



People Inc

Where your world opens up.

We encourage people with developmental disabilities, families and older adults to get the most out of life.

Overview

People Inc., a multispecialty nonprofit health and human services agency, plays a valuable role by assisting people with intellectual and developmental disabilities, families and older adults to lead healthy, independent and productive lives. People Inc. was founded on the basis that diversity, equity and inclusion are key principles in everything we do.

Our agency originally started in 1970 out of very humble beginnings, with just a small group of parents and professionals to address the needs of people with intellectual disabilities and formed what would grow to become People Inc. Since then, our agency has remained forward-thinking and expanded its mission to include a wider variety of services to support even more people of all ages and abilities. Our goal is to develop person-centered and

innovative service options, while building upon the incredible fundamentals of our partners. We are considered Western New York's largest not-for-profit when ranked by revenue and the number of people we employ.

Together, People Inc. and its partners offer comprehensive services to people in Erie, Chautauqua, Cattaraugus, Monroe and Niagara Counties. Additionally, limited services are provided in Allegany, Chemung, Genesee, Livingston, Ontario, Orleans, Schuyler, Seneca, Steuben, Wayne, Wyoming and Yates Counties. Our agency operates residential sites, healthcare services, day programs, apartment buildings and regional offices throughout Western New York and the Greater Rochester region.

Snapshot

Nonprofit Organization
Health and Human Services

People Supported
More than 5,000

Area Served
Western New York and
Greater Rochester region

Founded
1970

Employees
Nearly 4,000

Locations
Nearly 200



Admissions

When it comes to supporting people with intellectual and developmental disabilities, including medical and social needs, our Admissions Department will help each person with program eligibility. From initial inquiries through enrollment, Admissions is a guide every step of the way to meet needs and help people achieve their goals. To contact Admissions in Western New York, call 716.880.3700. In Rochester, call 585.719.3429.

Child and Young Adult Services

Child and Young Adult Services include a wide variety of programs that match the needs of children, young adults and their families. We will work with your care coordinator to support people from birth to age 26, offering services ranging from early intervention and medical services to job-readiness education.

We understand that caring for a child who has a chronic health condition can be challenging and complex. To help families better manage their child's health services, People Inc. offers care management to families enrolled in a Children's Health Home. A Children's Health Home is not a physical building or home, but rather a virtual network of support that provides a key point of contact, coordinator of services and compassionate care.

Community Habilitation

Community Habilitation is a service designed to promote independence and community integration by offering skills training and other supports. Community Habilitation is implemented in a community-based environment to facilitate community inclusion, integration and relationship building. Community Habilitation supports are face-to-face services with typically one-on-one staffing. This support includes assistance with grocery shopping, budgeting and mobility training.

Community Outreach

Our Community Outreach Programs help promote awareness of people with disabilities and older adults through community, media and political outreach, as well as advocacy efforts.

Day Services

Numerous Day Services are offered to provide person-centered plans and activities to help fit a person's needs and interests. Each program is unique to help people develop independence in all areas of life skills, including social, recreational, wellness and safety. Those who participate enjoy opportunities, both on-site and in the community, to explore experiences that are most meaningful to them.

Family Support Services

Our Family Support Services promote family unity by assisting people with disabilities to remain at home. People Inc. Environmental Modifications (EMODs) Project Management Services provide access to adaptations to the home environment through OPWDD waiver funding (currently HCBS).

Health Services

A comprehensive range of Health Care Services are offered to the general public, as well as specially designed services for people with developmental disabilities. This includes our People Inc. Rehabilitative Health Services, offering physical, occupational and speech therapies, as well as psychology, wheelchair clinic and social work. People Certified Home Health specializes in services to those with and without developmental disabilities throughout Western New York. In-home services include: Intermittent skilled nursing; physical, occupational and speech therapies; nutrition and medical social work. The Consumer-Directed Personal Assistance Program enables people to manage their own home care services, including hiring, training, supervising and scheduling their own staff. Various health services are also provided in Monroe County.



Personal Development Mentoring

A Personal Development Mentor (PDM) guides a person with a developmental disability towards identifying their strengths, uncovering authentic talents and applying their unique abilities in pursuit of their goals. The PDM assists with problem-solving, decision-making and goal attainment in daily life. This is a transitional, three to six-month program, focusing on skill-building with an emphasis on community integration.

Residential Services

Residential Services provide people with intellectual and developmental disabilities a variety of supports using a person-centered and Trauma Informed Care approach. There are numerous homes throughout Erie, Chautauqua, Niagara and Monroe Counties with qualified staff available, 24-hours a day. There are a variety of residential options for people looking for particular services, including: homes for children; specialized homes for complex medical needs; several apartment options; unique residential choices through our Perfect Fit Program, and much more. All residential services are certified through the New York State Office for People with Developmental Disabilities.

Respite Services

Respite Services provide temporary care both in and out of the home. For many families, respite is crucial to caring for a person who has a developmental disability or a chronic medical condition. People Inc. offers a variety of Respite Services to meet personal needs, including: After school, day program or work; in-home; emergency placement; recreational; weekend and extended care.

Self-Directed Services (SDS)

Self-Directed Services is a person-centered program to encourage people with developmental disabilities and their families to design and manage a plan based on their needs and preferences to enjoy meaningful relationships, experience personal growth, live in the home and community they choose, work, volunteer and enjoy recreational activities. Opportunities include skill-building and respite/recreational activities, as well as assistance with employment.

Services for Older Adults

Our community's growing older adult population is valued by the agency. Through People Inc. Senior Living affordable apartments, case management and healthcare programs, plus chore services and a day program that helps people who have memory loss, we are committed to encouraging older adults to overcome challenges and achieve independence. We also operate a Senior Companion Program and the New York State Long Term Care Ombudsman Program, which provides advocacy and resources for older adults who live in nursing homes, assisted living and other licensed adult care locations.

Our Partners



A support and advocacy agency for people with brain injuries, other disabilities and older adults to enable them to live as independently as possible and assist them in delaying or eliminating the need for nursing home care.

HeadwayofWNY.org



People Home Health Care Services

Provides medically prescribed services at home for people of all ages who are in need of acute medical care or assistance with daily living.

people-inc.org



The only local community organization solely dedicated to serving the Deaf and Hard of Hearing communities by promoting communication access, awareness and community opportunities.

wnydas.org



A non-profit, therapeutic horseback riding facility providing horsemanship and horseback riding opportunities for people ages three and up with cognitive, physical, emotional and learning disabilities.

ltrc.org



People First Mobility

Western New York's premier provider of mobility, seating and home medical equipment, assisting individuals with disabling conditions to reach their functional potential in their home and community.

peoplefirstmobility.net

Our Foundations

People Inc. Foundation

people-inc.org/support_us

Rivershore Foundation

rivershorefoundation.org

Southeast Foundation

southeastfoundationwny.org

Independence Foundation

independencefoundationwny.org

Services continued...

Affordable Apartments

People Inc. Affordable Apartments Services provide reasonably-priced, safe apartments in our community to a diverse group of people with and without disabilities, who meet age and income eligibility. Various locations have been established, while others are in development.

Vocational/Supported Employment Services

Ensuring that people with developmental disabilities and varying abilities secure and maintain meaningful, competitive employment is an important part of what we do. In addition to working with businesses in Western New York and the Greater Rochester region to employ people, we assist with the development of vocational goals. Person-centered planning methods help to create jobs around each person's talents and interests. Our Business Services include Contract Manufacturing, Janitorial/Carpet Cleaning and Supplemental Workforce Solutions.

Contact

Western New York

1219 North Forest Road
Williamsville, NY 14221
Phone 716.817.7400
Admissions 716.880.3700
Fax 716.634.3889

Rochester

1860 Buffalo Road
Rochester, NY 14620
Phone 585.441.9300
Admissions 585.719.3429
Fax 585.441.9399

Toll Free 1.888.7PEOPLE

Web people-inc.org



Milestones

- 1977** Established our first community-based training program.
- 1985** Expanded to offer Respite Services for families.
- 1986** Established our Supported Employment Program, providing support to people with developmental disabilities, allowing them to develop skills to secure meaningful and competitive employment.
- 1989** Established Licensed and Certified Home Health Care, open to anyone and specializing in care for people with developmental disabilities.
- 1993** Expanded into Senior Living to provide older adults, age 62 and older who meet income requirements, affordable and safe apartments.
- 1994** Developed healthcare services, specializing in care for people with and without developmental disabilities.
- 1997** Expanded our Home Health Care services to include Consumer Directed Services, where the person receiving services is the employer and directs their own care.
- 2004** Established Western New York Coalition Pooled Trusts.
- 2012** Expanded services into Monroe County.
- 2014** Earned national Council on Quality and Leadership Accreditation in Person-centered Excellence for our proficiency in helping people with developmental disabilities make choices.

Rivershore, Inc. merged into People Inc., further expanding supports to people with developmental disabilities in Niagara County.
- 2015** Launched a durable medical equipment supplier, People First Mobility, our first for-profit venture that leverages our experience to meet community needs.
- 2016** Southeast Works affiliated with People Inc., doubling our employment services offered to people living with developmental and other disabilities.
- 2017** Established Affordable Apartments Services for a diverse group of people, with the first building opening in Tonawanda, NY.
- 2018** People Inc. Senior Living celebrated its 25th year of providing affordable and safe apartments for older adults.
- 2019** Deaf Access Services affiliated with People Inc. to broaden their reach and support the needs of people who are Deaf and hard of hearing.
- 2020** Lothlorien Therapeutic Riding Center, Inc. affiliated with People Inc. to support people through therapeutically-based equine activities.