

# Annual Report 2018



## 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.



## Message from the President

2018 was a year of great progress for People Inc. Thanks to the efforts of hardworking employees and community supporters, our agency was able to enhance and expand its services. From changes to our service approach, to new housing developments and business initiatives, People Inc. was able to grow in ways that have allowed us to continue to provide high quality care for people with developmental disabilities, special needs, their families and older adults. Below are some of the advancements we've made in 2018, along with some fast facts that outline our growth.



- People Inc. helped more than 12,000 people with developmental disabilities and special needs and older adults lead more healthy independent and productive lives.
- We operated nearly 200 locations in Western New York and the Greater Rochester Region.
- 92 percent of People Inc.'s \$177 million annual budget was allocated to direct program costs.
- As of July 2018, People Inc. was the 17th largest employer in Western New York when ranked by Full Time Equivalents (FTEs), *Buffalo Business First*.
- In 2018, our Medicaid Service Coordinators began working for Care Coordination organizations, as part of a statewide push towards a more comprehensive approach to managing costs and care.
- We officially began transitioning the existing "workshop" located in Depew, NY, into an integrated and thriving Work Center.
- We led a number of housing projects throughout our region that will provide independent and affordable apartments to people with and without disabilities who are income-eligible. One of the most recent projects is the Linwood Lafayette Senior Apartments in Buffalo, NY.

We couldn't have made any of this happen without assistance from incredible supporters like you, who are committed to making a difference in our community! Thank you.

Gratefully,

*Rhonda Frederick*

Rhonda Frederick  
President and CEO, People Inc.





Participants in People Inc. programs and services.

## 2018 Impact by the Numbers

2,643

people benefitted from Residential Supports – ranging from living in a group home to receiving assistance in their own community home – People Inc. continues to lead the region in providing these services.

2,913

families were helped through our Family Support Services, with enhanced Behavioral Supports for people who need them, along with a wide variety of programs that assist families caring for their loved ones at home.

2,799

people were served by Self-Directed Services, Day Programs or through Employment Supports, representing a nearly 50% increase since our partnership with Southeast Works. Many families rely on our agency to help their loved ones continue to develop life skills and the ability to become more independent. In many cases, people are getting paying jobs for the first time. We have many success stories of people who have contributed to a workplace and found a great fit within a company.

5,200

patients were served through the Elmwood Health Center, an affiliate of People Inc., which has successfully met the stringent standards of the National Committee on Quality Assurance. Once again, the Elmwood Health Center was awarded Level 3 Patient Centered Medical Home status, which is the highest level possible. It demonstrates that our team values quality health care delivery and the latest clinical protocols to ensure that patients receive the best care at the right time.

In 2018, there were 114,992 patient visits, which was a 10% increase from the previous year.

5,196 children and young adults have been served by Early Intervention, Care at Home, Service Coordination, Admissions and Health Home Care Management.

Over 2,913 older adults were served through People Inc. Senior Living apartments, Senior Outreach case management services, our Senior Companion and Ombudsman Programs.

In 2018, our organizational revenue grew by five% to \$178,572,965 and our net assets grew by \$4,572,065 during the period.

In 2018, construction continued for our agency's second integrated Affordable Apartments project, Linwood Lafayette Senior Apartments in Buffalo, NY. We also kicked off construction on our largest project to date, the Jefferson Avenue Apartments on the east side of Buffalo, NY.

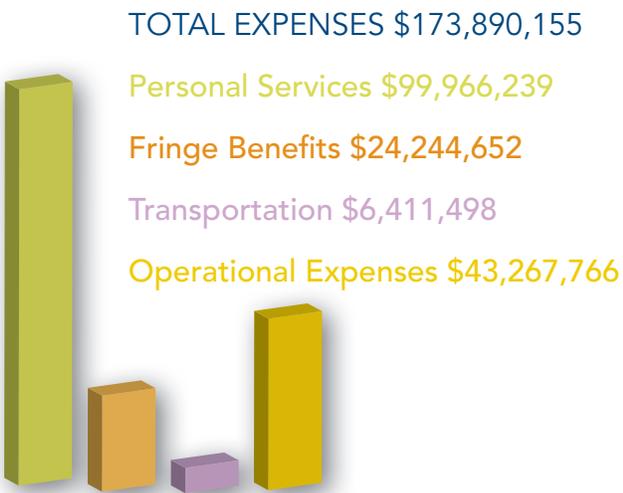
People Inc. Respite Services provide temporary care away from home for children and young adults with developmental disabilities, while offering relief for parents and caregivers. In 2018, two Afternoon Respite Programs opened – one in Hamburg to serve the Southtowns and the other in Lockport to serve the Northtowns. Our hourly Respite Program served 175 people, Recreational Respite served 155 and Supplemental Group Day Habilitation assisted 40 participants, while our two Respite Houses provided assistance for 153 people. Our Respite Programs based in Rochester, NY, served 130 participants.





Participants in People Inc. programs and services.

## Agency Financials 2018\*



**92%**  
of People Inc.'s **\$177 million** annual budget was allocated to direct program costs.\*

**\*The remaining 8% was allocated to administrative costs.**

\*audited, Bryans & Gramuglia CPAs LLC  
Source: Consolidated Schedule of Operating Results



Participants in People Inc. programs and services.

## 2018 Donor List

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 please contact our Legacy Officer at 716.817.7256.

### Charitable Legacy Society

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