



2016
ANNUAL
REPORT



PeopleInc

Where your world opens up.

Message from the President

People Inc.'s values – improving lives, respect, integrity, relentless pursuit of excellence, flexibility and creativity – truly describe the heart and soul of our organization and have allowed us to grow together as a family of partners over the last year:

- We embarked on a new project that will bring integrated housing together for a diverse group of people, including those with disabilities and the general public who are income eligible. Our Highland School Apartments in Tonawanda is a former school building that is being converted into 38 apartments. We are in the beginning stages of securing funding for more housing projects like these in the future.
- Our partnerships continue to grow as affiliations become the norm in our industry. This past year, we welcomed Southeast Works, a neighborhood-based not-for-profit agency that supports people with developmental and other disabilities, as a division of People Inc.
- Our organization has been a strong supporter of the bFair2DirectCare campaign, which encourages elected officials to include funding for direct support professional (DSP) wage increases in the New York state budget. The work they do is important, but our amazing DSPs face challenges when it comes to earning a fair wage. I encourage you to share stories on how DSPs have impacted the lives of people you care about and to follow the campaign on social media.

It is thanks to dedicated employees – both on the front lines and behind the scenes – that we continue to provide high quality services, including two highlighted in this annual report. Our Supported Employment Program and the Elmwood Health Center both focus on individual needs. Together, we excel in helping people with developmental disabilities, special needs and seniors to live independent, healthy and productive lives.

Of course, we can't succeed without support from people like you who encourage us. On behalf of our Board of Directors and staff, thank you for your continued support and involvement.



Rhonda Frederick
President and Chief Executive Officer



OUR MISSION | People Inc. exists so that individuals with disabling conditions or other special needs have the supports they need to participate and succeed in an accepting society.

Meaningful Employment Helps to Grow and Flourish

For more than 30 years, People Inc. has helped individuals with developmental disabilities and other special needs secure meaningful employment. Through the Supported Employment Program, participants work one-on-one with an employment specialist to assess their skills, interests and goals. They then use this information to find a match based on the needs and openings of the program's business partners.

Christopher Taverna, 29, is one of the program's 450 participants who found his fit at Dash's Market in Clarence, NY. He joined the company in 2008, and it's been a great experience ever since. Each week, Christopher is responsible for cleaning and stocking the dairy coolers and freezers. He also works alongside his supervisors to learn the roles of other departments so he can continue to grow through the company.

The store's general manager, Tony Pacella, is proud to have Christopher on the Dash's team. He says that Christopher is a hard-

worker who makes the store a "happier place to be."

Dash's isn't the only satisfied employer. "We hear from almost every business we work with that our program participants are the most reliable, focused and appreciative employees," said Tina Polito, director of the Supportive Employment Program. "Their commitment and work ethic is unmatched."

In 2016 alone, Tina and her team helped secure jobs for 75 of the program's participants among its 175 business partners, primarily in the hospitality, retail and service industries. At any given time, they have nearly 50 people actively seeking employment, and are always looking to work with new businesses.

"By helping someone with a disability secure a job, we're able to help them grow, flourish and find purpose and meaning," said Tina. "Just like anyone else, they want to be successful and have self-worth."



Christopher Taverna

Demonstrating Excellence in Patient-Centered Health Care

People Inc. offers a comprehensive range of health care services for the general public and specially designed services for individuals with developmental disabilities. Services are provided through the Elmwood Health Center (EHC), an affiliate of People Inc., and in home through People Home Health Care Services.

Since its opening in 1994, patient-centered care has been a priority for the EHC, offering primary, specialty and rehabilitation health services from children to seniors, with and without developmental disabilities.

Barb DeLong first considered the EHC's services when another parent expressed how pleased he was with the care his child with a developmental disability had received. Inspired, Barb decided to switch her daughter's own primary medical care to the EHC. Her daughter, Laura, 25, started to see Mark Zambron, MD in June 2016. She has Cerebral palsy and other developmental disabilities. Laura is non-verbal and depends on her parents for total care.

"The whole team – doctors, nurses and office staff – are patient-focused. It is clear

they are committed to providing quality care to individuals with developmental disabilities, which is often very complicated. You surely don't see that everywhere, but certainly at the Elmwood Health Center," said Barb. "There is a calming presence and we know that Laura is comfortable because she greets Dr. Zambron with her beautiful smile. He in turn treats Laura with dignity and respect," shared Barb.

The EHC prides itself on customer satisfaction. "We listen to patients and their caregivers to help identify needs," said Frank Azzarelli, EHC director and associate vice president of People Inc.

The EHC is committed to providing the very best care for its patients – a trait that is made visible by the accolades it has received.

The EHC was awarded Level 3 Certification as a Patient Centered Medical Home by the National Commission on Quality Assurance and successfully recertified at the same level through 2017. It is the highest level possible. This demonstrates that the EHC and its providers value quality health care delivery so that patients like Laura can receive the best care at the right time.



Laura (left) and Barb DeLong

Charitable Legacy Society

Our *Charitable Legacy Society* honors those who have taken the step of including the People Inc. Foundation in their long-term plans through a bequest provision, life-income or other deferred giving arrangement. We thank and recognize individuals who, through consideration of their estate plans, make a lasting and remarkable legacy gift that further secures the future and mission of People Inc. For more information, contact the People Inc. Foundation at 716.817.7470.

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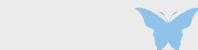
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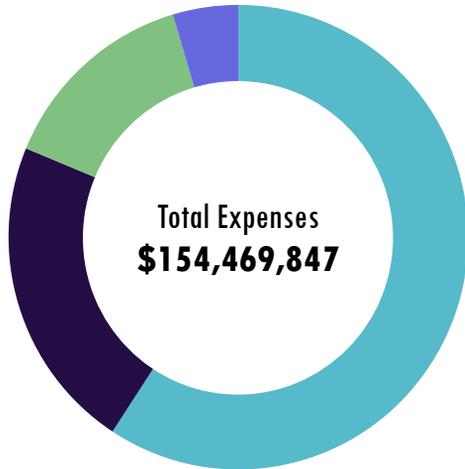


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92% of our funding goes to programs

We rely on the generosity of donors to help our community's most vulnerable people lead more healthy, independent and productive lives.

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