what matters to US?

YOU

WE THE PEOPLE OF
WELLLIFE NETWORK

STRIVE FOR EXCELLENCE AND COMPASSION
IN ALL WE DO SO THAT THE PEOPLE
WE ASSIST CAN BE MORE
INDEPENDENT.

REPORT TO THE COMMUNITY 2018
Dear Friends and Partners,

This year WellLife Network celebrates almost four decades of service to the New York community. The world has changed so much since our founding, but our work is as relevant and in demand as ever — providing a comprehensive network of health and human services to individuals and families throughout New York City and Long Island. In 2018 Sherry Tucker became CEO. Her mandate was clear — to improve WellLife Network’s fiscal sustainability and operational capacity.

Strategic Progress

We are proud of the advances we’ve made in 2018:

• Completing our three year strategic plan — a guidepost for achieving a leaner and fiscally responsible agency
• Approval for the creation of a $28.3 million mixed-use apartment complex, providing safe and affordable housing to some 66 individuals and families
• Earning GuideStar’s highest level of recognition, the Platinum Seal of Transparency
• Being recognized by the New York State Education Department State Board as an approved provider of Continuing Education
• Hosting successful fundraising events which reflect our mission: 5K Wellness Run and a staged benefit reading of TRIAL, both of which promote our mission of “wellness” and the equality and rights of children, women and men.

Almost four decades of advocating for the wellness of the individuals we serve has made us the strong, reliable and the empowering organization that we are today. These times are challenging, but we view every challenge as an opportunity to help people reach their life’s goals. At the core of our success is a committed staff — the foundation for any successful business. Our compassionate and passionate team is mission-based and each member has a unified, overriding charge — to help individuals reach their life goals.

WellLife Network’s diversity and comprehensive services are strengths that help us build strategic alliances and partnerships with government, business and the voluntary sector, allowing us to reduce costs while ensuring maximum quality programs. It is these partnerships that have helped us to become one of the region’s largest health and human services organizations. We thank each and every one of our partners for their contributions this year.

We strive to seek new solutions to provide more effective health and human services for those who seek a better, more satisfying life. We are excited about identifying new priorities for WellLife Network and ask you to join us as we look to a fiscally strong and bright future.

Jeffrey Finkle
Chairperson

Sherry Tucker
CEO

What matters to YOU . . .

matters to US.
We help residents accomplish that goal through better access to coordinated, multi-disciplinary care and services which will assist them to heal and recover. Low, moderate and high-risk people with mental health diagnoses, chemical addiction and multiple medical conditions can receive assistance in managing their overall health and wellness.

Partnerships Make It Happen
WellLife Network partners with state-designated Lead Health Homes to offer care coordination services, including: NY Health and Hospitals Corporation, Northwell, Coordinated Behavioral Care, Southwest Brooklyn Health Home, Hudson River Healthcare, Inc. dba Community Health Care Collaborative and Community Healthcare Network.

Bringing Wellness to the Community
This year our Care Coordination Services are bringing integrated health care to communities throughout Queens, Brooklyn, Staten Island and Long Island through our tech-laden mobile van. The van brings our care coordination screening and referral process directly to individuals who are in need of specialized medical, psychological, rehabilitation, housing and/or employment services. These individuals often forego these needed services due to a lack of transportation, interest in their wellness or limited funds.

The WellLife Network Care Coordination program helps individuals to improve the management of their health and wellbeing.
Non-profis that succeed in a value-based model of care will do so by leveraging intelligent digital platforms and empowering staff to establish measurable goals of program participants.

Measuring Our Success
Nonprofit funding streams are rapidly shifting from a fee-for-service model to a value-based model of care. This inflection point is expected to occur by 2020 in New York State. No longer will nonprofits be reimbursed for the volume of work they perform, but rather for the measurable results that they produce. The results must show measurable progress and the services provided offered efficiently and at a reasonable cost. Most importantly, if data is to be trusted, it must be collected, managed and analyzed responsibly.

Preparing for the Future
WellLife Network is preparing for this value-based payment environment. We are currently implementing digital platforms to ensure fidelity to the evidence-based models that systematically assess needs and risks and make determinations about how to deploy resources and services. Sophisticated data analytics inform our continuous quality and performance improvement initiatives.

Impact of WellLife Network
This section highlights accomplishments, consumer satisfaction and conveys the scope of services that WellLife Network provides to the communities of New York and Long Island.

2018 IMPACT

"..."
Mark knows the anguish and loneliness that chronic depression can bring on. After major upheavals in his life, Mark faced severe depression which caused his hospitalization at Creedmoor Psychiatric Center. He was a resident there in a work study program and with intensive psychiatric and medication therapy he was able to rejoin the community. The caseworkers at Creedmoor recommended WellLife Network to him where he entered our Clean Corp. program. There he learned commercial maintenance and grounds keeping skills and was promoted several times. In 2015 Mark was awarded the coveted William B. Joelin Outstanding Performer Award. This award is given to 58 New Yorkers state-wide, employed on NYSD Preferred Source contracts. Today, Mark is a supervisor at Clean Corp. and manages ten workers. He is a role model for other workers and a champion of all who know the despair of depression.

Vocational Training and Job Placement
Creating viable employment opportunities for our consumers is one of the most valuable services WellLife Network offers. Our job training and supported work programs prepare participants to enter the competitive workforce and support their goal of independence. These job readiness programs focus on real-world work skills and living wage needs of low-income, multicultural individuals in our community.

For participants with behavioral health challenges, we create opportunities to develop useful job skills, receive appropriate job training and necessary certifications, and access internship and employment prospects. Through ongoing evaluation of job readiness, we help to ensure their success in the workplace. This is an essential part of WellLife’s ongoing commitment toward helping individuals gain the independence they seek and become active, contributing members of their communities.

For 23 years, Project Clean has successfully assisted adults, diagnosed with mental illness, with opportunities to gain and maintain employment through Clean Corp., a for-profit enterprise that operates under the auspices of WellLife Network. Through contracts with private businesses and government agencies, Clean Corp. provides professionally trained, high-caliber workers to offer a wide variety of janitorial, maintenance and grounds keeping services.

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 2018, we assisted 42 SES participants in finding full or part-time employment opportunities.

Support Specialist Training
WellLife Network is extremely proud of its training program that allows participants to become New York State Certified Peer Specialists. Peer specialists help program participants make informed, independent decisions, set life goals and become active members of the broader community. In 2018, WellLife Network also assisted individuals to attain their New York State certification. Together, WellLife’s Vocational and Employment Services help strengthen the economy by increasing the capacity of a diverse and qualified workforce.

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LIVING for a DREAM

Discovering Inner Strength

Offering A Continuum of Evidence-Based Services
WellLife Network offers comprehensive behavioral health services, including: psychiatric rehabilitation, case management, care coordination, family and peer support, consumer self-help, drop-in centers and residential services. Our service models and clinical interventions are all performance driven with the goal of improving outcomes and reducing costs.

Our Strategic Health Care Partners
WellLife Network is committed to collaboration and is an active member of several behavioral health partnerships and enterprises, including: Advanced Health Network — WellLife Network is a founding owner; managing care of those with mental illness on Long Island and New York City; Alliance Care Network, LLC — managing the care of individuals with intellectual and developmental disabilities population; and Coordinated Behavioral Care — managing care of those with mental illness in New York City. Through these partnerships WellLife Network helps shape and complement our continuum of services to care for people with complex healthcare needs. These partnerships highlight our special experience and capabilities that position us to work effectively with health systems, government, providers and payers.

Our programs are licensed by the New York State Office of Mental Health (NYOSMH) and The New York City Department of Health and Mental Hygiene.

Assertive Community Treatment (ACT)
ACT is a team-based treatment model that provides 24/7 flexible, multidisciplinary treatment and support to people with severe mental illness. This year some 340 persons were assisted through our ACT teams.

Care Coordination Services
WellLife Network assists individuals with complex chronic conditions access and manage services through improved care coordination and service integration among providers. This coordination is critical to managing health care costs and improving health outcomes.

WellLife Network proudly partners with state-designated Lead Health Homes, each with a network of care coordination agencies and providers. We also receive referrals from Single Point of Access (SPOA) for individuals who do not have Medicaid. Our programs help individuals to live more successfully in the community.

PROS
The Personalized Recovery Oriented Services (PROS) program offers individuals living with a persistent mental illness: person-centered, goal-focused rehabilitation services. In 2018, PROS helped some 625 persons overcome barriers to achieve their life goals and develop the skills needed to help them live, work and thrive successfully in the community.

NYC Working Peer Specialists Annual Conference
WellLife Network is proud to support the New York City Working Peer Specialists Conference. This conference brings together some 350 peers to a day long series of workshops to individuals working across the spectrum of New York City’s mental health service delivery system. For the past three years, WellLife Network’s Communication Department has offered its expertise in developing the marketing materials to publicize this innovative event.

Steve Bernstein, (center) WellLife Board member, congratulates Scott and his mom on completing the 5K race. Scott is a participant of PROS Great Neck who says he discovers his “inner strength” when exercising outdoors.
WellLife Network is proud to be a State Designated Entity that is contracted with Fidelis, Healthfirst and Beacon as a Recovery Coordination Agency for Adult Behavioral Health Home and Community Based Services (HCBS). In addition to working with HARP (enrolled/eligible) individuals not connected with a Lead Health Home, WellLife Network delivers an array of Home and Community Based Services in Manhattan, Brooklyn, Bronx, Queens, Nassau and Suffolk Counties to assist individuals achieve meaningful goals and maximize their quality of life in their ongoing recovery.
In the fall of 2018, WellLife Network, in cooperation with HCBS, opened its first Crisis Bed & Respite Program – an innovative and unique face-to-face alternative service to a more traditional emergency room and inpatient care.

Our Bed & Respite is open to people aged 18 and older who are at imminent risk of or experiencing a mental health crisis. Our Respite offers 24/7 support by trained professionals and wellness services, including: strengthening living skills; relapse prevention/intervention planning; family support and conflict resolution; referrals and linkages to medical, housing, legal and family issues services; developing coping skills and health and wellness coaching.

Guests are able to relax in one of three beautiful respite bedrooms and share a common living area and kitchen space.

"Offering a beautiful home-like setting as an alternative to in-patient care.

THE PLACE TO TURN TO DURING A MENTAL HEALTH CRISIS

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"Offering a beautiful home-like setting as an alternative to in-patient care."
The thrill of a lifetime – attending a winning New York Mets game. Participants of WellLife Network’s Ozone Park residence have a passion for the Mets. They watch the Mets on TV with the intent of the most devoted fan. The best part according to Michael (center) was the ending. “The Mets won! It was great.”

Michael is one of seven residents of the Ozone Park IRA – one of 36 residences operated by WellLife Network for individuals with intellectual/developmental disabilities. Our residential team of caring, compassionate professionals guides and supports each person’s physical, emotional and educational needs.

Michael receives daily living and socialization skills at WellLife Long Island City Day Habilitation Without Walls program with the goal of encouraging him to become an active participant in the community and as independent as possible.
New Day Habilitation

WellLife Network’s Day and Community Habilitation services offer one-on-one life skills coaching to individuals with intellectual/developmental disabilities in the community and their home. Together, WellLife Network counselors and individuals develop person-centered goals to create experiences that are enjoyable and educational. Participants gain better social and vocational skills, while developing greater independence in the community.

We offer a wide range of special annual events including, International Day, Sports Day, Summer Carnival, Black Tie Affair, karaoke/singing, fashion shows, a day on Broadway and more.

We understand that developing independence in the community requires many skills and supports. Our Community Habilitation Services offer the development and improvement of those skills needed in everyday life. Some of the areas which we can help individuals to explore and develop the skills needed to achieve those goals include:

- Independent Living
- Money Management
- Travel Training
- Socialization
- Communication Skills
- Meal Planning and Preparation
- Preparing for Work
- Nutrition and Wellness

The Community Habilitation Programs are approved for service by the New York State Office for People with Developmental Disabilities (OPWDD) and the New York State Department of Health.

It’s A NEW DAY Habilitation

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“My name is Patrick. When I started the children’s services I had difficulties in managing my anger and emotions. My confidence and how I felt others viewed me was also very low. I felt that everyone was judging me and trying to control my life and feelings. I always felt angry when I started and many times refused to participate in group activities and counseling because I felt like the staff was trying to brainwash me into thinking that something was wrong with me.

But as I attended weekly activities, I began to realize that the lessons in the groups were not meant to control me, but to help me believe in myself again. The counselors helped me manage and identify my symptoms better. I started to recognize my strengths and weaknesses. Using self-management helped to direct my focus and set goals. I rejoined my family. My family is very important to me and learning ways to deal with my anger at home is helping me to improve my life.”
Bill started to experiment with drugs when he was nine. It started with alcohol and peer pressure to drink. At age 12 he started to use heroin. That’s when things went downhill. At 16, Bill dropped out of school, started working, but couldn’t keep a job. He tried to get off drugs by substituting cocaine.

That’s when things became bad. Bill lost everything he owned overnight and was busted for selling. He served two weeks in county jail. He then stopped coke, pot and alcohol, but kept using heroin. He went on welfare to survive. Bill was on and off heroin, but wound up in jail. There he discovered spirituality and found real peace. When he left prison he went to WellLife Network for outpatient services. We helped Bill to stay clean. Bill is now engaged to be married and is going to college to get a degree in psychology and chemical dependence.

His parting words to those trying to get clean: Just keep trying, you will get it right. Just don’t give up.

We believe it is important to include substance abuse education and prevention in schools because these intervention programs help students avoid trying substances and reduce the risk of developing a substance use disorder later in life.

This year, WellLife Network reached some 2,045 students in Suffolk County, using the evidence-based drug prevention curriculum Too Good for Drugs. Our outreach programs are offered in three community-based locations: Wyandanch, Smithtown and Huntington and are licensed by the New York State Office of Alcoholism and Substance Abuse Services (OASAS).

Task Force on Integrated Projects-TFIP
TFIP, a school-based substance abuse program emphasizing prevention, intervention and education, served 4,773 unique individuals. One specialized program available to students is an informative and comprehensive education series that highlights positive alternatives to drug use.

An integral part of our services is school staff in-service training, addressing topics such as: current drug trends affecting adolescents and codependents that impact the family, and health and wellness topics.
Giving Back to the Community

Volunteers Make It Happen

More than 100 people donated their time and professional and personal skills to us last year. Volunteers and student interns make a significant and valuable contribution to WellLife Network. Our volunteers donated thousands of dollars in goods and services to hundreds of individuals and families in need. Volunteers in New York City and on Long Island planted gardens and re-landscaped our residences, donated and wrapped toys for children during the holidays, assisted veterans in finding and preparing for employment and assembled baskets of food for holiday meals.

Be Well for Life Art Program

This year, the WellLife Network Be Well for Life Art Program expanded with the sale of posters initiated through generous grants from Mutual of America, Paycom and TGI Office Automation. This innovative program will create art therapy workshops and learning experiences for individuals of all ages, abilities and talents to emerge as artists, through the exhibition of their art as posters, note cards and wearable items.

Internships for Real Life

Our Internship Connections offers college students and advanced degree candidates on-site experiences in a variety of “real life” settings throughout New York City and Nassau and Suffolk Counties. The program assists students in defining and exploring career opportunities in the health and human services field. This year, some 43 college students from 26 colleges and universities in the New York City metropolitan area benefited from these experiences. An internship experience at WellLife Network offers a variety of settings, including: mental health clinical training, developmental disabilities, health administration and medical nursing.

Beverly Rodriguez, a nursing intern stated, “This internship lets me see first-hand the responsibilities that I will be assuming as a nurse in a non-profit setting. Working with a population with developmental disabilities is quite challenging, yet rewarding. It is a shared responsibility of trust and expertise that is required 24/7 to assure optimal results.”

Kevin Campbell, Experienced Assurance Associate, BDO USA, LLP and 95 volunteers gathered at 13 locations across New York City and Long Island to lend a hand to WellLife Network’s Project Volunteer Day. None are trained horticulturists. They are accountants, lawyers, insurance specialists, financial experts, sales reps, and more. They are people who wanted to give back and who liked to do so in an outdoor environment. The results were amazing. The volunteers had one common goal – to beautify the residences of WellLife Network through gardening and exterior do-it-yourself projects.

“I want to help the people we serve improve their lives, aesthetically and spiritually.”

Kevin Campbell, Volunteer
You Make It Happen
WellLife Network held four spectacular events this year including: its Annual Dinner, a Wellness 5K Run, the Associate Board’s Let’s End the Stigma cocktail party and a theater production of Ashley Griffin’s uplifting play, TRIAL – all of which were successful fundraising initiatives, sponsored by our corporate and volunteer network of supporters and program participants and their families.

Annual Dinner – A Success
WellLife Network welcomed more than 130 guests to its Benefit Dinner held June 6th at Mutual of America headquarters in Manhattan. Bill Ritter, WABC News anchor was the evening’s special guest and host. The evening raised more than $350,000 for the organization.

The capacity crowd paid special tribute to retiring CEO Alan Weinstock with the Board of Director’s Lifetime Leadership Award. Joshua Lamberg, CEO Lamb Insurance Services received the Corporate and Philanthropic Leadership Award. A new award, The Lani and Thomas A. Blumberg Staff Inspiration Award was established by esteemed board member Tom Blumberg. Sheila McPherson and Lilian Taku were the inaugural recipients of the award for their heroic volunteerism in helping the survivors of the wildfires in California.

The memorable evening included the presentation of the WellLife Network Be Well for Life Inspiration Award, by Sherry Tucker, incoming CEO, to three WellLife Network program participants who overcame extraordinary challenges and barriers in their lives.

5K WellLife Network Run for Wellness
WellLife Network joined forces with a dynamic mix of key community advocates in November, 2018 to raise wellness awareness and more than $25,000 for New Yorkers faced with developmental disabilities, mental health and addiction challenges. More than 100 runners, family and friends gathered at Eisenhower Park in Westbury, Long Island for the event.

Benefit Staged-Reading of TRIAL Sells to Capacity Crowd
A benefit reading of TRIAL, a new play by Ashley Griffin and directed by Lori Petty was held this past spring at the Tilles Center. TRIAL, based on the author’s experiences tells the unique story of a young woman who was sexually abused by her father and her torment in bringing him to justice in the afterlife. More than 200 people attended the event, raising $100,000 for the agency’s Children and Family Services Division and community outreach and education services for children and adult survivors of sexual violence.
FINANCIAL OVERVIEW

Federal
U.S. Department of Health and Human Services
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
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

Office of the Bronx Borough President
Office of the Brooklyn Borough President
Office of the Manhattan Borough President
Office of the Staten Island Borough President

Brooklyn Borough
Suffolk County Department of Health Services
Suffolk County Department of Social Services

Foundation/Voluntary
A.C.A.B.H.
Alfred University
Alfred St College
Capella University
City University of New York
Cornell University
Columbia College Chicago
Concordia University Chicago

John Jay College of Criminal Justice
Loyola University
Molloy College
Mount Sinai College of New York

Mickey College
New York Institute of Technology
SUNY College of Technology
SUNY College of Environmental Science & Forestry
SUNY College of Health Science
SUNY College of Technology at Utica/Rome
SUNY College of Technology at Morrisville

Other
$14,033,370

$3,681,195

$9,611,195

$43,073,790

$7,698,544

$9,611,195

$45,707,601

$1,498,544

$4,000,000

$114,694,460

$112,568,039

$20,782,626

$334,221

$8,486,352

$82,964,860

87¢

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

Where the Money Comes From
Medicaid/Medicare/Other Insurance
Federal/State/Local Grants
Grants/Foundations/Private
Other
Total

$20,782,626

$334,221

$8,486,352

$82,964,860

$112,568,039


How It Helps
Intellectual/Developmental Disabilities
Behavioral Health
Addiction Recovery
Family & Youth
Other
Total

$45,707,601

$43,073,790

$7,698,544

$3,681,195

$14,033,370

$114,694,460

*For the fiscal year ending 2016. Based on the fiscal year 2016 audited financial statements by BDO USA, LLP

SUPPORTING PARTNERS

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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This annual report was written, designed, photographed and printed in-house by the Communications and Development Department of WellLife Network.