

OUR **WORLD** IN CHANGE

EMBRACING **CHANGE**



REPORT
TO THE COMMUNITY



OUR INSPIRING PURPOSE

EMPOWERMENT



BE WELL FOR LIFE

2020 was a year of revelations and one of the most challenging that has faced WellLife Network. In this *Report to the Community*, we will share our experience with COVID and our strategies to overcome this adversity. The WellLife family of the Board, management, and an amazing staff developed creative strategies to provide the same level of outstanding services to the 25,000 individuals and families who depend on us each and every day.

In the final analysis, it is our steadfast belief in the mission, vision, and values of WellLife that helps us to triumph over COVID-19. These guideposts shape and influence everything we do and serve as our beacon for providing a safe and secure network of services.

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 and live a well life by achieving meaningful life goals, guided by the principles of independence, health, wellness, safety and recovery.

VISION

WellLife Network will increase its scale and capabilities to thrive and grow in a changing health care environment.

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, business, and society.

VALUES

To our mission of assisting people to heal, recover and become more independent in the community, 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.

ADAPTING TO ADVERSITY

RESILIENCE

“ During the COVID crisis WellLife Network continues its commitment to provide vital programming to the individuals and families we serve. We thank our amazing, dedicated staff who helped ensure that this was accomplished with safety and compassion. ”



OUR WORLD HAS CHANGED

During 2020 WellLife Network has faced an unprecedented challenge to the people we serve and our staff who supports them – COVID-19. Our professional and personal lives have been upended. The way we work, study, socialize, worship, and care for our community’s most vulnerable has fundamentally changed. Unlike crises of the past, this pandemic affects the entire WellLife family.

Despite threats of “across the board” state and federal budget cuts, WellLife maintained its viability by creative programming efforts and enhancing its grants development portfolio.

At the same time, WellLife continued its commitment to the individuals and families we serve and our dedicated staff who helped to ensure their safety.

2020

WellLife Network instituted strict CDC approved infection control methods for all of our locations. We carefully screen all team members who work in our residences. We have emphasized enhanced training in infection control methods and quarantining residents if they exhibit any COVID-19 symptoms.

We also implemented expanded in-service training for all staff of COVID-19 related protocols on patient safety, proper use of personal protective equipment, safe food handling, identifying COVID symptoms, social distancing, and communicating effectively with families and guardians.

Protecting Our Residences and Program Facilities

WellLife has incorporated the use of telehealth services (either by telephone or video) so that patients and program participants can receive the same high level of care without coming to our clinic or programs. The ability to conduct meetings, training, and seminars online through Zoom® expands our communication and reach with Board, staff and colleagues in the community. This past winter we also provided the COVID vaccination to our most vulnerable populations and our frontline staff.

Expanded In-Service Sessions for Staff

The agency has implemented a more flexible working routine for non-residential staff. They can now work remotely with strict accountability guidelines.

Sea Changes in Health and Human Services

In these trying times, we are so proud of the extraordinary effort our team is exerting. They embody resilience and a determination that is unique to the WellLife mission. Our agency leadership also learned that social distancing does not mean that we work in isolation. Instead, our focused efforts of working together as a nurturing community – the WellLife community – helps to keep us all safe, productive, and resilient.

Our management team has weathered this storm and continues to do an outstanding job attending to the needs of our team members and the people who rely on us to provide support, care, and compassion – now more than ever.


Jeffrey Finkle
Chairperson


Sherry Tucker
CEO

LONG RANGE CONSEQUENCES **NEW** CHALLENGES



FUNDING MANDATES

INTENSIFIED COMMUNITY NEEDS

The COVID-19 pandemic has profoundly affected the vulnerable populations that WellLife Network assists. Our program participants' life challenges have intensified. They now face the loss of employment, increased food insecurity, and heightened anxiety leading to a rise in substance use, suicide attempts, domestic violence, and depression.

FUNDING CUTS THREATEN STABILITY

WellLife Network faces a critical and unique role in mitigating the economic consequences of COVID-19 in helping individuals and families cope with the dire consequences of this pandemic. In this time of deep economic hardship and physical and mental distress — when social services are most needed — health and human services agencies face threatened cuts **up to – 20%** across the board. Many of the infrastructure costs for PPE supplies, and increased salary costs have added millions of dollars to stretched budgets. These new costs result in chronic underfunding. Nonprofits are now reaching into minimal cash reserves, making them particularly vulnerable in a crisis like COVID-19.

The CARES Act provided loans to aid small businesses, which includes nonprofits. But it lacked niche supports specifically for nonprofits. Nonprofits have unique business models, and it is crucial for policymakers to consider their financial and operational needs.



EXPANDING FUNDING TO ENHANCE INFRASTRUCTURE CAPABILITIES

Funders are recognizing that their aid must help organizations pay rent and establish technology capabilities and infrastructure. Funders should consider awarding less-restrictive funds in the future to better position nonprofits in the event of another crisis.

Future stimulus packages should consider a specific carve-out that understands and supports a nonprofits' structure and needs. Tailored stimulus programs and longer-term changes to funding policies would allow more nonprofits to effectively connect to government contracts and deliver the critical services now in high demand across New York and Long Island. State and Federal funding sources should actively support nonprofits during and after the crisis. This support will ensure the survival and viability of health and human services organizations in New York.

SUPERHEROES OF WELLIFE NETWORK



“ The ultimate measure of a person is not where they stand in moments of convenience and comfort, but where they stand in times of challenge and controversy. ”
Martin Luther King, Jr.

WELLIFE'S SUPERHEROES

The Superheroes of WellLife Network don't wear capes or carry laser swords, but they do wear masks, gloves and engage in social distancing for everyone's health and safety. COVID has changed the way our staff works – and it is for the better. The perfect theme song to describe our heroes is, *"I'll be there for you."*

Every day, WellLife Network staff come to work, engage and motivate the individuals we serve, help ease their anxieties, and care for them with compassion and respect. Our infrastructure staff worked remotely and in the field to ensure our connection with one another, and the world was always intact.

UNMATCHED PROFESSIONALISM

Our team of professionals rolls up their sleeves to work. Their support and dedication come in many forms. No task is too small or menial for them to perform.

Our management staff assists by covering shifts due to staffing shortages, participating with the team to complete a 14-day quarantine within a residence, cleaning and disinfecting surfaces, or organizing the redeployment of day program employees to residences. Their innovation, persistence, and camaraderie in protecting our program participants create a more safe, secure, and welcoming environment.

OUR ROSTER OF SUPERHEROES

We want to thank the following individuals who presented their unique leadership skills during the COVID-19 crisis. Nominations for WellLife Superheroes came from New York City and Long Island and represent many staff from operations as well as infrastructure. Our heroes in alphabetical order are – Michael Aiken, Agnes Alexis, Nancy Alston, Danielle Angotta, Stella Aoko, Max Banilivy, Hilda Banner, Sophia Barnes, Vanessa Barnum, James Bennett, Isaiah Bonny, Roxanne Brown, Alicia Burton, Marcella Cahill, Dana Callendar, Meryl Camer, Robert Cameron, Albert Carcaterra, Steven Cherkes, David Chermak, Shareese Chesson, Sean Coke, Elissa Columbo, Jasmine Crawford, Jennifer Creary, Romina Cuko, Champawattie Dhanasar, Carolyn Dornstauder, Claudia Dounelis, Andre Dujoy, Harry Duncan, Jahvon Durden, Maura Durkin, Osasu Egharevba-Ederiri, Rolane Elie, Sherman Elliott, Jose Encarnacion, Godfrey Evelyn, Raffie Farray, Caitlyn Figoraski, Shanese Flemings, Denise Florencio, Hoda Forde, Donovan Foy, Caroline Francis, Michelle Friere, Darryl Geddie, Claudette Golding, Sylvia Gonzalez,

Jaye Gooberdhan, Deloris Gordon, Ana Goris, Michael Green, Arthur Griffin, Nichola Griffith, Dana Guess, Jamie Guzman, Adrienne Hargrave, Jennifer Hartfield, Christina Hauptman, Ismary Hernandez, Wendell Jack, Tawanna Jackson, Francisco Jaquez, Tiani Jay, Edward Johnson, Everton Johnson, Chyna Jones, Chris Julian, Jason Kanable, RayShawn Kennedy, Cortez King, Charisa Kirkpatrick, Rob Kooma, Chris Krosche, Vijay Lal, Edith Lamberth, Pearson Lavine, Willie Leary, Mary Lee, Elizabeth Lewis, Bruce Lindsay, Terry Little, Ryan Logan, Jermaine Lovell, Winston Lyons, Kasey Madigan, Yogani Mangroo, Jennifer Marino, Shaik Masode, Jessica McGinn, Danny Medina, Saverio Mele, Robert Morton, Renee Munro, Robert Munson, Carmelo Ocasio, Ian Odom, Sidi Okunola, Veronika Omole, Thomas Padavano, Gobin Persaud, Williamson Pierre, Jacqueline Pineda, Amy Platt, Asari Pounder, Talliah Prince, Marshall Prince, Nancy Pugo, Selwyn Ramdhanie, Sasha Razhba, Kevin Richardson, Sherwyn Richmond, Durpatee Roopnarine, Rene Rosa, Eric Rosin, Bernard Salvant, Gisselle Sanchez, Fauset Sanni, Ernest Smith, Oluwaseun Sonde, Marie St. Juliette Pierre, Vincent Stewart, Lance Tabakman, Jennifer Tadlock, Tyra Thomas, Sylvia Trotman, Hans Turenne, Maria Ulloa, Luis Vanegas, Jeannette Vernon, Lourdes Villagaran, John Washington, Tamica Wilson, Shernevelyn Wilson, Donna Wilson, Jacqueline Wright, Daniela Yovino, and Jodie Zeltmann.

PERFORMANCE RECOGNITION

AWARDS GRANTS



“ These highly regarded recognitions validate WellLife Network’s steadfast commitment to staff development and improved program performance. ”

AGENCY ACCOMPLISHMENTS

2020

NATIONAL NEWSDAY AWARD

2020 proved to be a year of change and recognition. Most notably, **Newsday** named WellLife one of the **Top Workplaces on Long Island**, a testament to our commitment to staff development and creating a relevant and caring workplace culture. The award is based solely on employee feedback.

GUIDESTAR PLATINUM RECOGNITION

For the fourth year in a row, GuideStar awarded WellLife Network its **Platinum GuideStar Nonprofit Profile Seal of Transparency**. This award is the highest level of recognition offered by GuideStar, 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 GuideStar’s immense online audience.

GREAT NONPROFITS AWARD

For a second year in a row **GreatNonprofits** honored WellLife Network with its prestigious **2020 Top-Rated Award**, the leading provider of user reviews about nonprofit organizations. This award is based on positive reviews written by volunteers, donors, and program participants.

GRANTS

WellLife Network was awarded more than two million in grants from private foundations for improvements in the Agency’s infrastructure and for program enhancement and development.

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

REACHING OUT

FEEDING OUR NEIGHBORS



Breanna Hardy, a WellLife Network intern from Farmingdale State College, lends a hand in helping distribute some 3,500 pounds of food basics, in October to more than 250 families affected by COVID in Suffolk County. Her efforts are joined by WellLife staff and are supported by our partners - Mother Cabrini Health Foundation, Long Island Cares and Island Harvest Food. (Inset) Dalas Taddeo, LPN, of WellLife's ACT program distributes household and personal supplies to drive-up Suffolk County residents.

SATISFYING A NEED

INTENSIFIED COMMUNITY NEEDS

In a study released in October 2020 by Columbia University's Center on Poverty and Social Policy, poverty has been on the rise in the United States for most of the year. Some 60 million families across the United States are struggling to put food on the table. This sad finding echoes throughout Long Island as one in seven families on Long Island depend on food banks to feed their families.

To assist Long Islanders in need, WellLife Network established special *Drive-Up Food Giveaway* programs as an adjunct to our regular pantry hours. We discovered that the need was great, as lines for our four pantry *Drive-Up Food Giveaways* appeared endless. These *Giveaways* were conducted four times each month from August through December at our Food Pantry locations in Smithtown, Huntington, Coram, and Wyandanch. Through a generous grant from the **Mother Cabrini Foundation** and our Long Island partners **Island Harvest Food Bank** and **Long Island Cares**, WellLife Network created amazing opportunities for Suffolk County residents to receive weekly care packages containing, food, household, and personal care items.

WellLife Network assisted more than **10,181 families** during 2020 and distributed some **240,000 pounds** of food and personal supplies to Suffolk County residents.

ENRICHING LIVES WITH WHOLESOME FOODS

WellLife is committed to providing nutritious food during the COVID-19 pandemic to our friends and neighbors in need. We offer frozen entrees, cereal, milk, canned and fresh fruits and vegetables, condiments, rice, pasta, snacks for school lunches, baby items, personal items, and even pet food.



New York State Senator James Gaughran, 5th District visits WellLife's Huntington food pantry and learns from Sherry Tucker, CEO, about our outreach efforts to feed Suffolk County's families.



(L-R) Chad Lupinacci, Town Supervisor of Huntington and Allison Puglia, Vice President, Programs and Agency Relations, Island Harvest Food Bank help to distribute food at WellLife Network's weekly *Drive-Up Food Giveaway*.



(L-R) Assemblyman Joe DeStefano, District 3 visits with WellLife staff at its Coram Food Pantry to assist with distributing food boxes to Suffolk County families.

OPPORTUNITIES FOR INDEPENDENCE

VOCATIONAL TRAINING



CLEAN CORP. IN A COVID ENVIRONMENT

VOCATIONAL TRAINING AND PLACEMENT

Creating viable employment opportunities for our participants embodies the WellLife mission to foster greater independence in the community. Our job training and supported work programs prepare individuals to enter the competitive workforce and support their goal of independence.

In 2020, WellLife Clean Corp. expanded its reach by providing a new range of services to the corporate sector. With a new marketing campaign, WellLife refocused its cleaning offerings to include more contemporary concerns to businesses in the for-profit sector. It now offers cleaning, sanitizing, and disinfecting treatments for protection from the spread of COVID-19 and the influenza virus.

WellLife Network's Vocational and Job Placement programs focus on real-world work skills and living wage needs of low-income, multicultural individuals in our communities.

SUPPORTED EMPLOYMENT SERVICES

Another initiative — Supported Employment Services (SES) — helps individuals with a diagnosis of mental illness or other significant disabilities sustain stable employment in integrated settings. In 2020, we assisted 43 SES participants in finding full or part-time employment opportunities.



WELLIFE CLEAN CORP. OBSERVES 75TH ANNIVERSARY OF NDEAM

This year is the 75th observance of the National Disability Employment Awareness Month, (NDEAM), administered by the Department's Office of Disability Employment Policy (ODEP). The observance culminates the Department's commemoration of the 30th anniversary of the Americans with Disabilities Act (ADA). WellLife supports U.S. Department of Labor and ACCES-VR, New York State Education Department in its efforts to include and accommodate all Americans with disabilities. Their active participation in the workforce will be an important part of our economic rebound while increasing access and opportunity for Americans with disabilities.

“*The cleaning staff from WellLife Clean Corp. does a terrific job. They go above and beyond to make certain that our building is professionally cleaned!*”

Sal Cappuzzo
Weinstein Enterprises, Inc.

IMPACT

2020

INFRASTRUCTURE

11

Multidisciplinary and committed members of the WellLife Network Board of Directors

1,550

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

103

Unique programs were offered in 2020 at WellLife Network.

347

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

703,419

PPE supplies purchased from March 1, 2020 - March 1, 2021, including masks, gloves, gowns, visors, hand sanitizers, disinfectant wipes, COVID cleaning supplies, thermometers, and pulse oxymeters.

99%

Percentage of staff maintained at WellLife Network, at all levels, despite the of funding cutbacks due to COVID-19.

DEVELOPMENT

\$227,891

Private fundraising events and foundation grants.

FINANCE

90¢

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

INTELLECTUAL/ DEVELOPMENTAL DISABILITIES

707

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

43

Group homes and supported apartments, throughout New York City, offer adults with I/DD an array of residential services. These residential services offer 24-hour supervised residences to apartment living for those who can live with greater independence in the community.

BEHAVIORAL HEALTH SERVICES

1,175

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

75

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

FOOD PANTRY SERVICES

10,181

With a grant from the Mother Cabrini Foundation, WellLife Network distributed more than 5,500 packages of food to 10,181 individuals and families in Suffolk County severely affected by COVID.

240,000

Pounds of food and personal toiletries distributed to individuals and families on Long Island.

CHILDREN & FAMILY SERVICES

532

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

AWARDS

GUIDESTAR PLATINUM RATING

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

NEWSDAY NAMES WELLIFE ONE OF TOP WORKPLACES ON LONG ISLAND

Newsday named WellLife one of the Top Workplaces on Long Island, a testament to our commitment to staff development and in creating a relevant and caring workplace culture.

TOP-RATED AWARD BY GREAT NONPROFITS

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

SELF-RELIANCE – FREEDOM OF CHOICE

DEVELOPMENTAL DISABILITIES

NEW CHALLENGES FACING A VULNERABLE POPULATION

At WellLife Network Day Habilitation Program, we are committed to helping adults with intellectual/developmental disabilities realize their greatest potential within a culture of encouragement, compassion and integrity. Utilizing a team approach, with each individual at its center, measurable objectives are established and services are tailored to ensure the best possible results.

COVID-19 brought new challenges to WellLife Network's Day and Community Habilitation programming. As a safety precaution we closed our Day Habilitation programs during the height of the pandemic.

In the fall of 2020 WellLife selectively reopened its Station Road program with strict safety guidelines and protocols. We also conducted our day programs at many of our residences offering training in the areas of personal health, self-help, sensorimotor development, communication, social, and vocational skills. WellLife also implemented remote day habilitation programming

via Zoom. These Zoom meetings, offered at all day habilitation programs, engaged participants so they could continue to participate in traditional and home-based day activities while gaining the much needed social interaction with their peers.

OFFERING A RICH ARRAY OF SERVICES

WellLife Network's caring staff worked diligently at each residence to offer a rich array of activities, including arts and crafts, therapeutic cooking, games, exercise, self-improvement, yoga, and tai chi classes for mind and body wellness and more.

TELEHEALTH

WellLife is at the forefront in bringing technology to improve its quality of care. We partnered with StationMD who conducted remote medical visits by board-certified emergency medicine physicians with considerable expertise in caring for I/DD populations. These virtual appointments helped WellLife to significantly reduce emergency room and urgent care visits.

Residents of the Brown residence enjoy a summer Hawaiian, "COVID-safe" luau. This luau featured Hawaiian grass skirts, leis, and delicious, healthful fresh fruits.



CREATING

HOMES WITH HEART



Each home is thoughtfully designed and decorated. We create sun-drenched rooms that are bright, cheerful, and welcoming. Our attention to detail in providing quality, yet durable, furnishings is evident in every room of the home. Colorful gardens and well maintained lawns are hallmark features of our residences.

I/DD SERVICES

INTEGRATED RESIDENTIAL, DAY AND HEALTH SERVICES

WellLife Network offers safe, stable, and secure homes for the long-term health and wellbeing of individuals with intellectual/developmental disabilities. We offer a broad range of housing, day habilitation, and prevocational services. Each day, more than 400 people live with dignity and pride as they develop greater independence in WellLife Network's housing and day habilitation programs throughout New York City and Long Island.

Our homes integrate care into the community and celebrate residents' unique cultures and traditions. Using a person-centered approach, WellLife Network's housing and residential programs cover a broad array of alternatives, from 24-hour staff supervised residences to serve those with the greatest needs, to apartment living with ongoing supports for those able to live more independently in the community.

RESIDENTIAL RENOVATION

In 2020 WellLife Network renovated more than 10 of its residences. With major modernizations and updated interior furnishings, enhanced outdoor gardens and recreation areas, each home reflects the vibrant community that lives within the walls of each residence.

To accommodate OPWDD state guidelines, WellLife offered community habilitation services on-site at the residences. This alternative gave structure and continuity to daily programming.



Our kitchens incorporate beautifully engineered surfaces, glamorous, energy efficient and durable stainless steel appliances. The "heart" of the house, WellLife kitchens create special memories of healthy and delicious food preparation and gatherings.



Our homes have beautifully appointed bedrooms with polished hardwood floors. Each bedroom is personalized to reflect the interests of each resident. Action heroes is this resident's favorite theme.



This backyard provides residents with a beautiful retreat to enjoy – lots of fresh air, sunshine, and a healthy fire-grilled meal on the weekends and special occasions.

BEHAVIORAL HEALTH SERVICES

GROUND BREAKING

SAFE AND AFFORDABLE HOUSING

NEW HOUSING OPPORTUNITIES FOR COMMUNITY RESIDENCES

In the fall of 2020, WellLife Network broke ground on its Cypress Avenue mixed-use housing apartment complex in Queens, New York. This site will feature 66 apartments, 40 of which will offer safe and secure housing for community members with special needs. Twenty-six apartments will provide housing for low-income individuals or families. This life-changing initiative will target New York's most vulnerable citizens in need of supportive housing.

The complex will feature a rooftop garden, forest-like landscaping, a communal event room, an exercise facility, and a high-tech laundromat. The scheduled completion date for this project is fall 2022.

PARTNERSHIPS MAKE IT HAPPEN

This building will become a reality through a joint partnership among state and city supporters. Funding for this project was made possible through New York City and The Richman Group. WellLife Network is proud to partner with CSD Housing, LLC, a leader in building affordable housing communities. Urban Architectural Initiatives (UAI) created this contemporary structure in conjunction with Monica Lopez Architect, LLC, and contracted by L. Riso & Sons Co., Inc.



Above: Rendering of Cypress Avenue housing complex. The timeless design of the structure will fit seamlessly into the site and become an integral part of the fabric of the neighborhood.

Architectural rendering courtesy - Urban Architectural Initiatives, RA, PC

It's official, on September 15, 2020 WellLife Network broke ground on its 66 apartment Cypress Avenue mixed-use apartment complex. Participating in the groundbreaking ceremony – (L-R) Representing L. Riso & Sons, Co. Inc – Craig Elka, Field Superintendent and Manny Papadopoulos, Project Manager; Monica Lopez, Monica Lopez Architect, LLC; James Riso, Vice President, L. Riso & Sons, Co., Inc; representing CSD Housing, LLC – Mike Dehmler, Managing Member, and Michael Newman, Director of Program Development; representing WellLife Network – Sherry Tucker, CEO; Alan M. Weinstock, former CEO; Steve Bernstein, WellLife Network Board Member; Dianne Camelo, Esq., Partner, Levy, Stopol & Camelo, LLC; from WellLife Network – Andrew Carbonara, VP, General Services; Ray Morell, Director, Facilities Management; Ken Cummings, Facilities Manager; Karen Gorman, VP, Property Management and New Program Development; Crystal John, VP, Behavioral Health Residential Services; Lori Alameda, CFO; Willie Scott, VP, Public Affairs and Diversity Officer; and Jianwei Chen, Sr. Controller.

MENTAL HEALTH PROGRAMS



ASSERTIVE COMMUNITY TREATMENT - ACT

As hospitals and emergency departments mobilized to convert beds to treat individuals with COVID-19, the often-used services for psychiatric challenges became overwhelmed. As a result, the New York State Office of Mental Health (NYSOMH) launched a project to assist with rapid movement for the psychiatric population within the hospitals using CTI – *Critical Time Intervention* methodology.

WellLife Network ACT (NYC) was one of the first teams chosen to participate in this pilot. Working collaboratively with NYSOMH, WellLife helped to develop the workflow for this much-needed service. Throughout the pandemic, all ACT Teams have continued providing face-to-face services to their clients, who are often the most complex and challenging. The introduction of the principles of CTI to our ACT Teams demonstrates and reinforces several goals. These include rapidly addressing clients' acute needs, building a rapport with compassion and action, and providing a bridge to help individuals move quickly from the intensity of a hospital/ED setting to community services with compassionate support.

BRIDGER EXPANDS ITS SCOPE

WellLife Network Bridger Program offers 'bridging' services to individuals leaving the Kingsboro Psychiatric Center and returning to their communities. This year the New York City Department of Mental Hygiene granted the Bridger Program the opportunity to expand its scope to provide training to community members, agencies, and professional groups about the challenges experienced with reintegration into the community. The training fosters better engagement with clients during those periods of transition.

PATHWAY HOME™ INCREASES ENROLLMENT

The Pathway Home™ Adult Home is a community-based care transition/management intervention that offers intensive, mobile, time-limited services to individuals transitioning from an institutional setting such as an Adult Home back to the community.

In 2020, WellLife Network Pathway Home™ Adult Home+ has increased its member enrollment by 25%, despite the impact of COVID-19. The team was able to successfully graduate six members back into the community.

SERVICES FOR INDIVIDUALS AFFECTED BY

SUBSTANCE USE DISORDERS



ENHANCING ADDICTION RECOVERY SERVICES (ARS) THROUGH TELEHEALTH

The COVID-19 brought new challenges to WellLife Network's Substance Use Disorders programming. Many patients were fearful of attending our clinic services. But WellLife came to their home through our telehealth visits.

Using a team approach, WellLife establishes measurable objectives with tailored services for each participant to ensure the best possible results. Our goal is to help each person develop and strengthen their ability to cope with life's challenges.

ARS quickly mobilized to use telehealth services at the onset of the pandemic. ARS clients pose many challenges for treatment adherence, and the pandemic compounded the rationale for missing appointments. In a short time after the start of telehealth, most clients enrolled were making use of the modality, despite the absence of mandates that are often motivators for completion of treatment.

This year WellLife addiction recovery services are also offered to the Spanish speaking communities.

TREATMENT FOR GAMBLING ISSUES

In 2020 WellLife Network received certification to provide gambling treatment. Referrals have begun for this much-needed service in Suffolk County.

The National Council on Problem Gambling (NCPG) estimates that there are approximately 5 million Americans who are compulsive gamblers. However, only 8% receive counseling for this problem. Once identified, gambling addiction is very treatable.

Professional rehabilitation programs can address this destructive process and help individuals regain control over their lives. WellLife dedicates itself to the positive transformation of lives harmed by a compulsive gambling problem, assisting both the individual as well as their family.

**Helping our patients get
*their healthy life back.***

Redesigned services focusing on prevention and early intervention.

A HIGHER STANDARD OF CARE

CHILDREN & FAMILY SERVICES



A YEAR OF TRANSITION AND CHANGE

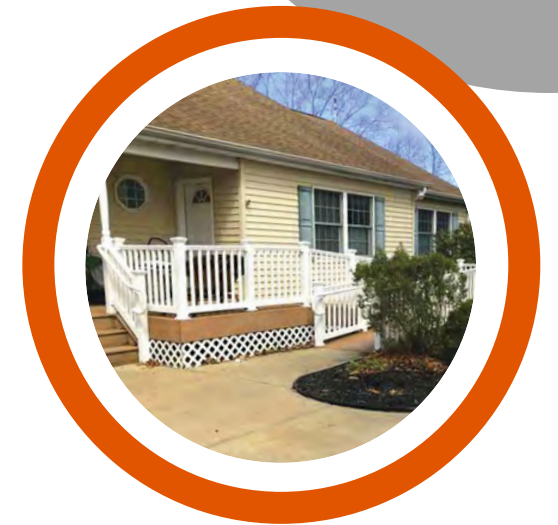
A FOCUS ON PREVENTION AND EARLY INTERVENTION

WellLife's Children and Family Support Services experienced a year of transition that resulted from the NYS Children's Medicaid Redesign. This redesign aims to broaden eligibility and enable a greater focus on prevention and early intervention for children with mental health challenges. The COVID pandemic created additional challenges in providing services to the children and families we serve.

WellLife Network offers a broad cadre of services that have the goals of identifying the child's needs with early intervention, maintaining youth in the community in the least restrictive settings, and a focus on recovery and building resilience.

OTHER LICENSED PRACTITIONER THERAPY

One exceptional service offered is our Other Licensed Practitioner (OLP) Therapy. Families can now navigate some of the previous obstacles to treatment by having the therapy provided to family members directly in their homes. This new at-home therapy modality is gaining approval and recognition because of its flexibility. A critical element of this strength-based treatment modality is assessment for mental health or substance use and the family's ability to receive individual or family counseling services.



OPENING OF NEW COMMUNITY RESIDENCE PROGRAM IN MANORVILLE

In the fall of 2021, WellLife will open a new community residence program located in Manorville, Long Island. This residence will provide 24/7 care for youth facing serious mental health challenges. It joins WellLife's Setauket and Dix Hills residences with the goal of helping youth and their families to recover, reunite, and transition youth back into their homes.

“The WellLife difference is in our standard of care that provides customized services offered with passion and compassion every step of the way.”

WellLife Network
Strategic Plan Statement

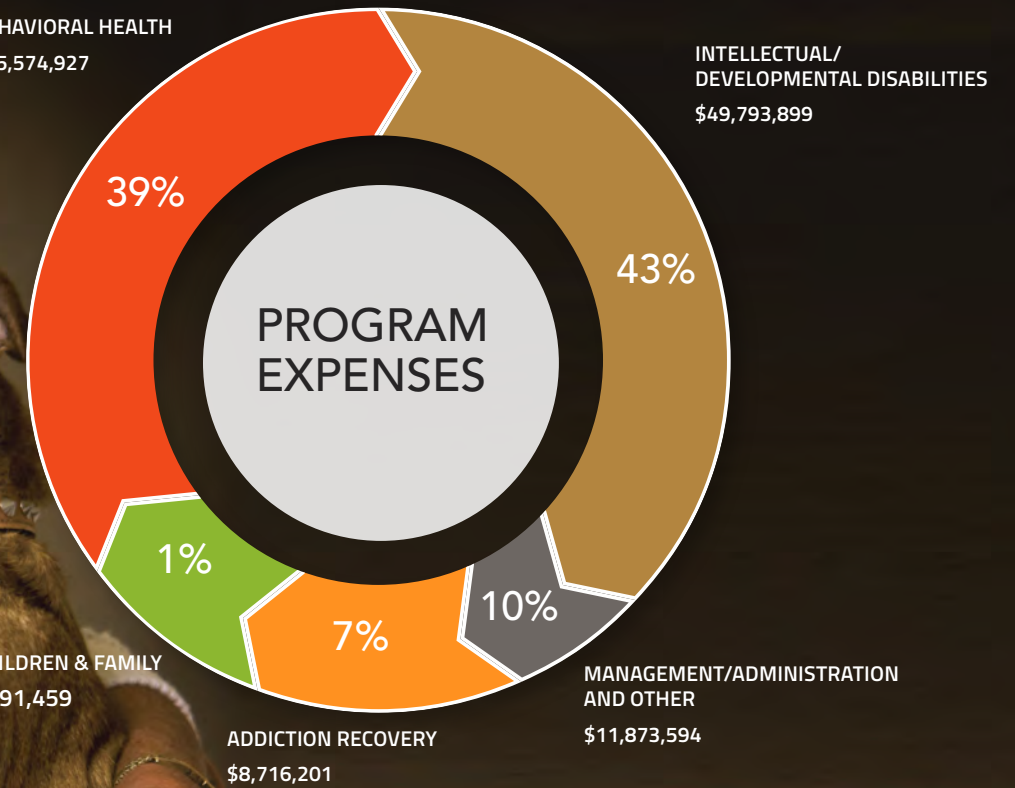
Fiscal Responsibility

In fiscal year 2020, WellLife Network made significant progress in the financial transformation work it began last year. Despite state budget cuts and suspension of certain programs due to COVID and increased expenditures for PPE supplies and staffing needs, WellLife was able to sustain programming without interruption.

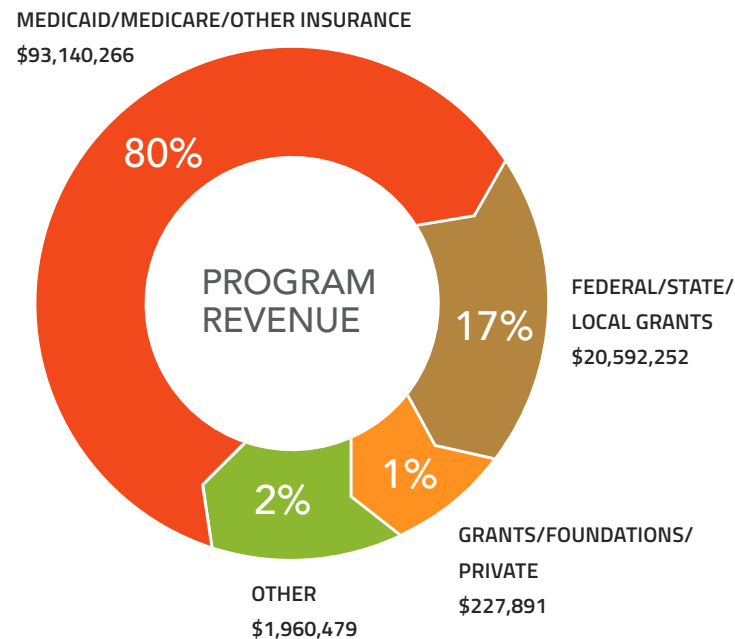
The operating budget grew by \$2 million to reach \$115,920,888 in revenues at the end of the fiscal year. This increase was driven primarily by expansion of our residential housing services and improved rate structures in our developmental disabilities services division.

This year 90 cents of every dollar spent went directly toward client services and programs. This reflects an improved indirect charge of 5%.

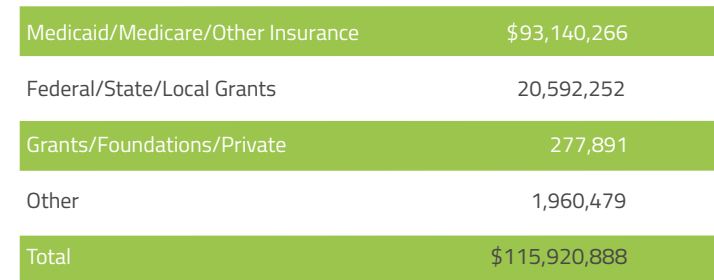
While we are pleased with this year's accomplishments, we are also looking for other opportunities for improvement. We are committed to achieving fiscal responsibility, including the delivery of quality value-based services, while promoting and safeguarding the health and wellness of the people we serve.



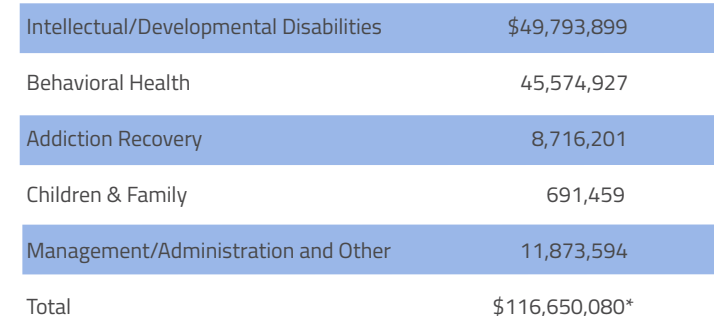
Program Revenue



Where the Money Comes From



How It Helps



*For the fiscal year ending 2020. Based on the fiscal year 2020 audited financial statements by BDO USA, LLP

90¢

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

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Federal

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Centers for Medicare
and Medicaid Services
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 Alcoholism
and Substance Abuse Services –
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
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Office of the Queens Borough President
Office of the Manhattan Borough President
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Foundation/Voluntary

ACCLAIMH
Advance Care Alliance– ACA
Advanced Health Network
& Recovery Health Solutions - AHN-RHS

We are enormously 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 so vital to WellLife Network in its delivery of health and human services.

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Alliance of Long Island Agencies, Inc.
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Brooklyn Council of Developmental Disabilities
The Coalition of Behavioral Health Agencies
Coordinated Behavioral Care – CBC
Health & Welfare Council of Long Island
InterAgency Council of Developmental
Disabilities Agencies, Inc. - IAC
Long Island Cares
National Council of Behavioral Health
New York Association of Psychiatric
Rehabilitation Services
New York Disability Advocates
New York State Association of Community
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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

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