

Be Well for Life



Executive Offices

142-02 20th Avenue, Flushing, NY 11351
TEL: 718.559.0516 www.WellLifeNetwork.org

Long Island Services Administrative Offices

120 Commerce Drive, Suite 102, Hauppauge, NY 11788
TEL: 631.920.8028
E-MAIL: info@WellLifeNetwork.org

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ANNUAL REPORT 2016



Our Mission

To empower individuals and families with diverse needs to realize their full potential for achieving meaningful goals, guided by principles of independence, health, wellness, safety and recovery.

Report to the Community



Jeffrey Finkle

Jeffrey Finkle
Chairperson



Alan M. Weinstock

Alan M. Weinstock
CEO



Sherry Tucker

Sherry Tucker
President/CFO

The year 2016 may best be described as a time of change, challenge, opportunity and accomplishment. For some 60 years, PSCH and Pederson-Krag have been an integral part of the New York and Long Island community, providing vital services to those who are among our most vulnerable citizens.

Since 1980, PSCH, now WellLife Network, has been meeting the growing challenges of individuals with intellectual/developmental disabilities and mental illness. In its early years, PSCH operated and maintained community residential facilities for people with developmental disabilities and mental illness, and provided programs of "care, service, habilitation, rehabilitation, social and recreational activities," in a homelike environment.

PSCH was initially named the Professional Service Center for the Handicapped, Inc. In 1997, the agency officially changed its name to PSCH Inc. In January, 2017, PSCH Inc. was rebranded and is now WellLife Network.

For six decades, WellLife Network has been inspired by a committed board of directors, dedicated staff, caring volunteers, respected collaborations with partners, the many individuals who support our work, and most importantly, by the 2,000 people who each day seek our assistance and energize each of us.

The need for WellLife Network services has never been greater, as New York State embraces technology to redesign its vast and costly health care system to integrate and manage care. Government at all levels faces reduced revenues, an aging and more chronically disabled population and increasing poverty. WellLife Network is actively involved in establishing the required infrastructure that will be needed to thrive in this new value-based payments environment.

In 2016, WellLife Network proudly completed an \$18 million mixed-use housing residence for persons who have mental health issues and/or low income.

WellLife Network is proud of its services to 25,000 New Yorkers each year and its leadership role in the development of new models of care. Our broad network of high quality, outcome-based health, disabilities, youth, family, residential, addiction recovery and community education services are supported by a robust infrastructure and sophisticated technology platforms. WellLife Network will increase its scale and capabilities to expand and prosper in a changing health care environment allowing us to compete more effectively and with sustainability in the health and human services arena.

Our long tradition of partnership with government, business, the philanthropic, foundation and voluntary communities has been integral to WellLife Network's success.

Together, we will continue to make a life-changing difference for all New Yorkers.

Be Well for Life

What does it mean to Be Well for Life?

We believe that to be well for life means providing vulnerable individuals the resources, confidence and support to manage life's challenges, determine and pursue their goals, and fulfill their potential for a rewarding and meaningful life.

A Mission-Driven Organization

We bring our compassion, capacity and commitment to improving the lives of some 25,000 New Yorkers each year.

Our ongoing mission, empowering individuals and families with diverse needs to realize their full potential – is guided by principles of independence, health, wellness, safety and recovery. To this mission, we also pledge to be a fiscally responsible and pioneering organization in providing integrated, high-quality, outcome-based and cost-effective health and human services that respond to the diverse needs of individuals, families, communities, business and society.

A New Vision

Our new vision takes the essence of our two predecessor organizations, PSCH and Pederson-Krag Center, Inc. to create a new, comprehensive entity that dares to seek creative solutions to the changing healthcare landscape. A culture of caring, best practices models, a spirit of innovation and a commitment to measuring results, and producing high return on investment drive our work.

We support this vision by building upon our core values – compassion, caring, and person-centered services that combine quality, efficiency and accountability. These values drive us to utilize the latest technologies

to provide innovative solutions to the social and economic challenges faced by the people we serve. Our history and tradition demand the best and set us on a course to achieve success. We value our staff and their commitment to the individuals and families they serve each day. We are inspired by their dedication.

As you read this annual report, we hope you will be inspired by what we accomplish each and every day and will want to support the WellLife Network family in helping us to assist others in building a better life.



2016 IMPACT

25,000

Individuals and families were assisted at WellLife Network in 2016. It was our privilege and responsibility to empower and assist them in realizing their full potential for achieving meaningful life goals and guide them by the principles of independence, health, wellness, safety and recovery.

Measuring Our Success

Nonprofit funding streams are slowly shifting from a fee-for-service model to a value-based model of care. No longer will nonprofits receive payments simply for the volume of services provided to our consumers; the new paradigm is measuring results. Do our services keep consumers healthy? Do they show measurable progress? Are we providing these services efficiently and at a reasonable cost?

Preparing for the Future

That we are meeting these new challenges is not only reflected in our new name, WellLife Network, but in our practices. WellLife Network is preparing for this value-based payment environment. We are currently implementing

systems 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.

Maintaining High Standards

We maintain high standards of quality assurance through an extensive tracking system that utilizes objective measuring tools that follow each consumer's treatment and services.

These systems confirm that WellLife Network participants receive the best possible care, that they remain healthy, avoid extended hospital stays, minimize emergency room visits, and more. These quality assurance practices also

confirm that we allocate resources in the most cost-effective manner, that we track overall progress, discover trends and measure relationships between treatments, keep appropriate demographic information, and do the best job possible of assuring that each consumer receives the services that provide the best outcomes.

Impact of WellLife Network

As you read each section of this annual report, please note the *impact sections* of each of our services. 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.

1

Committed Board of Directors

338

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

1,150

Individuals with mental health challenges, developmental disabilities, those who were homeless and others were housed in the community.

6,873

Youth, adults and professionals received drug prevention outreach services, clinical training and education on a wide array of topics.

102

Unique programs were offered in 2016 at WellLife Network.

870,302

square feet of space, supports our service delivery of residential, behavioral health, disabilities, youth and families, addiction recovery, employment/vocational and administrative services.

409

Multi-service hubs, satellite offices, facilities, residences and off-site locations.

372

Persons with intellectual/developmental disabilities received Medicaid Service Coordination services.

787

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

4,500

Individuals, facing a range of mental health issues, were helped daily through our network of behavioral health services.

7

Core values drive WellLife Network to create, innovative solutions to the social and economic challenges that face our society: Change for Improvement; Integrity; Quality; Person-Centered; Compassion; Accountability and Staff-Centric.

87

Social workers, both direct service and clinical, help more than 1,500 people each day cope and solve the problems in their everyday lives.

92%

Families were "very satisfied" with the services and progress of their children in one of WellLife Network's family and children's services.

1

Award from the Guard and Reserve recognized WellLife Network for its Operation VETS program, which finds employment opportunities for veterans and their families, was presented by Mary Lynch Westmoreland, Colonel, US Army, Retired, DoD ESGR NYC Area Chair.

EMPLOYMENT/VOCATIONAL SERVICES



MIGUEL'S STORY

“I am feeling happy to start working and getting a job. I'm becoming a man.”

Miguel R., a friendly young man, came to WellLife's Residential program in 2010 with hopes and aspirations of increased independence, making new, meaningful interpersonal relationships and obtaining paid employment.

With the help of his counselor, Miguel defined several areas he thought would make a difference in his life – reading, training for paid employment and improving his living environment.

Miguel has matured, taking on increased responsibility and making great strides towards

attaining his life goals. Miguel has realized yet another milestone by completing the Project Clean/Clean Corp training class.

At Project Clean, Miguel has mastered skills in cleaning and maintenance and is now on his way to full-time paid employment.

Miguel is looking forward to his first day of paid work. "It is something I have always wanted to do, just like other people."

Miguel's dream is now a reality.

WellLife Network's job training and supported work programs prepare consumers to enter the competitive workforce and support them toward independence. By evaluating job readiness, providing job opportunities and ensuring success in the workplace, WellLife Network is committed to helping consumers become more independent and active members of the community. For 19 years, Project Clean has successfully assisted adults diagnosed with mental illness gain and

maintain employment through Clean Corp., a for-profit enterprise operating under the auspices of WellLife Network. Specializing in janitorial, maintenance and groundskeeping services, Clean Corp contracts with private businesses and government to provide professionally trained and high caliber workers. Project Clean graduates, employed by Clean Corp, work throughout the five boroughs and Nassau and Suffolk Counties.

Supported Employment Services

Supported Employment Services (SES) are available to individuals with a diagnosis of mental illness and other significant disabilities that require extended support services to help them sustain stable employment in integrated settings. In 2016, we assisted 25 SES participants in finding competitive full-or part-time employment opportunities. This year, a Clean Corp employee was awarded the coveted

William B. Joslin Outstanding Performer Award. This award is given to only 59 New Yorkers state-wide employed on NYSID Preferred Source contracts. As a mentor and leader, this year's awardee inspires teamwork among other workers and staff.

Veterans Services

Through Operation Vet, WellLife Network provides vocational and placement services for

veterans and their families. Some 20 veterans were hired for positions at WellLife Network, ranging from direct support professionals to program managers.

Support Specialist Training

In 2016, WellLife Network launched its training program for participants to become New York State Certified Peer Specialists. Based on their own personal experiences, peer specialists help

IMPACT

3,600

Hours of training provided to certify peer support specialists.

28

Individuals received post-employment support services which assisted them in developing their skills and behaviors to remain in the workforce.

23

Peer support specialists were trained at WellLife Network and received their New York State certification.

30

Individuals were placed in competitive employment sites through WellLife Network's Supported Employment Services and Project Clean.

program participants make informed, independent choices; set goals; and become active members of the community. In 2016 WellLife Network trained some 23 individuals to receive their New York State certification. WellLife Network's Vocational and Employment services help to strengthen the economy by increasing the capacity of a diversified, trained and qualified workforce.



“I now accept my illness. That is the first step in the healing process.”

CASSANDRA'S STORY

“WellLife Network PROS has helped me out a lot. With patience and understanding, the staff encouraged me to achieve goals relating to work and school.

The staff helped me find the confidence to work more hours and gain the courage to go to school at Suffolk Community college. I now take one class at night. It is difficult, but I am trying my best to reach a goal that I have set for myself –

getting a degree. I know that getting a degree is very important.

I think the most important thing they helped me to do was to accept my illness. That is the first step in the healing process. They worked with me to find the right medications so I can function better and achieve my goals. I think it is working. Thank you, WellLife Network.”

IMPACT

12+

Families were reunited with relatives with whom they had lost touch due to mental health challenges.

91%

of clients enrolled in WellLife Network's Care Coordination programs avoided hospitalizations despite their mental and physical health challenges.

21%

of PROS Program participants moved to more independent housing during 2016.

20%

of PROS Program participants found competitive employment opportunities, full or part-time.

300

Clients participated in events that promoted socialization with peers.

79%

of ACT Team clients have had fewer than 0-1 emergency room visits in the past year.

BEHAVIORAL HEALTH SERVICES

Since the mid-1950s, WellLife Network has been a recognized leader in offering a wide variety of personalized behavioral health services to families and individuals coping with the many challenges brought on by emotional problems and mental illness. Our programs help each individual achieve his or her fullest potential in an environment that values respect, dignity, caring and integrity.

Offering A Continuum of Evidence-Based Services

WellLife Network is proud to offer 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. Data analytics help to inform our quality and performance improvement.

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 and highlights 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 (NYSOMH) 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. In 2016 we expanded our reach and are partnering with: Health and Hospitals Corporation, Northwell, Coordinated Behavioral Care, Southwest Brooklyn Health Home, Community Health Network and Hudson River Health Care. We also have contracts to receive referrals from Single Point of Access (SPOA) for individuals who do not have Medicaid.

Our team-based programs help individuals to live more successfully in the community.

Peer Specialist Training

WellLife Network offers training for individuals to become New York State Certified Peer Specialists. Certified Peer Specialists provide mentoring and other services in the communities, where clients live, work and volunteer. In 2016, four of our peer specialists presented a workshop on *The Effects of Synthetic Drugs* at a conference at Hunter College, hosted by the New York State Office of Mental Health.

DEVELOPMENTAL DISABILITIES SERVICES

WellLife Network assists some 400 individuals with intellectual/developmental disabilities achieve greater independence. We work together with participants and their families to determine each person's unique needs and establish goal-setting to navigate through the services and wide range of supports that are needed to achieve those goals.

Our highest priority is to provide programs and services that promote personal growth, self-respect and dignity and which value all individuals with developmental disabilities as contributing members of their communities. WellLife Network programs are licensed by the New York State Office for People with Developmental Disabilities (OPWDD).

New Challenges Aging Populations

New challenges emerge as we face an aging population who live in our residences and attend our day programs. A higher staff-person ratio will be required, as well as a more intensive medical model, along with the development of creative programs that reflect the needs of a frail-elderly population.

CQL Accreditation

WellLife Network confirms our focus on person-centered services and supports. This commitment is reflected in our preparation for accreditation by the Council on Quality and Leadership (CQL), Personal Outcome Measures (POMs). Incorporating POMs in our services will ensure that each person's unique interests and needs are more successfully matched to their supports. The outcome will include more opportunities for self-direction.

A Continuum of Service Supports

Our services to persons with intellectual/developmental disabilities, include:

Residential

The WellLife Network's group homes and supported apartments throughout New York City are home to more than 294 adults with developmental and other disabilities. We serve people with varying levels of independence, including those who are medically fragile, aging and/or use wheelchairs. Our knowledgeable, caring staff supports our residents in leading a lifestyle of dignity and maximum independence in a secure, friendly and nurturing environment.

Advocacy & Family Supports

We provide advocacy and support to individuals and their families through our Family Support and Entitlements and Eligibility Services.

Individuals and their families may need help in discovering resources that allow the individuals we serve the opportunity to fulfill their life goals. With assistance from our Family Support and Services Team, each person's particular needs, individual strengths and aspirations determine which support services are needed.

Day Habilitation

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 skills, appropriate behaviors, greater independence and personal choice. Participants are encouraged to volunteer in the community through our Day Habilitation Without Walls program.

Mutual of America Supports Telelearning

Through a generous grant from our corporate partner Mutual of America, WellLife Network began a pilot study that incorporates iPads to assist day habilitation program participants in learning and improving their daily living skills, such as travel training, scheduling, communication, counting money, enhancing language skills and more. Study results reveal exceptional outcomes and plans are underway to expand these programs throughout our developmental disabilities continuum of services.



“I am proud to be working on improving myself.”

ANTONIO'S STORY

Antonio is a young man who enjoys watching TV, playing basketball, engaging others in conversations and in owning the coolest sneakers in town. Unfortunately, he was spending a lot of his day arguing with people, leading to his unhappiness. Antonio was taking less care of his health and steadily gaining weight. His dream of working in the clothing industry was fading.

After an intense incident of aggression, Antonio questioned how he could improve his life. With the help of WellLife Network behavior

intervention specialists, he took the first step in taking his life in a positive direction – he was asking for help. Antonio worked with behavior intervention specialists and direct support staff to put a plan into action. It was a long journey, but Antonio learned how to keep himself calm and cope with life's frustrations.

Today, Antonio is a more even tempered man, losing weight, and still sporting the best sneakers in town. He is back on the right path of working towards his goals.

IMPACT

1,400

Persons with intellectual/developmental disabilities (I/DD) participate in WellLife Network's residential, day habilitation and entitlement and eligibility services.

294

Persons with I/DD live in WellLife Network's group homes and supportive apartments throughout New York City.

180

Parents learned to access benefits and become advocates for their adult children's special needs.

300

Persons with I/DD, who attend one of WellLife Network's six day habilitation programs, develop more appropriate behaviors and experience greater personal independence.

372

Persons with I/DD receive Medicaid Service Coordination (MSC). MSC helps participants to access vital services and supports and plan for their future.



“I love my apartment and the sense of community shared by the residents of this building.”

Joseph

Home and Community

Having a place to call home is one of the most basic human needs. For many, having not only a home but a supportive, nurturing living environment is essential for coping with life’s challenges, managing health conditions and achieving a fulfilling life. For more than three decades, WellLife Network has been a major

provider of specialized housing programs and support services for people with mental illness; intellectual and other disabilities; formerly homeless and low-income individuals; veterans and others with special needs. The goal is to provide an environment that supports individuals in furthering their recovery and living more independently within the community.

IMPACT

1,175

New Yorkers participating in WellLife Network residential services have a warm, nurturing environment to call home.

675

Individuals with mental health challenges live in one of WellLife Network’s housing alternatives.

58

Unit mixed-use supportive housing apartment complex opened in the Bronx offering modern kitchens, baths, laundry room and exercise center for its residents.

12-82

Age range of individuals served in WellLife Network’s residential programs, with services and home environments designed to meet the needs of increasingly frail, older adults.

85%

of people served in WellLife Network’s residential housing programs report high satisfaction with services they receive.

RESIDENTIAL SERVICES

A Continuum of Residential Alternatives

Each day, more than 1,175 people live with dignity and as independently as possible in WellLife Network’s housing settings throughout New York City and Long Island.

Our homes integrate care into the community and celebrate residents’ 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.

WellLife Network’s model of care focuses on assisting residents to develop key life skills, become integrated within the neighborhoods where they live, receive necessary medical and mental health care, connect with education and employment programs and become more self-reliant.

Launching Mixed-Use Housing Opportunities

A 10-story 58 unit apartment building opened on September 13, 2016. This facility increases the supportive housing capacity in New York City targeting certain populations in need of rental assistance and mental health services in order to live more independently in the community.

The building became a reality through a joint partnership among state and city supporters. Funding for this project was made possible through the New York State Office of Mental Health and The Richman Group, with support from Bronx Borough President Rubén Díaz, Jr.; and Gloria Alston, Chairperson, Bronx Community Board 3.

WellLife Network is proud to partner with CSD Housing, LLC, a leader in building affordable housing communities. Tenants enjoy modern kitchens and baths, with such amenities as laundry facilities, an exercise center, bike storage, a multi-purpose community resource room and spacious outdoor landscaped recreation areas. Thirty-eight units are reserved for individuals with severe and persistent mental illness, who are in need of daily living skills assistance. The remaining 20 units are reserved for individuals



165th Street Residence brings a 10 story 58 unit apartment to the Bronx, fostering community involvement.

with or without a mental health diagnosis, who meet low-income eligibility criteria.

WellLife Network encourages residents to build a sense of community in each of its homes and apartments.

YOUTH AND FAMILY SERVICES



Keeping Children & Families Well for Life

The goal of WellLife Network's Family and Children's Community-Based Programs is to assist children and youth with serious social, emotional and/or behavioral challenges in developing coping skills, become more resistant to crisis and gain greater independence through a continuum of care services. Program services include: care coordination, crisis intervention, residential, skill building, family education and support and respite care. These services help children and adolescents cope with life's

challenges and assist their families in supporting them. In 2016, 338 families with children were assisted by our Family and Children's services.

Family Support Services enhance the ability of a family with a seriously emotionally challenged or at-risk child or adolescent to function as a family. An array of customized, flexible, supportive and educational services is offered. The program's goal is to assist families in attaining emotional and behavioral stability and averting the need for out-of-home placement or a higher level of care.

Home and Community-Based Services

Waiver Program (HCBS) is designed to help Seriously Emotionally Disturbed (SED) Suffolk County residents, 5 to 18 years of age, remain at home by offering an array of community-based services to prevent intermediate psychiatric admission or placement in a residential treatment facility. Our 2016 HCBS survey reveal that 78% of the children receiving services avoided re-hospitalization.

Care Coordination provides integrated health service care for low, moderate to high risk

children with health challenges. Our services of care coordination plans, risk assessment, linkages to and for preventive care and appropriate community-based treatment prevent and avoid unnecessary hospitalizations, ER visits and maintain community stabilization.

Our **LINK Program** provides on-site intensive, short-term crisis intervention and stabilization, family education and service linkages to prevent psychiatric hospitalization. This program is designed for children ages 5-18 who live in Suffolk County.

Residential Services provide 24/7 care for youth facing serious mental health challenges. The residences, located in Setauket and Dix Hills, help to enhance the social, emotional, and behavioral development of each youth with the target goal of returning the youth to family or independent living.

Family Bonds Camp is offered each year. In 2016 this weekend of recreational and educational activities provided 13 families, many the first time, a time to bond, create good memories, and relate with others as they recover, rejuvenate and heal.

IMPACT

338

Children and families were served by WellLife Network during this past year.

92%

Families who were satisfied with the services and progress of their children.

5,704

Hours of counseling and family support services were offered to the community.

100%

Attendance of youth at community-based school placement.

81%

of the children served were diverted from out-of-home placement (HCBS Survey Satisfaction results).

75%

of the children served in HCBS were discharged to a lower level of care.

78%

of the children, with serious emotional disturbances, served in HCBS were diverted from hospitalization.



“Thank you WellLife Network for helping me to live again.”

FRED'S STORY

“My name is Fred* and I'm an alcoholic and an addict. I have struggled with alcohol and drugs my whole life. I've been in jail, institutions and I almost died.

I tried to get sober many times in the past. I always failed. In December of 2013 I got my second DWI (driving while intoxicated) in six months. I was handcuffed to a hospital bed and near death again. A rehab facility was suggested and I took it. I told the counselor I needed to do something different. I went away for eight months.

They told me I was a man worthy of love and respect. I started working on me, because that was the problem! I did all the work suggested to me. After rehab, I became an outpatient at WellLife Network, and went to Alcoholics Anonymous. They told me I needed to continue to work on a daily basis and now I do.

I pray to my higher power daily — I talk to other addicts, and it works for me!”

*Name and identifying details have been changed to protect the individual's privacy.

IMPACT

4,694

Suffolk County students educated by WellLife Network in the evidenced-based drug prevention curriculum *Too Good for Drugs*.

1,500

Unique patients with substance abuse issues that WellLife Network assisted in 2016.

2,558

Doses of Naloxone provided by WellLife Network staff to community members as a response to drug overdose.

60%

Out-patients served in our clinics discontinue their substance use, while the New York State average is 25%.

1,279

Families, first-responders, therapists and community members trained by WellLife Network and certified in the administration of the opioid overdose reversal medication.

Same Day Access

Patients can schedule access to WellLife Network's addiction recovery clinics on a same-day basis.

ADDICTION RECOVERY SERVICES

Thousands of individuals coping with addiction to alcohol and other forms of substance abuse and their family members have been helped since the WellLife Network (formerly Pederson Krag Center) opened on Long Island in 1957.

WellLife Network understands addiction as a progressive and pervasive disease that can affect every aspect of a person's life. We provide person-centered treatment services to support individuals and/or their significant others on their path to recovery and wellness. We use clinical and medication supported modalities offered at a reasonable cost. Our treatment services offer daily same-day access.

At WellLife Network, we believe recovery is attainable, sustainable and maintainable.

Our Approach

The Addiction & Recovery Services (ARS) Department is dedicated to the prevention, education and treatment of substance use disorders. Our primary focus is arresting the symptoms of the disease of addiction/substance use disorder through treatment of all those affected by it, as well as the development of community awareness through education. We believe it is important to include substance abuse education and prevention in schools, because these intervention programs can help students avoid trying substances and reduce the risk of developing a substance use disorder later in life.

This year, WellLife Network reached some 4,600 students in Suffolk county who were educated in the evidence-based drug prevention curriculum *Too Good for Drugs*.

Our outreach programs and services are developed in response to the changing needs of the community and are offered in three community-based locations: Wyandanch, Smithtown and Huntington. The programs are licensed by the New York State Office of Alcoholism and Substance Abuse Services (OASAS).

Task Force on Integrated Projects-TFIP

TFIP is a school-based substance abuse program emphasizing prevention, intervention and education. One of the specialized programs available to students is an informative and comprehensive education series highlighting positive alternatives to drug use.

Individual, group and family counseling is available and encouraged. When other supports or outside services are necessary in supporting a student, our counselors help navigate those alternatives in a confidential and empathic manner. An integral part of our services includes school staff in-service training, addressing topics such as: current drug trends affecting adolescents, codependents that impact the family and health, and wellness topics.

Chemical Dependency Prevention

Chemical Dependency Prevention is a community-based education and prevention program using evidenced-based practices that may be provided through classroom education, workshops, group discussions and other events, including Naloxone training.

VOLUNTEERS & INTERNS



VOLUNTEERS MAKE A DIFFERENCE EACH DAY

IMPACT

1,800

Staff, volunteers and interns help some 25,000 individuals and families this past year to become more independent.

100

Interns received training and onsite experiences throughout the WellLife Network.

25

Universities and colleges, throughout New York City and Long Island, partner with WellLife Network in providing students for our internship program.

2,200

Individuals and families received food and household supplies from one of our four food pantries, staffed by WellLife Network volunteers.

158

Plants, shrubs and trees were planted to beautify the landscape and enhance consumer experience at WellLife Network residences.

WellLife Network extends its sincere gratitude to our dedicated staff, volunteers and interns who each day help us carry out our mission and vision. Engaging the entire community through volunteer opportunities, internships and the arts enhances WellLife Network's capacity to deliver vitally needed services for New Yorkers.

Volunteers Make a Difference

More than 200 people donated their time and professional and personal skills to us last year. 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 delivered baskets of food to indigent families, provided hand-knitted blankets to youth, planted gardens in our residences, donated toys to children during the holidays, assisted veterans in finding and preparing for employment . . . and so much more.

Be Well for Life Art Program

This year, the WellLife Network *Be Well for Life Art Program* was initiated through generous grants from Mutual of America and Paycom. 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, notecards and wearable items.

We believe that embracing the arts can change people's lives. Through visual and other creative art forms, participants in WellLife Network programs gain greater self-awareness, learn to modify behaviors, express their feelings, cope more effectively with the world around them and develop a greater sense of self-worth, independence and dignity.

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, 100 college students from 25 colleges and universities in the New York City metropolitan area benefitted from these experiences. Through thought leadership initiatives, our interns meet young professionals

and emerging leaders who spark ambitions and expand networks. An internship experience at WellLife Network offers a variety of settings, including: mental health clinical training, developmental disabilities, health administration and medical nursing.

In 2016, WellLife Network hosted 20 interns from the NYC Department of Youth and Community Development - Summer Youth Employment Program (SYEP). Through paid summer internships, participants explored areas in the health and human services sector through hands-on field experiences and job shadowing.

COMMUNITY EDUCATION SERVICES

The WellLife Network provides training/workshop opportunities to support the development of community connection, inter-agency and internal collaboration, basic and advanced assessment and intervention skills.

These workshops are custom designed for community stakeholders, clinical/non-clinical staff, educators, families, students, and other concerned citizens. WellLife Network's community education experiences actively and meaningfully learn from and share information with different segments of the community. These services enhance knowledge and promote healthy coping strategies and development opportunities.

Approval by New York State as a Continuing Education Provider

This year, WellLife Network is anticipating the approval by New York State to become a continuing education provider, offering CED credits for its coursework. This reaffirms WellLife Network's commitment to the continuing education and professional growth of individuals in a wide array of health, education and human services.

Improving Community Awareness

WellLife Network's classes are designed to strengthen families and support children's and teen's healthy growth and development. Our course offerings focus on issues facing our communities and include, among others:

- Suicide Prevention/Community Awareness
- Mental Health First Aid
- Parenting
- Conflict Resolution
- De-escalation
- Hoarding
- Stigma
- Ethics and Cultural Sensitivity

WellLife Network is already recognized as being at the forefront of providing training to many community-based organizations, schools and universities. We also help the community after a tragic loss, specifically to assist in grief, counseling mourning and healing.

A Leader in Suicide Prevention Training

WellLife Network offers two suicide prevention training programs to agencies, universities and other organizations. *Safe Talk*, an internationally recognized suicide-alertness seminar, prepares participants over the age of 15 to become suicide alert. Through our *Applied Suicide Intervention Skills Training (ASSIUT)*, anyone over the age of 16 can be trained to provide suicide first aid.

A Special Invitation for a Leader in Behavioral Health

In the fall of 2016, our Director of Training at WellLife Network was invited to join New York State's First Annual Suicide Prevention Conference. There, he joined the growing chorus of mental health professionals determined to expand and reinforce efforts in making suicide prevention a state and national priority.

Through a formal affiliation with Stony Brook University's Medical School, WellLife Network will now provide lectures on topics such as: the identification and treatment of anxiety, depression in primary care, management of opiate addiction and alcohol use disorders, with attention to the use of Medication Assisted Treatment (MAT), suicide prevention and caregiver burden and respite, as well as a review of behavior therapies. We will also host resident rotations in our children's programs and chemical dependency treatment clinics.

Recognized by NYS for CASAC and CPS & CPP Certificates

WellLife Network is registered and recognized by the New York State Education Department (NYSED) for NYS Office of Alcoholism and Substance Abuse Services (OASAS) for CASAC Renewal and CPS & CPP certificates.

WellLife Network pledges to develop and deliver high quality professional community trainings.

COMMUNITY EDUCATION & AWARENESS



A LIFE LESSON

A valuable lesson learned and put to use at the right moment: That's what happened recently and it may have saved a life! WellLife Network conducted *Safe Talk*, an internationally recognized suicide-alertness seminar which prepares anyone over the age of 15 to become suicide alert. One of those in attendance was a senior case manager at WellLife Network. Shortly after the seminar the case manager received a chilling call from a consumer who called and said she "planned to kill herself." The case manager took action by calling the consumer and keeping her on

the phone while he rushed to the apartment. He immediately visited the consumer and assessed her by utilizing 'The Assist Suicide Intervention Model' also taught at WellLife Network. Remembering the techniques he had learned at the seminar, the counselor kept the consumer talking, pointing out the consumer's positive qualities and praising the progress she had made in managing her illness. He convinced the consumer to speak with a suicide intervention specialist and helped her pass her immediate crisis, averting a tragic ending.

IMPACT

1

Panel presentation at the 2016 Suicide Prevention Center Conference of New York State.

410

Hours of continuing education training provided by WellLife Network to professionals throughout New York State.

30

Representatives from school districts across New York City who attended a best practices in-service training entitled *Suicide Safety in Schools* conducted by WellLife Network.

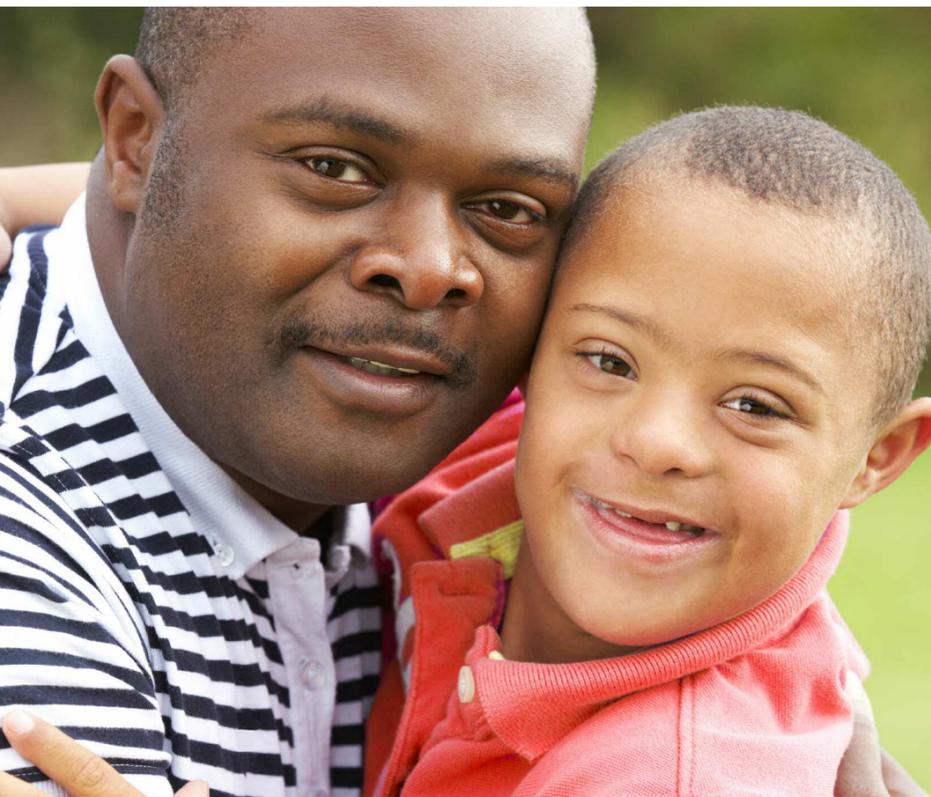
28

Courses offered to professionals, ranging from conflict resolution, de-escalation, hoarding, parenting, stigma, ethics and cultural sensitivity.

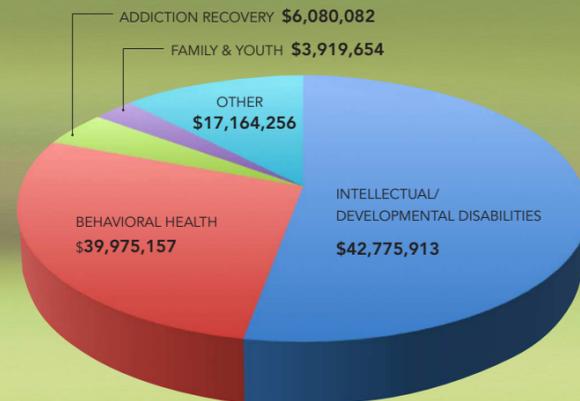
37

Agencies attended WellLife Network's Mental Health First Aid Training, an evidenced-based course that introduces participants to risk factors and warning signs of mental health concerns, and overviews common treatments.

FINANCIAL OVERVIEW



PROGRAM EXPENSES



In 2016 WellLife Network delivered more than \$109 million of services for helping individuals become more independent.

Where the Money Comes From

Medicaid/Medicare/Other Insurance	\$78,921,925
Federal/State/Local Grants	25,509,558
Grants/Foundations/Private	119,098
Other	6,467,362
Total	\$111,017,943*

How It Helps

Intellectual/Developmental Disabilities	\$42,775,913
Behavioral Health	39,975,157
Addiction Recovery	6,080,082
Family & Youth	3,919,654
Other	17,164,256
Total	\$109,915,062*

90¢

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

*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's 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.

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
The New York City Department of Health and Mental Hygiene
The New York City Department of Youth and Community Development
New York City Human Services Council
Nassau County Department of Social Services
Nassau County Office of Mental Health, Chemical Dependency and Developmental Disabilities Services
Office of the Bronx Borough President
Office of the Brooklyn Borough President
Office of the Queens Borough President
Office of the Manhattan Borough President

Office of the Staten Island Borough President
Suffolk County Department of Health Services
Suffolk Department of Social Services

Foundation/Voluntary

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Advanced Health Network
Alliance of Long Island Agencies, Inc.
Association for Community Living
Brooklyn Council of Developmental Disabilities
The Coalition of Behavioral Health Agencies
Health & Welfare Council of Long Island
InterAgency Council of Developmental Disabilities Agencies, Inc. - IAC
Long Island Cares
New York Association of Psychiatric Rehabilitation Services
New York State Association of Community and Residential Agencies – NYSACRA
New York State Association of Day Service Providers – NYSADSP
New York State Industries for the Disabled, Inc. – NYSID
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 Partners

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Farmingdale State College
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Long Island University
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Molloy College
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New York University
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Stat Rx Pharmacy Inc.
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Tristate Apartment Furnishers, LLC
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Our Vision for the Future

WellLife Network will increase its scale and capabilities to thrive and grow in a changing health care environment, which will allow it to compete more effectively and with sustainability in the health and human services arena. For some 60 years, WellLife Network has brought, and continues to bring, vital services to those who are among our most vulnerable citizens.

To our mission of assisting people to heal, recover, and become more independent in the community, our agency brings a core set of values – compassion, and caring, combined with quality, efficiency and accountability.

These values drive us to create, with technology, innovative solutions to the social and economic challenges that face the people we serve and the communities in which they live.