



*Meeting Life's Challenges*

300 Washington Avenue Extension  
Albany, NY 12203-7303  
518/218-0000

July 29, 2020

Dear Service Recipient or Family Member:

This year has certainly been one that has shown the strength and dedication of our staff, individuals, and families to pivot through change to ensure the health and safety of all. We are sincerely grateful to all for your patience, understanding, and perseverance!

In addition to the changes that are occurring as a result of the pandemic, we will also be experiencing a change in executive leadership. Last year, I announced that after 46 years with Living Resources, I would be retiring at the end of 2020. Since my announcement, our Board of Directors has actively worked to locate a successor who would maintain Living Resources' core values in providing exceptional services and programs for our individuals. Recently, the Board of Directors announced Elizabeth Martin as my successor effective September 1, 2020. Please give her a warm welcome.

Throughout my entire career at Living Resources, I have given my very best to provide the highest quality of care, services, and programs. I have always done this with my heart and my head, as well as your valuable input as my family partner. I deeply appreciated and enjoyed my career at Living Resources. Throughout my decades of leadership, we have grown services to thousands of individuals, nurtured and supported wonderful employees, and created many new and meaningful services. I leave knowing that the individuals we serve are protected and have the greatest opportunities for a full, productive, and happy life.

I am extremely pleased that the Board has chosen someone with Elizabeth's breadth and depth of experience to help lead the agency forward. Elizabeth will begin her tenure with Living Resources on September 1, to ensure a smooth and successful transition, I will remain full-time through the end of the year.

Allow me to virtually introduce Elizabeth to you through the attached biography. We will set up a meet and greet in September and provide her email address and phone number.

Additionally, on July 14, our yearly satisfaction survey was mailed. If you have not yet submitted your survey response, I urge you to do so. Your voice provides us with meaningful information to improve our quality of services and care. Your input is thoroughly read and considered. Please complete the survey online by going directly to <https://www.surveymonkey.com/r/SCGCPRK> or by going to our web site at [www.livingresources.org](http://www.livingresources.org) and clicking on our link entitled "family survey."

As always, I remain available should you have any questions or concerns at [ferlich@livingresources.org](mailto:ferlich@livingresources.org) or 518-218-0000 x4317.

Best regards for your health and safety,

A handwritten signature in cursive script that reads "Fredrick W. Erlich".

Fredrick W. Erlich  
Chief Executive Officer



Elizabeth Martin is a nonprofit executive who is driven by mission, innovation and excellence. Since 2012, she has been the Chief Executive Officer of Consumer Directed Choices, Inc. (CDChoices); an Albany-based nonprofit that assists more than 1,100 individuals with disabilities live independently through consumer directed home care.

Elizabeth has led CDChoices to become one of the largest, most respected fiscal intermediaries for Consumer Directed Personal Assistance in the Capital Region. She helped the organization successfully navigate Medicaid's transition to managed care, which dramatically changed the industry landscape. She oversaw the expansion of CDChoices' service area from only 5 to 19 counties throughout the Capital Region, Mohawk Valley and Mid-Hudson Valley. Over the course of her tenure, CDChoices' revenues have nearly tripled from \$12.5 million in 2012 to \$36.4 million in 2019.

In addition to driving growth, Elizabeth has fostered an organizational culture that encourages change and innovation. She has presented her organization's work at both state and national conferences.

Elizabeth holds a Master of Arts in Public Policy from SUNY Albany and a Bachelor of Applied Sciences in Communications from Ithaca College. Since May 2019, Elizabeth has also served as President of Consumer Directed Personal Assistance Association of NYS. She resides in Delmar with her husband and two daughters.