

# *Taking an Inch,* **Giving a Mile**

*The Give and Take of Quality Care*



People Inc

2015 Annual Report

# The Give and Take of Quality Care



Reaching success often requires stepping out of one's comfort zone. To get somewhere new and better, there must be hard work, dedication and vision. This process is a give and take – giving up what's comfortable for the vision of something better.

In many ways, we've worked hard over the years to move closer to our vision: a future where everyone we serve can reach their highest level of potential. To get us there, we've put measures into place to define quality care, set high standards and establish realistic goals. In return, we've been able to give those we serve and their families enriched and improved lives.

Michael Maldonado, pictured on the cover, is eight years old. Through our Incredible Years Program, Positive Parenting Support Group and Summer Social Skills Camp, he's been able to socialize and lay the foundation for making new friends so he can comfortably interact with others. This success is significant and will pave the way for him as he gets older.

It's stories like these that fill our agency; huge reminders that the work we do is so important to our community's most vulnerable populations. Yet, these successes would not be possible without our quality staff. They show tireless dedication, and have the ability to not just serve our individuals, but also make the measures of person-centered quality of life a reality. These valued staff members will play a critical role in our ability to successfully navigate a dramatically changing industry.

In 2016, we expect to be continually challenged to better serve individuals with developmental disabilities and special needs, their families and senior adults in Western New York and Rochester.

People Inc. and our affiliates are well positioned to navigate these changes, especially the transition to a managed care environment for those we serve, because of our increased focus on measured outcomes, quality of care and accountability to ensure great results. We've also looked to our political leaders in Albany and Washington who can help us advocate for the best possible changes.

These allies, combined with our many dedicated employees, have allowed us to provide the highest level of care for those we serve. This success begins with an awareness of "what it takes" for us to cultivate a culture of quality and person-centered care and "what it gives" to the individuals we serve and their loved ones.

*Rhonda Frederick*

Rhonda Frederick  
President and Chief Executive Officer

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## It Takes...*A Heart* It Gives...*A Hand*

Founded in 1970, 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.

- We are a family of agencies
- We employ 3,400 staff members who assist more than 12,000 individuals, their families and seniors.
- We operate 180 residential sites, day programs and regional offices throughout Western New York and Rochester with a budget of \$152 million.
- We manage 19 senior apartment locations throughout Western New York, providing affordable and safe housing for independent seniors age 62 and older.

## It Takes...*Vision* It Gives...*Clarity*

People Inc. is working toward a future where all persons whose needs limit their integration into the community can reach their highest level of human potential as responsible members of society. It is hoped that these individuals will, to their potential, be contributing and active members in their communities, enjoying the greatest possible degree of independence and acceptance, in all aspects of their lives.

## It Takes...*Values* It Gives...*Authenticity*

Our values are part of our DNA: improving lives, respect, integrity, relentless pursuit of excellence, flexibility and creativity. These words guide the way we work with our families, within our communities and with each other.

# It Takes...*Action* It Gives...*Results*

***In 2015, we advanced our mission to help our community's most vulnerable people, individuals with developmental disabilities and special needs and senior adults, lead more healthy, independent and productive lives.***

- Addressed barriers to transforming the system of care for individuals with developmental disabilities by working on five Office for People With Developmental Disabilities (OPWDD) grant funded projects, totaling \$1.5 million, more than any other agency in the state. Projects focused on removing barriers in the areas of housing, self-directed services and employment.
- Promoted acceptance by unveiling *The Lives They Left Behind: Suitcases from a State Hospital Attic*, a permanent exhibit at the Museum of disABILITY History which provides a patient-centered view of psychiatry.
- Continued to make advancements in healthcare for high risk populations. People Inc.'s Elmwood Health Center was recognized by the P2 Collaborative of WNY at their Spotlight on Population Health awards event.
- Supported the integration of primary care and mental health care, as encouraged by New York State's Delivery System Reform Incentive Payment Program, by hosting a workshop at People Inc.'s Elmwood Health Center for primary care physicians and behavioral health providers.
- Promoted inclusion and acceptance by hosting the ADA25 Legacy Tour at the Museum of disABILITY History. The tour marked the 25th anniversary of the Americans with Disabilities Act, making 115 stops in 33 states.
- Expanded housing to include two new group homes for individuals with developmental disabilities who have highly specialized needs.
- Expanded our senior living program, offering more seniors an affordable and safe place to live with the official opening of People Inc. Walnut Senior Living in West Seneca, NY.
- Supported the change of a lifetime for four young men with developmental disabilities by sponsoring their 6,000-mile cross country road trip, our first experiential learning trip of its kind.





Elmwood Health Center

An affiliate of PeopleInc



# It Takes...*Action* It Gives...*Results*

- Earned national recognition from the Office of the National Coordinator of Health Information Technology for the Elmwood Health Center's Care Transition Program, a patient-centered program that seeks to ease patients' transitions from the hospital to the community.
- Made progress in bringing more affordable housing options to individuals with disabilities, senior adults and others by receiving approval to transform the former Highland School in Tonawanda, NY, into a unique integrated living community.
- Advocated for inclusion through our participation in the Buffalo Opportunity Pledge, an initiative by City of Buffalo Mayor Byron Brown to move Buffalo toward the goal of shared prosperity for all residents.
- Broke down transportation barriers for individuals with disabilities with the support of a grant from the Federal Transit Administration.
- Expanded our services to seniors by winning the bid to operate the New York State Long Term Care Ombudsman Program, which advocates on behalf of residents in skilled nursing or assisted living facilities throughout Erie, Niagara, Cattaraugus and Chautauqua counties.
- Opened people's minds to the benefits of hiring individuals with disabilities through our participation in TEDxBuffalo 2015. President and CEO Rhonda Frederick's talk, "Differently Abled: Employing the Next FDR," has also received hundreds of views online.
- Helped individuals with disabilities and seniors continue to live safely and comfortably in their own residences through a grant awarded to People Inc. from New York State Housing and Community Renewal. The grant supports Access to Home, a program that provides financial assistance to property owners to make homes accessible for people with disabilities.
- Improved quality of life for five young adults with moderate to severe cognitive, mobility and communication impairments and numerous medical complications by constructing an all-season sunroom in their Grand Island, NY, home. Generous donors made the addition possible.
- Leveraged our experience to further meet community needs by launching our first for-profit business venture, People First Mobility, a durable medical equipment supplier that operates as an affiliate of People Inc.





Office of the State  
Long Term Care  
Ombudsman



# It Takes...*Flexibility* It Gives...*Respite*

When it comes to supporting people with special needs and their families, there is no one size fits all. Quality means meeting people where their needs are. That's why our respite program includes flexible options so that caretakers of children or adults with special needs can take breaks to tend to the needs of their children, spouses and themselves. Care can range from a few hours on a one-time basis to daily after school care.

For the people who love Shaunte Hill, including her guardian Helen Billups and friend and advocate, Joan Meehan, People Inc.'s After the Belle Afternoon Respite Program has turned out to be more than a caring, safe place for the sweet seven-year-old to go while her family tends to other things. It's a place where she has blossomed in ways that were once unimaginable.

A second grader at Buffalo Public School 84 Health Care Center for Children at Erie County Medical Center, Shaunte, who has multiple disabilities with autism, came to the program sheltered and shy. Today, she never forgets to say please and thank you, loves to dance, read, pick out her own clothes and meet new friends.

"She talks more, makes more of her own choices and has developed a wonderfully engaging personality," said Joan. "She looks forward to going and spending time with her friends. She has really come out of her shell and is more apt to interact with adults and children in very positive ways. The program has been a Godsend."

After the Belle provides individuals with developmental disabilities, ages five to 21, opportunities for socialization, arts and crafts, sensory activities, assistance with homework and community outings. Staff members have helped Shaunte with socialization and life skills by encouraging her to attend community outings and shop for weekly groceries. They have also helped her uncover her inner dancer; she has learned how to salsa and enjoys wearing colorful tu-tus.

"We just love her," said Joan. "Her future is so much brighter than we ever thought possible. "Our wish for her is that she someday attends school in a community-based classroom. From there, who knows, the possibilities now seem endless!"









# It Takes...*Commitment* It Gives...*Opportunity*

Carol Richard enjoys being busy. She loves shopping, biking and walking in her neighborhood. Two activities that she enjoys year-round are cooking and karate.

A resident of one of People Inc.'s supportive apartment buildings in Amherst, NY, Carol, 60, has set a long-term goal to live independently in her own apartment. For now, a supportive apartment provides her with assistance and guidance on a regular basis. Staff members like Senior Residential Supervisor Samantha Wilkinson are on site working with residents on their goals and moving them toward independence, as well as assisting them with other tasks they set for themselves.

Carol, who has a mild intellectual disability, is mastering skills like taking her own medications, making doctor appointments, paying bills, reserving transportation for her busy, active life and eating healthy.

"It may seem small to others, but every step matters," said Samantha. "Previously, Carol would just eat pasta for a meal. Now, she is adding green beans and understanding how to make meals that are more balanced. She is open to accepting new experiences and is passing on what she learns."

Since discovering her love of cooking, individuals living in her four-unit apartment building now get together once a week and make a group dinner. For one meal, Carol made a turkey and was pleasantly surprised with the leftovers. She happily tested out a new recipe and made turkey soup instead of sandwiches – she didn't mind the extra effort. Participants of her karate class are also benefitting from her passion for cooking. Carol bakes cookies for them weekly.

"Carol's heart is bigger than our whole building," said Tom Joseph, owner of the American School of Karate in Grand

Island, NY, where Carol has been attending classes for the past 18 years. "Carol has become more assertive and aware of her surroundings," said Tom. "The classes have improved her memory and helped with her ability to put complex ideas together. It takes repetition, but she learns the techniques and is very dedicated."

This past October, Carol earned her black belt. "I love karate," said Carol, proudly showing her certificate.

The calendars hanging in her kitchen keep her on track for the busy schedule she relishes – Carol wouldn't have it any other way.



# It Takes... *Trusting Relationships* It Gives... *Second Chances*

People Inc.'s Elmwood Health Center (EHC) has been providing healthcare to 58-year-old North Tonawanda resident Kyle Schoenfeldt for 15 years. The best part, Kyle says, is that she has formed relationships with the staff there; they know who she is, never forget her name, greet her with a smile and are always willing to help.

"We joke around and laugh a lot," said Kyle. "They are like family to me."

This closeness was especially valuable to her when, in 2002, she suffered a back injury that required multiple surgeries. Antibiotics used to treat an infection after one of the procedures resulted in blood sugar and pressure issues, a difficult complication for her as a diabetic with high blood pressure. But the EHC was there to guide her through these issues.

The EHC is committed to providing health care services to the most vulnerable populations in Western New York, serving both the general community and individuals with developmental disabilities. Right now, the center has more than 5,000 patients registered, seeing 3,600 a month, and is a safety net provider serving a high number of Medicaid

patients. Unlike other health centers, the EHC offers care for the whole patient under one roof, though the majority of its patient visits are for primary care and rehab services.

Kyle visits the center for primary care with Michael Aronica, MD. She sees him every three months for her diabetes and blood pressure and has been able to manage both successfully under his care. Diabetic Care Coordinator Jennifer Sander, RN has also provided invaluable guidance along the way.

"I've developed a great, trusting relationship with Kyle," said Jennifer. "We've been able to set small, achievable goals for her diabetes, and today Kyle is doing really well!"

It's relationships like these that are one of the many reasons Kyle said she's been able to manage her health and back pain. Her hunt to find the right doctors ended at the EHC and she couldn't be happier.

"The staff makes you feel like they are looking forward to your visit," said Kyle. "I have not found this level of care anywhere else."

*"I have not found  
this level of care  
anywhere else."*





# It Takes...*Compassion* It Gives...*Confidence*

For couples like Marge and Bob Waddell, compassionate care is what matters most. Their retirement years came earlier than expected when Marge started having memory loss symptoms at the age of 55. Now both 64, Bob was a special education teacher for 31 years and a construction contractor by trade. Marge was a speech therapist for 32 years.

Diagnosed with early onset Alzheimer's, Marge attends Seniors Unlimited, our North Buffalo-based social day program that meets the needs of adults who have developed dementia or memory loss, which may have been caused by Alzheimer's, Parkinson's disease or other illnesses. She began the program about two years ago and attends three times a week.

As Marge's memory loss has progressed rapidly, staff members are empathetic to the activities that she likes such as art and music therapy. She also enjoys coloring – staff make adjustments to fit her abilities. To ensure that she doesn't get overwhelmed, she only uses a couple of crayons. Marge is often seen smiling while listening to music; it helps her to remain calm during disruptive moments.

As the devastating disease has affected Marge, it has also taken a toll on Bob. He often feels a sense of guilt not knowing the best way to help her. While Bob is extremely devoted to his wife, he has learned that in order to help her, he has to also take care of himself.

Bob feels comforted that Marge is safe at Seniors Unlimited, which provides him the opportunity to do errands, grocery shop and tend to car repairs. He also tries to exercise two to three times a week at nearby Fitness 19. "I try to stay healthy so I can do what I can for Marge."

Since they live close by, Bob drives Marge to and from the program, which gives him the chance to speak one-on-

one with staff. "You can easily talk to them and get their feedback. Marge is happy," Bob said.

Bob also benefits from our Senior Outreach Program, case management services for people ages 60 or older. He meets once a month with JoAnn Williamson, case manager, who assists him with various action plans. Bob is currently exploring financial planning and assisted living facilities with memory units for Marge so that he is prepared if the need arises.

By helping him be proactive, JoAnn has seen positive changes in Bob. "He is not as beaten down and now knows there are more options," said JoAnn. "He is developing plans to overcome challenges and is also taking better care of his own health so that he can be supportive to Marge."

Bob has used his skills to make safety accommodations to their home. He also gives back by volunteering as a trustee for their church, where Bob and Marge continue to share their passion for music by singing in the choir together.

"Marge has her long-term memory and sings with a perfect pitch," said Bob. "She's amazing!"



# It Takes...*Drive* It Gives...*Momentum*

**C**reativity. Determination. Hustle. 2015 saw the first experiential learning cross country trip of its kind for People Inc. and four members of the Guys Group, a social group for young men with developmental disabilities. After dreaming up the idea while on a camping trip in the Adirondacks, the guys, along with two life quality coaches, went to work selling the U.S. road trip concept to coworkers, parents, families, supervisors and potential funders. They developed a plan and budget, determined the amount they would have to raise and went to work holding three fundraisers and 10 presentations throughout Western New York to garner support. They also started an online campaign through fundraising platform, GoFundMe.

Developed by People Inc.'s Life Quality Coaching Program, the Guys Group helps participants discover and nurture their passions, build lasting friendships and develop important life skills so that they have increased opportunities to live and work independently. For Guys Group members Jon Caldwell, Williamsville, NY; Nick Feeterman, Tonawanda, NY; Aaron Hanson, South Buffalo, NY; and Eric Johnson, Williamsville, NY, a cross country trip in an RV was a once in a lifetime opportunity.

"Their drive to make this idea happen was inspiring," said Life Quality Coach Nick Cacciotti who, along with Life Quality Coach Chris Zienski, played a key role in supporting the guys in the development of the concept and also joined them for the trip. "As soon as the idea started to take shape, the learning began."

With \$12,000 raised and an accumulation of well-wishers rooting for them, on May 30, their determination paid off when the guys boarded the RV to begin their 6,000 mile adventure – an experience that changed them for a lifetime. They learned in action everything from planning and budgeting to safety and social skills. Stops included cities in Colorado, Nevada, California and Arizona, with visits to national parks and landmarks. Along the way, they met with five organizations who serve people with disabilities, collaborating and sharing program ideas. The trip also captured the attention of local and national media who ran wonderful, inspiring stories about the guys and their creativity.

Now back home and keenly aware that dreams are indeed possible, the Guys Group members are building upon the skills they learned and thinking about their futures. The trip sparked an interest in traveling for all of the participants and they would like to revisit destinations like Las Vegas. Aaron, having been reunited with his grandmother after many years and meeting his aunt for the first time, would like to move to Southern California someday to be closer to his family.

"The guys have become unstoppable," said Nick. "They have demonstrated to themselves and the world that if you have an idea, you can do anything."



*Chris, Jon, Aaron, Eric,  
Nick F. and Nick C.*







# It Takes...*Respect* It Gives...*Independence*

Often, it takes only a few small acts to make a big difference. Alison Smith, program director of Community Based Services at People Inc., knows this to be true.

Alison is passionate about helping people reach their goals and dreams. Sometimes the goals are as small as learning to take the bus. Others can be life-changing events such as moving into an independent apartment. But Alison knows that giving individuals with disabilities the tools they need to confidently achieve their dreams can have a significant impact on them and those around them.

Her work today grew out of her own desire to make a difference. She joined People Inc. 16 years ago and worked her way from an individualized residential alternative specialist to a Medicaid service coordinator. It was then that new and changing regulations made her feel disconnected from those she served.

“I found that there were so many people whose needs didn’t fit into a traditional service,” she said. “Instead of trying to make people fit into what exists, I wanted to make it exist around them.”

With the encouragement and support of her supervisor, Alison explored bringing a new program to People Inc., one that would work closely with individuals to help them achieve the goals that they wanted. And so the Life Quality Coaching Program was born.

The People Inc. Life Quality Coaching Program helps an average of 50 individuals each month, and provides each

with the opportunity to work toward a goal that doesn’t necessarily fit into the box of traditional programming. Individuals work closely with a life quality coach to achieve their goal in a three to six month time span, and the idea is for each individual to have gained the confidence and tools needed to move forward with the goal on their own.

Program participant Phil Stroth wanted to join a gym and learn how to use the equipment. He now visits the gym confidently on his own and feels stronger than ever. Jen Giolando, who dreamed of becoming a basketball coach, was able to secure a spot coaching for a local team. Tyler William-Smith wanted to acclimate to college life and

purchase a laptop. He is now an active college student studying sports management. Ginny Sparcino’s goal was to live on her own. She is now married and lives independently with her husband.

“Sometimes all you need is someone there to cheer you on and say, ‘It can

happen!’” said Alison. “We never say ‘can’t.’”

Alison mentors and oversees a team of seven life quality coaches. She also works to secure funding for the program since it is fully backed by grants. She credits the success of the program to her dedicated team members, each with a specialized background, who work diligently to help individuals meet their goals.

“I feel so lucky to work for an agency that supports my ideas,” said Alison. “Life quality coaching is a give and take. We get as much as we give.”

*“Sometimes all you need is someone there to cheer you on and say, ‘It can happen!’”*

# It Takes...*Structure* It Gives...*Support*

After a year of testing, Kerrie Daniels finally had an answer. Her son Michael has autism. The stress of wondering and not knowing had taken its toll on her family. Having a diagnosis meant that she and her husband, Patrick, now knew where to put their energy.

“It was at that moment that we shifted to, ‘What can we do about it?’ and pushed through,” said Kerrie.

Kerrie turned to People Inc.’s Educational Advocacy Program, which facilitates collaborative working relationships between families and school districts to negotiate and secure resources for children with special needs. Advocates help with individualized education plans, review documents and identify ways in which schools can meet students’ needs. Advocates also provide training to parents on special education regulations and the advocacy skills needed to obtain services.

“We assist families in finding the best supports for their children to ensure quality of life,” said People Inc. Educational Advocates Elizabeth Assad-Penner and Geneva Fronczak, who provide support and assistance to the Daniels family. “A very loving and dedicated mother, Kerrie has become an informed and assertive advocate,” added Elizabeth.

Michael and his parents benefit from a team of support. People Inc.’s Service Coordination Program helps the family identify the services they want and need, while our Behavior Support

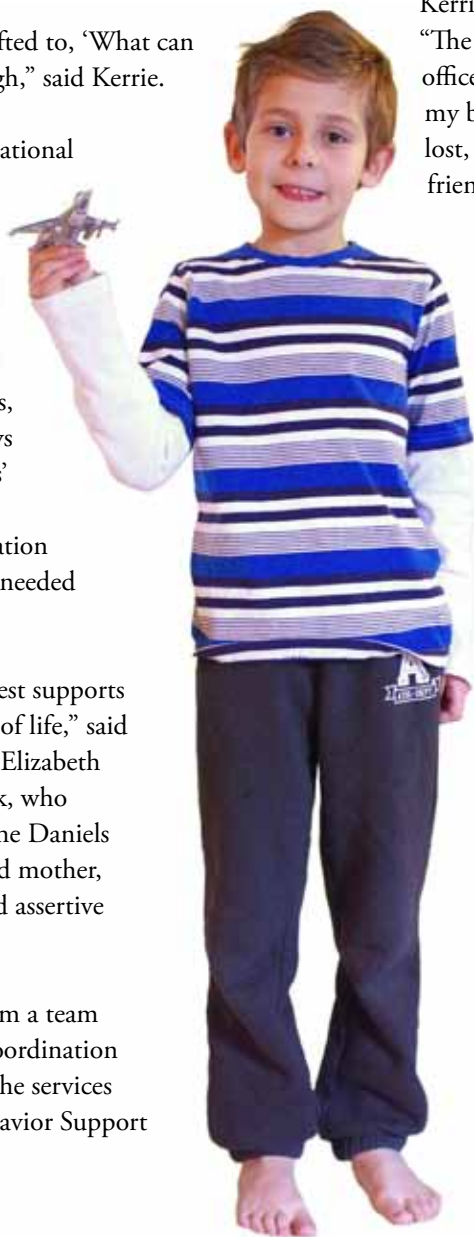
Program helps with in-home support and providing a variety of positive behavior techniques. Additionally, our Incredible Years Program taught Kerrie and Patrick techniques for coping with behavior problems.

Kerrie is grateful for the support her family receives. “The sun came out when I walked into Elizabeth’s office,” said Kerrie. “The staff gave me tools to help my baby. They showed me a path. You can feel lost, frantic, stressed... things can take a toll with friends, marriage, with other kids. Thanks to them, we went from, ‘What are we going to do?’ to, ‘Get out of our way!’”

Now six, Michael attended preschool in a specialized program and then transitioned to a general first grade classroom where he is doing very well. Warm and friendly, teachers fondly refer to him as the “mayor.” He sings and dances to music to release energy. He uses video and computer games, along with Legos to focus and maintain positive behavior. Kerrie and Patrick are incredibly proud of how far he has come.

“Small things are huge accomplishments,” said Kerrie. “My youngest son, Ryan, who is four-years-old, says Michael is his hero.”

Through tears, Kerrie offers this advice to other parents: “Stand on top of a mountain and say, ‘You can do this!’ That awful feeling of helplessness will go away with the right support. Make a journal and write down your child’s celebrations. Don’t ever stop advocating and speaking up for your child.”







# It Takes...Resources It Gives...Choices

When Nick Lyons first joined the service desk team at Wegmans on Alberta Drive, he was pretty quiet. Only able to complete a few tasks, he kept to himself and was easily distracted. Fast forward two and a half years, and Nick, who has a mild intellectual disability and speech impairment, can confidently manage the recycling bin area by himself – which is no easy feat. With a big grin, he'll tell you that he can complete a handful of new responsibilities and has “too many friends” at work.

Proudly standing behind his success is a strong team of supporters, including People Inc.'s Supported Employment Program, which Nick joined in 2011. With the encouragement of a job coach, Nick worked to expand his skills and explore new areas at Wegmans. Nick has progressively been entrusted with new tasks due to his reliability, and his manager, Shauna Krisiak, thinks he's a great addition to the team.

“Working with an individual with a disability is no different from anyone else,” said Shauna. “I don't see it as a disability, but as a uniqueness that he brings to the table.”

Shauna, who has been with Wegmans for 12 years, is a cheerleader and coach to Nick, both encouraging and pushing him. She sees Nick as a hard worker who pays attention to detail and is always willing to give his all. Shauna, with the backing of Wegmans, is able to ensure Nick has the tools he needs to be successful.

From wide ranging ages to abilities, Wegmans openly welcomes employees from all backgrounds. One of the largest, privately owned companies in the U.S., Wegmans today employs more than 44,000 people across 88 stores. It has consistently been ranked a top place to work by *Forbes* on its *100 Best Companies to Work For* since the list began in 1998.

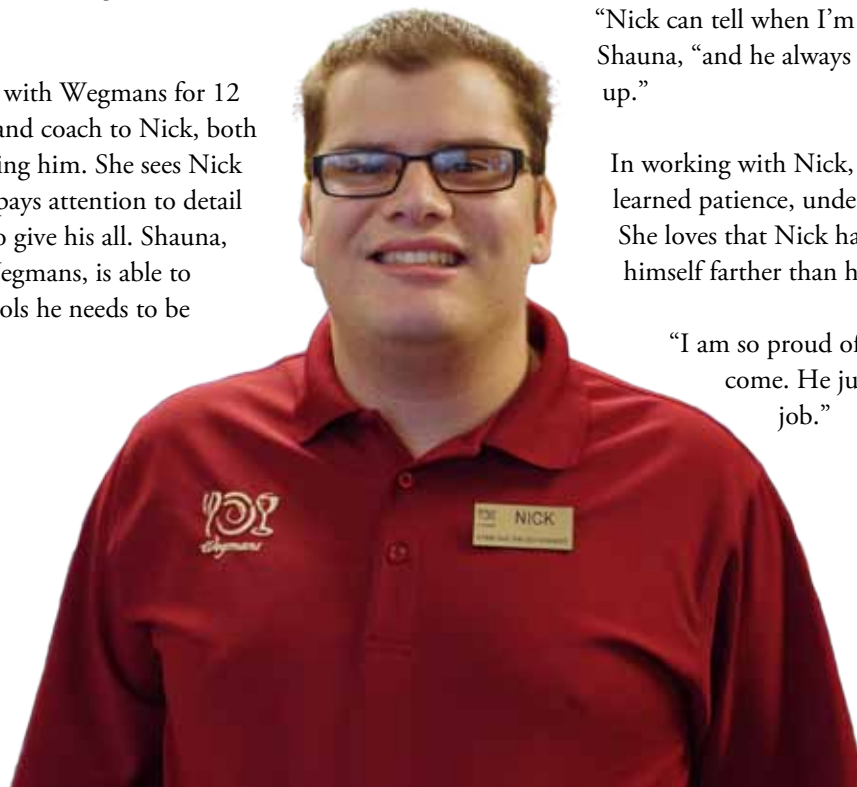
It comes as no surprise, then, that they put their values into action. Wegmans seeks to care for the well-being and success of every person, and this carries through in their ongoing employment of individuals with developmental disabilities. Currently, Nick is one of four individuals from People Inc. at his Wegmans location and all of them are contributing, learning, growing and developing their skills and opening themselves up to more job choices.

Nick loves working at Wegmans, and thinks it's a fun place to be. He's also the first to help out other employees during his down time. Nick's smile and friendly personality are welcomed by all.

“Nick can tell when I'm having a hard day,” said Shauna, “and he always finds a way to cheer me up.”

In working with Nick, Shauna said that she has learned patience, understanding and caring. She loves that Nick has been able to push himself farther than he thought possible.

“I am so proud of him and how far he's come. He just wants to do a great job.”



# It Takes...A Community It Gives...A Community that Works

\*This list includes 2015  
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**We are most grateful for the dedication and generosity of an extraordinary community of supporters – individuals, foundations, corporations, volunteer groups and auxiliaries.**

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**"Working with my life quality coach, I've become more independent by learning to cook and budget my money. Now, I'm working on moving out on my own."**

*- Laura Heckman, Life Quality Coaching Program participant and resident at one of People Inc.'s supported apartments*

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**"I enjoy helping people, so I began volunteering as a Senior Companion several years ago. People need us, some don't have family, so I give them friendship and companionship."**

*- Dawson Henderson*

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Susan Zlotek



**"Having the opportunity to work in direct care is a true gift, for without this it is difficult to know each person, what they enjoy, how they wish to grow and how you could be part of their journey. I have been with the agency for 15 years and could not envision myself working in any other position."**

*- Kelly McEachon, community based instructor*

## Corporate Leaders (\$201+)

Abou Dewan & Hanna Co., Inc.  
Allasen Carpet Co., Inc.  
Allied Mechanical  
Allstate Foundation  
Amherst Police Club  
Baillie Lumber Co.  
Baxter Healthcare Corporation  
Blackburn's Dove Medical  
Bolton St. Johns, LLC  
Breckinridge Capital Advisors Inc.  
Bryans & Gramuglia LLC  
Buffalo Niagara Partnership  
Buffalo Renaissance Foundation  
Calamar Construction  
CARA Medical  
Career Partners International Buffalo/Niagara  
CARSTAR Collision of Amherst  
Colvin Draperies  
Comfort Company  
CSI Contract Specialists Inc.  
Daemen College  
Don Powers, Inc.  
Dopkins & Company, LLP  
Drake Lawn & Garden, Inc.  
Eastman Foundation  
Eaton Office Supply Company, Inc.  
Educational & Institutional Cooperative Service, Inc.  
Enterprise Holdings Foundation  
FBI Buffalo  
Finger Lakes Technologies Group, Inc.  
First Niagara Bank  
F.J. Construction  
Grandview Construction, Inc.  
Gross, Shuman, Brizdle, & Gilfillan, P.C.  
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Health System Services  
HealthWorks of WNY  
Hodgson Russ Attorneys LLP  
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Janus Systems Corp.  
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Wiffleball Association of Painted Post  
William L. Long & Associates

## Corporate Supporters (\$25 - \$200)

All American Security Inc.  
American Legion Erie County Committee  
Amherst Central High School  
Apple Rubber Products Inc.  
The Ballow Law Firm, PC  
Buffalo & Erie County Botanical Garden Society, Inc.  
Buffalo Exterminating Co., Inc.  
Buffalo Fenians Gaelic Football Club  
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Suburban Adult Services, Inc.  
The Summit Center  
Tri-R Mechanical Services, Inc.  
Wellsville Carpet Town, Inc.

## Charitable Legacy Society

Our *Charitable Legacy Society* was established to honor all those who have taken the special 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.

It is a timeless expression of support that sends a powerful message about both the priceless personal rewards and far-reaching impact of philanthropy.

Making arrangements for your charitable legacy is a simple process and we are here to help. If you are interested in supporting People Inc.'s mission beyond your lifetime, please contact the People Inc. Foundation at 716.817.7470.

## Legacy Gifts\*

Howard Benz  
Denise M. Bienko  
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Rhonda Frederick  
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Stanley & Isabel Wadell †  
Lois Warren †  
Edward Watts  
Geraldine Werner †  
Mr. and Mrs. Jeffrey Zimmer

\*As of December 31, 2015

† Deceased

## Endowment Gifts

(As of December 31, 2015)

Kathryn D. Alterio	Anthony S. Illos
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Lizabeth J. Booth	Andrea J. Millerschoen
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## National and Community Partners that Supported People Inc. in 2015

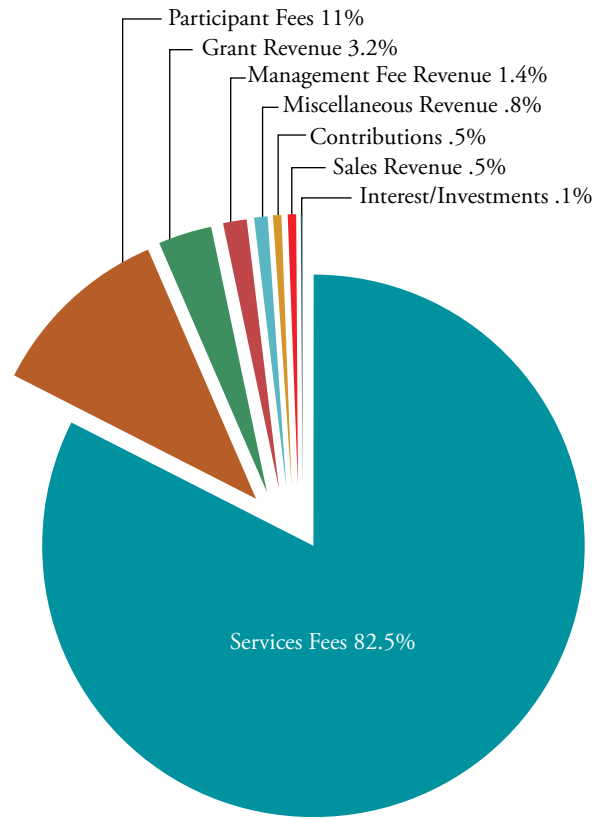
Allstate Foundation  
Corporation for National and Community Service  
Erie County Cultural Funding 2015  
Erie County Department of Social Services/Community  
Alternative Systems Agency (CASA)  
First Niagara Bank Foundation  
New York State Department Housing and Community Renewal  
New York State Department of Transportation  
New York State Office for the Aging Long Term Care  
Ombudsman Program (LTCOP)  
Niagara Falls National Heritage Area  
Service Collaborative of Western New York

# It Takes...*Accountability* It Gives...*The Big Picture*

## Revenue

Services Fees	\$125,323,644
Participant Fees	\$16,782,463
Grant Revenue	\$4,887,751
Management Fee Revenue	\$2,115,971
Miscellaneous Revenue	\$1,281,852
Contributions	\$716,098
Sales Revenue	\$706,259
Interest/Investments	\$82,905

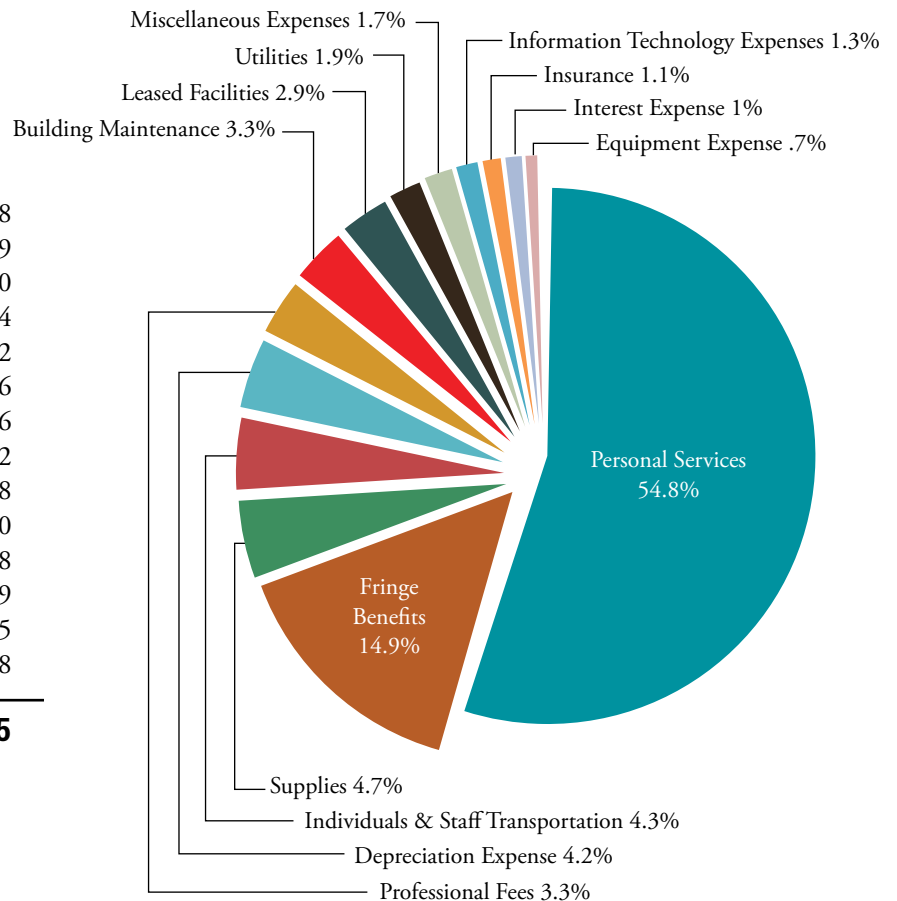
**Total Revenues** **\$151,896,943**



## Expenses

Personal Services	\$82,423,788
Fringe Benefits	\$22,371,489
Supplies	\$7,048,810
Individuals & Staff Transportation	\$6,413,574
Depreciation Expense	\$6,314,032
Professional Fees	\$4,950,966
Building Maintenance	\$4,938,926
Leased Facilities	\$4,329,502
Utilities	\$2,921,358
Miscellaneous Expenses	\$2,504,980
Information Technology Expenses	\$1,901,728
Insurance	\$1,676,899
Interest Expense	\$1,491,715
Equipment Expense	\$1,035,468

**Total Expenses** **\$150,323,235**



**92% of our funding goes to programs**

# It Takes...Leaders It Gives...Champions

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# It Takes...Many It Gives...Much

**People Inc. is a family of agencies committed to giving our all so that people with disabilities and seniors can live their lives to the fullest. Our family includes:**

## **Agapé Parents' Fellowship, Inc.**

An interdenominational organization dedicated to parents and families of loved ones with disabilities. Agapé, a Greek word that describes a love that gives freely, expecting nothing in return, is a core aspect of the agency's mission to foster God's Agapé love to every family it serves.

*Lackawanna, NY • Serves 120 • 716.827.5407*

## **Elmwood Health Center**

Provides health care for a variety of patients, from newborn babies to the elderly, and works tirelessly to provide optimal, compassionate, patient centered care to the Western New York community. At the Elmwood Health Center, the unique needs of each patient, as well as their family members, are central to the delivery of services.

*Buffalo, NY • Serves 5,000 • ElmwoodHealthCenter.org*

## **Headway of Western New York, Inc.**

A volunteer support, advocacy and resource organization, Headway of Western New York was founded by caring families and individuals who have survived brain injury and other disabilities. Headway provides support to survivors and their loved ones and is the Regional Resource Center/Single Point of Entry for the Department of Health's Nursing Home Transition and Diversion Waiver and the Traumatic Brain Injury (TBI) Waiver.

*Buffalo, NY • Serves 700 • HeadwayofWNY.org*

## **People Home Health Care Services**

Provides medically prescribed services at home for individuals of all ages who are in need of acute medical care or assistance with daily living. Services can include nursing, physical, occupational and speech therapy, social work and nutrition counseling. Home health aides provide assistance with personal care, meal preparation, light housekeeping and grocery shopping. Services can be assigned or consumer directed.

*Buffalo, NY • Serves 200 • 716.874.5600*

## **Rivershore, Inc.**

Works to support people who live with developmental disabilities as they pursue and achieve a meaningful life. The organization was founded by dedicated, concerned citizens who wanted to respond to the needs of their fellow neighbors. Since then, Rivershore has remained a critical part of the community, serving its most vulnerable population for nearly 40 years.

*Lewiston, NY • Serves 200 • Rivershore.org*

## **Museum of disABILITY History**

Dedicated to advancing the understanding, acceptance and independence of people with disabilities. The Museum's exhibits, collections, archives and educational programs create awareness and a platform for dialogue and discovery.

*Buffalo, NY • 5,000 visitors in 2015 • MuseumofDisability.org*



Where your world opens up.

**Toll Free** 1.888.7PEOPLE  
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