

RESPECT



EXCELLENCE

INTEGRITY

TEAMWORK

Understanding people. Providing homes. Serving Communities.



UNIQUE PEOPLE SERVICES, INC. MISSION STATEMENT

Unique People Services (UPS) is a NYC based non-profit 501 (c) 3 agency founded by Lynn Wonsang in 1991. Our mission is to serve—holistically and without judgment—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.

VISION

To provide housing and comprehensive supports designed to meet the physical, social and emotional needs of each individual; to promote greater public understanding of the unmet needs of the individuals with special needs; to help those whose needs have been neglected or whose circumstances have prevented use of existing services.

VALUES – R.I.T.E.

Respect - Valuing the needs and interest of others first.

Integrity - Committed to upholding optimum standards with dignity and honor.

Teamwork -Working together toward a common goal is the foundation of our success.

Excellence - Consistently providing the highest quality of services.



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WE ARE UNIQUE

Dear Friends,

Twenty-seven years ago, a vision emerged to create an environment that supports and builds a healthy and robust community for those persons with special and challenging needs. As a result of these efforts, Unique People Services (UPS) was born. As we reflect on our more than two and a half decades of success, we want to share with you a few more highlights from 2017.

Our 26th Annual Gala and Silent Auction was a wonderful celebration. We were joined by over 200 supporters, community leaders, members, UPS participants and friends in, “A Celebration of Unique People.” We honored old friends like Mario Procida, CEO of Procida Construction Company and NYC Housing and Preservation Department Commissioner Jessica Katz. We also forged new partnerships with Former NYC Mayor David N. Dinkins; Actress and Activist, Sheryl Lee Ralph of the DIVA Foundation for AIDS awareness and Wé McDonald and her anti-bullying campaign. Most importantly, we were reminded of who we are by the moving words of our Individual of the Year, Yessenia Accosta.

Over the course of the year, we shared extraordinary moments with the UPS staff, Board of Directors, individuals and key stakeholders. In June, thanks to funding once again from NY City Council Speaker, Melissa Mark Viverito, we hosted our 8th Annual Bronx Community Health Fair which is a small part of our continuing efforts to help combat the Bronx’s ranking as the 62nd unhealthiest out of all 62 counties in New York State. We proudly lent our signature and our activism to the cause and convened a half-day conference to educate and bring awareness to the need for trauma-informed care. Concluding the day with our 1st Annual Community Awards presented to Senator Gustavo Rivera and Ponce Bank in recognition of their steadfast commitment to building a better Bronx!

In December, we celebrated and acknowledged the extraordinary and unselfish work of our staff at our Annual UPS Holiday Party. We also embraced the holiday spirit, thanks to the generosity of the UPS staff, Board of Directors and representatives from Ponce Bank at the “Angel Winter Wishes” Holiday Toy Drive.

At the event, generously hosted by Ponce Bank, toys were distributed to brighten the holiday season for those in need, and we even had a visit from Santa Claus.

Lastly, our first affordable housing project, Lynn’s Place is finally open. Lynn’s Place is one of our proudest accomplishments. We are thankful to our dedicated board members, staff, donors, volunteers and most importantly the almost 800 individuals we have the pleasure of serving each year, who reaffirm every day what Lynn always knew that with the proper supports, anything is possible. We look forward to celebrating the grand opening and unveiling of the Memorial Garden with you in Spring 2018.

As you’ve read, 2017 was a great year! As we usher in the next chapter in UPS history, know that our work is just beginning. Thank you for your continued support.

Sincerely,

Yvette Brisett- Andre, MPA
Executive Director



Crystal E. Jackson, MPA
Board Chair





UNIQUE PEOPLE SERVICES 2017 ANNUAL REPORT

Founded in 1991, Unique People Services (UPS), a nonprofit 501 (c) (3) organization, has provided compassionate care to those who have been denied service elsewhere. We operate within the core values of respect, integrity, teamwork and excellence, all of which are vital to achieving our goals.

Over 26 years ago, our beloved founder Lynn Wonsang had a vision and we are proud to say her vision has become a reality. Lynn's Place our first affordable housing is open and is the future home to 69 individuals in the Bronx.

Over 27 years later, we continue to expand our reach in the community. We have grown and now operate 24 supportive housing programs in the Bronx, Manhattan, Brooklyn, Queens and Westchester County.

We offer both transitional and permanent housing for formerly homeless persons with HIV/AIDS, long-term and permanent housing for formerly homeless persons with a mental illness, case management and housing support to veterans and permanent housing for adults with developmental disabilities.

We serve more than 800 individuals each year with services ranging from housing and support services that include case management support, health referrals, daily living skills training and peer support with a focus on helping them to achieve the highest possible level of independence. We customize our approach to each individual's needs to celebrate their uniqueness and ensure success in all they endeavor to do. "We Are Unique" is more than just a catch phrase, it's a way of life and it guides all that we do to increase independence and community inclusion.

For more information about our programs and services, contact our Corporate Relations Department at 718.231.7711.

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 Program delivers clinical and residential services to 62 individuals with the goal of helping them reach their fullest potential.

Our beautifully appointed group homes, known as Individual Residential Alternatives (IRAs), provide a warm, loving atmosphere, enabling individuals 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 - helps to address additional health concerns individuals 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 individuals' needs are continually met and that their individualized service plans remain on track.

Our Residences

Unique People Services provides a wide range of residential and clinical services to almost 100 individuals with developmental disabilities. We operate 16 certified residential sites: 12 are Individual Residential Alternatives (IRAs) and four Individualized Supportive Service apartments (ISS). These residences are located throughout the Bronx, Brooklyn and Queens. Through our extensive network of affiliations, additional off-site services are provided based on each individual's specific needs.

Our three newest residences all opened in 2016. Lacombe Avenue IRA is located in the Bronx and is

home to six young ladies. Sheridan Avenue is located in Queens where six young men call it home. Lastly, our 112th Avenue IRA, also located in Queens, was established to meet the needs of three men from various residential options.

In addition to our IRAs, we also operate four Individual Support Service (ISS) apartments, where individuals 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 individuals also hold jobs, enabling them to pay their rent and bills regularly.

Since 1991, we have helped enhance the lives of individuals with developmental disabilities to meet their full potential to live productive and more independent lives. Direct Support Professional (DSP) staff strive to assist each individual in working together for a stronger tomorrow while living a happier today. DSP staff assist in community integration and social development in a supportive living atmosphere.

In 2017, the UPS/DD department celebrated the following successes:

Residential: We welcomed four new ladies from the Bernard Fineson Developmental Center Closing. These ladies have, for the first time in many years, the ability to live within society and mingle among others in an inclusive manner. They moved into their temporary homes in the spring of this year and to date have made friends in their new temporary homes, their day programs and their communities. They have brought cheer to those around them even as they are working out difficult to manage personalities. They have become a welcomed part of the UPS family.

Day Services: Overall, the day services programs continue to grow under the leadership of the managing Coordinator of Day Services. The individuals have become more politically astute while attending trips advocating in campaigns such as the "Be Fair 2 Direct Care" Rallies in upstate and downstate legislators' offices. They are enjoying job searches, and one individual has been hired over this past year. She will be working in Marshall's shoe department.

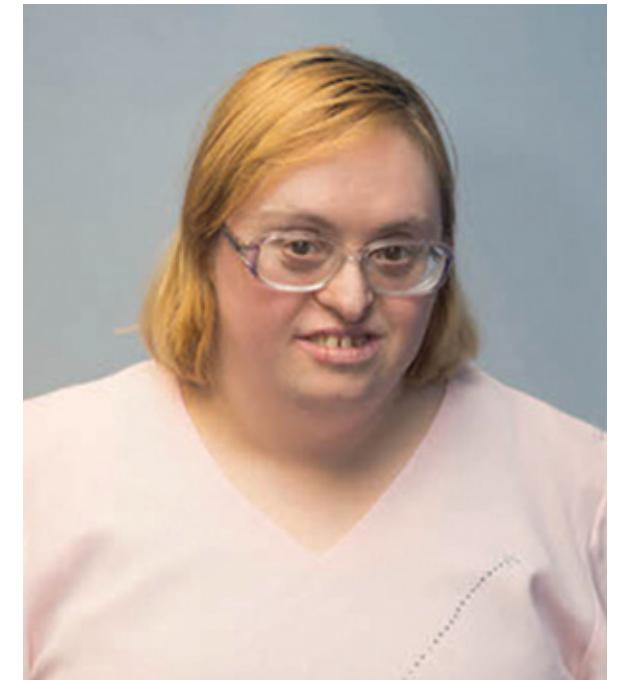
Overall the DD department continues to progress in staff training, development and care for the individuals. Each year service provision gets better and better.



Meet Linda

Linda came to Unique People Services (UPS) 22 years ago as a shy young lady who often kept to herself. With the support and encouragement of UPS' direct support professionals, Linda's personality gradually blossomed, and she began to embrace opportunities for increased socialization.

As a result of these positive interactions, Linda's communication skills have dramatically improved, according to her residence manager. The nurturing, trusting rapport that has continually been built at the home has enabled Linda to grow more comfortable and self-confident. She is able to successfully express herself to communicate her wants and needs around the residence. Her listening skills have also grown stronger, which allowed her to learn the names of her peers and staff, who she now calls by name.



Around the residence, Linda has become staff's go-to person whenever they need assistance with household tasks. During dinner, she eagerly sets the table and clears it just as quickly after the meal is completed. Upstairs, Linda keeps her room equally tidy, helping to fold and organize her clothes, especially on laundry day.

When she's out in the community, Linda enjoys trips to the grocery store to choose her favorite snacks. With the supervision of UPS staff, Linda interacts with store employees to make her purchases and complete the transactions. On weekends, you'll probably find Linda knocking down a few pins with peers and staff at a local bowling alley, or taking in a film at a nearby movie theater.

Through staff's loving guidance and support, Linda continues to grow more self-sufficient while mastering daily living skills and successfully integrating into the community.

Day Habilitation Without Walls

Unique People Services currently operates three Day Hab programs, serving 12 individuals in the Bronx (where the program originated), as well as nine individuals in Queens; and a third program in Brooklyn that serves six individuals.

Day Hab participants have the opportunity to design their own activity schedules tailored to personalized goals and outcomes. Each individual has a say in the types of activities they desire (bowling, museum outings and arts and crafts are often at the top of the list!). Together with staff, they create a monthly calendar, learning the value of teamwork to execute a plan.

Small workshop sizes and a positive, supportive environment help to foster socialization, communication and self-advocacy skills, boosting individuals' self-worth, independence and productivity. Many of our Day Hab participants volunteer at UPS sites, resulting in community integration and a strong sense of accomplishment and giving back. Mail delivery, clerical support and recycling initiatives are just some of the ways individuals contribute to the agency's seamless functionality.



Supported Employment (SEMP) and Pre-Vocational Training

Within Day Hab services is Unique People Services' Supported Employment (SEMP) Program, providing tools and resources to help individuals obtain and maintain jobs in the community. Five individuals are currently transitioning into the program, which was launched in April 2016 in conjunction with OPWDD.

Once enrolled, participants move into the "Discovery" phase, which entails meeting with customized employment specialists who assess their skills and prepare them for the workforce. Assistance with resumes and interview etiquette is among the essential support provided.

Prior to employment, individuals are required to volunteer at organizations like Meals-on-Wheels and the Humane Society, which gets them acclimated to structured routines and performing daily tasks. Follow-up interviews are scheduled with SEMP's employment specialists for further job development and interview preparation.

Three Bronx Day Hab participants currently receive pre-vocational training, with the program scheduled to expand to Queens later this year. Much like UPS' SEMP services, staff guides individuals through the pre-employment process, advising on job applications and interview techniques. Participants also volunteer at various sites with the goal of paid employment afterward.

HIV/AIDS

Funded by NYC Human Resources Administration HIV/AIDS Services Administration (HRA/HASA), our HIV/AIDS division offers permanent, scattered-site housing to formerly homeless persons living with HIV/AIDS to help stabilize their lives and to assist them in securing entitlements and in referring them to needed services to live as independently as possible. Referrals are also made for medical and psychological care and for substance abuse counseling. Recreational and social activities are afforded to create community and social connections. Through our Permanent and Supportive Housing Programs, up to 254 formerly homeless single persons and families are served in Scatter Site apartments located throughout the Bronx, Manhattan, Brooklyn and Queens.

A Program Advisory Board (comprised of several residents) helps to oversee services and make sure clients remain safe, healthy and on a bright path toward success.



Scatter Site Housing Program

As supportive housing continues to be a necessity for individuals across New York City, Unique People Services' (UPS) social workers, clinicians and case managers are working together to create safe havens and essential resources for hundreds in need. Our Bronx-based agency operates nearly 30 supportive housing programs across New York City, serving more than 500 residents, many of whom are formerly homeless and living with serious mental health challenges and HIV/AIDS.

Established in 1994, Unique People Services' Scatter Site Permanent Housing Program is comprised of dedicated staff committed to compassionate care delivery and enhancing the independence of our residents. Mental health services, substance abuse counseling and recreational services are among the vast array of services staff provides.

Individuals come to the agency extremely fragile after living in shelters or on the streets. Many have been cut off from their families and are unable to cope with psychiatric disorders or chemical dependency that has severely impacted their lives. Our transitional and long-term housing is instrumental to the recovery process, giving individuals increased stability and more independence to reach their optimal health as they try to overcome addiction, trauma and other struggles they faced while living on the street.

Program participants are assigned case managers who perform monthly home visits as well as office visits, to assess residents' progress and ensure they're meeting their goals. From home health aides to fiscal management, Scatter Site staff makes sure every need is met. Linkage to important resources are also provided including educational, vocational and nutritional services. Bilingual support groups are provided each month (three in the Bronx, two in Queens) to help individuals improve their quality of life and assimilate into the community.

Scatter Site Housing Program (cont.)

The anxiety many individuals felt while living in shelters is channeled into positive energy by staff. We have ensured that residents are linked to vocational training and eventually employment. Many have reconnected with loved ones, demonstrating renewed self-confidence, thanks to the greater independence they have achieved.

One such individual, K.A., sought long-term housing so he could be reunited with his son and raise him in a stable environment. With the help of UPS staff, K.A. received job coaching and essential parenting tips while navigating the New York City school system. He was able to move from his transitional residence into an affordable and permanent two-bedroom apartment (at 30% of his benefits). He also obtained part-time employment, which has enabled him to pay his bills on time. In court, UPS case managers advocated for K.A., helping him gain full custody of his son. He remains determined to give his child everything he needs to succeed in life.

For others, the journey toward hope and recovery is not always as smooth. One of our individuals, diagnosed with mental illness and HIV, began abusing drugs, even rummaging through trash to try to score his next hit. UPS case managers consulted with a community health partner whose assessment struck a chord about the vital role supportive housing plays: our individual has food to eat, a place to lay his head and case managers to talk to. Supportive housing literally saves lives. Without it, ramifications can be tragic if individuals do not have a stable place to improve their behavioral health and gain sound peace of mind.

Our Concourse Scattered Site 15/15 program began on July 1, 2017. This program is designed as a scattered site model that has a census of 60 individuals and seeks to house young adult singles and families. This initiative is a part of the New York City 15/15 Supported Housing Program that was created to address the issue of homelessness by housing chronically homeless single adults with a serious mental illness (SMI), a substance use disorder (SUD) including those who are actively using or those who may have a co-occurring SMI or SUD.

Housing Options for People with AIDS (HOPWA)

Unique People Services' HOPWA Program was founded in 2014 to provide services to undocumented New Yorkers living with HIV/AIDS who are ineligible for HRA/HASA services. Funded by the Department of Health and Mental Hygiene, the program currently serves 25 individuals living in apartments throughout Manhattan and the Bronx.

Much like our Scatter Site Program, hard-working HOPWA staff assess the needs of residents, linking them to appropriate resources to enhance their health and well-being, such as home health aides, physical rehabilitation, mental health counseling, medical monitoring, health education and job training. Staff also follow up with attorneys to advise clients on changing their legal status, as well other issues they may have. Therapeutic support groups, case management and recreational activities are also provided to improve individuals' quality of life and help them assimilate into the community.

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

"As we mark the continued decline in new HIV diagnoses in this city, we remain focused on addressing persistent disparities in infection rates between Black and Latino New Yorkers and White New Yorkers. I thank our community partners for joining us in this effort."- Dr. Mary T. Bassett, New York City Health Commissioner

Care Coordination Program

Our Care Coordination Program (CCP) focuses on treatment and medication adherence with people who are newly diagnosed with HIV/AIDS or have been lost to care for over six months. Staff work with individuals on a weekly, monthly and quarterly basis to ensure people are living healthier lives. Some of the results our work and other benefits include decreasing HIV viral loads by 7%, housing placements, enrollment in public assistance benefits and entitlements, collaborating with several clinics, hospitals and ensuring clients receive pertinent information about the illness and approaches to better health.

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.

The lack of adequate food prevents millions of people from living healthy, productive lives. In 2009, we established the UPS Food Pantry, operated by the agency's Care Coordination Program. The UPS Food Pantry helps to fulfill HOPWA and Scatter Site residents' nutritional needs through healthy, affordable food options. UPS patient navigators help to distribute almost 100 bags of food per month to residents, feeding more than 600 people per year. Through this program, volunteers are able to distribute food to UPS residents and other low-income people affected by hunger, who rely on emergency food assistance to make ends meet. Recent grants from New York City Council and the New York City Food Bank have helped to expand the pantry's reach and ensure that more people have access to healthier nutritional choices.

Mental Health

Care and housing for persons with serious and persistent mental illnesses in New York State have to a great extent moved away from hospitals and into the community. To align with the city's shift toward community-based settings for mentally challenged individuals, we are helping to decrease the need for institutional care through our Community Residence Single Room Occupancy (CR/SRO) residences, Haven and Hunter Apartments, both located in the Bronx.

Approximately 100 formerly homeless men and women reside at Haven and Hunter, receiving case management, medication monitoring, and nutritional and recreational services, with the goal of decreasing hospitalizations, enhancing community integration and ensuring residents maintain their housing. Referrals are made for medical and psychological care and substance abuse counseling.

The meticulously kept residences are well lit with welcoming environments, designed to eliminate the institutional feel many residents previously experienced. Twenty-four-hour manned reception desks provide added safety and security; meals are offered at a nominal cost for individuals who do not cook.

To keep residents on the right path, case managers help them set goals while staying vigilant to observe any behavioral changes that may occur. Repeatedly missing meetings with a case manager or poor spending habits (such as excessive purchases of lottery scratch-off games) is often a sign of a deeper issue.

We provide our residents with comprehensive case management, medical and psychiatric monitoring, and nutritional and recreational services. For those who are capable of living in a more independent setting, UPS operates six Supported Housing Programs located in the Bronx, Brooklyn, Manhattan and Westchester, which provides permanent housing to over 100 formerly homeless mentally ill men and women and their families.

A Dream Realized: Lynn's Place

In the Fall of 2017, we completed the next phase of our Continuum of Care – the opening of Lynn's Place, the agency's first affordable housing complex for low income New Yorkers and mentally challenged individuals. Lynn's Place, named after our founder Lynn Wonsang, is part of our effort to help curb city homelessness by providing affordable housing options for those in need.

The 69-unit, energy-efficient residence will help ease the strain of housing costs in a borough where sixty percent of residents earn below the median household income. On-site support services will help to enhance individuals' independence and improve their quality of life.

The project has truly been a labor of love for everyone at UPS, as well as for our generous supporters who helped fund the project, 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 the office of City Council Speaker Melissa Mark-Viverito.

"At UPS, we've always stayed true to our Bronx roots. To be recognized for our work is truly an honor and a fitting tribute to our late founder, Lynn Wonsang, who strived for compassionate care for all. With the 2017 opening of Lynn's Place, the next chapter in our Continuum of Care, we look forward to touching more lives in the borough for years to come."

– Yvette Brissett-Andre, Executive Director



Supported Housing Program

In addition to our SROs, we also operate five supported housing programs in Brooklyn and the Bronx, where 103 individuals and their families currently call UPS home. Much like our Haven and Hunter programs, providing supported housing helps to decrease hospitalizations and promote community integration through essential support services and case management.

In recent years, our Supportive Housing Program has increased to six sub-programs, including our NY/NY I, II, and III populations, as well as two awards within three years: Medicaid Redesign Team (MRT) apartments for high use Medicaid recipients from shelters and psychiatric centers, as well housing for Nursing Home Remedy Members (NHRM) – individuals transitioning from nursing homes back into the community. We provide the necessary supports in collaboration with several collateral health care providers and social services organizations.

Without the vital services of our mental health programs, ramifications for individuals can be tragic: before coming to UPS, many faced neglect and abuse and were deprived of vocational and educational resources, as well as social opportunities. Our mental health programs help to ensure that individuals are self-sufficient, giving them an overall sense of safety, improved well-being and the power to transform lives.

Our programs also help to mitigate problems that can result from homelessness, such as the high cost of long-term patient stay and emergency room visits, as well as relieving the social impact of homelessness.

Meet Jaombay

Jaombay Wells has been with the Unique People Services for almost two years. Before coming to UPS, he was overwhelmed by financial stresses, which caused high levels of anxiety. He was living on his own, but lost his apartment and had to move in with family. A former case manager then referred him to UPS. We helped him find stable housing and case management services so that he could progress toward more independent living.

Jaombay worked 22 years as a patient care associate at various NYC health facilities. He worked in several roles, from informed care to the trauma unit. Although he loved his career, he wanted to accomplish more. He realized didn't want just to work to "live," that he wanted to thrive! He knew he had to go back to school.

"My goals can only be achieved by doing something I love that allows me to give back to his community," he said. "I realized that I wanted and needed to make a positive change." He took a leap of faith, left his job and became focused on building a better future for himself. He calls his introduction to UPS "a blessing!"

Jaombay enrolled fulltime in a local college in The School of Allied Health. There he has earned several academic honors, including the distinction of being named to the college's elite Dean's list for maintaining a 3.75 grade point average. He will graduate in the summer of 2018 with an Associate Degree in Medical Administration. Jaombay plans to continue his education and has already enrolled to earn a Bachelor's Degree in Health Services Administration. He dreams of becoming a college professor or working at the US Center for Disease Control. Jaombay is an excellent model client whose determination and steadfast pursuit of his goals make us proud!



Meet Desiree

Desiree came to Unique People Services (UPS) two and a half years ago facing mental health challenges and issues with substance usage that severely impacted her quality of life. A victim of Hurricane Katrina in 2005, Desiree was later diagnosed with post-traumatic stress disorder (PTSD) and hospitalized. She was living in a New York City shelter until a referral to UPS began her journey toward personal growth, clean living and increased independence.

With the encouragement of her peers and UPS staff, Desiree has become more stable as she adheres to medication and program regimens. The supportive environment at the residence has been a positive influence in her life, particularly when it comes to relationship building and interacting with other residents. The camaraderie she shares with them has brought out her nurturing side; she's quick to help neighbors clean their apartments and never hesitates to cook for them or bake them a cake. During UPS events, she frequently volunteers her time and service to make sure the functions come off without a hitch.

Giving back to others is Desiree's number one priority, inspired by her ability to overcome obstacles and thrive in the community. Instead of dwelling on the negativity of her past and the trauma she endured, she credits the experiences for making her a stronger person. Desiree



always makes herself available to her peers for anything they need. She recently helped a new UPS resident overcome anxiety by lending an empathetic ear to ease the individual's distress.

When she's not impacting lives at UPS, Desiree spends her free time volunteering at her church and recently enrolled in a peer counseling program to help guide others facing similar struggles that she has encountered in life.

Taking on a new mentoring role has honed Desiree's leadership skills while increasing her self-confidence and productivity. She's always thirsty for knowledge and eager to learn new information, which is why the library is one of her favorite destinations in the community.

So what's the secret to Desiree's success? According to UPS staff, her sense of humor plays a strong role. Her ability to laugh and make others laugh helps to alleviate challenging situations and lift people's spirits. Desiree's Southern accent also adds to her charm and sunny disposition. She's a bright light and inspiration for many people she meets, with a helping hand that extends far and wide!

"As the founder of the Bronx CAN Health Initiative, I am very proud to have had the opportunity to attend Unique People Services' Health Fair and speak directly with my constituency about healthy life habits. Having partners in our community such as Unique People Services is key to helping improve the health of the Bronx."

— New York State Senator Gustavo Rivera (D, WF)



Spotlight on Unique People Services Trauma Informed Care Conference and Community Awards

In June 2017, UPS hosted a free Community Trauma Informed Care Conference at the Bronx Museum of the Arts. The keynote address was given by trauma informed care advocate Tonier Cain and a screening of her award-winning film, “Healing Neen” was presented. The 2010 documentary captures Ms. Cain’s journey to overcome two decades of violence, substance abuse and homelessness before becoming one of the leading speakers on trauma, incarceration and recovery.

The follow-up panel discussion on “Trauma Informed Care in Underserved Communities” was moderated by Charmaine Ruddock, Project Director of Bronx Health REACH. Other members of the panel included Ms. Cain, Cynthia Isaac Gueye, Unique People Services, Ilish Neely, Birth Equity Coordinator at the Bronx Neighborhood Health Action Center and Brett Scudder, President of the Suicide Institute.

Over 100 attendees participated in the event including representatives of the NYC Department of Health and Mental Health, staff from other Bronx non-profits, members of the clergy and health disparity workgroup of the #Not62 campaign and members from the Campaign for a Healthy Bronx. An evaluation by attendees gave UPS high marks for holding the event and showed a marked interest in future trainings and highlighted the need for more information on the subject and ways in which organizations could collaborate and improve service delivery.

Immediately following the conference, UPS held its Community Awards reception to honor and acknowledge the contributions to the Bronx Community by both NY State Senator Gustavo Rivera and Ponce Bank.

LOOKING AHEAD: A NEW HOME ON THE HISTORIC GRAND CONCOURSE

In 2017, UPS closed on the site of our latest project located at 2050 Grand Concourse Boulevard in the Bronx. 2050 Grand Concourse is a 94 unit mixed-use, mixed-population and mixed-income supportive housing building that will further the UPS mission to offer compassionate services and quality housing for those in need. The building will also include Unique People Services new executive offices within three floors of the building facing East Burnside Avenue.

The newly constructed, 13-story, approximately 87,000-square-foot mixed-income building will contain units for low-income families, units for moderate-income families, units for single adults living with HIV/AIDS, and units for single adults with chronic mental illness. The residential program will include an on-site laundry opening onto a landscaped outdoor terrace in the rear yard, a community room on the 11th floor opening onto a landscaped terrace, and a bicycle storage room in the basement. The 10,000-square-foot community facility component on three floors will house the relocated headquarters and social service programs for Unique People Services as well as community amenities for area residents and organizations.

As a sustainable, mixed-use, mixed-income development, 2050 Grand Concourse will provide apartments for low-income households being priced out of the area, bring higher earning households into the area, and leverage the spending power of 48 UPS employees (including eight building and support service staff for the residential program) to invigorate local businesses. As a gateway project, 2050 will offer access to free WiFi, conference, training and event space within UPS's community facility, activating a vacant segment of an otherwise vibrant commercial corridor along East Burnside Avenue. By locating the entrance to UPS's administrative space on East Burnside, separate from the main residential entrance on Grand Concourse, the design respects the historic and residential character of the Grand Concourse. Both the residential and community facility programs support existing community revitalization and historical preservation efforts in Community Board 5 and along the Grand Concourse.

Construction is expected to take two years and we anticipate the completion of this project in late 2019/early 2020.

Through strong relationship building and community partnerships, our agency looks forward to collaborating with agencies citywide to create pathways of opportunities for New York's lower-income working class and many other unique individuals in need. To give someone a key to a physical space where they can be safe and cared for in a home they can afford is truly the epitome of hope for a successful future.



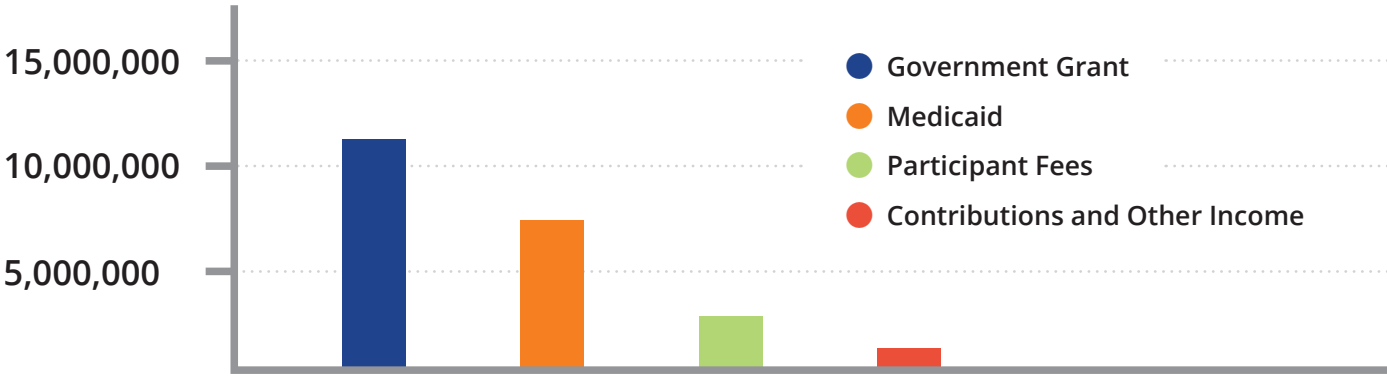
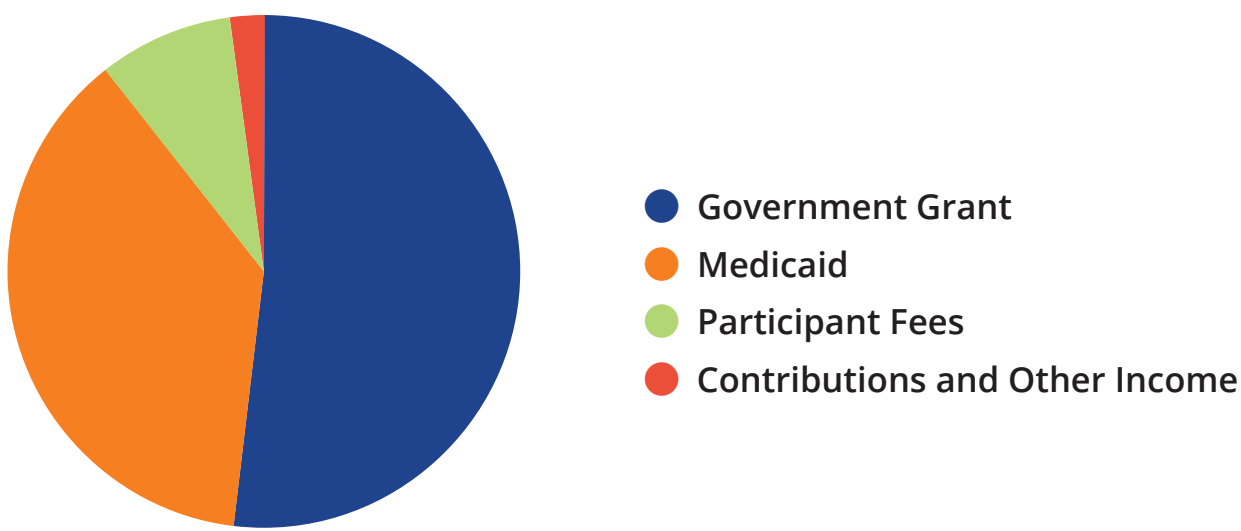
Rendering of 2050 Grand Concourse by Magnusson Architecture and Planning.

2017 Financial Highlights

Revenue

Source	Dollar	%
Government Grant	\$11,258,189	52%
Medicaid	\$8,131,662	37%
Participant Fees	\$1,844,350	9%
Contributions & Other Income	\$456,686	2%
Total Revenue	\$21,690,887	

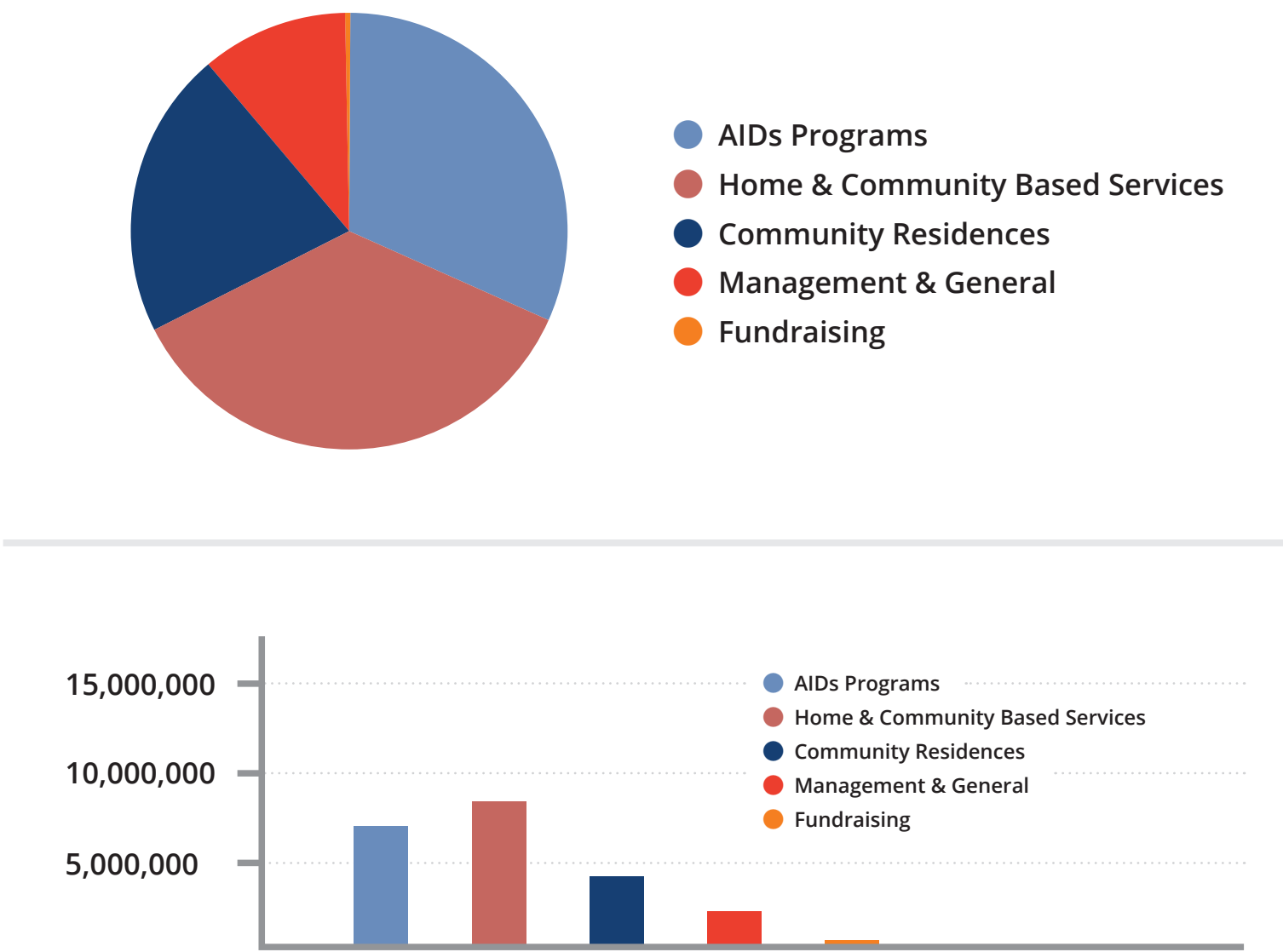
2016 Revenue Growth \$1,917,554 9%



2017 Financial Highlights

Expenses

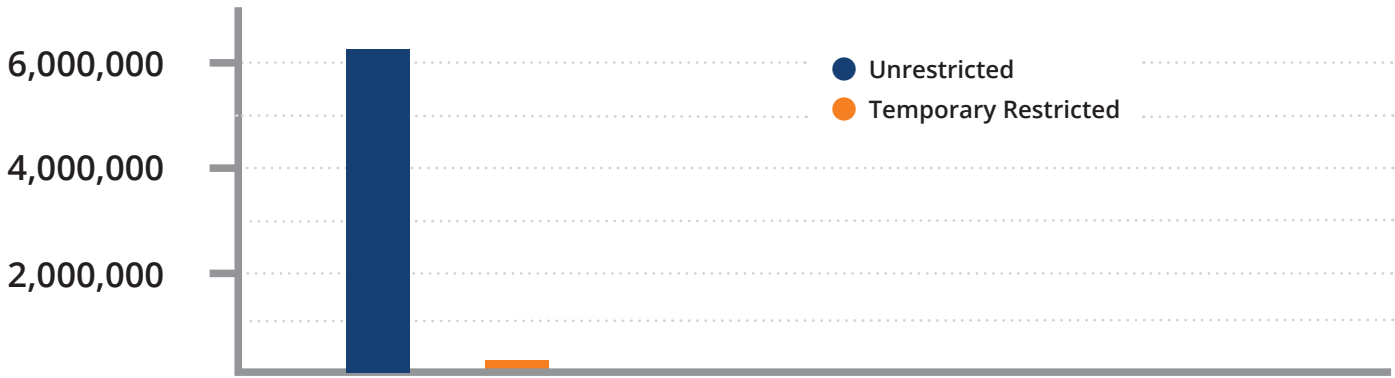
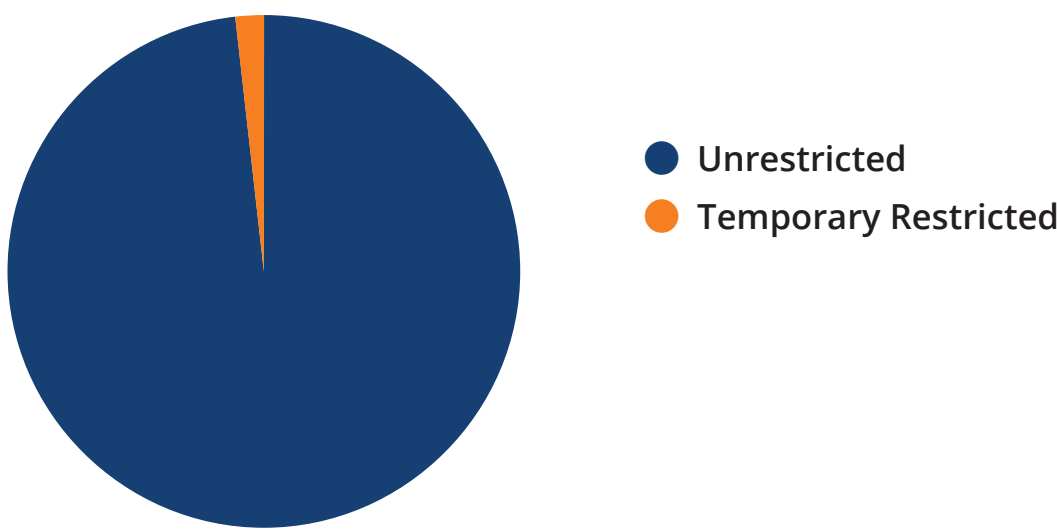
Source	Dollar	%
AIDs Programs	\$6,859,202	32%
Home/Community Based Services	\$7,784,168	36%
Community Residences	\$4,614,879	21.3%
Total Programmatic Expenses	\$19,258,249	
Other Expenses		
Management and General	\$2,379,193	11%
Fundraising	\$36,640	0.1%
Total Operating Expenses	\$21,674,082	



2017 Financial Highlights

Assets

Asset	Dollar	%
Unrestricted	\$5,611,814	98%
Temporary Restricted	\$97,471	36%
Total Assets	\$5,709,285	



2017 Sponsors and Supporters

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Bronx, NY 10460

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Bronx, NY 10466
- Health Home Services**
4234 Vireo Avenue
Bronx, NY 10470

Lynn’s Place
1060 Rev. James A. Polite Avenue
Bronx, NY 10459

DOHMH

- Grand Concourse Scattered**
2888 Grand Concourse #3C
Bronx, NY 10458

HIV / AIDS

- Care Coordination**
3510 Bainbridge Avenue
Bronx, NY 10467
- UPS Food Pantry**
3510 Bainbridge Avenue
Bronx, NY 10467

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- Hughes Avenue – IRAs (3)**
2120 Hughes Avenue
Bronx, NY 10458

Bronx Day Habilitation
4377 Bronx Boulevard
Bronx, NY 10466

Lacombe Avenue- IRA
1770 Lacombe Avenue
Bronx, NY 10473

Bright Harp – IRAs (2)
109-29 Sutphin Boulevard
Jamaica, New York 11435
- 220th Street – IRA Program**
94-50 220th Street
Queens Village, NY 11428

Vyse Avenue - IRA
2118 Vyse Avenue
Bronx, NY 10460

Pre-Vocational/SEMP
4377 Bronx Boulevard
Bronx, NY 10466

Crowley Place - IRA
83-34 58th Avenue
Elmhurst, NY 11373
- 112th Avenue- IRA**
153-32 112th Avenue
Jamaica, NY 11433

Sheridan Avenue- IRA
774 Sheridan Avenue
Brooklyn, NY 11208

121st Avenue- IRA
160-18 121st Avenue
Jamaica, NY 11434

Brooklyn ISS
1233 East 92nd Street
Brooklyn, NY 11236

QUEENS AND BROOKLYN DAY SERVICES

- Brooklyn Day Habilitation**
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Brooklyn, NY 11207

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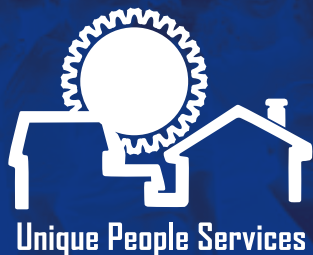
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