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## Annual Report



PeopleInc

**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.

## Dear Supporters,

This past year was one of growth and development at People Inc. Expanded services and new housing, along with an exciting affiliation, helped shape our agency. Some of the highlights include:

- Many programs and services expanded, including our Self-Directed Services, Contract Manufacturing and Supported Employment Program. Contract Manufacturing provides meaningful employment for people with developmental disabilities and increased partnerships with area businesses. Our Supported Employment Program expanded into the Greater Rochester region, connecting even more people with community-based job support and opportunities.
- We announced our affiliation with Deaf Access Services, a not-for-profit organization that responds to the interests of Deaf and Hard of Hearing people by promoting communication access, awareness and opportunities in the community.
- Our Elmwood Health Center celebrated its 25th anniversary this past year. Serving a diverse patient population, the Elmwood Health Center also provides specialized care for people with developmental disabilities.
- We celebrated the opening of our affordable People Inc. Linwood Lafayette Senior Apartments. The building is home to people age 55 and older in a diverse Buffalo neighborhood.
- Development continued for additional affordable apartments on Jefferson Avenue in Buffalo and Grant Street in North Tonawanda. These integrated housing options will also provide opportunities for people with intellectual and developmental disabilities, at a time when other opportunities are severely limited.

We're grateful for the hard work and dedication of our incredible supporters this past year and we're excited to mark our 50th anniversary in 2020. Thank you for helping to make our achievements possible.

Gratefully,



Rhonda Frederick

*Rhonda Frederick*

President and CEO  
People Inc.



Randall E. Borst

*Randy Borst*

2019 Chairperson  
People Inc. Board of Directors

## Organizational Values

At People Inc., our organizational values guide our decisions and reflect what sets us apart. In 2019, we refreshed them to highlight our commitment to diversity, inclusion and advocacy. Inclusion has always been the fundamental purpose of our organization. We strive to provide quality supports for people with intellectual and developmental disabilities, special needs, their families and older adults throughout Western New York and the Greater Rochester region.

Known for its innovative programs, individualized services and ability to plan for future needs, People Inc. has earned a positive reputation throughout the region and state as a leading health and human services agency. People Inc. is supported by loyal foundations, grant funders, families and individuals, as well as longstanding corporate and community partners. The agency helps create systemic change through legislative advocacy and provides education through public awareness. People Inc. strives to instill its values to improve lives, provide respect, pursue excellence, promote diversity and inclusion and exercise creativity. Our agency continues to evolve and as a result, we assist more people and families to reach their potential, achieve their dreams and attain independence.

## Values

### Improving Lives

- Every person has intrinsic value and contributes to community
- Seeking opportunities to live life to the fullest
- Helping people we support and their families to embrace the future
- Empower others by encouraging leadership, independence and self-advocacy

### Respect

- Person-centered approaches to service
- Staff talent and dedication as the key ingredients of our organizational success
- Interactions and communication reflecting high personal regard

### Integrity

- Careful stewardship of funds and philanthropic support
- Fairness and honesty in all that we do

### Relentless Pursuit of Excellence

- Superior quality in all services
- Exceptional training and supports for staff
- Meaningful performance assessment
- Never stop improving

### Diversity and Inclusion

- Meaningful participation by people in decisions that affect them
- Honor the uniqueness of each person and wide diversity of the community we support
- Advocate for equity and access in all we touch

### Flexibility and Creativity

- Welcoming change as an opportunity
- Leadership in innovation and system design
- Partnerships that enhance value and possibilities

## Inclusion

**The Elmwood Health Center**, an affiliate of People Inc., celebrated 25 years of providing high-quality health care to people with special needs from across Western New York. Serving a diverse patient population of all ages, including a large percentage of people with developmental disabilities, the Elmwood Health Center has grown from serving 500 patients in 1994, to over 5,000 patients. Services include: Adult and pediatric primary health care; audiology; podiatry; counseling services; gynecology and neurology; as well as occupational, physical and speech therapies.



**Deaf Access Services** formed an affiliation with People Inc., in order to meet the growing needs of Deaf and hard of hearing people in the Western New York community. Deaf Access Services is the only local, non-profit community organization solely dedicated to supporting the Deaf and hard of hearing communities. The agency envisions a community where all people experience equality, empowerment and inclusion to lead lives full of possibilities.



## Innovation

**People Inc. Respite Services** expanded to new locations, providing young people more opportunities to socialize and enjoy community activities. Afternoon Respite is an important resource for families. When enrolled in our programs, children receive assistance with homework and take part in skill-building activities with friends. During this time, parents and guardians have the opportunity to work late, attend medical appointments, meet the needs of other family members and more. A group from our Northtowns Afternoon Respite made cards and crafts for the Main-Transit Fire Department. When visiting the fire hall to deliver them, they were thrilled to sit in a fire truck, try on firefighter uniforms and ask questions.



Celebrating “Quality Work by Quality People” is at the core of what we do through our **People Inc. Contract Manufacturing and other Business Solutions**. In 2019, we expanded meaningful employment for local hardworking people, including personnel with developmental disabilities. The Contract Manufacturing Team provides businesses of all sizes with assembly/disassembly, packaging and light manufacturing in a timely and cost-effective manner. We create innovative partnerships and provide a dedicated quality workforce to meet short and long-term needs. One example of success can be found in our ongoing collaboration with Pfannenberg USA, a global manufacturer. At their location and ours, an inclusive workforce was created by combining the assets of quality assembly and production with a trained workforce.



## Excellence

Our **Supported Employment Program** continued to expand community-based employment opportunities for people with disabilities. With the interests of each person in mind, People Inc. offers job development, training and stabilization. People enrolled in this program become employees of their workplace and are paid the prevailing wage for their work. Over the last eight years, Christopher Chase has shown great motivation in his position as team member at Len-Co Lumber. Driving the forklift is one of his favorite responsibilities. Management noted that Chris is a great fit for the company, improves his colleagues' demeanor and helps make the employees better workers.



As part of providing **Affordable Apartments**, we celebrated the opening of People Inc. Linwood Lafayette Senior Apartments. The project provides an affordable option for a diverse neighborhood. The 37-unit apartment building is home to people age 55 and older. Construction continued for additional affordable apartments on Jefferson Avenue in Buffalo and Grant Street in North Tonawanda, both slated to open in 2020. Some apartments are specifically designed for people who have mobility and vision challenges or who are Deaf and hard of hearing.





## Excellence

A variety of our programs and services are available in the **Greater Rochester area**, including Self-Directed Services, Behavioral Services, Community Habilitation, Early Intervention, Residential Services, Respite Services, Article 16 Clinical Services, Care Management for Children, Family Education Training, Family Reimbursement Program and Vocational/Employment Services.

Throughout the region in 2019, People Inc. successfully launched the Supported Employment Program and was able to expand many of our program offerings, especially programs to support children and Self-Directed Services.



With 19 locations throughout Western New York, **People Inc. Senior Living** is home to 855 older adults. Tenants of People Inc. Ivy Rose Senior Living in North Buffalo celebrated the apartment building's 20th anniversary! They enjoyed lunch and listened to wonderful jazz tunes, courtesy of tenant Arthur Booth. People Inc. Senior Living provides affordable apartments for independent, older adults age 62 and up who meet the federally-mandated household income guidelines.



## Respect

People Inc. was proud to be a part of numerous **community events** throughout 2019. In July, a team of people we support and staff members from our Respite and Residential Programs took part in the Disability Pride Parade and Festival at Buffalo Canalside. People Inc. had a medieval fairy-garden-themed float in the parade and service information at the event. An amazing dragon display was handmade for the parade. The "stigma dragon" was adorned with negative words that were crossed out, such as "No Labels," "Fear" and "Misconception." Positive words were promoted to use, instead, to help defeat disability stigmas.



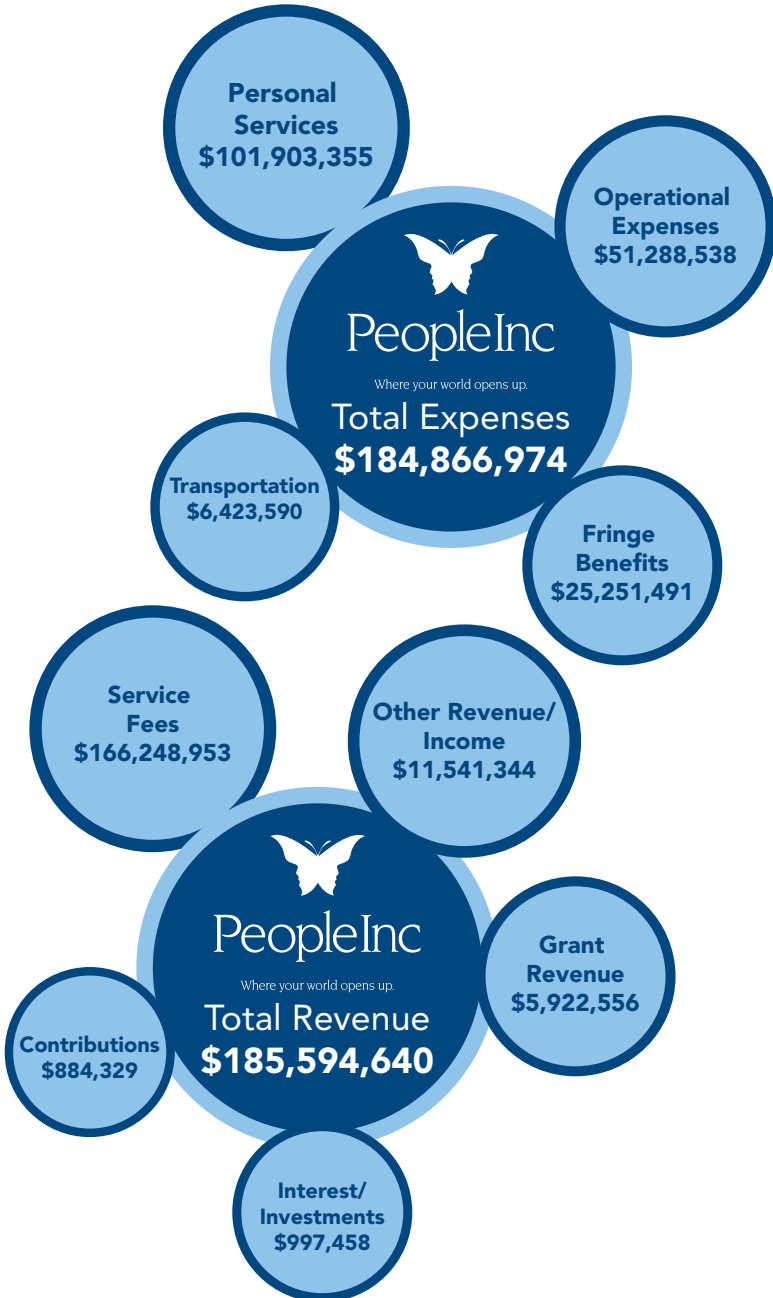
At People Inc., we believe in a person-centered approach that enables people of all abilities to live life to the fullest. Of our nearly 4,000 employees, many are **direct support professionals (DSPs)**. Their work is central to ensuring that people with special needs have the tools they need to succeed. Each day, these wonderful employees serve as assistants, advisors



and advocates to the people they support. Whether they are teaching life skills, assisting with transportation or responding to medical needs, our DSPs play a vital role in encouraging people to explore their talents, overcome obstacles and achieve their goals. In September, People Inc. celebrated National Direct Support Professionals Recognition Week. For the fifth year in a row, we accepted award nominations to highlight our dedicated staff and 18 winners were selected to receive a \$1,000 award.

# UNAUDITED 2019 FINANCIALS

92% of the People Inc. \$185 million annual budget was allocated to direct program costs. The remaining 8% was allocated to administrative costs.



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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 planned-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.

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# People Inc

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1219 North Forest Road  
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1860 Buffalo Road  
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