Report to the community

2022

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.

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.

**Values**
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.

**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.
At 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.
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.

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.
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.

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

Sarah C.

As 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.
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.

Vocational Training Services

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.

Residential Services

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.
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.

2022

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.

565
Families coping with children with serious mental health issues were strengthened and moved from crisis to stability.

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.

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.
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 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.
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.
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.”

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.

1David K. Li, NBC News, June 11, 2021

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.
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.
Excellence at Work

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.

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.

performance recognition

recognizing excellence
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.
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
New York City Department of Health and Mental Hygiene
New York City Health + Hospitals
Nassau County Office of Mental Health
Suffolk County Department of Health and Human Services

Foundation/Voluntary
ACLAIMH
Advance Care Alliance – ACA
Advanced Health Network

Alliance Care Network – ACN
Alliance for Long Island Agencies, Inc.
Association for Community Living
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 Care
Long Island Community Foundation — LICF
Manhattan Community Fund’s GreenVest 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
Molina College
New York Institute of Technology
New York University
Queens College
Rutgers University
Stony Brook University
Suffolk County Community College
St. John’s University
State University of New York
WellLife Network
Wright State University

Corporate/Individual

Lori Alameda
Anonymous
Marc Aronstein
Blaine Atkins
B&H Plumbing & Heating of LI Inc.
David Barr
Alexia Beckford
Batterf
Steve Bernstein
Deborah Beattie
Buffalo Post Management
Meryl Camer
Phil Caputo
Andrew Carbonara
Jamei Chen
Victoria Conte
Becky Costa
James C. Curtis, M.D.
Bill DePaola
Adam Epstein
Audrey Feldman
Pamela Flash & Jeffrey Einiek
Arthur J. Gallagher & Co.
Carl Gambino
Karen Gazda
Ronnie Gerber
Martin Goldstein
Karen German
John R. Husted/Mutual of America
Sally Greene
H2M
Robert Hettich
Home Depot, Inc.
Nathan Home
Nadia Hrvatin
Irwin Contracting Inc.
Alicia Jones-Philip
Kevin Kam
Kathy Kelly
Katherine Kruey
Reynolds
David Luste
Eric Muller
Matthew Nash
Christopher Nicholson
Sara Piber
Brian K. Regan, PhD

WELLLIFE NETWORK | 27

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.

* Denomination of $ 900 or more