CELEBRATING 30 YEARS!

PROMOTING CHOICE, SELF DETERMINATION AND TOTAL PARTICIPATION SINCE 1987
Table Of Contents

Executive Director’s Message ................................................................. 3
Letter from the Chairman of the Board ......................................................... 4
Performance- 2017 By the Numbers .......................................................... 5
Who We Serve .......................................................................................... 6
Our Services ............................................................................................. 6
Program Spotlight....................................................................................... 9
About Us..................................................................................................... 9
Donor Recognition ...................................................................................... 10
A Personal Story...Overcoming Challenges .................................................. 13
Independent Living’s History .................................................................... 14

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OUR MISSION
A consumer-directed, cross-disability advocacy and service organization, dedicated to enhancing the quality of life for individuals with disabilities.

OUR VISION
A barrier-free society with opportunities for all people to achieve their maximum potential.

ORGANIZATIONAL VALUES

INTEGRITY:
- I will communicate openly, honestly and responsibly (no excuses, no blame).
- I will always tell the truth regardless of the consequences to me.
- I will take responsibility for my actions and the quality of my work. When I make a mistake,
- I will admit it, take action to correct it, and work to prevent it from reoccurring.
- I will only make an agreement I intend to keep. If I am unable to keep my agreement, I will notify those who need to know immediately. Agreement: A specific, measurable, aligned, realistic, time-based arrangement.

RESPECT:
- I will treat others as I would like to be treated.
- I will communicate directly, calmly and professionally.
- I will listen attentively without interruption and paraphrase to confirm understanding.
- I will acknowledge the value of different perspectives and demonstrate that by my actions.
- I will ask clarifying questions to better understand different perspectives.

CUSTOMER FOCUS:
- I will utilize the *H.E.A.T. method to understand and anticipate customer needs.
  
  *H = Hear
  E = Empathize
  A = Acknowledge
  T = Take-action
- I will ask clarifying questions to identify all-encompassing customer needs.
- I will treat all customers with integrity, respect and maintain confidentiality.
- I will consistently identify and provide tools for customers to reach their maximum potential.

Customer: Anyone within or outside our agency with whom we interact, provide information or services.

CELEBRATING 30 YEARS!
Executive Director's Message

Doug Hovey

For many years now, people with disabilities have come to play an increasingly vital role in the continuing evolution of the human services and health care systems. This has been accomplished, in no small measure, thanks to consumer-run, peer-centric organizations like Independent Living, Inc. that are committed to the empowering principles of advocacy, self-help, mutual support and personal recovery. Consumer-run organizations provide an open door resource, a reassuring and easily accessed supportive service environment that enables and inspires individuals with lived experience to find their own voice and advocate for themselves. Recognizing the value of the contributions of their constituents, these organizations are on the front line of a dynamic exchange aimed at changing attitudes about physical disability, mental illness and chemical dependency, how recovery is defined, and the transformation of services from a compliance and symptoms management orientation, to a vibrant, individually-shaped wellness and recovery focus. In the Independent Living Paradigm, the locus of the problem is not the person with a disability, but rather the stigma, stereotype and resultant marginalization of people with disabilities. On the next page I share a chart that clearly describes the different view-points of the Independent Living Model and the Clinical or Medical Model of treatment. People with disabilities play a critically important role in breaking down barriers and reshaping service paradigms to be responsive to the unique circumstances that each of us face. As consumers in a free market exchange of programs and services, we advocate for “consumer-directed” options and “choice” that afford us with the ability to have control over our own lives. Maintaining “choice” of service providers is no easy task when managed care is forcing large consolidations of organizations in an attempt to streamline efficiencies and realize economies of scale through sheer volume and sharing

collaborated with the NYS Office of Mental Health (OMH) in designing the first self-directed care pilot for the mental health system, which is now underway. Many thanks to the NYSOMH leadership and NYAPRS for their efforts to get this pilot approved, up and running. It is our hope that after 24 months, like other states, we will demonstrate strong outcomes for the people who use self-directed services, and consequently introduce the model on a broader scale around the state. The mental health, Self-Directed Care (SDC) program allows individuals to purchase needed items that coincide with self-defined goals in their individualized service plans. Every person deserves the right to be in control of their own system of support; defining what works best for them. Several people participating in the SDC program have purchased things like, clothing for and interview or initial transportation to a new job. Another person has joined a local fitness center and has hired a nutritionist to help design healthy meal plans. The list is long of the things that people can purchase to help them improve their quality of life. Our vision is a service system that can recognize and embrace the strengths found in both clinical and peer-run services and provide equitable support that acknowledges the value of both perspectives when working toward lasting recovery solutions, and when enforcing the checks and balances necessary to maintain the integrity of a recovery-oriented process that exemplifies the best of both worlds.
Letter from the Chairman of the Board
Andrew Weyant

Last year Independent Living Inc. (ILI) proudly celebrated 30 years of promoting independence and advocating for individuals with disabilities throughout the Mid-Hudson Region. Our services provide support and access to fully-accessible homes; transportation; equal employment; and educational opportunities.

We are honored to assist our community in achieving a better quality of life in a barrier-free society, and recognition as a valuable and valued member of the community.

Consumer focus is at the core of what ILI does. The staff is compiled of leaders, innovators, mentors, peers and friends who are a compassionate, diverse group of people and are living examples of the mission and values. Above all, they are passionate about their work, the people they serve, and building a community of inclusion.

In the last couple of years, the whole system of the way consumers receive their financial and medical assistance has begun to undergo many changes and we expect this trend will continue. These changes can be very difficult to navigate and understand for an individual. Due to the complexity of all these adjustments, Independent Living is starting to, now more than ever, work and collaborate with other agencies in order to more effectively help individuals to navigate these sometimes difficult changes.

As ILI continues to develop strong relationships in the community we serve through our partnerships, donors, and friends, we look forward to many more years of helping individuals to traverse these rapidly shifting systems. These relationships allow us to build awareness and educate the people who share our values and build support for our mission and the many thousands of children, families and adults we serve with disabilities in our community.

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<table>
<thead>
<tr>
<th>MEDICAL MODEL &amp; REHABILITATION PARADIGM</th>
<th>INDEPENDENT LIVING or DISABILITY PARADIGM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Definition of problem</td>
<td>dependence upon professionals, family members &amp; others; it is the attitudes &amp; environments that are hostile &amp; need fixing</td>
</tr>
<tr>
<td>Locus of problem</td>
<td>in the environment; in the medical and/or rehabilitation process itself; disability is a common part of the human condition</td>
</tr>
</tbody>
</table>
| Solution to the problem                 | 1. civil rights & advocacy  
|                                         | 2. barrier removal  
|                                         | 3. self-help  
|                                         | 4. peer role models & peer support  
|                                         | 5. consumer control over options & services |
| Social role                             | individual with a disability is a "consumer," "customer" or "user" of services and products |
| Who controls                            | "consumer" or "individual" |
| Desired outcomes                        | independence through control over ACCEPTABLE options for every day living in an integrated community |

*paradigm: a model, example, archetype

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Developed by Gerben DeJong in 1978; adapted/expanded by Maggie Shreve and June Isaacson Kailes - Revised 1/2002
Performance - 2017 By the Numbers

SERVICE STATISTICS

8,762
individuals were served by Independent Living throughout the year.

3,836
linkages to services in the community, including: physical, mental health, substance use and social services.

5,014
parents and professionals were provided 78 trainings by the Early Childhood Direction Center staff.

3,182
out of 3,194 individuals did not return to the hospital with 30 day thanks to our Peer Services Specialists.

1,192
individuals with developmental disabilities and their families were provided services through our Family and Children Services Program.

4,887
individuals were provided access to needed support services by Independent Living Skills Specialists.

FUNDING SOURCES
Independent Living, Inc. is funded by both federal and state government agencies which include fee for service contracts and grants, in addition to private donations.

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>71.17%</td>
<td>The Department of Health (Medicaid)</td>
</tr>
<tr>
<td>11.89%</td>
<td>Office of Mental Health</td>
</tr>
<tr>
<td>6.54%</td>
<td>NYS Education Department</td>
</tr>
<tr>
<td>6.34%</td>
<td>Office for People with Developmental Disabilities (OPWDD)</td>
</tr>
<tr>
<td>4.07%</td>
<td>Other</td>
</tr>
</tbody>
</table>
Who We Serve

Independent Living, Inc. serves people throughout the Mid-Hudson Region. We have Service Centers in Newburgh, Middletown, and Monticello, in addition to two satellite offices in Newburgh. Many of our programs, including our Early Childhood Direction Center, Deaf and Hard of Hearing Services, Medicaid Service Coordination, Recovery Center and Self-Directed Care Services and Consumer Directed Personal Assistance Services, have a strong presence in our neighboring counties and work cooperatively with area agencies to address the needs and represent the interests of persons with disabilities.

Independent living means being in control of your own life and being as self-sufficient as possible. It means taking risks and being allowed to succeed and fail on your own terms. It means participating in community life and pursuing activities of your own choosing. Whether we’re providing peer counseling to a newly acquired disability or offering technical assistance through partnership with a local industry or municipality, Independent Living, Inc. serves as an important voice for systems change, and a vital resource for persons with disabilities within our local and regional communities.

Our Services

ADA CONSULTATIONENVIRONMENTAL MODIFICATION SERVICES
Directed to individuals, local municipalities, commercial property owners, employers, businesses, schools and provider agencies, these services play a vitally important role in ensuring compliance with the provisions of the Americans with Disabilities Act.

HOME MODIFICATION CONSULTATION SERVICES
Designed to help people with disabilities to remain at home, or return home, and live with dignity in the community setting of their choosing.

BENEFITS ADVISEMENT
Offering consultative and supportive services aimed at increasing independence for recipients of SSDI and/or SSI benefits throughout the Hudson Valley by providing information and education on available work incentives.

CONSUMER DIRECTED PERSONAL ASSISTANCE SERVICES (OPTIONS)
For persons with disabilities, including seniors, OPTIONS offers a unique alternative to traditional attendant care at home, giving individuals the opportunity to hire and manage their own personal attendants. Available to qualified individuals in Orange, Sullivan, Ulster, Rockland and Dutchess Counties.

DEAF AND HARD-OF-HEARING SERVICES
Providing a bridge between the Deaf and Hearing cultures in Orange, Ulster, Sullivan and Dutchess Counties, this program is actively engaged in community outreach and education, employment, advocacy, service coordination, counseling and technical support.

EARLY CHILDHOOD DIRECTION CENTER (ECDC)
Providing disability-related service and information to families of children from birth to 5 years of age, and offering technical support to schools, day care centers, and child care professionals in Orange, Sullivan, Dutchess and Ulster Counties.
Our Services

EMPLOYMENT SERVICES
Contracted to conduct work-readiness assessments and job placement services for Office for People With Developmental Disabilities. Supported employment services and ongoing employment supports are provided. Vocational services are also available for all tenants at the Cornerstone Residence in Newburgh.

MEDICAID SERVICE COORDINATION
Aimed at helping individuals with developmental disabilities to make connections with needed services and community supports that enable them to live with the maximum degree of independence.

FAMILY AND STUDENT SERVICES
An array of services are available for individuals with developmental disabilities and their families, including education advocacy and transition supports for students between the ages of 6 and 21, an after-school learning enrichment program, a Community Independence Program that offers independent living skills training, and a Saturday activity/respite program.

INDEPENDENT LIVING SKILLS
Person Centered Planning (PCP) is an approach designed to assist individuals to plan their life and supports. Based on the philosophy that the individual being served by a process should be the primary shareholder in that process, services promote self-help, equal access, peer role modeling, personal growth and empowerment so that, consistent with the Olmstead Ruling of the US Supreme Court, people with disabilities may live in the least restrictive setting of their choice.

MENTAL HEALTH SERVICES
Aimed at helping people with psychiatric disabilities, including those at continuing risk of homelessness, to overcome stigma, connect with needed supports, build constructive relationships with peers, advocate on their own behalf, define and pursue their personal journeys to wellness, and make the transition from system dependence to independence

— Case Management
Offering a holistic, person-centered approach to facilitating connections with provider agencies and community amenities, and aimed at ensuring long-term residential stability, personal recovery, health and general well-being.

— Forensic Connections Program
In collaboration with the Orange County Department of Mental Health and the Port Jervis City Community, this program assists individuals ages 16 and up with mental illness or co-occurring disorders who are involved in the criminal justice system.

“Kindness is a language the blind can see and the deaf can hear”.
— Mark Twain

ANNUAL REPORT 2017
Our Services

— Recovery Center Services - Onward Recovery
The Mid-Hudson Substance Use Recovery Community & Outreach Center serves people 18 and older who live with a substance use disorder (alcohol/chemical dependency). The purpose of this center is to provide intensive peer support, social activities, recovery support, vocational support and community connections to these individuals.

— Recovery Center Services - Reach One
Proactive peer engagement and services for adults with psychiatric diagnoses and/or chemical addiction in collaboration with PEOPLe, Inc. and the Mental Health Association of Rockland County. The Mid-Hudson Regional Recovery Center provides traditional peer support, educational opportunities, integrated social and recreational activities, assistance with employment and health home integration.

— Self-Directed Care Services
Through funding made possible by the New York State Office of Mental Health, this program provides funding to individuals that are HARP (Health And Recovery Plan) enrolled and HCBS eligible (Home and Community Based Services) and are ready to take control of their lives and take steps toward recovery. Funds can be utilized to purchase items and or services that individuals feel can benefit them as they work towards their recovery. The program can allow an individual to explore opportunities once thought not to be possible. Individuals will work with a Support Broker to orient them into the program and to assist them in developing a budget for the allowable goods and services needed to reach the identified goals.

— Supported and Supportive Housing
Case management services and rental subsidies for permanent housing for qualified individuals with disabilities in Orange County. NYS Office of Mental Health and Office for People with Developmental Disabilities. Services include, but are not limited to, independent living skills training; wellness coaching, peer mentoring, assistance with employment, and connections with social and community resources.

— Transition and Diversion Services
Serving persons with psychiatric & co-occurring addictive disabilities with the goal of aiding in the prevention of hospitalization and homelessness, this program provides wrap-around support, including core Independent Living services. Our Bridgers are on-site and on-call at local hospitals to assist individuals being discharged from the mental health units to connect with necessary supports for their continuing journey of recovery. Our Diversion Specialists proactively engage individuals who have been evaluated but not hospitalized, providing intensive peer intervention during periods of crisis.

“Once we accept our limits, we go beyond them.”
– Albert Einstein
SELF-DIRECTED CARE SERVICES

Self-Directed Care is a person-centered program that allows for personal growth and personal choices for one’s own recovery. Individuals in this program exercise greater control over the funding used for their care.

If you are enrolled in a HARP (Health and Recovery Plan), or SNP (HIV Special Needs Plan), and are eligible to receive HCBS (Home and Community Based Services) you can...

- Choose the services that are best for you.
- Set goals to assist you in working towards your recovery.
- Work with a Support Broker to develop goals and create a plan.
- Decide what items/services you would like to purchase to achieve goals.
- Receive up to $16,000 annually in funding to purchase items/services.
- Explore opportunities you once thought weren’t possible.
- Increase your community interactions.
- Increase your independence.

For more information on this program please call 845-565-1162 x 255 or 257, or send an email to selfdirected@myindependentliving.org.

About Us

Independent Living, Inc. is a growing and evolving mission-driven organization that has undergone a remarkable evolution in the past 30 years. As we’ve pursued our mission of promoting choice, self-determination and total participation, we continue to embrace our organizational values which fortify the behaviors we uphold; they describe how we treat the people we serve, as well as our colleagues. One of the most profound changes over time has been the richer understanding of and deeper commitment to meeting the unique needs of people with disabilities and their families. Our mission and vision articulate the essence of Independent Living, Inc.’s beliefs and values. Our mission statement sets out what we are here to do while our vision statement outlines what we aspire to achieve. Looking back, we have achieved a lot to be proud of.

2017 was a very exciting and busy year for Independent Living, Inc. and Independent Home Care, Inc! Our staff and services have made a significant difference in the lives of thousands of people with disabilities and their families in the Mid-Hudson Region. We continued to develop our diverse range of programs and services that assist even more people in the communities we serve to improve their mental and physical health and way of life. As an agency, we are enriched by our partnerships with other service providers and colleagues.

We continue to cultivate a welcoming culture that encourages open communication at all levels of the organization through our white flag feedback process. We take pride in all employees of the agency being open to giving and receiving feedback. Our staff is fundamental to our success in delivering high quality customer service. We are proud of our motivated and forward thinking workforce - consisting of 95 staff members who recognize the important role we play in supporting the health and well-being of the people we serve.

We begin 2018 with a renewed focus on identifying systems issues that will result in positive changes for the individuals we provide services to as well as the community as a whole. We look forward to advocating with our partners on matters that will advance the disability priority agenda.
# Donor Recognition

**MEMBERS OF THE FRIENDS OF INDEPENDENCE SOCIETY**

<table>
<thead>
<tr>
<th>Beth &amp; Luis Abarca*</th>
<th>Hudson Valley Hospital Physicians, PLLC</th>
<th>Becky &amp; Bill Potter*</th>
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<tbody>
<tr>
<td>Jonah Mandelbaum &amp; Donna Applegate</td>
<td>Bridget &amp; Pernell Judge*</td>
<td>Dr. John C. &amp; Mrs. Kathryn R. Reed</td>
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<td>Stuart &amp; Nancy Kessler*</td>
<td>Rose &amp; Kiernan, Inc.</td>
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<td>Dr. Mary Ellen &amp; John King</td>
<td>Sterling National Bank</td>
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<td>Matthew Migliaccio*</td>
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<td>Steven R. Gleason</td>
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<td>Sue Sullivan</td>
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<td>In Honor of Edith Hicks</td>
<td>Elaine Morgan</td>
<td>Stanley &amp; Suzanne Tremper</td>
</tr>
<tr>
<td>Douglas Hovey*</td>
<td>Bill &amp; Mary Murphy*</td>
<td>Walden Savings Bank</td>
</tr>
<tr>
<td>Richard A. &amp; Patricia M. Hovey*</td>
<td>Susan Najork</td>
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<td>Hudson Valley Federal Credit Union</td>
<td>Panni Law Firm</td>
<td>WMC Health</td>
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<td></td>
<td>Dr. Geraldine Petrosino*</td>
<td>Young &amp; Unique, Corp.</td>
</tr>
<tr>
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<td>Helen &amp; Carlos Portalatin</td>
<td>*Founding Members</td>
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- Walter & Mary Perkowski

## GOLD DONORS ($2,500 - $4,999)

- Central Hudson
- Mid-Hudson Valley Federal Credit Union
- St. Lukes Cornwall Hospital
- RBT CPAs LLP
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- Ulster Savings Bank

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“Just because a man lacks the use of his eyes doesn’t mean he lacks vision.”

– Stevie Wonder

CELEBRATING 30 YEARS!
Donor Recognition

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Matthew Venture
Mary & Christopher Vincent
Krista Warner
Ed Weeks
Lynn White
Andrew Widholm
Randy Wilson

GOODS or SERVICES

A Day in the Life Photos
Adams Fairacre Farms
Amore Day Spa
Aroma Thyme
Bashakill Winery
Bethel Woods
Big V Wine & Spirits
Billy Joe’s Ribworks
Bone Fish Grill
Bounce Salon & Day Spa
Bradford Portraits
Buttermilk Falls Inn & Spa
Café Macciato
Camp Quinebargue
Capri Pizzeria and Restaurant
Captain Jake’s
CD Trips
Christopher Jacobs Winery
Cornwall Golf Course
Cornwall Wine & Spirits
Cosimo’s
Crumm Cakes
Crystal Springs Resort
Culinary Institute of America
Deco Associates
Downing Film Center
Dr. Alexander Fruchter
Foti Flowers
Gaby’s Café
Grappa Ristorante
Greater Newburgh Symphony Orchestra
Vanessa Grubiak
Habitat for Humanity
HALO Branded Solutions
Mary Hanrahan
Hudson Valley Cigars
Hudson Valley Office Furniture
Il Barilotto’s
Independent Helicopter
Kavanagh Jewelers
Le’Express
Liberty Street Bistro
Loughran’s Irish Pub
Main Street Cutters
Kevin McGuire
Minute Car Wash
Mohonk Mountain House
Mohonk Preserve
Nic L Inn
North Plank Road Tavern
Pamela’s On the Hudson
Poughkeepsie Grand Hotel
Renegades
River Grill
River View Salon & Day Spa
Rockland Bakery
Sew Ez Creations
Shadowland Stages
Andrea & Andrew Simon
Sportsplex
Storm King Adventure Tours
Storm King Gold Club & Tavern
Tea Talk
The Dance Design School
The Pines of Poughkeepsie
The Publik House
The Studio at Stephanie’s Salon
The Waterfront Restaurant
The Wherehouse
The Wine Store
Charles Thomas
Touch of Gold Jewelers
Viscount
Wallkill River School of Art
Warwick Bed & Breakfast
Skip Weisman

“I am only one, but I am one. I cannot do everything, but I can do something. And I will not let what I cannot do interfere with what I can do.”

– Edward Everett Hale
Renée Falanga-Brenner is happily planning to celebrate her daughter Serena’s 25th birthday this December. Serena suffered extensive brain damage at birth and had serious medical and developmental issues. She has had numerous surgeries, breathing tubes, medical tests and was examined by various specialists who did not expect Serena to live past the age of 4. Despite all this, through their faith, family, friends and the services of Independent Living, Inc. Serena is looking forward to a milestone birthday.

It all started 24 years ago when Renée found out that her daughter would need total care for the rest of her life. As a confused parent, not sure what services were available to Serena and the family, Serena’s Service Coordinator recommended that Renée contact Independent Living, Inc.’s Mid-Hudson Early Childhood Direction Center (ECDC) to inquire about resources and supports. She learned that ECDC provides free, confidential and neutral assistance and resources to assist parents and their children from birth through age 5, who may have a developmental delay or disability. They also provided information about Early Intervention and Preschool Special Education programs, medical services, social services, child care and many other resources, including parent trainings in Orange, Ulster, Dutchess and Sullivan Counties.

No one knows better than Renée that raising a child with any special need is both a blessing and a challenge. A challenge for the obvious reasons, and a blessing because you don’t know the depths of victory and joy until you see your child overcoming some of those challenges. Inspired to help others, in 2007, Renée joined Independent Living Inc. as an Early Childhood Specialist for ECDC and has been working part-time for the past 18 years conducting workshops for parents and professionals about many topics including Advocating for Your Child and Creating the Ultimate Classroom, how to support and include children of all abilities!

In 2015, at age 21, Serena graduated from High School. “Hearing the crowd cheer as Serena’s name was announced at her home school graduation was one of those moments I will never forget! It’s what every parent wants for their child, no matter what their ability”, said Renée. Serena is anticipating attending a day program on a part time basis, thanks to the help of her current Medicaid Service Coordinator Ashley Heffernan, from Independent Living, Inc.

Serena continues to advocate for accessibility and acceptance of all abilities by participating in community events, church, volunteering, donating her hair, modeling at a fashion show in NYC, vacations at the beach, Disney and music venues. Serena, the oldest of 4 children is adored by her younger sisters and brother, who in their own way, also advocate for her and centers like Independent Living, Inc., that provide the much needed supports and services to help people like Serena reach their full potential.
Since 1987, Independent Living, Inc. has served as a common voice for persons with disabilities living in our community. A freestanding, locally controlled, nonprofit agency operated by people with disabilities, we offer a wide range of programs and services dedicated to ensuring universal access and opportunity in every aspect of community life.

Our efforts are directed to individuals of all ages having any disability, as well as to families, businesses, agencies, and municipalities. We are committed to the universal elimination of physical and attitudinal barriers, as well as assisting individuals with disabilities to successfully make the transition from system dependence to independence. Over the past thirty years, Independent Living, Inc. has touched the lives of literally thousands of people. Having a uniquely recipient-based perspective and approach to addressing disability issues, we have consistently exemplified cost-effective ways of improving the quality of life for persons with disabilities.

Over the year, our Center has provided a diversity of important resources to residents of our community. We assisted thousands of persons with disabilities, family members, educators, service providers, public officials and businesses. The impetus for all that we do derives from a philosophy that is no different today than it was thirty years ago when Independent Living, Inc. was founded: we believe that the widespread poverty, segregation, and isolation of people with disabilities is unacceptable, should not be tolerated, and requires immediate change. We are dedicated to making positive, systemic changes through advocacy, education and legislation, and to providing full access, power, and self-determination for all people with disabilities. With an unwavering focus on integration, community living and assisting people to reach their greatest potential, we support a culture that encourages risk-taking, creativity, and innovation. To address broader public policy issues, we are committed and deliberate in speaking about the problems and obstacles faced by people with disabilities. We exist as an organization that on all levels abides by a living code of ethics which mandates respect, appreciation, honesty, integrity, empathy, trust, active involvement, and accountability.

We will work tirelessly toward reshaping the culture of our society into one that is truly inclusive of all its citizens.

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