# Touching Lives



## 2023-2024 ANNUAL REPORT

# **Agency Locations**

#### ADMINISTRATIVE HEADQUARTERS

Upstate New York 101 Hamilton Avenue Auburn, NY 13021

#### **New York City**

1916 Park Avenue New York, NY 10037

#### **REGIONAL OFFICES**

#### Auburn 101 Hamilton Avenue Auburn, NY 13021

**Delaware** 292 Carter Drive, Suites A & B Middletown, DE 19709

#### New York City 2417 Third Avenue, Suites 701 & 509 Bronx, NY 10451

1916 Park Avenue New York, NY 10037

## Pittsburgh

1010 Western Avenue, Suite 400 Pittsburgh, PA 15233

#### Southeast Florida

1301 N Congress Ave, Suite 130 Boynton Beach, FL 33426

14645 NW 77 Ave, Suite 204 Miami Lakes, FL 33014

#### **PROGRAM OFFICES**

Auburn, NY Albany, NY Arlington, TX Baltimore, MD Boynton Beach, FL Canandaigua, NY Chicago, IL Fort Lauderdale, FL Los Angeles, CA Miami Lakes, FL Middletown, DE New York, NY Pittsburgh, PA Port St. Lucie, FL Rochester, NY Syracuse, NY Utica, NY



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## **Our Mission**

To help children, families and individuals to grow as independent, healthy and productive citizens through quality counseling, outof-home care and support services. We do this in partnership with those we serve as well as government agencies and other services providers.

## **Nuestra Mision**

Ayudar a niños, familias e individuos crecer como ciudadanos independientes, saludables, y productivos por medio de asesoramiento profesional, cuidado fuera de hogar y servicios de apoyo. Nosotros hacemos esto con asociación a aquellos a los que servimos como también con agencias gubernamentales y otros proveedores de servicios.

## **Our Competencies**

We demonstrate team work & partnership

We deliver results while embracing excellence and efficiency

We lead with a strong belief in the values we hold at Cayuga Centers

We act and lead with human sensitivity and respect

We embrace change, innovation, and opportunities

## **Nuestras Competencias**

Demostramos trabajo en equipo y colaboración

Entregamos resultados basados en excelencia y eficiencia

Lideramos con gran convicción en los valores que mantenemos en Cayuga Centers

Actuamos y lideramos con sensibilidad humana y respeto

Aceptamos el cambio, la innovación y las oportunidades

# Letter from the CEO

Dear Friend of Cayuga Centers —

Our staff and our foster parents are there. Standing side-by-side in partnership with those we serve, they are physically in our foster homes, in the living rooms of those we bring at-home services to, in community schools and community centers, in our program sites, in the courtroom and the social services offices and on the streets. Our staff are there delivering high-quality, evidence-based interventions and supports with respect.

In this last year, our staff has delivered in-person services to over 17,000 youth and families in all 50 states. And they will do this again this year.

The last few years have been challenging for all of us. The COVID-19 pandemic and its aftermath have created trauma and isolation for so many. In addition to increasing the racial, social, and economic disparities in our society, the pandemic's impact has interrupted or changed services and the way they are delivered for many in need. While some may thrive in this new virtual world, many others do not.

We serve those who are most vulnerable, those who have multiple challenges, those whom many other providers shy away from. Too often they are ill-served by the child welfare, juvenile justice, intellectual and developmental disabilities, schools, health, and immigration systems. On top of this, the changes brought about by the pandemic have impacted them incredibly badly.

In this environment, talk is cheap. Actions are important. Our passionate and dedicated and talented staff act.

- In our treatment family foster care programs, we admit youth who have complex issues and who have high needs.
- In our community-based programs, we serve many who have had bad experiences in the system and who do not trust providers.
- In our work in the schools, we serve those who are frequent flyers with the Assistant Principals in charge of suspensions.
- In our supports for unaccompanied children and their families, we reach out to many who live in fear of being deported without any process.

In all these cases, we work to ask them to give us a try — to prove our value to them in creating a better life for themselves. And — despite occasional initial door slams — we overwhelmingly succeed in creating therapeutic alliances and partnering to create change.

Last year was filled with our staff and our foster parents touching lives. This year will bring more of the same.

And — in the midst of this work, we also made strong progress on correcting our fiscal footing — going from a deficit in the previous year to a small surplus. We invested in ourselves with updated systems — particularly software so we could work smarter. And we worked on supporting our staff in the difficult work they do.

A challenging year — YES. But a positive year — INDEED.

Thank you for your interest in our work and for your support.

**Edward Myers Hayes** President & CEO



# A Great Place to Work









# Staff **APPRECIATION**

We value our staff and show them appreciation in many ways. In addition to Remember Fred Day, our annual staff appreciation day, regions and departments celebrate staff milestones and awareness days throughout the year.

# Ô Supervisor Training Wellness Initiatives



Holiday Celebrations



Diversity, Equity, Inclusion, and Belonging Council

**Awareness** FOR WHAT MATTERS

This year we celebrated and recognized Pride Month, Foster Care Month, Child Abuse Prevention Month, Sexual Assault Awareness Month, Black History Month, and more!



#### PHOTO STRIP

Staff gather for agency celebrations TOP RIGHT DEIB program branding wins a design award **BOTTOM RIGHT** Staff participate in a DEIB learning opportunity





## Diversity, EQUITY, INCLUSION, **AND BELONGING**

August 16, 2024 marked the one-year anniversary of Cayuga Centers' Diversity, Equity, Inclusion, and Belonging (DEIB) Council. The DEIB Council is composed of 25 staff from across the agency who embrace, inspire, and actively champion our DEIB-focused ideals, goals, and initiatives.

Together, we continue journeying on a path toward being a more diverse, inclusive, equity-centered, accessible and just workplace where everyone is welcomed, valued, and proud to work.



PHOTO STRIP Staff celebrate Pride Month in June

# working with **PRIDE**







# **25 years of Functional Family Therapy**

In the mid-1990s, juvenile justice agencies began sharing information on effective violence prevention programs to meet communities' growing demand for alternatives to removing youth from their homes. At that time, Cayuga Centers provided congregate care for young people, but research indicated it wasn't effective. Motivated by this evidence, we sought programs that would help us move beyond congregate care and improve outcomes for youth. Because we believe in using interventions that are proven effective by data and we serve populations that other agencies tend to shy away from, in 1999 we invested in ourselves to become an early adopter of Functional Family Therapy (FFT).

We became the first accredited FFT provider in New York State in 2000. Today we remain the longest running provider of FFT in the country and provide the service in three states: New York, Delaware, and Florida. One of the reasons the program has been so successful is because it builds on the strengths of a family. Highlighting the success of the program, Ali Trojnar, LMSW, Functional Family Therapist shares, "FFT helps our families to become more comfortable with skills involving conflict resolution, anger management, problem solving, and overall communication. Not only this, but to be open to the idea of making positive change that does not change who they are, but adds onto their current skill set."

Designed for adolescents between the ages of 11-18 and their families, youth are referred to us through the educational or juvenile justice system. Our certified FFT therapists work with the

youth and their families for 4-6 months, holding weekly 60 minute sessions. During these sessions the FFT Therapist moves the family through three phases (engagement/motivation, behavior change, and generalization), each with measurable progress goals and family skills that are the targets of the intervention. Our therapists typically meet with the families in their homes with the referred youth, other siblings and parents/caregivers in attendance.

"The FFT program recognizes that most people at some point in time will naturally struggle with something. We normalize this struggle and allow families to think of their struggle in a different light. Reminding them that change is possible and they are fully capable of doing so. We recognize their strengths and have several sessions where we prove their capabilities. This is when families start to understand that they can do it."

Kelly Pietruch, LMSW FFT Therapist, 5 Years

Studies suggest that when applied as intended, FFT reduces recidivism between 25% and 60%

> Scan to watch

**FFT Program** Video















# **10 years** of UC TFC

We launched our services to unaccompanied children (UC) with our Transitional Foster Care program (UC TFC) in April 2014. We wanted to provide services different than our peer providers in New York City, so we built our program to place youth in Spanish-speaking foster homes, rather than in a group living setting. Initially contracted for 300 beds, our program size has gone up and down over the years based on the number of children entering care. Currently, we have the capacity to serve 500 UC and we are a leader in efficiently finding and vetting sponsors, hosting an on-site medical facility, and placing mothers and babies together in foster homes.

"The secret to our success lies in our dedicated staff and our commitment to Cayuga Centers' mission. Collaboration amongst staff along with an unwavering focus toward helping children and families create lasting change, are the pillars to our success."

> Eloiza Roman UC TFC Clinician 9 years

> > Scan to watch

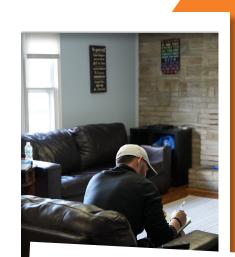
UC TFC **Program Video** 



Rolando Santos, Case Manager for 9 1/2 years

# **5 years** of the Youth and Family Resource Center

Our Youth and Family Resource Center (YFRC) located in Auburn, NY opened on August 1, 2018 and celebrated its 5th year of serving youth ages 10 to 21 in 2023. The group home now serves up to 12 youth from Cayuga, Onondaga, Oneida, Tompkins and Seneca Counties. The goal of the YFRC is to provide preventive and crisis respite and stabilization for families and to assist youth in gaining social and life skills. Program staff also connect families to community resources. "The secret to our success is teamwork. Here at the YFRC we work together at all times to uphold the program standards, and continue this great work we do with our community," shares Victoria Ramsperger, Director of the YFRC.



"The program benefits the people served in so many ways. Whether it is respite services for youth and their families to get a break or a long term stay, we are able to provide a safe and fun place to stay and grow."

Brian Cook Youth Care Worker, 5 years

PHOTOS TO THE RIGHT Staff at the Youth and Family Resource Center



# **Expansion of** Home Study and Post Release Services

Since our national Home Study and Post Release Services (HS/PRS) department serving unaccompanied children (UC) launched in April 2021, it has evolved and expanded to keep pace with the needs of unaccompanied children and their families in their new communities. We started as one of four providers of Post Release Services and now we are one of sixteen. This expansion of the services is due to the increase in the number of children and families in the program and also the enhancement of the services offered to them.

In November 2022 the Office of Refugee Resettlement (ORR) expanded the eligibility and created three tiers of support available to families in the PRS program. The first tier of support includes weekly remote check-ins for 30 days to ensure that the family has made community connections and the child is enrolled in school. The second tier of support includes working with a family for 6 months, checking-in remotely, and making in-home visits to assess the needs of the family and make referrals and connections as needed. This may include enrolling the child in school, connecting the family to physical and mental health, food, clothing, and legal resources. Tier three includes tier two supports and starts with a Clinician conducting weekly sessions in the home for the first two months to help resolve trauma, provide crisis intervention, provide support to help the family adjust to being together, and help stabilze the family. We now have a Clinical Team that spans each region to cover the entire United States.

Our HS/PRS team has tripled in size to implement the changes. We built out a Support Team to develop relationships with healthcare providers, educational, community-based organizations and other service providers to aide our families in their transition and integration into the community. The team also helps meet basic needs of families including food and clothing. If you know of a resource that you think can help our unaccompanied children, please reach out to info@cayugacenters.org.

## **New** Programs

#### **Targeted Case** Management

Our new Florida-based Targeted Case Management (TCM) programs in Palm Beach County and in the Treasure Coast are community-based services that seek to support youth who have emotional health needs and connect their families with valuable resources. Focused on building upon current strengths and identifying the specific needs of each child and family, TCM aims to create a community and a team who are open to talking about and supporting mental health.

cayugacenters.org/tcm

#### Parent - Child **Interaction Therapy**

This year we launched Parent - Child Interaction Therapy (PCIT) in Upstate NY. PCIT is an evidence-based, specialized behavior management program designed for young children (ages 2 1/2 - 6 1/2) and their families who are experiencing behavioral and/or emotional difficulties. PCIT teaches caregivers to manage their child's difficult behaviors, while increasing their positive behaviors. PCIT works with the child and caregiver together in weekly 60 minute sessions over the course of two treatment phases, typically lasting 12-16 weeks.

#### cayugacenters.org/pcit

### New York City's Family Foster Care and **Treatment Family Foster Care become Enhanced Family Foster Care (EFFC)**

In recognition that all children in care have experienced some level of trauma, the Administration for Children's Services in New York City rolled out a new Enhanced Family Foster Care (EFFC) program which blended the two levels of care making clinical supports available to all youth in foster care. Additional enhancements to the program include more supports for parents and expanded resources for housing, education and employment pursuits. We have merged our two programs into the EFFC structure and transitioned all of the youth in our care to the new EFFC program.





#### TOP LEFT

School-Based Therapists at C.A. Moore Elementary School

#### **TOP RIGHT**

Our Mini-Grant program awarded a laundry machine to a local elementary school in Florida

#### **BOTTOM STRIP**

Teenagers from IGNITE Youth Alliance participate in pro-social activites







#### **IGNITE Youth Alliance**

We acquired an established and respected at-risk youth mentoring program in Fort Pierce, Florida called IGNITE Youth Alliance. The program is based on a national antiviolence model developed by the United States Office of Juvenile Justice and Delinquency Prevention and supported by the National Gang Center. Available for youth ages 6-24 who are involved in or at risk of involvement in high-risk street activity, our strategies include intervention, prevention, mental health support and pro-social activities.

#### cayugacenters.org/ignite

cayugacenters.org/foster-care

TOP Cayuga Centers staff and youth in foster care attend a New York Yankees Game BOTTOM Staff hold donations from a backpack drive

#### **School-Based Therapy** at C.A. Moore

In partnership with Southeast Florida Behavioral Network and the school district of St. Lucie County, we now have a co-located therapist at C.A. Moore, an under-resourced elementary school in a very high-risk community. Our therapist is available on-site daily to provide therapeutic support and intervention, allowing students to access support without the barriers of waiting or being referred.

cayugacenters.org/cfc

# **Treatment Family Foster Care**

## **From Foster Care to Adoption** THE MARTINO FAMILY

Frances Martino has always loved children and had a nurturing spirit. With an empty nest and a desire to make a difference, Frances decided to become a foster parent. She knew that many children in foster care needed a loving and stable home, and she felt called to provide that for them. After her experience as a former foster youth, she understands the need on a personal level.

In many cases, siblings in foster care are separated. Frances knows the importance of keeping siblings in foster care together and takes pride in accepting large sibling groups into her home.

Frances has gone above and beyond by recently adopting two young brothers, Jaylen and Jahmir, whom she was fostering. Frances says it was important for her to keep the boys together, not just because the boys are family, but because they influence each other as they grow.

The Martinos' journey from foster care to adoption was unique. Frances was the second foster parent to adopt Jaylen and Jahmir. Unfortunately, the first adoption was

disrupted and the boys returned to foster care. The boys stayed at a shelter for youth in foster care while a foster home was located. They later entered Frances' home as a foster care placement and have been with her ever since.



#### Scan to read more The Martino's Story cayugacenters.org/cayuga-corner







## **Choosing Fatherhood: Single Foster Parenting ANTHONY**

Anthony chose to be a foster parent because he wanted to have an impact on children's lives, and empathized with youth in the foster care system. He made the decision to become certified as a Treatment Family Foster Care (TFFC) foster parent. TFFC parents open their home to children who need a higher level of care, most often due to trauma. Working in the public health sector led to a natural transition of caring for a child with complex medical needs.

One day, the child in his care mentioned that he missed his cat who he hadn't seen in a very long time. Through many hurdles, Anthony worked through the proper channels in his state and was able to surprise the youth with the cat.

The child was estatic. Having the cat returned to the youth not only boosted his mental health - but physical health as well. The pet had a calming effect on Anthony's child, so much so that the youth's doctor noticed a difference at a later visit. His stress levels decreased, which greatly improved the management of his illness.



Scan to read more Anthony's Story

cayugacenters.org/cayuga-corner

## Celebrating 1 Year of Cayuga Corner

Our foster care programs and the Communications team held celebrations to commemorate one year of Cayuga Centers' blog, Cayuga Corner. The blog has seen amazing growth since it first launched a year ago. The blog offers detailed advice and information that can be useful for any caregiver, not just foster parents. It also highlights the heartwarming stories of our foster parents and youth in care.



Subscribe today! cayugacenters.org/cayuga-corner PHOTOS TO THE RIGHT Staff members celebrate the 1 year anniversary of Cayuga Corner blog





cayuga corner

#### PHOTO STRIP

Foster Parent Recruiters and Licensors spread the word about the need for foster parents in their communities

Learn more about fostering at cayugacenters.org/become-a-foster-parent





# **Engaging Our** Communities













#### **Fall Bash OCTOBER 2023**

Our Auburn, NY staff hosted a Fall Bash for youth and individuals in our programs. Families enjoyed games and activities hosted by each department in the agency.

### **Toy Drive DECEMBER 2023**

Our 2023 Holiday Toy Drive significantly expanded from previous years to include both our foster care programs and our home and community-based prorgams. This heartwarming initiative saw overwhelming participation from multiple regions, including Southeast Florida, Delaware, Pittsburgh, New York City, and Upstate New York. In partnership with over 22 local community partners and many generous individuals, we were able to provide over 1,500 gifts for youth in our programs.

PHOTO STRIP

Staff and donors participate in our year-end Toy Drive

## OUSE OF REPRESENTATIVES



#### **Survivors Speak** Conference **JANUARY 2024**

Our IGNITE Youth Alliance program in Treasure Coast Florida advocated for survivors of crime and spoke about safety and justice at the Florida State Capitol Building.



## **St. Patrick's Day Parade MARCH 2024**

Our Mohawk Valley New York team celebrated St. Patrick's Day by participating in the Utica Parade.



# **MAY 2024**



## **Easter Event APRIL 2024**

Our Miami, FL Family Literacy program hosted an Easter Egg Hunt for children and families.



## **Day of Service**

Auburn, NY staff cleaned, landscaped and planted flowers at the Cayuga Home for Children memorial plot at Fort Hill Cemetery.

#### **Super 7 Event APRIL 2024**



Our Pittsburgh, PA foster care program was one of 7 non-profits to be featured at the "Super 7" networking event where they were able to speak about foster care, build partnerships, and raise money for the program.

# **Mini-Grant** Program

Our Mini-Grant Program funds projects and enhancements proposed by staff that directly benefit those we serve. These ideas are submitted twice a year and reviewed by a cross-departmental committee. We were able to fund the initiatives below thanks to the incredible generosity of our staff during our fall campaign. After receiving 100 applications from our staff in our grant periods in October 2023 and May 2024 we were able to fund 63 of these applications, totaling \$57,000. In addition, 10 of these grants were funded from exisiting program dollars.





#### Safety Supplies and **Toys for Families**

Our SafeCare program in Auburn, NY received safety supplies and toys for parents with children between the ages of 0-8.

#### Summer Passport and **Prevention Program**

In Treasure Coast Florida teenagers from the IGNITE program got to participate in the Summer Passport and Prevention program, allowing them to learn new skills and get involved in their communities.

#### **Coping Skills Toolkits for** Youth in Foster Care

Youth in our Treatment Family Foster Care program were able to make personalized toolkits to practice positive coping mechanisms.

You can contribute to our Mini-Grant fund and help staff enhance the lives of those we serve. Every dollar raised helps improve the lives of those in our care.

cavugacenters.org/donate

Abate of Cayuga County Aldi Giving Alice and Randy Bogar Ann Marie Bernardoni-Smith Annette Zygmunt Asha Gozzelin Ashely Nolasco Auburn VFW Auxiliary 1975 Barbara and Jack Thomas Bernadette M Colicchie Bethany Wisnewski Bojana Stoparic Boys and Girls Club of Metro Queens Bruce Feldman Bruce Halbmaier Chad Walker Charity Ball **Charity Gift Certificates** Children's Museum of Pittsburah Christine Nunez Claude Millman and Susan Bernfield Contour Day Spa **Cooney Family** Cooper's Hawk Cosimo Borgogni Crowe LLP Crystal Almanzar Daniel Moran Daniela Duarte Darlene Hall Dave and Busters Devon Reichart Diana Perez Doug and Holly Lewis Dr. Deborah and Malcolm Geer and Skipton Duffy's Sports Grill Eagle Consulting Eddie Recalde Keli Platco Edwin Peraza

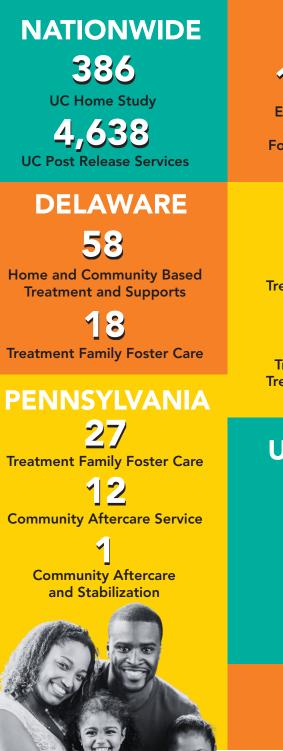
# **Our** Donors

Eileen Hardy Elizabeth Hart Enterprise Holdinas Foundation Eric Hankiin Eric Saks **Evelyn Santos** Faye Hylton First Source Credit Union Gabriel Haves Gallagher Benefit Services, Inc. George Stray Gerald Martin Gilda Brower **Guyette Family** Hanler Nolasco Hannaford Colonie Hemanth Kapoor Hugh Lawrence India Sneed Integrated Health James Loperfido James Ward Jamie Kass Jarvis Family: Trudy, Woody, Lindsay, Rick, Keith and Frankie Jarvis Jason H. F. Fane Jason Kellman Jen Foster Jennifer Hart Jesse Lipson Jodi Morales-Vargas Johanna Hebert Jonathan Gonzalez Jonathan Vargas Jose Hualpa Joshua Seward Joyce Akwaa Juan Carlos Polanco Julia Shaffer Jungle Queen Karimah Prescott Kathleen Anderson

Kendra Scott LLC Kezia Escobar Kim D'Albenzio Kimberly Potrzeba Kiwanis of Dania Beach Kristina Howard LaShauna Richardson Lion Country Safari Lissette Ayala Little Feet Luther Isler Margaret Eisenhut Maria Gutierrez Mark and Sharon Haramic Marquis "Masterminds" Robbins Martha Potter Mary Ann and Len Policastro Mary D. Shuplock Matthew Neel Medent Melissa Britt Melissa Keating Michelle Alladin Mid County Lanes and Entertainment Molly Johnson Museum of Discovery and Science Natalie's Orchid Island Juice Co Ndome Essoka New York Mets Foundation Nicholas Lazor Nicole Rossado Nikki Ortega Noah Britt Palm Beach Zoo Paul D'Albenzio Priscilla Acevedo **Publix Super** Market Charities **Recovery Sports Grill** Ricardo Cuello

**Richard Barbieri Richard Shawl** Robert and Susan Ward Robert Kanabay Rosa Rivera Roslyn Guzman Señoritas Latinas Unidas Sessler Excavating and Wrecking Inc Shayla Jervey Sigma Lambda Upsilon SPI Fitness LLC Susan Hannigan Tamiga's House Terichi Bellinger The Forum Group Theresa Chappel Thomas and Mary Lou McCullough Tiffany Goode Tom and Ann Buckley Tomilola Morakinyo Vance Family Wawa Foundation Wayne Burack Wegmans Food Markets Inc. Wells College Class of 2024 Willette Bogan Walker Wilma Quiroga Winn Dixie **Xtreme Action Park Yolianice Velez** 

# **Our Impact**



## NEW YORK CITY 131 4,984 43 Enhanced Family Foster Care UC Transitional Foster Care Core Florida 505 Core 56

76 Palm Beach Treatment Family

Foster Care

Treasure Coast Treatment Family Foster Care Broward Treatment Family Foster Care

3,882

Home and Community Based Treatment and Supports

## **UPSTATE NEW YORK**

405 Preventive

Preventive Onsite Case Planning Programs

86

Treatment I Family Foster Care

2,022 Home and Community

263

ome and Community Based Treatment and Supports

17,121 TOTAL SERVED

# Financial Review

## **(Unaudited)** July 1, 2023 to June 30, 2024

#### **Operating Income**

Programs and Services Fees Contributions & Other Income Interest & Dividends (net of fees) Total Revenue

#### **Operating Expenses**

Foster Care Programs Community-Based Treatment & Supports I/DD Supports Programs Management & General Total Operating Expenses

Net Income (Loss)



\$ 140,887,630 496,198 764,073 142,147,902

103,765,983 19,753,372 1,702,058 16,475,457 141,696,869 \$ 451,032

## Our Board During 2023 & 2024

Alejandra Malave, LMSW David Warren Connelly Faye Hylton Gilda Brower **Glenn Fletcher** Hugh Lawrence, PA India Sneed, Esq. James Loperfido Jodi Morales, Esq. Joyce Akwaa Juan Carlos Polanco, Esq. Luther Isler Maria Justo Meg Osborne Randy Bogar **Richard Barbieri** Saadi Ghatan, MD Susan Hannigan Willette Walker, PHR, MAT, JD

#### TOP

New York City staff attend our Annual Meeting

SECOND FROM TOP Staff and foster parents wear blue to celebrate National Foster Care month in May

SECOND FROM BOTTOM Leadership Council staff pose at a Leadership Retreat BOTTOM

Treasure Coast Florida staff celebrate Ugly Sweater Day











# **Explore** Opportunities

#### Join our team

We are a growing organization and always seeking talented individuals to join us as employees. **cayugacenters.org/careers** 

#### Become a foster parent

You can make a difference in a child's life. Learn more about fostering at: cayugacenters.org/become-a-foster-parent

## Do you think your community could benefit from our services?

As one of the nation's first and foremost evidence-based and research-informed providers, we can help. Email us at: info@cayugacenters.org

## **An Award-Winning Year**

In 2023-2024, Cayuga Centers received five prestigious awards for its impact and excellence in the industry. These awards include Great Place To Work ®, Council on Accreditation's Reaccreditation, two Graph Design USA's 60th Annual American Graph Design Awards, and a Graphic Design USA In-House Graphic Design Award for our DEIB Campaign. These awards recognize Cayuga Centers' commitment to creating a positive and fulfilling work environment, delivering quality services and unwavering support, and prioritizing a workplace that supports diversity, equity, inclusion, and belonging.







Cayuga Centers is nationally accredited by the Council on Accreditation (COA) and has been accredited since 2000. Organizations pursue accreditation to demonstrate the implementation of best practice standards in the field of human services. COA evaluated all aspects of Cayuga Centers' programs, services, management, and administration and affirmed that we have implemented best practices throughout our organization.

#### STAY CONNECTED

Keep up with everything going on at Cayuga Centers by visiting our website, subscribing to our newsletter and blog, and following us on social media.

#### cayugacenters.org



Cayuga Centers 172nd Annual Report