

The Healthcare Consortium

Annual Impact Report for 2025

## Our Mission

To improve access to healthcare and support the health and well-being of the people in our rural community.

## Our Values

Access to healthcare is a fundamental right of every individual. Individuals are primarily responsible for their own healthcare decisions and require information and education to fulfill their role effectively. Improving the health of our community occurs through the partnership of health, social service and wellness organizations, and all levels of government. Collaboration and the provision of preventative and wellness services have long-term efficiencies.

**HEALTHCARE IS A MAZE**

We're here to help people get through it.

# A Letter from Our Executive Director

## Greetings, Friends of the Consortium!

For the better part of three decades, the Consortium has focused on improving access to healthcare and supporting the health and well-being of the people in our rural community. That work often begins with a question, a conversation, a moment when someone reaches out because they do not know where else to turn. Our staff meet those moments with patience, compassion, and a commitment to finding solutions for our clients that both ease their minds and improve their lives.

While the Consortium has long done that work in Columbia and Greene Counties—with few exceptions, our programs have served residents of both places for many years—2025 marked a meaningful expansion of our role in Greene County. We were honored to take on the management of the NY Connects Program in Greene County, building on our 16 years of experience successfully managing the same program in Columbia County. In partnership with the Greene County Office for the Aging, our staff are now embedded in their Catskill office five days per week, helping older adults, people with disabilities, caregivers, and professionals access the long-term services and supports that make it possible for individuals to live safely and independently at home.

We were also invited by the Greene County Department of Human Services to manage two community resources: the Greene County Senior Angels Fund and the Greene County Veterans Relief Fund. These funds provide emergency financial assistance to seniors and veterans who are experiencing hardship. Monies can be used to help pay for both health-related expenses, like health insurance premiums, co-pays, coinsurance, and deductibles, and for household expenses, like rent, utility payments, and transportation.

Taken together, these initiatives represent more than new programs in our portfolio. They represent a deepening of our partnerships in Greene County and a growing trust in the Consortium's ability to manage programs that respond directly to community needs. They also reflect the dedication of our staff—our wonderful, wonderful staff—without whom the work would not be possible.

As you read the pages ahead, you will find brief descriptions of our programs, and some data that provides a sense of their impact. Perhaps even more important are the stories that our clients have to tell about how our services have affected them personally. None of this would be possible without the support of our community: our public partners in state and local government, our fellow not-for-profit organizations, the foundations and businesses that invest in our work, and the individual supporters who believe that everyone should have access to healthcare services.

Thank you for being part of the Consortium's community. Together, we will continue doing the good work—strengthening programs, expanding services, and ensuring that the people of Columbia and Greene Counties have the support they need to get and stay healthy.

Sincerely,



Claire Parde  
*Executive Director*



# Our Programs and Services



## The Children and Adults Rural Transportation Service (CARTS)

CARTS provides free door-to-door, non-emergency medical transportation for Columbia County residents. Using our own clean and carefully maintained vehicles, and friendly and compassionate drivers, we transport clients from the door of their home or other pickup location to the door of a healthcare provider or facility and back again.



## The Navigator Program

Our Navigators can help clients enroll in quality, affordable health insurance through the New York State of Health Marketplace, including Medicaid, Child Health Plus and the Essential Plan. Navigators can also help clients apply for financial assistance to reduce the cost of commercial coverage.



## NY Connects

NY Connects offers clients, their loved ones, caretakers, and helping professionals a trusted source of information about the long-term services and supports that are sometimes needed to ensure that the aged and disabled of any age can continue living in the community. **Serving Columbia County for over 16 years and Greene County since April 2025!**



## Helpers for Health

A core function for our staff is to serve as “Helpers for Health”—helping individuals and families in Columbia and Greene Counties with things like understanding how to use health insurance, finding a doctor, resolving insurance issues, and arranging transportation.



## Prescription Access & Referral Program

The Prescription Access and Referral Program helps eligible residents of Columbia and Greene Counties to get low-cost or no-cost prescription medications. We can provide direct financial assistance in the short term so clients can quickly get the medications they need, figure out whether they are eligible for other programs and services, and refer them to other agencies when appropriate.



## Community Cancer Funds

Columbia and Greene County residents who are experiencing financial hardship related to a cancer diagnosis can benefit from our Community Cancer Funds. The Funds can help pay for health-related expenses such as health insurance premiums, co-pays, coinsurance, and deductibles. They may also be used to pay for household expenses such as rent and utility payments, as well as for transportation expenses, like vehicle fuel.



## Greene County Veterans Relief Fund

The Greene County Veterans Relief Fund provides financial assistance to eligible veterans who are Greene County residents. The Fund supports veterans of all ages and from every branch, helping cover expenses ranging from medical bills to home repairs. **New to the Consortium as of October 2025!**



## Greene County Senior Angels Fund

The Greene County Senior Angels Fund provides emergency financial assistance to eligible seniors who are Greene County residents. **New to the Consortium as of October 2025!**

# Our Impact, In Numbers



**13,085**

rides provided to and from  
healthcare appointments

**252,094**

miles travelled in  
Columbia County and beyond

**596**

people served

**2,455**

people helped to enroll in  
health insurance



**\$11,202**

in healthcare and  
household bills paid for  
29 cancer patients



**1,249**

clients connected to  
long-term services  
and supports for  
aging or disability



**\$11,820**

in medications paid  
for by the program

**47**

clients served

**\$4,513**

in funds distributed to Greene County seniors  
October - December



**\$849**

in healthcare and  
household bills paid for  
Greene County veterans  
October - December

# Our Impact, In Our Clients' Own Words

At the Consortium, we know that nothing feels more personal—and sometimes, nothing feels more fragile—than one's own health or that of a loved one. That is why we focus on providing responsive, compassionate, individualized services to help our clients overcome the **physical**, **financial**, and **practical** barriers they encounter when trying to access care.

## physical

"The transport [the Healthcare Consortium] provides has changed my life. It has allowed me the security of knowing that I can receive the medical treatment I desperately need by being transported to my appointments whether they are in Hudson, Chatham, Valatie, Albany, Kingston, Poughkeepsie, Fishkill, and Clifton Park. Unfortunately I lost my ability to drive and even to walk unaided, if it wasn't for the generosity of this program I would be destined to living in chronic unbearable pain. Allowing me to have these medical treatments means the world to me which also means the Healthcare Consortium means the world to me."

— *Children and Adults Rural Transportation Service (CARTS) Client*

## practical

"Doreen [a health insurance Navigator] has been an angel to me over many years, helping me with the complicated task of continuing medical coverage. She has been so very kind, caring, professional and calming, keeping me on time, never losing coverage. It has meant the world to me and my anxiety! Thanks to the Consortium and all of the Navigators."

— *Navigator Program Client*

## financial

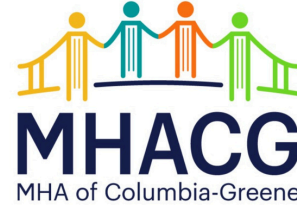
"There was a seminar this summer that was at a local church and the Healthcare Consortium was holding a meet and greet session. I went to that because my husband had been recently diagnosed with multiple cancers and he had just come out of the hospital. It was very timely and when I got there, that's when I learned everything that the Healthcare Consortium had to offer.

Through the Community Cancer Funds, we get gas cards, which has been absolutely invaluable. We are traveling a lot back and forth from our house. It's basically about 85 miles round trip. For radiation, we have to go to Boston, so we've been doing a lot of driving, and the gas card has just been such a gift because that's one less thing to worry about. Then this year, they raised the cost of my husband's medication, so the first time that he needed to buy it in January, what was \$104 was now \$651. It was impossible — so Rachel arranged so that we could benefit towards that.

If you are in need, you must go to the Consortium because they are such a fountain of knowledge, and the kindest, most generous people I have ever met. You know, without even knowing who we are, they don't care. They're just angels."

— *Community Cancer Funds & Prescription Access and Referral Program Client*

# Our Network Members



Cornell Cooperative Extension  
Columbia and Greene Counties



Department of  
Human Services



In addition to the programs and services that the Consortium staff provide directly to clients, we also serve as the **Rural Health Network** of Columbia County. The Network is a formal partnership among a number of public agencies, our local hospital and its health system, providers of mental health, addiction, and disability services, faith-based institutions, and businesses, all of which commit to developing strategies to improve healthcare in our rural community. Called "Network Members," each organization is represented on the Consortium's Board of Directors, which also includes healthcare consumers, in order to ensure that we foster positive and productive working relationships, exchange information, and promote collaboration on a regular basis.

*"The inclusion of network members on the board of directors creates the opportunity for the many different community organizations in Columbia and Greene Counties that have an impact on the healthcare of residents to collaborate in meaningful ways. This opportunity directly benefits the residents of the counties and contributes to an increase in services and opportunities."*

— Rebecca Polmateer,  
Board President

# Our 2025 - 2027 Strategic Plan

With our 2025 – 2027 Strategic Plan now guiding our work, this year marked our first full year of implementation. Across all four goals, we made meaningful progress by strengthening core programs, expanding our reach, investing in our team, and building the support needed to sustain our impact in Columbia and Greene Counties.

## Goals and Progress Made in 2025

### Preserve and Enhance Our Core Functions

*We will preserve and enhance our core functions by delivering high-quality services to the residents of Columbia and Greene Counties while seizing opportunities to thoughtfully expand. We will strengthen collaboration among health and social care providers in our Network and continue serving as a trusted convener, facilitator, and technical assistance provider.*

#### **Our progress on this goal in 2025:**

- Expanded NY Connects services into Greene County
- Assumed management of the Greene County Senior Angels Fund and Greene County Veterans Relief Fund
- Facilitated community health assessment and planning processes

### Sustain Our Workforce

*We will sustain our workforce by attracting mission-driven individuals, fostering a positive workplace culture, and offering competitive compensation so our staff feel valued, supported, and engaged. Furthermore, we will focus on staffing that supports both current operations and future expansion to ensure the continuity of services and our ongoing success.*

#### **Our progress on this goal in 2025:**

- Welcomed a new Director of Finance and new Director of Programs
- Further clarified and codified the Director of Business Operations role
- Continued to make upward wage adjustments, maintain a strong benefits package, and implement accommodations to retain staff

### Communicate Our Value

*We will communicate the value we bring to our community by widely sharing how we help clients dismantle barriers to care and achieve better health outcomes. Furthermore, we will create greater awareness and connection with our clients, partners and supporters by showing our leadership on key issues and reinforcing our service to both Columbia and Greene Counties. Through clear, inclusive messaging and diverse communication strategies, we will ensure our impact feels visible, understandable, and valued by the communities we serve.*

#### **Our progress on this goal in 2025:**

- Refreshed Our Website
- Distributed a Quarterly Newsletter
- Established a more robust social media presence
- Spoke to community members and groups at various gatherings

### Grow Our Support

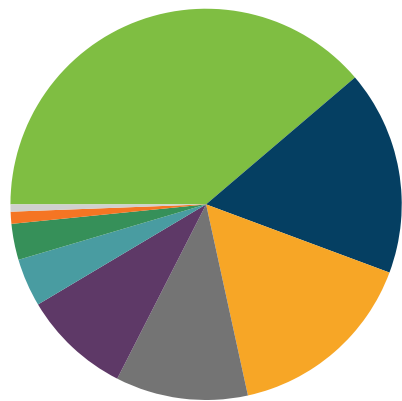
*We will grow our support by deepening connections with existing partners and welcoming new ones, including foundations, businesses, and individuals. By expanding our network and increasing awareness of our impact, we will create more opportunities for investment in our work. By scaling up thoughtfully and carefully, we will ensure that we can continue to serve our community in an efficient, effective, and sustainable way.*

#### **Our progress on this goal in 2025:**

- Hosted the Annual Friends of the Consortium Event
- Hosted another successful CARTS Fundraiser
- Engaged new donors and foundations

# Our 2025 Financials

## Total Revenue, by Program

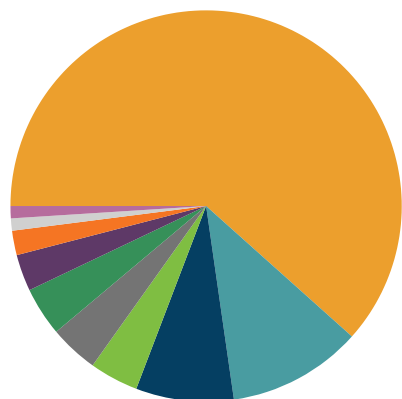


Children and Adults Rural Transportation Service	\$637,386	39%
Navigator Program	\$271,240	17%
NY Connects	\$259,309	16%
General Operating Support	\$178,259	11%
Rural Health Network Development Program	\$143,752	9%
Programs delivered at Greene County DSS	\$68,517	4%
Financial Assistance Funds	\$52,404	3%
Prescription Access and Referral Program	\$19,617	1%
Other Programs	\$10,000	<1%
<b>Total</b>	<b>\$1,640,484</b>	<b>100%</b>

## Sources of Revenue & Support

<b>NYS Grants and Contracts</b>	<b>\$474,713</b>
	(29%)
<b>County Contracts (Columbia and Greene)</b>	<b>\$442,058</b>
	(27%)
<b>Foundation Grants</b>	<b>\$246,618</b>
	(15%)
<b>NYS Medicaid Program</b>	<b>\$204,614</b>
	(13%)
<b>Municipal Support (Cash and In-Kind)</b>	<b>\$87,500</b>
	(5%)
<b>Individual Donors</b>	<b>\$80,452</b>
	(5%)
<b>Other</b>	<b>\$104,529</b>
	(6%)
<b>Total</b>	<b>\$1,640,484</b>

## Total Expenses, by Function



Salaries and Wages	\$922,949	61%
Fringe Benefits	\$171,266	11%
Agency Contractual Services	\$116,835	8%
Vehicle Insurance, Fuel, Repairs & Maintenance, etc.	\$66,913	4%
Agency Operation Expenses	\$60,701	4%
Depreciation Expense	\$55,124	4%
Occupancy Expense	\$54,540	4%
Financial Assistance to Consumers	\$29,300	2%
Health Education & Promotion	\$12,358	1%
Other Expense	\$13,114	1%
<b>Total</b>	<b>\$1,503,098</b>	<b>100%</b>

# Our 2025 Supporters

We are grateful for the support we receive from foundations, local businesses, organizations, and countless individuals throughout the year. Every contribution, no matter the size, helps us help our community to get and stay healthy. This year, we brought our community of supporters together twice—first for our Annual Friends of the Consortium Event in the spring, and then to raise essential funds for CARTS at our annual fall fundraiser. **THANK YOU** to all who joined and continue to support our work!

## Our Foundation Supporters



**THE HOME FOR THE AGED**  
**RIP VAN WINKLE FOUNDATION**  
**EVELYN BORDEWICK CHARITABLE FOUNDATION**



**Mother Cabrini**  
HEALTH FOUNDATION

## Our Event Sponsors



**JULIA BRANDI**  
**ZACH EICHMAN**  
**WILLIAM S. BLOWERS**

# The Healthcare Consortium

Contributions are part of what makes our work possible.  
**Please consider supporting our mission in 2026.**

[columbiahealthnet.org/donate](https://columbiahealthnet.org/donate)

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