

St. Anne Institute

LOVING ♥ *CARING* ♥ *PROTECTING*

**ANNUAL
REPORT 2024**

ABOUT SAI



St. Anne Institute (SAI), established in 1887, has evolved into a multifaceted institution dedicated to assisting children and families in crisis. Initially founded to foster the development of skills and confidence, SAI's spectrum of services expanded over time. It presently stands as one of three agencies in New York State offering comprehensive programs tailored to meet the evolving needs of its community.

At the core of SAI's offerings lies its Clinical Services Department encompassing a range of therapeutic education, prevention programs and counseling services.

These programs cater to diverse needs, including sex abuse prevention, problematic sexualized behaviors, and trauma-sensitive therapeutic milieus aimed at young women aged 12-21. The Institute's Qualified Residential Treatment Program operates round-the-clock to provide a supportive and structured environment for individuals within this age group. SAI's community extends beyond clinical programs, incorporating various services designed to address a wide array of challenges faced by children, adolescents, and families. This commitment to excellence and compassion shapes their comprehensive approach to aid those in need.

CEO ADDRESS



Dear Supporters and Friends,

As we reflect on the past year at St. Anne Institute, I am filled with immense gratitude and pride. Our dedicated staff, the resilience of the youth and families we serve, and the steadfast support of our partners and community have been central to our progress. In Fiscal Year 2024, we experienced meaningful growth and took important steps forward in expanding access to vital services. We strengthened our program offerings, embraced new approaches, and continued to meet the evolving needs of those who rely on us. Through trauma-informed care, education, and community outreach, our team remained committed to promoting healing, empowerment, and equity.

We also celebrated significant achievements through our Capital Campaign projects, which enhanced both the safety and capacity of our campus. We completed essential health and safety upgrades in the Agency Behavioral Support (ABS) area, replaced the Cooling Tower in our school to ensure students remain comfortable during summer sessions, and finished a modernized kitchen renovation that allows us to serve more students with greater efficiency. In addition, we broke ground on the renovation of our Short-Term Residence, a critical step toward expanding therapeutic services for youth in need.

The impact of our work is visible every day—in small victories, powerful transformations, and the renewed hope of the individuals we serve. From preschoolers beginning their learning journeys to adolescents rebuilding their lives, each success story reflects the difference care and consistency can make.

As we plan for the future, we remain focused on creating safe, supportive environments that foster dignity and opportunity. Yet, we cannot do this work alone. With the continued partnership of our community, we are building brighter futures—together.

Richard Hucke

RICHARD HUCKE

Chief Executive Officer

VISION & MISSION

Mission

To partner with individuals and families in a supportive and inclusive environment to achieve shared goals and strengthen communities

Vision

The Vision of St. Anne Institute is to be the leading provider of innovative and equitable human services.

CONTINUOUS QUALITY IMPROVEMENT PROGRAM

Saint Anne Institute (SAI) prioritizes creating a healthy agency culture to empower staff and fulfill its mission. The Continuous Quality Improvement Program (CQIP) aims to continuously evaluate services through a data driven approach. The commitment includes accurate data collection, identifying gaps for improvement, and using data for decision-making. The robust CQIP system, initiated in late 2022, involves inclusive collaboration with staff from all departments. This ensures the best outcomes for children and families, reinforcing a culture of inclusivity, teamwork, and transparency. SAI recognizes the value of direct care staff and has a comprehensive plan to rollout the revised mission, key goals, and measures through various channels, with completion projected in the fall/winter. The SAI performance measurement system comprises an Identity Map, Performance Measures, and Quarterly Target Reviews (QTRs).

The Vision of St. Anne Institute is to be the leading provider of innovative and equitable human services.



St. Anne Institute is a human services agency whose mission is...
To partner with individuals and families in a supportive and inclusive environment to achieve shared goals and strengthen communities.



Key Goals

- ♥

Promote physical and emotional safety for all individuals and families
- ♥

Ensure open and collaborative communication with all individuals and families
- ♥

Provide equitable access to quality and effective services
- ♥

Foster diverse, equitable, inclusive and accessible services
- ♥

Engage in evidence-informed, person-centered services
- ♥

Cultivate and nurture a skilled and caring workforce
- ♥

Strengthen agency community identity and relationships
- ♥

Anticipate and respond to emerging needs
- ♥

Foster a learning organization

- Ensure a safe agency environment for individuals and families
- Develop and revise policies, protocols, and procedures
- Conduct incident reviews to identify risks and areas for improvement
- Work cooperatively with oversight agencies to promote accountability and ensure compliance with mandates
- Collect, analyze, and use data to inform practice
- Ensure compliance with agency policies and all federal, state, county, and local laws and regulations
- Create a feedback loop to share data and progress toward goals
- Maintain standards set forth by the Council on Accreditation and regulatory bodies

Risk Management, Quality Improvement & Compliance

- Maintain a physically and emotionally safe and productive environment
- Commitment to diversity, equity, inclusion and equal access
- Ensure financial security and stability
- Provide training, supervision, and professional development
- Recruit, hire, retain, and support proper staffing
- Marketing, fundraising, and outreach
- Advocacy and strengthening community linkages
- Advance modern and innovative technical systems

Business Operations & Development

- Provide a physically safe and comfortable learning environment
- Provide academic instruction for students in support of achieving academic goals (students PreK and ages 12-21 years)
- Nurture the development of life skills, coping skills, and social and emotional well being
- Provide pre-vocational and vocational training

Education & Vocation

- Provide and receive referrals
- Process new enrollments and admissions
- Connect with youth and families to assess needs/acuity
- Provide family support services
- Develop and maintain plan of care and ensure IDT meetings are held
- Promote the social determinants of health

Case Management, Care Management & Service Coordination

- Provide a full array of therapeutic assessments, treatment, support services, case management, and aftercare services to residential and community-based clients
- Provide routine psychiatric assessments and services for residential clients
- Provide routine medical assessments, clinical case management, and nursing services for residential clients
- Develop and maintain service plans and ensure SPR meetings are held
- Provide a full array of emergency shelter services for homeless youth
- Provide therapeutic arts and recreation

Treatment Services

Process Measures

Risk Management, Quality Improvement & Compliance

- Mandatory Reporting & Investigations
- Emergency Drills
- Staff/Client Injuries & Accidents
- Incident Review Committee (IRC)
- Policy & Procedure Review
- Improvement Plan Completion
- LSI Completion
- Grant-Funded Reports
- Client Case Record Reviews
- Performance Evaluations
- Audit Results
- Agency Meetings
- Agency Annual Report
- Website & Social Media
- Quarterly Treatment Reviews
- Staff Training Compliance
- Incidents & Placement Disruptions

Business Operations & Development

- Program & Services Revenue
- Payroll Issued Via Line of Credit
- Lost Revenue
- Budget vs. Actual Reports
- Lost/Failed Reimbursements
- Overtime Use
- IT Help Tickets
- Work Order Completion
- Cyber Security & Stability
- Staff Coverage
- Internal Safety Plans
- Workers Compensation
- Vehicle Maintenance Compliance
- Vacancy Rate
- Intake & Census Data
- Insurance Reimbursements
- Tracking Payments & Bills
- Staff Skill & Career Development
- Staff Retention & Years of Service
- Staff Onboarding
- Staff Recruitment
- New Hire Satisfaction
- Treatment Model Fidelity
- Donor Engagement
- Multilingual Staff

Education & Vocation

- Education Credits Earned
- Education Activities & Learning Impact
- Day Treatment Referrals
- Education Evaluation Completion & Timeliness
- Attendance
- Youth with Post-Graduation Plans
- Minutes out of Class
- Youth Experience of Education Environment
- Students Completing Education Program
- Youth Job Engagement
- Youth Earning a Passing Grade

Case Management, Care Management & Service Coordination

- Initial Contact Timeliness
- ICSP Timeliness
- Initial Treatment Meeting Timeliness
- Care Management Plans & Assessments
- Case Management Assessments

Treatment Services

- Medication Compliance
- Medication Errors
- Medical Treatment Plan Timeliness
- Medical Intakes
- Medical Appointments
- Nutrition Education
- Mental Health Referrals
- Treatment Goal Completion
- Assessments & Treatment Plans Quality & Timeliness
- Participation in Groups
- Restorative Circles
- Client Discharges
- Family, Sibling, & Resource Visits
- Youth Contacts
- Youth Behavior
- Duration of Services
- Engagement in Treatment
- Discharge Summaries Completed

Outcome Measures

Anticipate and respond to emerging needs

- New Programs & Projects
- IT Upgrades & Modernization

Foster a learning organization

- Staff Suggestions Implemented
- Client Suggestions Implemented

Provide equitable access to quality and effective services

- Client Connection to Resources
- School Outcomes
- Successful Family Reunifications
- Education Diploma
- Education Test Score Improvement

Foster diverse, equitable, inclusive and accessible services

- Staff Diversity
- Promoting Cultural Activities & Inclusion
- Staff Perception of Agency Diversity, Equity, & Inclusion
- Access to Services

Strengthen agency community identity and relationships

- Community Engagement
- Stakeholder Perception
- County Partners & Contracts
- Support for Sister Agencies

Promote physical and emotional safety for all individuals and families

- Physical Plant Safety
- Youth Feel Safe
- Staff Feel Safe
- Incidents

Cultivate and nurture a skilled and caring workforce

- Staff Supervision & Support
- Professional Development
- Staff Satisfaction
- Staff Health & Wellness

Engage in evidence-informed, person-centered services

- Youth Improvement
- Successful Discharge
- Program Utilization
- Successful Audits

Ensure open and collaborative communication with all individuals and families

- Client Satisfaction
- Family Engagement

Fund Development • Human Resources • Early Childhood Education • Facilities • Medical Services • IT Support • Runaway and Homeless Youth Services • Quality Management • Care Management Services • Agency and Behavioral Support • Business Office • Education Services • Aftercare Services Residential Services • Residential Clinical Services • Community-Based Clinical Services • Vocational Day Services

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Dear Friends & Supporters,

It is my privilege to share an update on the impact St. Anne Institute has made throughout FY 2024. This past year, we expanded our reach and strengthened our programs to meet the growing and complex needs of children, youth, and families in our care. From enhancing our residential and school-based services, to opening new crisis and community programs, to advancing our integrated care approach, St. Anne Institute continued to adapt with innovation and compassion.

The support of our donors, partners, and community made this progress possible. Together, we provided stability, safety, and hope to some of the most vulnerable members of our community. As we look ahead, we remain committed to building brighter futures through care, education, and advocacy.

Stephen Schifley
STEPHEN SCHIFLEY
Chair, Foundation Board

ST. ANNE INSTITUTE BOARD



Vincent Colonno
Institute President

Dear Friends of St. Anne's,

As President of the Board of Trustees, it is my privilege to reflect on the past year and share the remarkable impact of St. Anne Institute. Each day, our dedicated staff and leadership team provide a safe, supportive, and empowering environment for children, young people, and families, keeping our mission—building brighter futures through care, education, and community support—at the heart of everything we do.

This year has been marked by growth, resilience, and innovation. From strengthening our residential and community-based programs to expanding opportunities in education and wellness, St. Anne Institute continues to evolve in response to the needs of those we serve, thanks to the generosity of donors, the guidance of partners, and the trust of families.

On behalf of the Board of Trustees, I extend our deepest gratitude to the staff, supporters, and community members who make our work possible. Together, we are ensuring that children and families have the resources, care, and hope they need to thrive and look forward to building on this momentum in the year ahead.

Vincent Colonno

VINCENT COLONNO

Chair, Board of Trustees

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thank you

thank you

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Our Donors Make a Difference in the lives of the over 5,000 children, families and individuals we serve in over 40 NYS Counties.

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2024 TOTALS

61 New Facebook
Followers

\$418,678.96
Raised

\$69,000 Grants

105,850
Facebook Reaches

393 Donations

362% Increase in
Facebook Interactions

49,400
Facebook Views

UPDATES

As we reflect on the past year at St. Anne Institute, we are proud to share several projects that strengthened our ability to serve children, youth, and families:

- Completed critical health and safety upgrades to the Agency Behavioral Support (ABS) area, creating a safer, more supportive environment.
- Replaced the school's Cooling Tower to ensure students remain comfortable during summer sessions.
- Renovated and modernized the kitchen, expanding our capacity to serve more students efficiently and with care.
- Broke ground on the Crisis Residence renovation, a project designed to enhance therapeutic services and expand access for youth in need.

These accomplishments reflect our ongoing commitment to providing safe, modern, and supportive spaces where healing, growth, and opportunity can flourish.

Finances

Fiscal Year July 1, 2023-June 30, 2024

Revenue & Support	
Program Services	\$12,098,663
Government grants	\$2,033,990
Fundraising and Contributions	\$255,575
In Kind Contribution	\$127,253
Other	\$245,160
Total Revenue and Support	\$14,760,641
Expenses'	
Program Services	\$12,969,782
Management and General	\$1,983,641
Fundraising	\$280,627
Total expenses	\$15,234,050
Surplus/(Deficit)	(\$473,409)
Change in net Assets Non Operating	\$186,072
Change in Net Assets	(\$287,337)
Revenues:	\$14,760,641
Expenses:	\$15,234,050
Surplus/(Deficit)	(\$473,409)
Statement of Financial Position	
Assets:	\$7,864,595
Liabilities:	\$6,309,828
Fund Balance:	\$1,554,767
Statement of Cash Flow	
Operating:	\$159,884
Investing:	\$(738,893)
Financing:	\$140,719
Net increase/(Decrease) in cash:	(\$438,290)
'23-'24 Capital Expenditures	
ABS	\$30,791.55
Kitchen	\$243,343.90
Preschool Playground	\$43,449.53
Cooling Tower	\$132,258.63
Clinic Air Conditioning Upgrades	\$21,500.00
Preschool Air Conditioning Upgrades	\$9,375.00
Total Capital Expenditures	\$480,718.61


PROGRAMS

Since 1887, St. Anne Institute has been dedicated to helping children and families overcome life's challenges. Over the years, we have adapted to meet changing needs, now serving some of the highest-acuity cases in New York State.

Our comprehensive approach includes a 24-hour, trauma-sensitive Residential Treatment Program for young women ages 12–21, innovative Community-Based Clinical & Care Management Services, and an Integrated Care Management model designed to support the whole person.

We proudly partner with Health Homes to serve eligible children and young adults across multiple counties, reinforcing our commitment to comprehensive, coordinated care. In addition, our Runaway and Homeless Youth Shelter and Street Outreach Program address the urgent needs of vulnerable youth in Albany and the surrounding region.

Our Education Programs, including a Certified Special Education School and Universal Pre-Kindergarten, reflect our dedication to fostering growth in young learners. Beyond education, we provide vital mental health services to children, families, and individuals throughout the communities we serve.



**Over 2400
Individuals
Served**



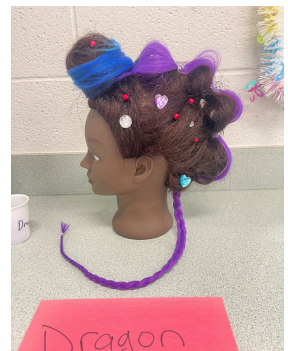
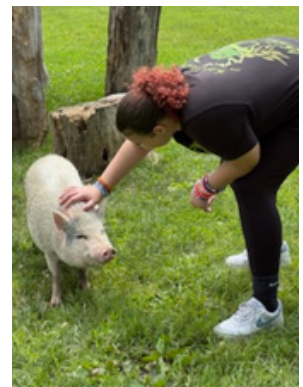
**96% of staff
say their work
is meaningful**



**Of the 2,400
served, all used
multiple
programs and
services**

St. Anne Institute

PHOTOS



St. Anne Institute

CONTACTS

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