

# Options

for Community Living, Inc.

## 2020 IMPACT STATEMENT





## FROM THE CEO

Options' mission is to support and empower individuals and families to achieve optimal health, wellness, and independence. It is a mission that guides all of our initiatives and efforts. As COVID-19 devastated and disrupted so many, our staff of dedicated human service professionals responded with concern, compassion, and the utmost care for each person served. After a year full of challenges, I am both proud of and grateful for their tireless efforts on behalf of vulnerable Long Islanders.

Our programs served **2,485\* people** in 2020, comprised of adults and children from Nassau and Suffolk Counties. Options' housing programs provided safe, affordable supportive housing for **746 people**, with an **average occupancy rate of 96%**.

Our impact is undeniable, and while we continue to live with uncertainty, we take pride in our ability to adapt to change, overcome obstacles, and further our mission.

I am especially thankful for the support and guidance provided by our board of directors and the generosity of our community. I look forward with hope to our continued growth and success well into the future.

**Yolanda Robano-Gross, MHA, LMSW**  
Chief Executive Officer



## 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 program 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**.



## WHAT OUR PROGRAM PARTICIPANTS SAY

*"The support and guidance from my case manager have been excellent and thorough assistance with any questions, concerns, or follow-ups with my doctor. I value the resources and options available to me and the support they have given me."*

*"I am impressed with the adaptability and the way Options' has dealt with the pandemic."*

*"Staff are caring and friendly. They are kind, big-hearted people. Glad to be a client at Options'!"*

*"I have been with this organization for many years and have always been treated with respect and kindness by staff and my case managers. Thank you for all you do."*



## RESPONDING TO COVID-19

Prioritizing the health and wellbeing of clients and staff, Options quickly implemented protocols and procedures to ensure the safety of all by:

- Utilizing information technology to initiate remote work and implement telehealth services
- Adapting work schedules to ensure social distancing
- Collaborating with local agencies and government offices to obtain sanitizer and personal protective equipment (PPE)
- Partnering with other nonprofits and community members to provide food for homebound Long Islanders
- Increasing and improving cleaning and sanitizing of offices and residences and adding air purification systems at several homes
- Securing a PPP Loan to safeguard continuous operations and workforce employment
- Hosting vaccination clinics for staff and program participants

# MAKING AN IMPACT

## Housing & Related Services

**145 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.

**352 adults** resided in our affordable **Supportive Housing** for adults recovering from mental illness.

**103 adults** residing in mental health supportive housing in Suffolk County received enhanced support via Options **Mobile Residential Support Team**. **94% of adults** receiving Mobile Residential Support Team services maintained stable residency or moved to a higher level of independence.

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

**65 adults** were provided **Financial Assistance** to obtain housing or prevent eviction.

**37 formerly homeless individuals/families** were housed with the assistance of **long-term rent subsidies**.

**18 families/individuals** were provided temporary rent subsidies as part of the **Rapid Rehousing program**.

93%

of program participants would recommend Options to others as a good place to live and receive services

98%

of tenants in Options supportive housing programs either retained their housing or were discharged to a situation of equal or greater independence.



94%

of program participants feel that staff treat them with kindness and respect

746

People Housed

148 OWNED PROPERTIES



42 RENTED PROPERTIES

93%

of program participants agree that Options is helping them reach their goals



"I owe my new life to Options.

They've changed my life for the better."

93%

of program participants agree that Options has had a positive impact on their quality of life

## Health, Wellness, & Recovery Support

**1381 adults** and **132 children** received Options **Medicaid-funded Care Coordination Services**. For those with active enrollment at the end of 2020:

- **94%** of those linked to a primary care provider visited their doctor at least once during the year.
- **95%** of adults who take prescribed medications demonstrated good adherence.

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



- **97% of adults** receiving Ryan White-funded services achieved viral suppression through medication adherence at their most recent assessment. This means the amount of HIV in the blood has been reduced to an incredibly low level.
- **78% were "undetectable"** indicating the viral load is so low that it does not show up in a standard blood test.

**153 adults** with serious mental illness or substance use disorder received individualized **Home and Community Based Services (HCBS)** in their home or community empowering them to achieve personal goals.



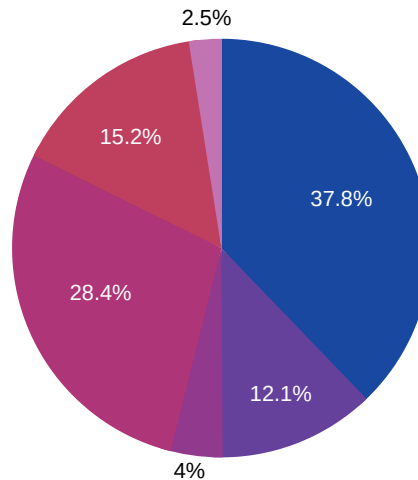
# OPTIONS FOR COMMUNITY LIVING, INC. AND AFFILIATES

For the year ended December 31, 2020

## BOARD OF DIRECTORS

### Sources of Operating Revenue

Medicaid/Managed Care	\$8,899,293
U.S. HUD	2,837,866
Other Federal	945,480
State/Local Contracts	6,696,674
Client Fees	3,588,832
Other	578,693
<b>Total Operating Revenue (100%)</b>	<b>23,546,838</b>

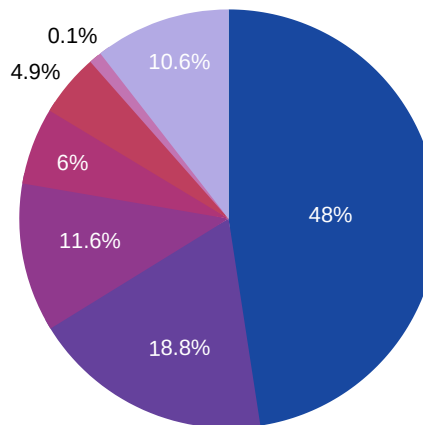


### Program Expenses

(Excluding Depreciation)

Program Services:

Mental Health Residential Services	\$11,120,757
ATC - Care Coordination	4,356,684
ATC - Residential Services	2,698,117
HUD Sections 811 Housing	1,383,026
Main Stream Rent Vouchers	1,124,956
Other Programs	30,801
<b>Total Program Expenses (89.4%)</b>	<b>20,714,341</b>



Supporting Services (10.6%)

Management & General Services	\$2,452,288
<b>Total Expenses</b>	<b>23,166,629</b>
<b>Total Net Assets</b>	<b>\$43,035,449</b>

This report is derived from the Options for Community Living, Inc. Consolidated Audited Financial Statement for the fiscal year ended December 31, 2020, as audited by Baker Tilly US LLP.

**PRESIDENT**  
ALAN TILLINGHAST

**VICE PRESIDENT**  
JODY BURKE, MSW

**DIRECTORS**  
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## CONTACT US

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#### ADMINISTRATIVE OFFICE:

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516-481-6300

#### OPTIONS THRIFT SHOP:

392 Hawkins Avenue, Lake Ronkonkoma, NY 11779  
631-676-4579

### SAVE THE DATE!

*Options 40th Anniversary*  
**RUBY GALA**

THURSDAY, APRIL 28, 2022  
6:30 PM TO 10:30 PM

*The Heritage Club at Bethpage*

