



Rewarding lives. Healthy communities.

**2017 Annual Report**



## A Letter from our President & CEO and Board Chair

At Access: Supports for Living, we support people to live the life they choose, however they imagine it. For more than 50 years, an essential component of our work is understanding how the people we serve define success. Through the lens of our personal experience, there is unique meaning in each word: Recovery. Home. Family. Independence.

In 2017, our use of data to define success continued to evolve, as we expand our ability to capture, understand, and respond. Our ability to adjust and respond based on metrics has greatly enhanced our capacity and readiness to thrive in an emerging value-based environment. It has also been an effective tool to implement meaningful changes to our delivery of person-entered, trauma-informed care.

In the following pages, you will learn about our dedicated staff and the services they provide. You will also hear from some of the people we support as well as their families. We are overwhelmed by their willingness to share their stories and, as always, are inspired by their strength.

We are grateful for the support of our partners in service delivery: government, volunteers, friends, donors, and families of those we serve, who share our mission and vision for a world where nobody is marginalized. Their commitment to the work we do is central to our ability to help the people we serve achieve success, overcoming the challenges they face as they strive for a happy, healthy, and meaningful life.

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President & CEO



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## Behavioral Health Services

At Access, we believe in recovery because we see it every day. It could be a mother who has been struggling with depression, a young adult who has experienced their first episode of serious mental illness, or a man who has spent a lifetime battling substance abuse and behavioral health problems. They are now living full, healthy lives supported by our team of dedicated professionals.

Just by seeking support, they become heroes—the kind of heroes who inspire us to realize the astonishing power of hope and the awesome courage to fight daily battles.

Behavioral health services provided by Access include OnTrackNY, an innovative, evidence-based practice developed by Columbia University to intervene at the first episode of serious mental illness in young adults age 16 to 30. Other services provided to more than 8,000 people across the Hudson Valley include:

- Individual and family therapy for children, adolescents, and adults
- Integrated primary care through HRHCare
- Mobile Mental Health Teams in Orange and Ulster Counties
- Medication-Assisted Treatment for Substance Use Disorders
- Psychiatric Services, including medication management
- Personalized Recovery-Oriented Services
- Peer Services
- Care Coordination
- Transitional Living Services
- Employment Services
- Family Partners
- Children’s Care Coordination, Respite, and Intensive Crisis Response
- Partners in Recovery Program



## Our Staff

While the environment within which we work rapidly changes, our mission does not. We support people to live the healthiest and fullest lives possible. It is challenging and rewarding work done by over 1,400 employees relentlessly striving for excellence. Their work is the intersection of passion and purpose. The more than 10,000 people we support and the communities where we live and work inherit this wealth of compassion, knowledge, and determination.



In 2017, Access launched its Medication Assisted Treatment (MAT) Program. MAT at Access is an integrated program combining physical and behavioral health care with medication, such as Suboxone, to overcome cravings and the other physical effects of addiction to opioids, allowing people to focus on recovery.

If you or someone you know needs help, call

1-888-750-2266



My journey began when I was 37 years old and had my first nervous breakdown and hospitalization. I was deeply depressed, suicidal and had severe panic attacks. I was also a cutter. My life has changed dramatically for the better since I began coming to Access PROS. Access PROS has helped me in so many ways over the years. Their groups such as CBT, trauma education, meditation and tobacco talk were exactly what I needed. I am surprised at how much I have come to love some of these groups and really appreciate them, along with the many others that I now attend. The turnaround in me is unbelievable. I have become more assertive, improved my social skills which allowed me to make friends and open up in these groups to share my feelings. Along with the groups, I was lucky to get Frances Welch as my therapist. She is always there to listen and she is friendly, kind and supportive. She shares with me some of her own life stories and her examples have helped me apply all the life skills. I am learning in a very personal and understandable way. Frances tells me that I am doing all the work but I truly believe without her support and guidance I would not be where I am today. She never gave up on me even when I gave up on myself. I feel that my life is getting back on track and I now have hope.

-Charline



## Services for People with Intellectual & Developmental Disabilities

Typical: It is not a word you would often hear when describing the life of a person with an intellectual and developmental disability. But it is one of our goals at Access. It is when days are typical—lunch with a friend, a job, a comfortable home—that people with intellectual and developmental disabilities can live the life they choose, surrounded by an accepting community that supports their dreams. The impact of this extends beyond the person to their family, friends, co-workers, and community who all celebrate their success.

**We support a typical life.  
It's the person who makes it extraordinary.**

More than 850 people with intellectual and developmental disabilities received support in their family home, an apartment of their own, or in a certified setting with one or more programs, including:

- Community Living
- Employment Services
- Community Habilitation
- Day Habilitation
- Service Coordination
- Family Support Services
- Self-Directed Services



My pride and joy is the happiest she's ever been since going into a residential setting. My daughter Chrissy is residing at Karen Ct. with the most wonderful staff. They meet her needs mentally, physically, and emotionally. Staff has gone beyond the call of duty to help her and their success shows. It warms my heart to know my daughter is so well taken care of and there are not enough thank you's to all of them I could possibly say. Chrissy's smile says it all.

- Linda

## Children & Family Services

Access's services for children and families work to build healthy communities, one child at a time. Families gain the tools they need to overcome a range of adversity. They learn how to bond with their infants, engage their toddler's curiosity, and support their teen through serious behavioral challenges. At Access's Diagnostic Center, children with serious emotional disorders and significant behavior problems who have come into the custody of the county Department of Social Services, either through foster care or the Family Court System, are evaluated, engaged in planning for their future, and receive treatment and support. Children living in one of our foster care homes are embraced by a welcoming community and supported to achieve their goals, whether educational, vocational, or social. Because we understand the deep impact of trauma on the lives of the families and children we serve, Access's staff across all programs have specialized training in trauma-informed care.

**It takes healthy children to have a healthy community.**

Services for children and families include:

- Healthy Families
- Youth Educational School Services (YESS)
- Foster Care Residential Programs
- Care Management
- Early Intervention Service Coordination and Respite
- Family Support Services
- Community Alternatives
- Transitional Support Services
- Preventive Services



## Access Business Solutions

With over \$17 million in gross sales in 2017, the profits from Access Business Solutions help support our work across the agency. Our Manufacturing Facility produces brass stencils, staplers, and, through a partnership with the 3M Company, hearing protection products used across the globe.

Access Business Solutions also provides Total Facilities Management, including custodial and landscaping, as well as award-winning Food Service Operations.

Access Business Solutions is the evolution of our founding families' belief that their children with disabilities could have full and rewarding lives that included meaningful employment.





## Housing

A safe, stable home is something many of us take for granted. But for those who have been homeless or whose disability has held them back from living independently, a home of their own is a dream come true. Throughout the Hudson Valley, Access supported more than 100 people in 2017 with intellectual and developmental disabilities or behavioral health problems to live independently.

In partnership with Warwick Properties, Access provides supported housing to nearly 100 more individuals and families in Orange and Sullivan County in integrated, affordable housing. More than thirty people with a history of homelessness and other needs were welcomed into their beautiful, new apartments in Orange County in 2017 – one of the first operational projects in the state funded through the Empire State Supportive Housing Initiative (ESSHI). Now, as valued members of a community that includes older adults, veterans, and families from all walks of life, they have support from a dedicated team and the freedom to live a rewarding life.



When you're building a project like this, it's concrete, wood, and glass. It's a structure. But the day I moved in, April 28, 2017, your structure became my home.

On the night of April 27th, I spent my last night living in my car. I was homeless, disabled, mentally and physically sick. I'm an alcoholic, and I have a history of unhealthy relationships. I've been on my own since I was 16. But nobody knew the struggle I was going through.

The physical abuse I survived has had a long-term impact on my health. But I'm here today, stronger and healthier than I've been in a long time, thanks to the support I get from Access and the security of having a place I call home. I call them my Access Angels.

Being homeless is not a disease, but it will make you sick. Being homeless is not a crime, but it will make you angry enough to commit one. You can't truly understand the meaning of home until you don't have one. I'm grateful that I found my way to recovery when many people don't. I'm grateful that the experience of being homeless has not taken my empathy. It has not taken my sense of humor, my love of life, or my strength. It has not taken my belief in miracles because they're real, and I'm living proof.

I'm above all, grateful for my daughter and her health and success. And I'm grateful today that I have options, because six months ago, there weren't any.

- Hope

Thank you to the generous friends and colleagues who have supported the work of Access: Supports for Living in 2017.

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**Access: Supports for Living Inc.**  
**2017 Financial Report**  
EIN #14-1471097

<u>Income</u>		<u>Expenses:</u>	
Medicaid Medicare Insurance	\$50,892,895	BH Residential Services	\$3,944,036
Industrial Sales	\$17,172,502	IDD Residential Services	\$22,940,221
County DSS and OFCS	\$4,946,021	IDD Community Support Services	\$9,107,815
OPWDD	\$3,432,386	Family Support Services	\$722,446
OMH	\$4,377,335	Counseling & Crisis Services	\$11,634,721
Entitlements SSI Food Stamps	\$2,981,972	Children Services	\$4,879,612
County Departments of Mental Health	\$2,176,321	Care Coordination	\$3,633,120
Contributions Restricted and Equity Interest	\$292,603	Consumer Directed Services	\$5,303,618
ACCES-VR	\$256,882	Transportation	\$1,319,696
Other Income*	\$1,586,848	Employment and Industrial Services	\$5,534,522
Federal and State Grants	\$185,027	Management	\$8,110,336
Participant Providers	\$516,222	Public Relations	\$255,918
Total Revenue	\$88,817,014	Fundraising	\$14,233
		Total Expenses	\$87,400,292
		Profit (Loss)	\$1,416,722

\*In addition, Access was granted \$4.1 million to fund a long-term loan to the Temple Hill II/Bella Vista I Project

**Access: Supports for Living Foundation Inc.**  
**2017 Financial Report**  
EIN #20-5404423

<u>Income</u>	
Contributions Restricted/Non Restricted/ In-kind	\$399,675
Investment Income Gain (Loss)	\$74,754
Interest Income	\$15,444
Total	\$489,873
<u>Expenses:</u>	
Wages & Benefits/Leased Staff	\$14,236
General Operating	\$41,909
Fundraising Related	\$217,299
Gifts to Related Organization	\$50,000
Total	\$323,444
Profit (Loss)	\$166,429



For more information about our supports and services:  
**[accesssupports.org](http://accesssupports.org) or 1-888-750-2266**

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