

**Report** to the community

**2022**



WellLife  
Network

**Connecting** the dots  
to living a well life



## mission

WellLife Network embraces its commitment to the complex challenges faced by individuals and families throughout New York and Long Island communities.

Our goal is to empower individuals and families, with diverse needs, to realize their full potential by achieving meaningful life goals, guided by the principles of independence, health, wellness, safety, and recovery.

## vision

Our vision is to be a leading fiscally responsible and pioneering health and human services organization that provides integrated, high-quality, and outcome-based services that are mission-driven and responsive to the diverse needs of individuals, families, communities, businesses, and society.

## values

WellLife Network brings a core set of values — compassion and caring, combined with innovation, quality, integrity, charity, hope, efficiency, accountability, and transparency.

These values drive us to create a person-centered, employee-centric environment that fosters diversity, equity, and inclusion for our staff and the people we serve.

# connecting the dots

## Where to Turn? What to Do?

Anyone facing a diagnosed disability is thrown into a whirlwind of emotion in trying to find the supports and services they or their loved ones need to heal and recover.

## Offering a Network of Services

Whether it's a parent seeking help for a young adult diagnosed with a disability, or a teen threatening suicide, or a homeless individual in need of a warm and nurturing home, WellLife Network has helped individuals, families, and children cope with life's challenges for more than 40 years. Taking the first steps to find the support and services can be daunting. WellLife Network is here to help individuals and families navigate the challenges of connecting all the dots that lead to living a well life.

Help can come from informing those in need of the services they are qualified for or by connecting them to the support of another person who has gone through these challenges before.

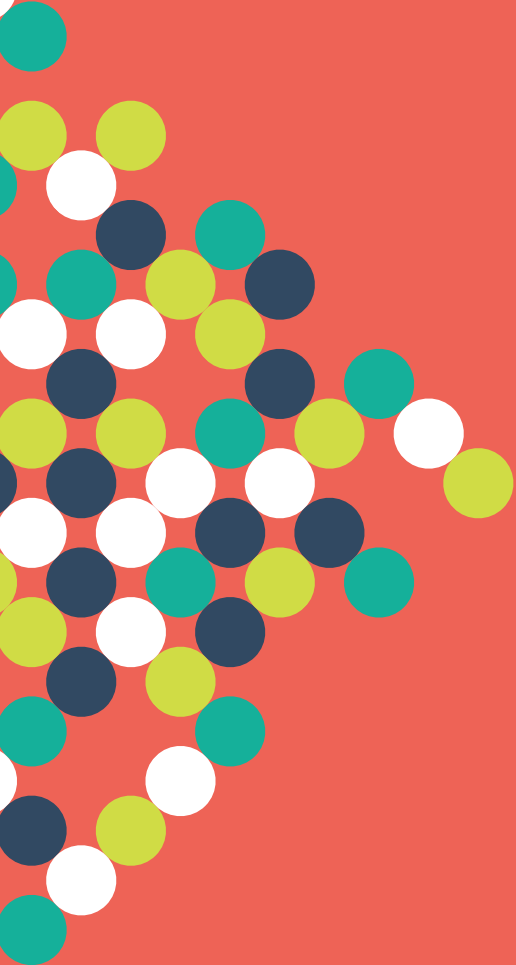
WellLife helps each person who joins our family connect the dots and receive the life-changing services that we offer throughout New York City and Long Island.

This annual report, *Connecting the Dots*, will review WellLife Network's accomplishments in assisting 25,000 people this past year to lead more productive and independent lives. The report will inform and share with you the many lives we have touched.

## Thank You for Being Our Partner

We also depend on you, our partner, for change. Your continued support helps us to continue a tradition of finding new and better ways to assist the most vulnerable in our community. WellLife continues to help people achieve their maximum potential — at home, at work, and in the community.

**We are with those we serve every step of the way.**



**A**t WellLife Network, we believe that innovation fuels growth and sustainability, creating a positive impact on the people we serve and the communities in which they live.

Innovation underpins everything we do to assist people in coping successfully with life's challenges and living more independently in the community.

WellLife is one of New York State's largest and most successful health and human services organizations.

Each year 25,000 individuals and families experience the compassion and knowledge that a dedicated staff of 1,300 members provides. We are passionate about our work and draw upon our incredibly talented and diverse staff and volunteers to *connect the dots* and make it happen.

Charitable nonprofits, such as WellLife Network, embody the best of America. They allow people to put their shared values and ideals into action by working together for the greater good. They shape our most ambitious hopes, ideals, and noblest of causes.

When members of our own community directly benefit from a nonprofit's work—as when WellLife feeds the hungry, treats children with serious emotional disorders, or helps the homeless find a warm, nurturing place to live — it's easy to appreciate our efforts and those of other nonprofits.

All across the United States, people of all ages, genders, races, and socioeconomic backgrounds have access to the services provided by the nation's 1.3 million charitable nonprofits. They encourage participation and leadership in public life, fuel economic expansion, beautify communities, and fortify social cohesion, each and every day.

Every single American benefits from the efforts of nonprofits and that is why it is so important to support their mission.



# 2022



*Jeffrey Finkle*  
Jeffrey Finkle  
Co-Chairperson



*Brian Regan*  
Brian Regan, PhD  
Co-Chairperson



*Sherry Tucker*  
Sherry Tucker  
CEO

## report to the community

In a year marked by severe disruption, the innovation, sustainability, and impact provided by WellLife Network proved more crucial than ever. The health crisis caused by COVID-19 triggered an economic implosion that has severely affected the American small business and left thousands unemployed. These social stresses led many in our community to increase substance use and act out with more aggressive behaviors.

As we have for more than 40 years, WellLife responded to these challenges by adapting its programming and service delivery format to reach more individuals and families. We launched a Certified Community Behavioral Health Clinic (CCBHC) model that provides comprehensive, holistic outpatient services to children and adults. Our social media outlets set new monthly records for the number of unique visitors several times in 2022, a clear demonstration for the demand of our services.

Our space requirements have diminished dramatically with the advent of remote and hybrid work patterns and the adoption of a paperless environment. As a result, WellLife is preparing to relocate its executive offices to a contemporary and space-efficient layout in New Hyde Park, New York in the spring of 2023.

To meet the needs of a hybrid workforce, our technology solutions were upgraded to ensure that hundreds of employees were able to work remotely. We have met the changing needs of our workforce by supporting their work-life balance through the design of a collaborative annual review and goal setting process, developing continuous learning environments with group learning opportunities and providing a cutting edge DEI training program. As a testament to WellLife's emphasis having staff *valued, seen and heard*, Forbes voted WellLife one of 2022 *Best-In-State New York Employers* in the health and social service sector, an honor reserved for only 101 organizations throughout the state.

## thank you

We are learning that the COVID-19 pandemic has significant and potentially long-lasting health impacts. The adverse effects of the pandemic are experienced by people who already have fewer resources and are experiencing physical and mental health challenges. Now more than ever, action is needed to address the health inequalities that exist in our society. Recovery and renewal of our public services could allow us to have a renewed focus on supporting our most vulnerable and disadvantaged communities.

In this report, we share highlights from across our WellLife Network of services — success by our Intellectual and Developmental Disabilities Programs, Behavioral Health Residential and Clinical Services, Substance Use Recovery Services, Care Coordination Services, Children & Family Services, Vocational, Volunteer, and Community Outreach Programs.

WellLife Network welcomes you, our partner for change, to join us in helping the most vulnerable in our community live with greater dignity and involvement in their neighborhoods. We are committed to providing innovative and impactful programs with integrity, accountability, sustainability, and purpose in these challenging times.

Thank you for your unwavering support.



## WELLIFE CHANGED

# *my life*

The following quotes reflect the impact of WellLife Network on our program participants.

“ I have resided in a mixed-use apartment complex for several months. The move was a positive development in my life.

Having resided in a shelter for five years, this move has changed my outlook on life and is a breath of fresh air. The staff is attentive to my needs and concerned for my well-being. ”

*Michael G.*

“ Wellife provides me with opportunities that I did not have prior to coming here. I feel fortunate and blessed. ”

*Sarah C.*

and from our dedicated staff . . .

“ **A**s I reflect on my experiences at WellLife Network it made me think back to what brought me into this field. As a compassionate, empathetic, and caring youth I decided to start working in this field based on my love for helping others and a close relative with a mental health diagnosis.

During my tenure, I have received many opportunities to learn, grow, empower, educate, and continue to pursue a high standard of excellence. I am appreciative to WellLife Network for all my opportunities, their transparency, autonomy and ensuring all employees that they are valued, seen, and heard. ”

*Marcel C.*



## Vocational Training Services

# fostering independence

Sandy values personal growth. She now attends college pursuing a career in pediatric nursing. In a field that is predominantly occupied by males, Sandy is indispensable. She is a role model and champion for all women who support themselves.

### A Dedicated Worker Honest, Diligent, and Reliable

Sandy Williams, a WellLife Clean Corp. employee, was recently awarded the coveted William B. Joslin Outstanding Performer Award. In its 19th year, this award is given to 58 New Yorkers statewide, employed on NYSID Preferred Source contracts.

### Triumph Over Adversity

Ms. Williams has overcome personal challenges and “embraces the concept of teamwork.” Employed by Clean Corp. since the fall of 2017, Sandy completed her training with honors at WellLife’s Vocational Services department. Honest, diligent, and reliable, Sandy is the primary representative at several of our NYSID contracts where she is well-liked and trusted by all of our customers.

### A Year of Recognition

The Assisted Competitive Employment Work Program (ACE) and NYS Adult Career and Continuing and Education Services-Vocational Rehabilitation (ACCES-VR) of WellLife’s Vocational Services assist people with a diagnosis of mental illness or other challenges in maintaining stable employment. Seventy people received our help in 2022 locating full or part-time jobs.

For 33 years, the for-profit company Clean Corp. offers highly qualified, trained staff through contracts with private companies and governmental organizations to deliver a variety of janitorial, maintenance, and grounds-keeping services.

## Residential Services

# homes with heart

In the spring of 2022, WellLife Network opened its 66 apartment mixed-use housing complex in Queens, New York. The spacious lobby welcomes residents and visitors with comfortable seating, inspiring oversized wall hangings, and a dramatic staircase leading to the lower level fitness center and laundry facility.

Tenants enjoy modern kitchens and baths, a physical fitness center, a multi-purpose community resource room, and a beautiful open-air landscaped rooftop terrace and green roof with spectacular views of the Manhattan skyline.

### Creating a Culture of Change

WellLife is creating a culture of change by providing safe, secure, and affordable housing for individuals who have come from challenging experiences. WellLife provides residents with case management, vocational, and educational support. Van shuttle service is offered daily for appointments and grocery shopping. WellLife’s attentive and committed staff provide trauma-informed care, ensuring that all residents are **valued, seen, and heard.**



# IMPACT

# 2022

## INFRASTRUCTURE

13

Multidisciplinary and committed members of the WellLife Network Board of Directors.

1,345

Staff, volunteers and interns help 25,000 individuals and families cope with life's challenges.

104

Unique programs were offered in 2022 at WellLife Network.

327

Federal, state, local, foundation, voluntary, colleges & universities and corporate partners who help to enhance the good work of WellLife Network.

## TRAINING

1,003

WellLife staff completed comprehensive training in Diversity, Equity and Inclusion.

970

Team members at WellLife Network participated in Foundation for Suicide Prevention Training.

## PROGRAMS

12,999

Units of service provided through the CCBHC model at our Coram and Smithtown locations.

300%

Increase in Family Sessions attended by program participants.

530

Individuals with intellectual/developmental disabilities received residential, family support, day and community habilitation, and entitlement and eligibility services.

## PROGRAMS

1,175

New Yorkers who participate in WellLife Network Behavioral Health Residential Services have a warm, nurturing environment to call home.

66

Number of apartments in our newly opened mixed-use apartment complex in Queens. Forty apartments will offer safe and secure housing for community members with special needs.

75

Number of new beds WellLife Network developed for children, adults, and families with mental health challenges.

## FOOD PANTRY SERVICES

10,181

WellLife Network distributed more than 5,700 packages of food to 10,181 individuals and families in Suffolk and Nassau Counties severely Affected by COVID.

## CHILDREN & FAMILY SERVICES

565

Families coping with children with serious mental health issues were strengthened and moved from crisis to stability.

## AWARDS

### GUIDESTAR PLATINUM RATING

For the sixth year in a row WellLife Network has earned the Platinum GuideStar Nonprofit Profile Seal of Transparency, awarded to the top 3% of charities nationwide.

### TOP-RATED AWARD GREAT NONPROFITS

As a Great Nonprofit WellLife Network's Award is based on positive reviews by volunteers, donors, and program participants.

### COMMUNICATIONS DEPARTMENT WINS TOP AWARDS

WellLife Network won two 2022 Gold Hermes Awards for its 2021 Annual Report to the Community, for overall design and copywriting.

# freedom of choice

## Offering a Continuum of Services

It is crucial for long-term health and welfare to have a warm, caring, and safe environment. WellLife Network provides individuals with intellectual/developmental disabilities with a comprehensive array of housing and day habilitation services. Through WellLife Network's housing, day habilitation, family support, and entitlement and eligibility services, more than 700 people live with dignity and as much independence as possible every day.

## Residential Services

Our residences integrate care into the community and celebrate the cultures and customs of the residents. Using a person-centered approach, WellLife Network's housing and residential programs offer a variety of options, ranging from 24-hour staff-supervised residences for those with the greatest needs to apartment living with ongoing supports for those who are able to live more independently in the community.

WellLife Network's model of care focuses on supporting people to build skills for daily living, obtain necessary medical treatment, develop pre-employment skills, and become more independent in the community.

## Emphasis on Well-being

Day Habilitation programs are offered to individuals who live in residential settings as well as by themselves or with family.

These programs include purposeful and meaningful activities and are designed to foster the acquisition of living skills, appropriate behavior, greater independence and personal choice. This year our day habilitation programs emphasized the health and well-being of each participant. A newly developed Seniors Program was added to meet the needs of our "retired" residents in a meaningful and entertaining way, drawing many back to the program.

## Self-Advocacy Groups Renewed

The Developmental Disabilities division has also reinvigorated its Self-Advocacy Groups. These groups, led by counselors and peers, offer participants the ability to advocate for themselves and develop new projects and activities. These groups organized a toy drive to benefit the families in our Children's Division as well as a clothing drive for our adult program participants.

# victory for everyone

## Victory Olympic Games Launches

WellLife launched its inaugural *Victory Olympic Games*. Over 100 participants from WellLife's Day Habilitation programs gathered at Forest Park in Queens to enjoy a day dedicated to developing their physical fitness and the joys of success! Activities included walks, races, throws, tosses, and even a wheelchair race. Everyone experienced victory and the camaraderie of family, friends, and a caring staff.

## Family Forums Inform and Educate

WellLife conducted three Family Forums in 2022 to inform parents and guardians of important issues facing their loved ones. Topics such as setting up trusts and guardianships, new programs, medical updates and housing renovations are discussed. Online surveys help us to receive vital feedback from attendees.

## The Spirit Club Keeps Everyone Fit

WellLife initiated a new physical fitness and wellness program called *The Spirit Club* in each Day Habilitation programs. Participants can choose from dance, zumba, yoga, and meditation as they exercise their way to health.







## Children & Family Services

# opportunities

WellLife Network's Children and Family Services' goal is to assist children and youth with behavioral, social, emotional, and health challenges to develop effective coping skills. We help youth, in coordination with their family members, to become more resilient in times of crisis, and gain greater independence through a network of personalized, family, trauma-informed and youth-guided services.

### Manorville Residence Opens

In the fall of 2022, WellLife opened its nine bed community residence for youth in need of our care and support. This newly renovated residence provides 24/7 care in a supportive environment that we call *Homes with Heart*. Each room has been carefully designed and furnished to build self-worth and confidence in each youth who enters the program.

This residence joins WellLife's Setauket and Dix Hills residences with the goal of helping youth and their families recover, reunite, and transition youth back into their homes.

### Moving from Crisis to Stability

In 2022, WellLife's Children and Family Services helped over 560 children with serious mental health issues move from crisis to stability.





## Substance Use Disorders

# recovery is attainable

### Living Drug Free

WellLife Network helps thousands of individuals coping with addiction to alcohol, opioids, and other forms of substance use to get their lives back to a place of stability and recovery.

For more than 40 years we have been working with individuals and their families lead more informed and substance-free lives.

Addiction is a progressive and pervasive disease that affects every aspect of a person's life. WellLife Network provides person-centered treatment services that support individuals and/or their significant others as they seek recovery and wellness. Most importantly, our treatment services offer daily same-day access, using well-established clinical and medication modalities. At WellLife Network, **we believe recovery is attainable, sustainable and maintainable.**

### Community Webinars Address Drugs and Suicide

Children and teens have been hardest hit by the pandemic. Over the past 30 months, eating disorders and drug use amongst teens have doubled. In 2021-22 there was a 22 percent increase in trips to emergency rooms for young people between 12 and 17. Depression and tension in younger people also doubled. One out of every four children are "experiencing clinically elevated melancholy signs, and one in five children are experiencing clinically extended anxiety symptoms."<sup>1</sup>

WellLife's Community Outreach program offered a wide range of webinars on the topics, including mental health challenges and suicide prevention. WellLife also hosted a suicide prevention, intervention, and postvention webinar for the Suffolk County Superintendents Association, reaching more than 300 professionals.

<sup>1</sup>David K. Li, NBC News, June 11, 2021

# staff development

Extensive measures have been taken in 2022 to enhance the quality of the workplace and skill sets of our staff, WellLife Network's greatest asset. WellLife provides a competitive benefits package, including tuition reimbursement and a matching 401k benefit.

WellLife offers more than 650 courses through its Relias online training program. These courses may enhance a worker's skills, leading to career advancement. Classes range from basic and advanced Microsoft Suite applications to cultural competency, HIPAA/confidentiality, and more.

### WellLife Embraces Diversity

WellLife Network embraces diversity with our staff, volunteers, and contractors. Our DEI committee promotes positive change at WellLife through the goals of equity and embodying a culture of inclusivity at all levels of agency operations. WellLife strives to create a culture that makes everyone feel valued and supported, regardless of their heritage, ethnicity, gender, sexual orientation, or socioeconomic status.





## Volunteer Services

# *giving back to the community*

Last year, more than 100 people contributed their time, expertise, and talents to WellLife. Hundreds of people and families in need received thousands of dollars' worth of food, toiletries and muscle power and other services from our volunteers.

These energetic volunteers are accountants, managers, financial experts, sales reps, counselors, caseworkers, administrative assistants, and more. They are people who wanted to give back and gave freely of their time and talents.

### Project Volunteer

Volunteers enhanced and redesigned our homes' landscaping, created food baskets for the fall and spring holidays, painted motifs on walls, and planted vegetable and floral gardens. As one volunteer stated,

“It’s an amazing experience to give back to individuals and families who are in great need and so very appreciative of our services.”

# *The Difference at WellLife’s Residences & Day Programs*

WellLife Network has reinvigorated its Day Habilitation programs to include activities and events that are person-centered and age-appropriate.

### Our Special Thanks to Paramount+, Lamb Insurance Services & Goldman Sachs

Paramount+, one of the world's leading producers of premium entertainment content, joined us for their Volunteer Day sending more than 40 volunteers to WellLife's locations.

Volunteers and staff used 40 gallons of paint to cover 122 feet of outdoor wall space by painting whimsical flowers and garden creatures in a breathtaking mural. WellLife is grateful to have partners such as Paramount+ to assist with making these ambitious projects a reality.

We also want to thank Lamb Insurance Services and Goldman Sachs volunteers for beautifying WellLife outdoor program space and residential facilities by planting flowers and vegetable gardens for our program participants and staff to enjoy. These new and improved green spaces provide beautiful respite areas for all who visit them.





# commitment to excellence



## Forbes Names WellLife Network One of "America's Best-In-State Employers - 2022"

For the second time in three years, WellLife Network was named by Forbes as one of America's Best-In-State Employers. WellLife Network stands out as a company that builds a culture of caring, commitment, and extraordinary generosity towards its employees and the broader community.

The ratings took into account WellLife Network's employee benefits, community involvement, caring relationships among staff, exceptional investment in employee development, encouragement of work-life balance, innovative leadership initiatives, family-friendly options, special programs recognizing veterans, and more.



## Communications Department Garners International Awards

WellLife Network won two coveted 2022 Gold Hermes Awards and the Gold Communicator Award of Excellence for its 2021 Annual Report to the Community, "Heroes". It received these honors in two areas - the Annual Report categories for overall design and copywriting.

This report, through the voices of our clients and staff, conveys the array of vital services that WellLife provides to more than 25,000 New Yorkers each year. The annual report was produced and printed in-house by WellLife's Communication/ Media Department.



# performance recognition



## Candid Platinum Seal

Candid, formerly GuideStar, awarded WellLife Network its Platinum Candid Nonprofit Profile Seal of Transparency, for the sixth straight year. This award is the highest level of recognition offered by Candid, the world's largest source of nonprofit information. We can now easily share a wealth of up-to-date organizational metrics with our supporters as well as Candid's immense online audience.



## Great Nonprofits Award

For the fourth straight year, Great Nonprofits honored WellLife Network with its prestigious Top-Rated Award. Great Nonprofits is the leading provider of user reviews about nonprofit organizations. This award is based on positive reviews written by volunteers, donors, and WellLife's program participants.



## United Way of Long Island

WellLife Network is a proud community partner of the United Way of Long Island and is grateful for its continued support of our mission.

# recognizing excellence

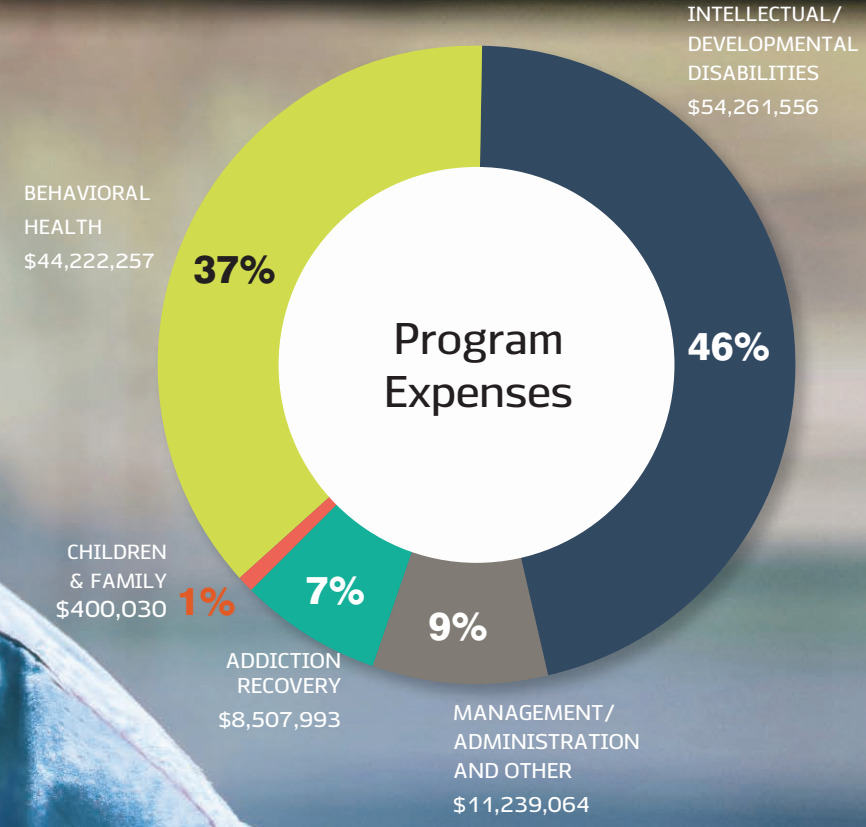
# Fiscal Responsibility

In fiscal year 2022, WellLife Network continued to make progress in the financial transformation work it began in the prior year.

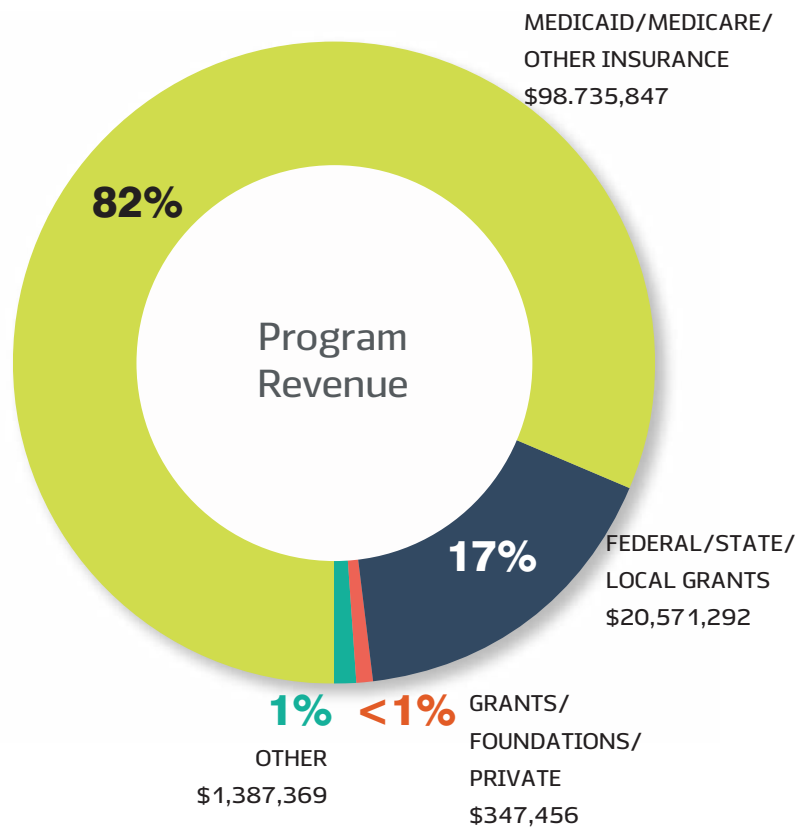
The operating budget grew to over \$120 million in revenues at the end of the fiscal year. This increase was driven primarily by expansion of our residential housing services and improved rate structures in our programs.

This year 91 cents of every dollar spent went directly toward client services and programs.

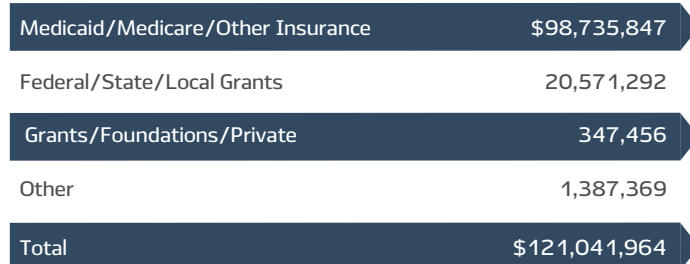
WellLife is committed to achieving fiscal responsibility, including the delivery of quality value-based services, while promoting and safeguarding the health and wellness of the people we serve.



## Program Revenue



## Where the Money Comes From



## How It Helps



For the fiscal year ending 2022 Based on the fiscal year 2022 audited financial statements by BDO USA, LLP

# 91¢

of every dollar spent by WellLife Network goes directly toward client services and programs.

# Board of Directors

## Executive Staff

### Board of Directors

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## Supporting Partners

### Federal

U.S. Department of Health and Human Services  
Centers for Medicare & Medicaid Services  
Substance Abuse & Mental Health Services  
Administration

U.S. Department of Housing and Urban Development  
U.S. Social Security Administration

### State

New York State Department of Health  
New York State Department of Labor  
New York State Office of Addiction Services  
and Supports — OASAS  
New York State Office of Children and Family Services  
New York State Office of Mental Health – OMH  
New York State Office for People with  
Developmental Disabilities– OPWDD  
New York State Office of Temporary  
and Disability Assistance

### Local

New York City Council  
The New York City Department of Health  
and Mental Hygiene  
New York City Human Services Council  
Nassau County Department of Social Services  
Nassau County Office of Mental Health,  
Chemical Dependency and  
Developmental Disabilities Services  
Office of the Bronx Borough President  
Office of the Brooklyn Borough President  
Office of the Queens Borough President  
Office of the Manhattan Borough President  
Office of the Staten Island Borough President  
Queens Chamber of Commerce  
Suffolk County Department of Health Services  
Suffolk Department of Social Services

### Foundation/Voluntary

ACLAIMH  
Advance Care Alliance – ACA  
Advanced Health Network  
& Recovery Health Solutions - AHN-RHS  
Alliance Care Network– ACN  
Alliance of Long Island Agencies, Inc.  
Association for Community Living  
Brooklyn Council of Developmental Disabilities  
The Coalition of Behavioral Health Agencies  
Coordinated Behavioral Care – CBC

We are grateful to the generosity of the WellLife Network Board of Directors, government, business, foundations, the voluntary community, and the many individuals, families, and friends whose support is vital to WellLife Network in its delivery of health and human services.

Health & Welfare Council of Long Island  
InterAgency Council of Developmental  
Disabilities Agencies, Inc. - IAC  
Long Island Cares  
Long Island Community Foundation — LICF  
Manhasset Community Fund’s Greentree  
Foundation “Good Neighbor” Fund  
National Council of Behavioral Health  
New York Association of Psychiatric  
Rehabilitation Services  
New York Disability Advocates  
New York State Association of Community  
and Residential Agencies – NYSACRA  
New York State Association  
of Day Service Providers – NYSADSP  
New York State Council for Community  
Behavioral Healthcare  
Queens Council on Developmental  
Disabilities – QCDD  
Suffolk Coalition of Mental Health  
Service Providers  
Supportive Housing Network of New York  
United Way of Long Island

### College/University

Adelphi University  
Alfred University  
Briarcliff College  
Columbia University  
Farmingdale State College  
Fordham University  
Grand Canyon University  
Hofstra University  
Iona College  
John Jay College of Criminal Justice  
Lehman College  
Long Island University  
Mercy College  
Metropolitan College of New York  
Molloy College  
New York Institute of Technology  
New York University  
Queens College  
Rutgers University  
Simmons School of Social Work  
St. Johns University  
Stony Brook University  
The City University of New York  
Walden University  
Wurtzweiler School of Social Work

### Corporate/Individual\*

Lori Alameda  
Anonymous  
Marc Aronstein  
Blaine Atkins  
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David Barr  
Alexia Beckford  
Belfor  
Steve Bernstein  
Deborah Boatright  
Bullfrog Pest Management  
Meryl Camer  
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Lou Weinberg  
Alan Weinstock  
Nathaniel Weiss  
Richard Wisz

\*Donation of \$100 or more



**Executive Offices**

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