-long digital match campaign, exceeding our goal thanks to the generosity of our community and a matching gift from a dedicated board member. Events like the Siro's Cup presented by the Shoppes at Newton Plaza, Million Dollar Beach Volleyball Tournament presented by the Times Union, An Aficionado Experience presented by Northwestern Mutual, the Capital Region Buddy Walk presented by Central Self Storage, and the Festival of Trees presented by Berkshire Bank also rallied hundreds in support of our programs and services.

Grant funding enabled the Center to purchase innovative healthcare tools for Center Health Care. Gifts from the New York State Dental Foundation and The Hearst Foundation, Inc. allowed us to introduce new technology to our dental clinic, such as virtual reality tools, easing anxiety for patients on the autism spectrum. Grants from the Polisseni Foundation, M&T Charitable Foundation, Broadview Federal Credit Union, Stewart's Holiday Match, Solventum, KeyBank Foundation, and Cohoes Savings Foundation, provided essential diagnostic and treatment equipment such as an intraoral camera to improve diagnostics, a bladder scanner, and a Retinavue camera were added to primary care. These new tools will allow our patients better access to timely and effective diagnosis.

Also, thanks to KeyBank Foundation, we enhanced mobility and recreation programs with parallel bars, a Rifton tricycle, and improved aquatic therapy equipment at the Langan School - Albany location. Broadview Federal Credit Union invested in vital infrastructure upgrades, including new flooring and safety doors at the Langan School classroom in St. Margaret's Center.

Educational programming flourished with support from the Charles R. Wood Foundation, Touba Family Foundation, Sunmark Foundation, Adirondack Trust Co. Community Fund, Glens Falls National Bank and Trust Co., Peckham Industries, Inc., and Glens Falls Foundation, while foundations like Cloudsplitter Foundation, the Hudson Valley Credit Union, Berkshire Bank Foundation, NYS Elks Major Projects, Inc., J.M. McDonald Foundation, and Miles Hodsdon Vernon Foundation enriched sensory learning environments.

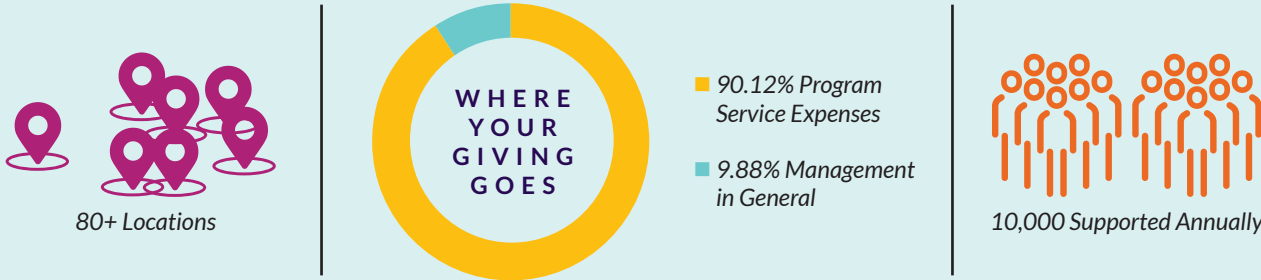
An ARPA grant awarded through Albany County allowed the Kevin G. Langan School-Albany location to purchase various software and hardware items designed to address school safety concerns. In addition, this proposal also allowed for upgrades to the school playground to provide an emotional and social recreation option for students. These additions and upgrades allowed our students to access the most impactful education in a safe environment.

From matching gifts to critical equipment, every dollar raised and every grant received helped access expanded opportunities to elevate care, and empower individuals to get better at life.

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.

## Financial Summary

Thank you to our supporters for their generosity.



Additional information of our audited 2024 financial statement is available upon request.

## Ways to Give

At the Center for Disability Services, our mission is to empower individuals with disabilities by providing them with essential programs and services that promote happy, healthy and enriched lives. The impact of our work extends throughout upstate New York and beyond, touching the lives of countless people and families. However, none of this would be possible without the generous support of donors like you.



Donate to our Annual Fund



Tribute and Memorial Gifts



Matching Gifts



Planned Gifts



Attend our Annual Special Events



Make a donation

Your financial contributions are crucial in sustaining and expanding our services, from healthcare to vocational training, educational programs, and more. By supporting the Center, you are directly contributing to creating an inclusive community where your neighbors with disabilities have the resources they need to thrive.

To discover how you can support our mission, please contact us at [foundation@cfdsny.org](mailto:foundation@cfdsny.org).

The Center provides a wide range of services under a single umbrella, allowing us to address the many individualized needs of the people we serve and provide a seamless continuum of care as the people we support age or as their needs change.



## 2025 Signature Event Dates



### 32nd Annual Siro's Cup

Honoring Edward P. Swyer & Hudson River Farms  
Presented by Graypoint and  
The University at Albany Foundation  
July 9th  
Siro's Restaurant, Saratoga Springs, NY



### 34th Sand & Spike Beach Volleyball Tournament

Presented by the Times Union  
August 2nd & 3rd  
Million Dollar Beach, Lake George, NY



### 31st Annual An Aficionado Experience

Presented by Northwestern Mutual  
September 25th  
Forts Ferry Farm, Latham, NY



### 29th Annual Capital Region Buddy Walk

Presented by Central Self Storage  
September 28th  
Schenectady Central Park, NY



### 34th Annual North Country Festival of Trees

Presented by Berkshire Bank  
November 28th - November 30th  
The Queensbury Hotel, Glens Falls, NY



For more info, visit:  
<https://cfdsny.org/events>



**"Our commitment to  
our mission is stronger  
than ever."**

—Gregory J. Sorrentino,  
President/Chief Executive Officer

[cfdsny.org](https://cfdsny.org)

Proudly printed by individuals employed at the  
Center for Disability Services Mail Fulfillment Center.