

2017-2018 ANNUAL REPORT



Options
for Community Living, Inc.





“

AS AN OUTREACH COORDINATOR, I AM THE FIRST PERSON FROM THE AGENCY THAT CLIENTS OFTEN MEET. I GET TO PROVIDE INDIVIDUALS WITH HOPE AND REASSURANCE THAT HELP IS AVAILABLE AND CHANGE IS POSSIBLE.

”



Dear Friends,

I am honored to share this report with you that describes the critical services Options for Community Living Inc. provides and our achievements in 2017/2018. These triumphs are the result of the hard work and dedication of our staff, clients, board members and volunteers as well as the incredible generosity and commitment of our partners and supporters.

We began 2017 with exciting news as new contracts awarded by the New York State Office of Mental Health delivered our first venture into Nassau County as a provider of mental health supportive housing. These awards involved assuming responsibility for existing supportive housing units, as well as the development of new supportive housing opportunities. Funding of more than \$1.3 million annually supports 85 adults across both Nassau and Suffolk with their housing and service needs.

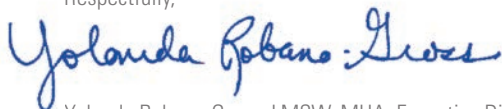
On September 27th, 2017 we honored distinguished community leaders Greta Guarton and Dr. James R. Powell Jr. at our 35th Anniversary Gala and Casino Night. Their commitment to serving the most vulnerable of Long Islanders impacts countless lives every day, and is deserving of recognition. The evening was highlighted by a moving and memorable testimonial from Options employee Traci S. Once the beneficiary of our services, Traci now helps support others by sharing her personal experience with recovery. Her life exemplifies the impact of health services, support and connection to community.

Our programs have been strengthened by peer workers like Traci and all our staff who are committed to helping our clients overcome obstacles and improve their health while achieving goals of independence. With growing programs, our staff has grown as well. We maintained our commitment to efficiency, effectiveness, and excellence through staff development and training with more than 10,000 cumulative employee training hours in 2017.

Moving into 2018, we proudly introduced Home and Community Based Services (HCBS) for adults with mental illness and/or substance use disorder. Our service recipients tell us that they want to be more engaged in the community and develop social networks. Many want to learn new skills or use their talents at a job. These flexible and personalized services provided by peers and professionals empower them to achieve those goals, and Options is thrilled to bring them to our constituents.

Finally, our significant growth these last few years has led to maximized use of space in our administrative office in Smithtown and increased use of space in both of our satellites; Amityville and Hempstead. With no room left to grow, Options is relocating its administrative office to larger quarters in Ronkonkoma. While it is difficult leaving a building that has been home to the agency since its beginnings, we look forward to this exciting new chapter. These are just some of the myriad reasons that I am deeply honored to be part of this incredible organization and I remain highly optimistic about our ability to serve Long Islanders in need for many years to come.

Respectfully,



Yolanda Robano-Gross, LMSW, MHA, Executive Director
Options for Community Living, Inc.



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MISSION STATEMENT

OPTIONS FOR COMMUNITY LIVING, INC. IS COMMITTED TO ASSISTING INDIVIDUALS AND FAMILIES IN NEED TO DEVELOP THEIR FULLEST POTENTIAL FOR INDEPENDENT LIVING. 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 FOR THE INDIVIDUAL, AND THE HIGHEST QUALITY OF CARE.

“

I HIGHLY RECOMMEND OPTIONS TO EVERYONE I KNOW AND WHENEVER THE SUBJECT COMES UP. THANK YOU FOR ALL OF YOUR HELP.

”





OUR PROGRAMS

- Access to Care: Health Home Care Coordination
- Mental Health Residential Programs
- Mobile Residential Support Team Services (MRST)
- Home and Community Based Services (HCBS)
- Access to Care: Housing and Services for People Living with HIV/AIDS or Other Disabilities

ACCESS TO CARE HEALTH HOME CARE COORDINATION

Options provides comprehensive care management for Medicaid-eligible Long Islanders with multiple chronic illnesses, serious mental illness, and/or HIV/AIDS in partnership with Long Island Health Homes, Northwell Health and Hudson River Health Care Community Care Collaborative. The heart of this program is a person-centered individualized care plan and assistance to secure the services that help individuals in their recovery. Care coordinators help manage mental health, chemical dependence, medical, legal, housing and other needed support services. They monitor the appropriateness of services and also provide ongoing case management. Information is shared by care providers to best address client needs and to improve health outcomes.

2017 OUTCOMES AND HIGHLIGHTS

- 96% of individuals served were linked to a primary care provider
- 88% of individuals served were linked to a specialty provider
- 86% of individuals served consistently took medications as prescribed
- 90% of individuals believe that Options has a positive impact on their quality of life



IN 2017, OPTIONS HELPED COORDINATE HEALTH CARE SERVICES AND PROVIDED ACCESS TO COMMUNITY RESOURCES FOR 1228 ADULTS AND 17 CHILDREN.

“

I HAVE GROWN OVER THE YEARS WITH OPTIONS AND HIGHLY RECOMMEND IT TO OTHER PEOPLE IN THE MENTAL HEALTH COMMUNITY. OPTIONS IS TOP RATE AMONG ALL THE HOUSING PROGRAMS ON LONG ISLAND.

”



“

OPTIONS ALLOWED ME TO PROVIDE A NORMAL LIFE FOR MY FAMILY FOR WHICH I AM IMMENSELY GRATEFUL. THEY HAVE ALWAYS BEEN PROFESSIONAL, AVAILABLE AND CONSIDERATE.

”



MENTAL HEALTH RESIDENTIAL PROGRAMS

Community Residences and Supportive Housing

Options provides a variety of supportive housing opportunities for Long Island residents recovering from serious mental illness under the auspices of the New York State Office of Mental Health. More than 100 residential properties provide eligible Nassau and Suffolk County residents with safe, affordable housing and support services. Many units are handicapped-accessible. Options employees are available 24 hours a day to help residents develop independent living skills. Referrals are received through the Long Island Single Point of Access (www.spahousingli.org).

2017 OUTCOMES AND HIGHLIGHTS

- 96% average overall program occupancy
- 96% supportive housing tenants retained their housing or were discharged to a situation of equal or greater independence
- 81% of supportive housing tenants successfully managed their medication
- 91% of residents would recommend Options to others as a good place to live

**OPTIONS RESIDENTIAL PROGRAMS SERVED 470
NASSAU AND SUFFOLK COUNTY RESIDENTS
RECOVERING FROM MENTAL ILLNESS IN 2017.**



MOBILE RESIDENTIAL SUPPORT TEAM SERVICES (MRST)

MRST services provide an enhanced level of support for individuals in New York State Office of Mental Health - OMH supportive housing. Options provides in-home support services to help residents progress towards personal recovery. These services are available to Options' tenants as well as to tenants in other OMH supportive housing programs (in Suffolk County only).



**117 ADULTS IN NEW YORK STATE OFFICE
OF MENTAL HEALTH SUPPORTIVE HOUSING
PROGRAMS WERE PROVIDED MRST
SERVICES IN 2017.**

HOME AND COMMUNITY BASED SERVICES (HCBS)

Introduced in 2018, HCBS provide Medicaid beneficiaries an opportunity to receive services in their own home or community rather than at institutions or other isolated settings. Options services help those with mental illness and/or substance use disorders improve their health and achieve goals. Services support independence as daily living and social skills are developed. Education and employment capabilities are explored, and specific goals are established and supported. Peers provide guidance through shared personal experiences and can also help family and friends learn how to best support recovery. Services are flexible, collaborative and integrated to address both physical and behavioral health needs of individuals.

FROM HOMELESS TO HOUSED

When our care coordinator, Freydi, first met Tia, she and her daughter had been homeless for over a year and were living in a women's shelter. Tia had experienced a lot of trauma in her life, the greatest of which was learning that she had contracted the HIV virus following a long-term relationship. Freydi provided Tia with some housing resources and when she found an apartment, she helped her apply for financial assistance to cover the security deposit. Tia has maintained her housing for over a year now. "The most satisfying feeling came over me during my first visit to Tia's apartment," said Freydi, "when her daughter pulled me by the hand to show me her room."



ACCESS TO CARE: HOUSING AND SERVICES FOR PEOPLE LIVING WITH HIV/AIDS OR OTHER DISABILITIES*

HOUSING

Options owns and manages more than 60 supportive housing units across Long Island. Supportive housing is available to Nassau and Suffolk County residents that have a low income, are HIV positive or have AIDS, and are homeless or inappropriately housed. Tenants pay an affordable rent based on their income. Options provides tenants with supportive services to ensure access to care, safety, stability and well-being. *Beginning in 2018, the admission requirement for ten units of supportive housing in this program was changed to include a broader range of disabilities including, but not limited to, HIV/AIDS.

2017 OUTCOMES AND HIGHLIGHTS:

- 95% average occupancy
- 100% of tenants linked to a primary care practitioner
- 82% of tenants had good adherence to HIV medication regimes
- 84% of tenants were satisfied overall with Options

IN 2017, 107 PEOPLE LIVING WITH HIV OR AIDS – ALONG WITH 108 FAMILY MEMBERS – WERE PROVIDED WITH SAFE, AFFORDABLE HOUSING AND CASE MANAGEMENT SERVICES.



FINANCIAL ASSISTANCE AND HOUSING SERVICES

Options provides financial relief and housing support services to individuals and families who are living with HIV/AIDS, have a low income, and are homeless or at serious risk of losing their housing.

ASSISTANCE IS AVAILABLE FOR:

- First month's rent
- Security deposits
- Broker fees
- Utilities
- Rent subsidies
- Housing retention services

OPTIONS HELPED 88 PEOPLE TO OBTAIN HOUSING OR AVOID EVICTION IN 2017.



CASE MANAGEMENT SERVICES

Options provides case management, health education, and supportive services for people living with HIV or AIDS who are uninsured or underinsured and have either fallen out of care or are sporadically engaged in HIV care and treatment. Options case managers and peer workers actively address the multiple needs of people living with HIV or AIDS to compassionately provide assistance and eliminate barriers that prevent retention in care and treatment.

OPTIONS HELPED 127 PEOPLE LIVING WITH HIV OR AIDS IN 2017 TO ACCESS HEALTH SERVICES AND INCREASE THEIR KNOWLEDGE BASE IN THE ONGOING EFFORT TO "GET TO ZERO" AND END THE AIDS EPIDEMIC.



FROM SERVICE RECIPIENT TO ADVOCATE

Robert worked as a Wall Street Financial Analyst but left the field to focus on his health. When he was ready to return to work, his medical team suggested a part-time opportunity with Options. As a Care Navigator, Robert helps people access medical and supportive services through a Ryan White funded program. "So many people provided support to help me get back on my feet," said Robert, "I thought it was an excellent opportunity to help others going through what I had experienced."

Robert completed the NYS Department of Health AIDS Institute Peer Certification program in October, 2016. He is an important member of Options' case management team, providing valuable insight and input. "Working together, we bridge the gap between our clients and the services they need most," stated Robert.

In December, 2017, Robert received the Robert Perez-Sulsona Community Service Award at the United Way's World AIDS Day Gala. More recently, he teamed up with another Options peer worker to educate and inform service providers about the vital role that peers play to support recovery. Presentations at the 2018 Long Island Coalition for the Homeless Keys Conference and Association for Community Living Agencies Conference were well received.

When asked if he would ever return to his former career in finance, Robert said "I'm very happy where I am right now. I knew the day I was diagnosed my life was never going to be the same and it hasn't been. It has only gotten better."

OPTIONS THRIFT SHOP

392 Hawkins Avenue, Lake Ronkonkoma · 631-676-4579

Options Thrift Shop offers pre-vocational training for Mental Health Residential Program participants. Volunteers learn retail and customer service skills under the guidance of an Options staff member.

4,831 OPTIONS THRIFT SHOP VOLUNTEER HOURS IN 2017



MRST SERVICES - OUR TEAM COMES TO YOU!

The New York State Office of Mental Health, OMH, previously funded housing that provided intensive levels of supervision (licensed community residences) for individuals discharged from a hospital or with significant histories of homelessness and other challenges. These intensive levels of housing are no longer being developed and new OMH-funded beds in supportive housing programs lack the capability for assistance that many people require. This resulted in the development of a Mobile Residential Support Team – MRST. The MRST helps individuals with serious mental illness and multiple challenges successfully adjust to an independent setting and maintain their residency.

Options began to provide MRST services in March 2016 through a contract with the Suffolk County Department of Health Services. Options' MRST is comprised of a licensed social worker, licensed practical nurse, case managers and peer workers. Team members use an interdisciplinary approach – calling on each other's specialized training and unique perspectives – to problem-solve with tenants, and to develop effective plans to help them transition to more independent living. A team member is available seven days a week to provide in-home support that includes medication management, supportive counseling, crisis intervention, referrals and linkages, vocational services, smoking cessation, wellness self-management and more. All services are coordinated with the tenant's health care providers. MRST services are intended to be short term in duration. A formal evaluation of tenant progress after six months of service is used to determine the need for continued service or lessened support.



“

I CANNOT ADEQUATELY EXPRESS THE RESPECT I HAVE FOR ALL THE VOLUNTEERS AT OPTIONS THRIFT SHOP AND FOR EVERYTHING THAT OPTIONS FOR COMMUNITY LIVING, INC. DOES TO HELP PEOPLE IN NEED.

”



GOOD NEWS – NOW SERVING NASSAU!

In 2017, Options received two awards from the New York State Office of Mental Health for the provision of scattered site supportive housing for adults recovering from mental illness on Long Island. Funding under these contracts is more than \$1.3 million annually, and it enabled Options to expand housing opportunities in Suffolk as well as introduce Options high quality mental health supportive housing programs to Nassau County residents. These awards support eighty-five (85) adults with their housing and service needs and represent 34% program expansion.

One award enabled Options to establish 22 new beds for Suffolk County residents in need of supportive housing. The second award enabled Options to operate and manage 63 established beds/units. Most of these units were existing and occupied and include locations in both Nassau and Suffolk Counties.

All beds are fully established and opened, enabling Options to accommodate 336 Long Islanders recovering from mental illness in supportive housing!

APARTMENT TREATMENT PROGRAM – MEDICAL MODEL

It's been two years since Options opened its medical-model apartment treatment program for Suffolk County residents recovering from mental illness. The facility was developed

through the support of the New York State Office of Mental Health. It provides specialized services for tenants with complex medical concerns in addition to their mental health needs. The building accommodates 12 adults in five shared apartments.

A talented and diverse team of knowledgeable employees provides apartment treatment program residents with comprehensive care and support. The facility is staffed by counselors and specialists who are available seven days a week. Counselors help residents identify concerns, develop a plan, and communicate with the treatment team. Specialists provide on-site training in daily living skills, medication management, nutrition education, health care advocacy and education, and recreation planning. An on-site multi-disciplinary care team provides expertise that impacts each aspect of the residents' health and well-being.

According to Supervisor Darlene Claus, by the end of the first year, "There was significant progress among the residents. We supported residents recovering from cancer, trying to manage diabetes, heart disease, and many other illnesses in addition to their mental illness. The apartment program is transitional in nature, so when our residents have acquired the skills and established the support systems they need, they will move to a more independent setting. That is the goal, and our staff does a fantastic job of helping them toward that end."

“

MY CASE MANAGERS ARE NOT ONLY PROFESSIONAL IN THEIR GUIDANCE BUT TRULY CONCERNED, COMPASSIONATE AND SUPPORTIVE TO ME. THE AGENCY SHOULD RECEIVE AWARDS AND RECOGNITION FOR HOW THEY HAVE TOUCHED AND CHANGED PEOPLE'S LIVES.

”





35TH ANNIVERSARY AND CASINO NIGHT

With 200 guests in attendance, we celebrated a milestone and honored Greta Guarton and Dr. James R. Powell for their commitment to helping the most vulnerable Long Islanders.



JUSTICE CENTER AWARD

Community Residence Assistant Supervisor, Carisa Kvalvik received the 2017 Justice Center Code of Conduct Recognition Award for exemplifying the ethical standards outlined in the Code of Conduct for Custodians of People with Special Needs.



2018 5K AIDS & WALK / RUN

More than 20 Options employees came out to support the Richard M. Brodsky Foundation in its efforts to end AIDS & Cancer.



2018 STAFF DEVELOPMENT DAY

One hundred fifty-six Options employees attended staff development day where they received training focused on HIPAA, corporate compliance, financial management and simple happiness!



2018 CORPORATE CITIZEN AWARD HONOREE

Board of Directors President, Jody Burke with Joe Giametta, Long Island Business News Publisher. Jody was recognized for her efforts to meet critical needs of our community through volunteerism and board membership.



NEWSDAY CHARITIES 2018

Options was awarded \$21,000 from Newsday Charities to support housing program for individuals and families living with HIV/AIDS.



NAMI WALK

Each year, Options assembles a team to support the National Alliance on Mental Illness – NAMI, for the Walk at Jones Beach. Over the last two years, more than 150 friends, employees and program participants have gathered to raise awareness and over \$3,800 to support NAMI.



CORPORATE VOLUNTEERS

Options welcomed multiple volunteer groups from private corporations to help improve its residential properties with impressive results. Pictured here are volunteers from Margolin, Winer & Evens LLP.



HOLIDAY CHEER

Many generous organizations, individuals and groups partner with Options each year to provide holiday gifts to families and individuals.



MICHAEL W. MCCARTHY ANNUAL GOLF OUTING 2018

More than \$30,000 was raised for Options thanks to the generosity of Pat McCarthy, the Michael W. McCarthy Foundation and many generous supporters.



40 UNDER 40

Options Director of Human Resources, Lori Barraud was named as one of Long Island's top 40 rising stars under the age of 40 by Long Island Business News.



2018 TOP WORKPLACE

Options for Community Living, Inc. was named as a 2018 Top Workplace on Long Island by Newsday.

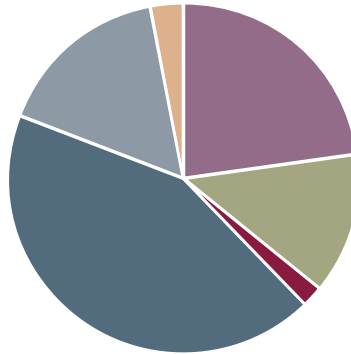
OPTIONS FOR COMMUNITY LIVING, INC. AND AFFILIATES

For the year ended December 31, 2017

TOTAL OPERATING REVENUE \$19,293,246

SOURCES OF REVENUE:

Medicaid	\$4,427,970	23%
U.S. HUD	2,442,687	13%
Other Federal	423,183	2%
State/Local Contracts	8,265,476	43%
Client Fees	3,108,184	16%
Other	625,746	3%

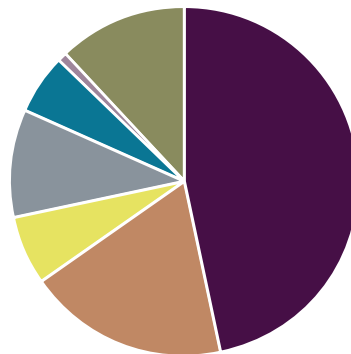


Total Operating Revenue **19,293,246** **100%**

OPERATING EXPENSES PROGRAM SERVICES:

(Excluding Depreciation)

Mental Health Residential Services	\$8,749,504	46.7%
ATC - Care Coordination	3,448,380	18.4%
ATC - HIV/AIDS Residential Services	2,019,616	6.5%
HUD Sections 811 Housing	1,225,499	9.8%
Main Stream Rent Vouchers	1,073,554	5.7%
Other Programs	19,332	0.1%
Total Program Expenses	16,535,885	88.2%



Supporting Services:

Management & General Services	2,211,745	11.8%
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Total Expenses **\$18,747,630** **100%**



“

OPTIONS HAS ALLOWED ME TO PROVIDE A NORMAL LIFE FOR MY FAMILY FOR WHICH I AM IMMENSELY GRATEFUL. THEY HAVE ALWAYS REMAINED PROFESSIONAL, AVAILABLE AND CONSIDERATE OF US AND OUR NEEDS.

”



OPTIONS FOR COMMUNITY LIVING IS THANKFUL FOR SUPPORT AND ASSISTANCE FROM THE FOLLOWING AGENCIES AND ORGANIZATIONS:

Islip Community Development Agency

New York State Department of Health – AIDS Institute

New York State Office of Mental Health

New York State Office of Temporary and Disability Assistance

Suffolk County Community Development Office

Suffolk County Division of Community Mental Hygiene Services

United States Department of Housing and Urban Development

- Section 811 – Supportive Housing for Persons with Disabilities
- Mainstream Voucher Program
- HOPWA - Housing Opportunities for Persons with HIV/AIDS
- Emergency Solutions Grant (ESG)

United States Department of Health and Human Services

- HIV Care Formula Grants
- HIV Emergency Relief Project Grants

United Way of Long Island

2017 GALA SPONSORS

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\$500-999

Jody Burke
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 Frank Brothers Fuel
 Gilead Sciences
 Jay Levy
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 Mattone Group LLC
 Mental Health Association of Nassau County
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 Raymond Brothers Tree Service, Inc.
 Steel Equities
 Alan Tillinghast
 William Underwood
 Wit & Whim

\$250-499

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 BK Fire Suppression & Security Systems
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 Quiles Construction Inc.
 RMS Engineering
 Yolanda Robano-Gross
 Jeanie Robano Stocker
 JoAnne Shapiro
 Neil Skene
 Star Gas Partners
 Doreen Tufano
 Vigorito, Barker, Porter and Patterson LLP
 Vision Long Island
 Denise Waterhouse

\$100-249

Advanced Air Conditioning
 All Phase Cleaning
 Michelle Axinn
 Erin Basham
 Shanna Barter-Lowry
 Nicole Benjamin
 Jennifer Brehl
 Gary Brown
 Jeb Bunt
 Lauren Cable
 Diane Celano-Carnahan
 Gabriella Ciamillo
 Community Development Corp. of L.I.
 Vincent Contino
 Allison Covino
 Crackerjack Promos, Inc.
 Donald DeKenipp
 Patricia DiStefano
 Evangelia Douroyianni
 Leslie Eisenberg
 Federation of Organizations
 Flynn-Aire
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 Diana Schwenk
 Judy Simoncic
 Angela Sorensen
 Robert Stark Jr.
 Susan Steinhart
 Waters Edge Maintenance, Inc.
 Eric Zapata
 ZSW Charters, Inc.

\$1-99

Matthew Armandi
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 Davann Bologna
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 Robert L. Cantillo
 Gasper Crimauo
 Marie Crimauo
 Carolyn Diamond
 Robert Evans
 Patricia Gerlach
 Mary Gray
 L. K. Greenwich Jr.
 Edith Kucala
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 Joseph McCarthy
 Tamika Mendoza
 Joseph Quinn, Jr.
 Wilson Quinones
 Frank Albert Rapuano
 Martin Stamile
 Robert Veit
 Frank Vitale
 Robert Ward
 Thelma Weinstein

2017 SUPPORTERS

\$5,000 +

Broadway Cares / Equity Fights Aids
 Kleinknecht Family Foundation
 MAC AIDS Foundation
 Newsday Charities
 Sterling National Bank
 United Way of Long Island

\$1,000-4,999

Bob's Discount Furniture Charitable Foundation, Inc.
 Carnelian Farms LLC
 Concern for Independent Living, Inc.
 Cousin John's Café
 Richard Kleinknecht
 Lux Development Group, Inc.
 St. Patrick's Roman Catholic Church
 TJX Foundation, Inc.
 Winters Brothers Recycling Corp.

Despite all our best efforts, mistakes regrettably can happen with any list. We sincerely apologize for any spelling errors or contribution omissions from the list. Please call (631) 361-9020 ext. 1163 if you have a correction or addition.

The logo features the word "Options" in a large, dark blue, cursive script. Below it, the words "for Community Living, Inc." are written in a smaller, dark red, sans-serif font.

Options
for Community Living, Inc.

25 HOWARD PLACE, RONKONKOMA, NY 11779
631.361.9020 • OPTIONSCL.ORG