



2019 IMPACT STATEMENT



MISSION STATEMENT

Options for Community Living, Inc. is committed to assisting individuals and families in need to develop their fullest potential for independent living. Residential and support services prepare participants for the demands and responsibilities of community life and promote housing permanency, health, safety, and welfare. The organization's actions are guided by principles of integrity, openness, accountability, respect, and the highest quality of care.



EFFICIENCY

Maximizing services for
LONG ISLANDERS



2,485
people were
served*

Average occupancy across
all residential programs
was **95% OR HIGHER**

88 CENTS out of
every dollar supports
housing and programs

*Unduplicated count

SUPPORTING IMPROVED HEALTH & WELLNESS

CARE COORDINATION AND CASE MANAGEMENT

1,529 ADULTS and **99 CHILDREN** received Options Medicaid funded care coordination services.

For those with active enrollment at the end of 2019:

→ **95% OF ADULTS** in care coordination services were linked with a primary healthcare provider and 95% of those linked to care visited their doctor at least once during the year.

→ **91% OF ADULTS** who take prescribed medications demonstrated good adherence.



190 ADULTS were assisted through Ryan White-funded programs for those living with HIV/AIDS or at serious risk. Services include outreach and engagement, case management, health education and insurance enrollment.

→ Through medication adherence, **95% OF ADULTS** receiving Ryan White-funded services achieved viral suppression at their most recent assessment. This means the amount of HIV in the blood has been reduced to an incredibly low level.

→ **76% WERE "UNDETECTABLE"** indicating the viral load is so low that it does not show up in a standard blood test.

HOME AND COMMUNITY BASED SERVICES

113 ADULTS with serious mental illness or substance use disorder received individualized services in their home or community, empowering them to achieve personal goals. Goals included: independent living skills like cooking, budgeting, health and fitness, anger/stress management, socialization, and vocational and educational goals.

Services received:

- Education Support
- Family Support and Training
- Habilitation
- Pre-vocational Employment
- Peer Support
- Psychosocial Rehabilitation

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“Options has had an amazingly positive impact on my family, permitting my children an opportunity to create good lives for themselves. The staff at Options are very supportive and respectful of our desire to provide a stable normal life for our family.”

IMPACTING HOMELESSNESS ON LONG ISLAND

HOUSING PROGRAMS AND INITIATIVES



156 ADULTS recovering from serious mental illness were served through Options' NYS Office of Mental Health licensed community residence program. This residential program is transitional in nature and helps participants improve their health and well-being and develop skills for independent living.



97% OF TENANTS IN SUPPORTIVE HOUSING retained their housing placement or were discharged to a situation of equal or greater independence.



120 ADULTS residing in mental health supportive housing in Suffolk County received enhanced support via Options Mobile Residential Support Team.



361 ADULTS resided in our affordable supportive housing for adults recovering from mental illness.

99% OF ADULTS receiving Mobile Residential Support Team services maintained stable residency or moved to a higher level of independence. Additional accomplishments include a significant reduction in medical and psychiatric emergency room use and increased participation in wellness activities.



214 PEOPLE – adults and children – were housed in Options' supportive housing program for homeless individuals and families with disabilities and/or HIV/AIDS.



41 FORMERLY HOMELESS ADULTS AND THEIR DEPENDENTS were housed with the assistance of long-term rent subsidies. Tenant stability is demonstrated by an average length of stay of more than two years.



41 ADULTS were provided financial assistance to obtain housing or prevent eviction.

HOUSING HIGHLIGHTS:

779 people housed

143 owned properties

38 rented properties

OUR STAFF AND VOLUNTEERS

Options programs and services are supported by a dedicated group of employees and volunteers.

An **ANNUAL SURVEY OF EMPLOYEES** indicated that:

- **86%** of employees would recommend Options to others as a good place to work.
- **91%** of employees feel that Options is dedicated to diversity and inclusiveness.
- **88%** of employees feel positively about their job.

"There is something magical about playing even a small role in positive change for another human being and I'm proud to work for an agency that does so much for so many!"

 In 2019, corporate and community volunteers contributed **2,847** volunteer hours!



Volunteers from Bethpage Federal Credit Union

OUR PROGRAM PARTICIPANTS

Options conducts an **ANNUAL SATISFACTION SURVEY** seeking meaningful feedback and recommendations.

Results of the 2019 program participant survey indicate that:

- **94%** feel that staff treat them with kindness and respect.
- **93%** agree that Options has had a positive impact on their quality of life.
- **92%** agree that Options is helping them reach their goals.
- **93%** would recommend Options to others as a good place to live/receive services.



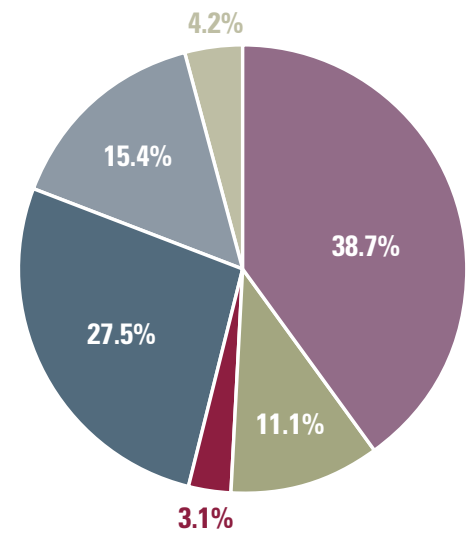
Options received the 2019 Long Island Business News Top Workplace Award

OPTIONS FOR COMMUNITY LIVING, INC. AND AFFILIATES:

For the year ended December 31, 2019

SOURCES OF OPERATING REVENUE:

Medicaid/Managed Care	\$8,746,842
U.S. HUD	2,496,836
Other Federal	696,904
State/Local Contracts	6,194,686
Client Fees	3,472,273
Other	950,985
Total Operating Revenue (100%)	22,558,526



PROGRAM EXPENSES:

(Excluding Depreciation)

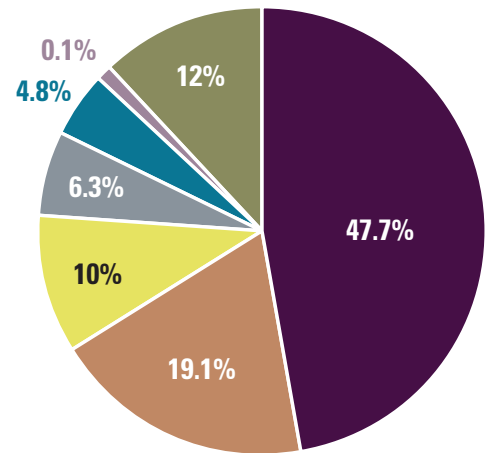
Mental Health Residential Services	\$10,288,564
ATC - Care Coordination	4,114,612
ATC - Residential Services	2,168,364
HUD Sections 811 Housing	1,356,828
Main Stream Rent Vouchers	1,031,624
Other Programs	15,206
Total Program Expenses (88%)	18,975,198

Supporting Services (12%):

Management & General Services	\$2,580,275
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Total Expenses 21,555,473

Total Net Assets 44,752,985



Options moved into its new corporate offices in February 2019 providing more collaborative space, allowing a better work environment for current and future staff.

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