RESPECT
EXCELLENCE
INTEGRITY
TEAMWORK
UNIQUE PEOPLE SERVICES, INC.
MISSION STATEMENT

Unique People Services (UPS) is a NYC based not for profit 501 (c) 3 agency founded by Lynn Wonsang in 1991. Our mission is to serve—holistically and without judgement—those who may have been denied compassionate and considerate treatment elsewhere due to their race, religion, gender, sexual orientation, developmental level, health status, criminal or substance abuse history.

Our Specific Goals are:

- To provide housing and comprehensive support services designed to meet the physical, social and emotional needs of each Individual
- To help those whose needs have been neglected or whose circumstances have prevented use of existing services
- To promote greater public understanding of the unmet needs of Individuals with Special Needs
Dear Friends,

In 1991, Lynn Wonsang founded Unique People Services (UPS) with one sole mission: to provide a home and life-changing services to individuals with special and challenging needs. Today, our 501(c)(3) nonprofit continues to meet Lynn’s mission of extraordinary care, as we strive to transform hundreds of lives across New York City. Through city and state funds and generous contributions from longtime donors, our agency has been able to expand our reach, delivering vital programs to individuals living with HIV/AIDS, developmental disabilities and mental illness.

On October 20, 2016, UPS celebrates its 25th Anniversary during a year that has marked milestones and an inspiring showcase of why we continue to do the important work that we do. We closed out 2015 with the exciting groundbreaking of Lynn’s Place, UPS’ first affordable housing initiative (named for compassionate founder), followed by a heartfelt 10th Anniversary Celebration for John G. Hunter Apartments, a transitional housing complex serving 50 residents with mental health challenges. In June, we commemorated 25 years of our Developmental Disabilities (DD) Program with an array of artistic performances demonstrating the skills and talent of what makes all of our individuals unique: increased confidence, self-sufficiency and a passion to reach their full potential.

Looking ahead, UPS’ future remains bright. A recent award from the Governor’s office will help grow our Supported Housing Program, as our Day Habilitation Program continues to expand, offer job readiness and vocational training to Day Hab participants. We’re also gearing up for two major housing initiatives in 2017, including the reopening of the Crown Residence, a Midtown shelter that was forced to shut its doors after the building was sold. Recent funding we received will help restore crucial on-site support services at the shelter’s new location, keeping New Yorkers off the streets with a safe, warm roof over their heads. And in the fall of 2017, Lynn’s Place will open its doors (a project four years in the making!), helping the city tackle its affordability crisis while providing a haven of safety and stability for dozens of low-income residents and individuals with mental health challenges. The opening of both these residences provides a ray of hope in helping the city inch one step closer to reducing homelessness.

I’m grateful for the overwhelming support UPS has received over these last decades and look forward to keeping Lynn’s vision alive with the help of my incredible staff whose dedication and commitment continue to fill me with pride.

Sincerely,

Yvette Brissett-Andre
Executive Director
Dear Friends,

In June, I had the pleasure of becoming the Board Chair of Unique People Services (UPS), culminating four years of service on a Board that has overseen initiatives instrumental to enhancing the lives of so many in need.

As we present our 2015 Annual Report, I am filled with admiration at the deep impact this agency has had on the community, through 25 years of exemplary care and service.

This past summer, our agency’s heartfelt mission particularly hit home for me during the 25th anniversary celebration of UPS’ Developmental Disabilities Program. Watching the joy and excitement on our individuals’ faces cemented the ultimate reason for our service to this organization: the work of the Board is all about the unique, wonderful people who UPS is able to serve.

The displays of increased independence and positive health outcomes I witness on a regular basis are the result of the agency’s outstanding leadership team who never hesitate to advocate for the needs of UPS individuals. They remain on the forefront of every issue affecting the nonprofit sector. Their strong commitment to quality care extends to UPS’ exceptional staff who create nurturing environments in a safe, loving place for individuals to call home.

The growth and success of this agency would not be possible without the hard work and dedication of the entire UPS team, and without the support of friends, donors and community partners who help us bring our vision to life every day.

As Board Chair, I look forward to taking Unique People Services to even greater heights moving forward, advising on strategies to ensure the continuation of essential services for another 25 years and beyond!

Crystal E. Ward Jackson, Board Chair
For 25 years, Unique People Services (UPS), a nonprofit 501 (c) (3) organization, has been touching the lives of thousands of New Yorkers in need. Our core values are R.I.T.E.: Respect, Excellence, Integrity and Teamwork and they are vital to achieving our mission of delivering high quality, compassionate care to individuals regardless of race, religion, gender, sexual orientation, health status or substance abuse history.

UPS was the vision of our late founder, Lynn Wonsang, who launched the agency in 1991. Her commitment to exemplary care remains at the heart of our programs and services, designed to meet the needs of each individual we serve.

More than two decades later, the agency continues to expand our reach in the community. We currently operate 24 supportive housing programs across New York City and Westchester, helping to transform the lives of individuals with HIV/AIDS, behavioral health challenges and developmental disabilities.

And These Are …

SERVICES FOR INDIVIDUALS WITH DEVELOPMENTAL DISABILITIES (I/DD)

Licensed and funded by the New York State Office for People with Developmental Disabilities (OPWDD), our DD programs deliver clinical and residential services to 62 individuals with the goal of helping them reach their full potential.

Our heartfeltly appointed group homes, known as Individual Residential Alternatives (IRAs), provide a warm, loving atmosphere, enabling residents to enhance their daily living skills and quality of life under round-the-clock supervision of direct support professionals. Recreational activities offer increased opportunities for socialization and community inclusion, while off-site services such as physical and occupational therapy, help to meet individuals’ medical needs. Our clinical staff - comprised of a psychologist, behavioral intervention specialist, nurse practitioner and registered nurses - help to address additional health concerns residents may have.

UPS’ Medicaid Service Coordinators (MSCs) are on call 24 hours a day providing further support and encouragement to our individuals, as well as linkage to essential community resources. Monthly visits help to ensure that residents’ needs are continually met and that their individualized service plans remain on track.

Our Residences

Vyse Avenue IRA, our first DD Program, opened in 1991 as an Intermediate Care Facility (ICF) and now houses 10 male individuals. Our Crowley Place IRA opened its doors five years later, in 1996. Located in East Elmhurst, Queens, the residence is currently home to two males and six females.

In 1996, we launched two more DD programs – our 220th Street IRA in Queens Village (now home to six women with intellectual disabilities), and our Hughes Avenue IRA, comprised of three certified residences in the Bronx housing 16 male individuals.

Our newest house, Bright Harp IRA, opened in Jamaica, Queens in 2006. Six female residents now call Bright Harp home. In addition to our IRAs, we also operate three Individual Support Service (ISS) apartments, where residents live independently and learn how to maintain their own households with the help of UPS staff. Running errands and preparing meals are among the many life skills individuals have learned. Several residents also hold jobs, enabling them to pay their rent and bills regularly.

We have constantly been amazed by the inspiring stories that have emerged from our homes: profiles of hope, strength, and courage that demonstrate the perseverance of our residents (many formerly homeless) to tackle obstacles and create a life-changing path.
Meet LM
LM moved to a SEMP IRA in January 1997. A vibrant, 35-year-old African American woman, LM was determined to achieve her life goal, one of which was marrying her future husband on Valentine’s Day and living happily ever after together on their own.

Unique People Services worked closely with LM, ensuring she received the necessary support to reach her cherished goal. Staff were by her side while she underwent behavioral interventions, medication monitoring, money management training, family intervention techniques and travel training development. Having a strong circle of support enabled LM to keep her dreams alive. She tied the knot in 2014 and later moved into a one-bedroom apartment with her husband, parting the planning skills she learned at UPS in action.

LM remains close to her primary direct support professional who reports that she is healthy and thriving. LM continues to take her medication regularly, while practicing sound fiscal management and enjoying a happy life with her husband.

Meet TT
TT was living on the street and engaging in prostitution before moving into a SEMP IRA in 2000. Her family expressed concern about her promiscuity and aggressive behaviors and looked to our agency for support and guidance.

While it was initially challenging to orient TT into a structured, residential environment, our staff worked with her to build her strengths and eliminate any socially inappropriate behaviors. Her volatility eased gradually over a 15-year period, as she learned how to interact with others in a caring, respectful manner. No longer the “whale” of the house, TT now accepts help gracefully and became open to the exciting changes ahead: transitioning into an Individual Support Service (ISS) apartment in Brooklyn.

After moving into the one-bedroom residence in 2014, TT’s confidence, independence and self-esteem began to boost. She began traveling on her own and landed a job at Walmart, where she’s worked as a greeter for more than four years. She now maintains a close circle of friends, demonstrating outstanding socialization skills that UPS helped to hone. According to TT’s primary direct service professional, she is thrilled to be living in her own apartment. With the help of UPS staff, she is learning how to interact with others in a caring, respectful manner. No longer the “whale” of the house, TT now accepts help gracefully and became open to the exciting changes ahead: transitioning into an Individual Support Service (ISS) apartment in Brooklyn.

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TT is an inspiration to all who work at UPS. The agency is proud of TT’s continued growth and boundless determination, a shining example of the life-changing services UPS provides.
Meet D. Pitt

D. Pitt entered Unique People Services’ Scatter Site Permanent Housing Program (established 1994) in 2004 to continue his education toward his goal of obtaining his Associates Degree in Human Services. D. hopes his success story will offer hope and encouragement to fellow New Yorkers faced with medical issues and the challenges interfering with their quality of life. D.’s goal is to provide supportive counseling to individuals in need, much like the services he’s received at Unique People Services. D. currently working toward his Bachelor’s Degree in Human Services.

In the fall of 2010, UPS received a $125,000 grant from the New York City Department of Health and Mental Hygiene to increase the Scatter Site Program’s growth rate from 100% to 150% per year. With the support and encouragement of staff, Mr. Pitt received his A.D. in Human Services from the Technical Career Institute (TCI). Inspired by his academic success, he decided to further his education by attending Lehman College, where he is currently pursuing his Bachelor’s Degree in Human Services.

In October 2011, UPS launched the Scatter Site Housing Program (established 1994) to provide permanent housing to New Yorkers who are formerly homeless and living with HIV/AIDS. This program currently serves 25 individuals living in apartments throughout Manhattan and the Bronx.

Meet Carlos

Carlos Latoni has been a resident of Unique People Services’ housing program since 1999. Refusing to let his medical challenges interfere with his love of the arts, Carlos decided to pursue his love of theater and photography. Many of his pictures adorn the walls of his Manhattan apartment. He’s also written several plays, including “4 Martinis,” which took to the stage during the 2011 Fresh Fruit Festival in New York City.

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Many of our individuals have fled their home countries due to discrimination or political turmoil. After being shunned in their own communities, they have found a safe haven at UPS, where they can receive compassionate care as integrated members of society.

—Marie Alphonse, HOPWA Program Director

To alleviate the challenge of residents' undocumented legal status, UPS staff facilitate the paying of rent and utility bills, while teaching individuals about domestic responsibilities and maintaining a successful home environment.

Care Coordination Program

Access to the UPS Food Pantry, operated by the agency’s Care Coordination Program (established in 2009), helps to fulfill HOPWA and Scatter Site residents' nutritional needs through healthy, affordable food options. UPS patient navigators help to distribute approximately 70 bags of food per month to residents, feeding more than 600 people per year. Recent grants from New York City Council Member Elizabeth Crowley and the New York City Food Bank will help to expand the pantry’s reach and ensure that more people get fed and make healthier nutritional choices.

Our Care Coordination Program (CCP) also provides medication adherence, health education and other support services to 200 individuals who are newly diagnosed with HIV/AIDS. Thirteen staff conduct regular home visits, coordinate public assistance benefits and collaborate with community health partners to ensure positive health incomes. Poetry readings and other artistic events are held throughout the year as a way to promote self-expression and cultural awareness among CCP participants.

As a result of our CCP Program, we have helped decrease HIV viral loads by 7%. In addition, 47% of our individuals have received health promotions, while 87% continue to receive services after enrollment. Upon completing the program, participants take part in a graduation ceremony where they (along with CCP staff) are recognized for their outstanding achievements on a memorable journey toward success.

SERVICES FOR PEOPLE WITH MENTAL HEALTH NEEDS

Funded by the New York State Department of Health and Mental Hygiene (DOHMH), our mental health program is comprised of two Community Residence Single Room Occupancy (CR/SRO) settings in the Bronx: Haven and Hunter Apartments - that provide services and extended-stay housing to 98 residents. Haven Apartments opened its door in 1997, serving 48 residents, while Hunter opened in 2015.

Because of the transitional nature of the CR/SROs, both programs consistently admit new residents and transition others to more independent and permanent housing (as well as other alternate settings) throughout the year.

Haven/Hunter Apartments: An Overview

Individuals residing at Haven and Hunter Apartments must meet the criteria established by DOHMH, including a history of homelessness and a diagnosis of persistent and serious mental illness. Many of our referrals come from hospitals, shelters, community residences, psychiatric centers and community organizations.

The objective of both programs is to deliver exceptional care in a safe, comfortable environment, reducing hospitalizations while enabling residents to transition to independent community living. Comprehensive case management is offered to every resident, encompassing a variety of individualized services that include:

- Mental health assessments
- Referral assistance
- Entitlement benefits assistance
- Substance abuse counseling
- Medical coordination
- Medication self-administration training
- Assistance with daily living activities and money management skills

Opportunities to participate in recreational activities and community-based support groups are also provided, as well as health and nutritional education initiatives. For a nominal cost, two meals a day are offered at each apartment complex for individuals who opt not to cook. The meticulously kept residences also offer a 24-hour reception desk for added safety and security.

For nearly a decade, Haven Apartments has presented an annual Health Fair, offering free screenings and mobile health services to many families in the community. Through the support of countless community leaders and health partners, UPS was able to expand the reach of the event in 2016.
Meet Kevin
Kevin Adorno was a single father in search of long-term housing so he could be reunited with his son and raise him a stable environment. After a referral to our Supported Housing Program, he moved out of our transitional residence and into a two-bedroom apartment (at 30% of his income). Kevin has sustained his stabilization and is continuously transitioning from support to independence, with increased time at work and increased participation in community activities. He has also improved his grooming habits, daily living skills and financial literacy, leading him on a healthier, positive path.

Meet John
Before coming to UPS 15 years ago, John endured a number of mental health struggles while living in a shelter facing para- NO1 and an uncertain future. He was referred to Haven Apartments, where he accepted support from dedicated staff who helped him strengthen his grooming habits, daily living skills and job readiness, leading him on a healthier, positive path.

Health Home Services
Unique People Services partners with Bronx Lebanon Hospital to provide Health Home services (funded by DOH and Medicaid) to enrolled clients receiving care coordination services from UPS staff.

Health Home is a care management model comprised of caregivers communicating with one another to make sure a patient’s needs are addressed in a comprehensive manner. Services are provided collectively through a network of providers, health plans and community-based organizations. Health records are shared among providers to make sure services are not duplicat- ed or neglected.

To be eligible for Health Home service, individuals must be enrolled in Medicaid and be diagnosed with two or more chronic medical conditions, or have a single qualifying condition such as HIV/AIDS or a Serious Mental Illness (SMI). Individuals with HIV or SMI are not required to be at risk for other medical conditions to be eligible.

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LOOKING AHEAD: MENTAL HEALTH IN 2017

With the opening of UPS’s first affordable housing complex, Lynn’s Place, dozens of mentally challenged individuals and low income New Yorkers will have a new place to call home next year.

The agency’s extensive track record in providing on-site support services to individuals with mental illness will allow residents to receive high quality support from staff with proven experience to transform lives.

In conjunction with collateral providers, UPS will offer flexible, individualized services to enhance the development of socialization skills, community integration, peer advocacy and budget management. Parental supports, symptom management services and substance abuse counseling will also be available to residents in need.

Lynn’s Place is financed under Mayor Bill de Blasio’s 15-year plan to create 15,000 affordable housing units in New York City. Funding was also made possible by several generous contributors including the New York City Department of Housing Preservation and Development (HPD), the Community Preservation Corporation (CPC), the Corporation for Supportive Housing (CSH), Hudson Housing Capital, Capital One Bank, Deutsche Bank, and by a $1.8 million grant from the Office of New York City Council Speaker Melissa Mark-Viverito.

With the opening of Lynn’s Place we are one step closer to making sure every New Yorker who needs help can get help no matter how serious their situation. It is a lifeline to vital services and a launchpad to a better life.

—First Lady of New York City, Chirlane McCray
<table>
<thead>
<tr>
<th>Asset</th>
<th>Dollar</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Unrestricted</td>
<td>$5,714,932</td>
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<tr>
<td>Temporary Restricted</td>
<td>$95,250.00</td>
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<tr>
<td><strong>Total Assets</strong></td>
<td><strong>$5,810,182</strong></td>
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**2015 Assets in Dollars**

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<tr>
<td>$1,000,000</td>
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<td>$9,000,000</td>
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**2015 Assets In Percentage**

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<tbody>
<tr>
<td>Aids Programs</td>
<td>$7,340,539</td>
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<tr>
<td>Home and Community Based Services</td>
<td>$4,816,303</td>
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<td>Community Residences</td>
<td>$4,584,271</td>
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<tr>
<td>Intermediate Care Facilities</td>
<td>$1,326,487</td>
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<tr>
<td><strong>Total Programmatic Expenses</strong></td>
<td><strong>$18,067,600</strong></td>
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**2015 Expenses in Dollars**

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<th>Programs</th>
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<tr>
<td>Management and General</td>
<td>$1,896,275</td>
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<tr>
<td>Fundraising</td>
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<td><strong>Total Operating Expenses</strong></td>
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<tr>
<th>2015 Expenses in Percentage</th>
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<tr>
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**Unique People Services 2015 Financial Highlights**
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Revenue

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<tr>
<th>Source</th>
<th>Dollar</th>
<th>Percentage</th>
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<tr>
<td>Government Grant</td>
<td>$11,584,360</td>
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<td>Medicaid</td>
<td>$6,458,355</td>
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<td>participant Fees</td>
<td>$1,778,392</td>
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<td>Contributions and Other Income</td>
<td>$423,211</td>
<td>2%</td>
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<tr>
<td>Total Revenue</td>
<td>$20,244,318</td>
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2015 Revenue Growth ($688,006) -3%

2015 Revenue in Dollars

- Government Grant
- Medicaid
- participant Fees
- Contributions and Other Income

2015 Revenue In Percentage

- Government Grant
- Medicaid
- participant Fees
- Contributions and Other Income

2015 Sponsors and Supporters—

Co-Host- $15,000
- Atlantic Business of Tomorrow
- Capital One
- Urban Architectural Initiatives

Sponsor- $10,000 to $5,001
- Beacon Therapy Services
- Community Care Rx
- Janice Smith
- Lamb Financial
- Matthijssen Business Solutions
- New York Yankees

Supporter- $5,000 to $2,501
- BET
- All Med Bronx Lebanon /Health Home
- EIHAB
- Joan Jeremie
- Joe Cuccio (Belmont Author)
- Thrive Network
- WAFA

Friend- $2,500
- Benchmark
- Hudson Housing Capital
- PharmBlue
- Riggs Construction
- TD Bank

In-Kind Donations
- Adam Weiss
- Anthony Shitemi
- Barbara Lehrer
- BET
- Brock Flynn
- Capital One
- Disney
- Dwayne Evans
- Emblem Health
- Empire City Casino
- Gala Committee
- Event Committee
- Ira Einhorn
- Janice Smith-Bynum
- John Zeltin
- Interior Design
- Marketing Works
- New York Mets
- New York Philharmonic
- New York Yankees
- Paul Gregory
- Program Directors
- Ron Gold
- Silent Auction Committee
- The Pearl Theater Company
- Todd Garrison

Thank you!!
Board of Directors — 2015-2016
Crystal Ward- Chair
Charles Whites, Jr., Esq.
Tara Gardner
J. Paul Gregory
Clinton Myke, Jr.
Marjorie Parker
Desiree Thomas
Jean Jeremie, CPA
John Zeltin

Unique People Services Senior Staff
Yvette Brissett-Andre, Executive Director/CEO
Cheryelle Crucikbank, Associate Executive Director
Rosemarie Gooden, Chief Financial Officer
Cynthia Isaac-Guerre, Director — MH Services
Donald Bynum, Director of Facilities Management
Eunice Stewart-Gooding, Program Director — CR/SRO
Confesor Castiore, Program Director — Supported Housing
Sonji Phillips, Director — Developmental Disabilities Services
Tanya Brown, IRA Residence Manager
Dawn Kimon, IRA Residence Manager
Augusta Amith, IRA Residence Manager
Mercelle Mason, IRA Residence Manager
Amancia Reyes, IRA Residence Manager
Antoinette Davidson, Day Habilitation Supervisor
Keith McDonald, Day Habilitation Coordinator
Marie Y. Alphonse, Director of Programs for Persons With AIDS
Michael Ealy, Director of Care Coordination Program
One sole mission: to provide a home and life-changing services to individuals with special and challenging needs.