

**Services for the
UnderServed**
Annual Report 2022

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Original artwork created by S:US Clubhouse member Ansel Pitcain

With the support of Clubhouse staff, Ansel recently gained employment as a Peer Specialist at S:US Genesis. He is also an accomplished artist and created this digital piece using the Procreate app on his iPad. The work symbolizes S:US' ability to ground roots throughout NYC and continuously grow. The branches and sunlight are representative of the various services, program models, innovations, staff, and individuals we serve as we continue to evolve as one of NYC's leading social services organizations.

Learn more at sus.org

Welcome Message

For more than four decades, Services for the Under-Served (S:US) has served individuals and communities that face complex and intersectional issues compounded with poverty and socioeconomic needs. S:US' core mission is grounded on embracing the solutions that contribute to righting societal imbalances and ultimately creating opportunities for all. At the heart of what we do is a firm commitment to remedying the disparities caused by racial discrimination, bias and health inequity, and eradicating these within our practices and programs to help us move towards true social justice.

We are pleased to share this report with you showcasing our progress in 2022. While there are many examples of S:US' important accomplishments on the pages that follow, we would also like to highlight some achievements we think are worthy of a special mention:

- Advanced efforts to bring more than 1,000 new affordable and supportive housing units to New York City residents.
- Expanded our food security work by increasing the number of Urban Farms & Gardens by 40% and launching a Community Fridges and Lending Libraries initiative.

- Secured approximately \$20 million in new funding from institutional supporters, including Affinity Legacy, The Bob Woodruff Foundation, and The Deutsche Bank Americas Foundation, and were awarded three highly-competitive grants from the U.S. Substance Abuse and Mental Health Services Administration (SAMHSA), NYS Office of Mental Health, NYS Office of Addiction Supports and Services, and NYC Department of Health and Mental Hygiene to provide additional behavioral health supports and services.

We are grateful for the leadership of the S:US Board of Directors, our many generous donors, valued partners, and incredibly talented and dedicated staff. All these committed supporters helped make 2022 a year in which S:US once again fulfilled our promise to change lives, improve neighborhoods, and help break the cycle of poverty for future generations of New Yorkers.

Thank you!



Jorge R. Petit, MD
President & CEO



Jen Press Marden
Board Chair (2021-2022)

S:US At a Glance

Founded in 1978, S:US' dedicated workforce of **1,800** provides approximately **\$260M** in services and supports to transform the lives of over **37,000** of New York City's most vulnerable individuals, including people with disabilities, people in poverty, and people facing homelessness.

Mission:

We drive scalable solutions to transform the lives of people with disabilities, people in poverty and people facing homelessness: solutions that contribute to righting societal imbalances.

Vision:

We envision a city where everyone has a roof over their head, is healthy, productive, and can enjoy the social connections that create a life of purpose.

Uniqueness:

We take what we learn on the ground and use it to change systems, impact policy, and create opportunities for all.

Clubhouse member Carmelo R. with a day's harvest from the Clubhouse rooftop garden. Vegetables and herbs from the garden are regularly incorporated into the Clubhouse's lunch service.



Who S:US Serves:

The people who come to us for services have dealt with very complex and challenging life circumstances.

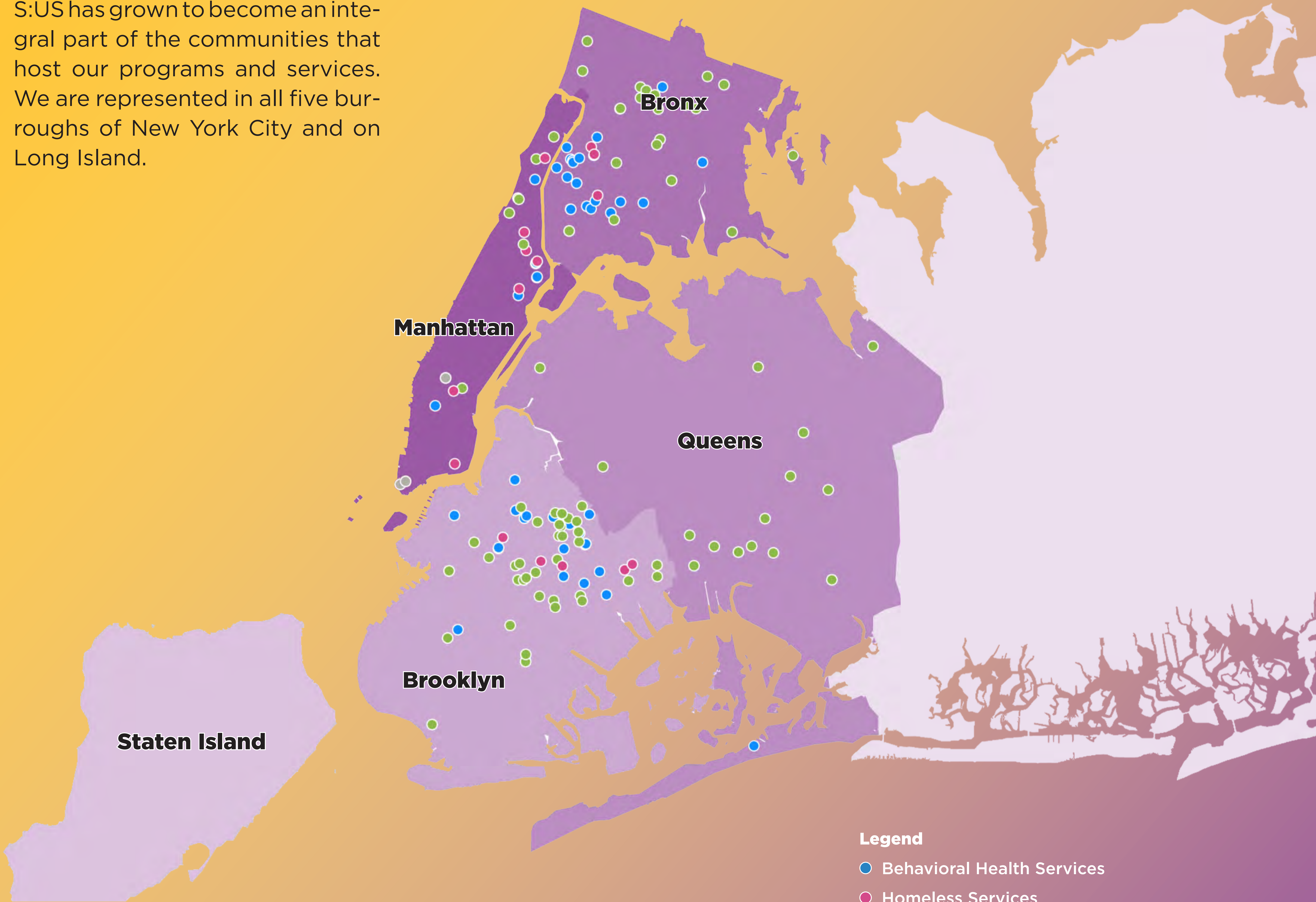


We provide a broad range of services to address needs and treat the “whole person,” including:

- Affordable and supportive housing and shelter
- Treatment and rehabilitation, harm reduction, and medication-assisted treatment
- Skills-building, job training, and employment opportunities
- Crisis and stabilization services
- Street outreach and community-based mobile care
- Care coordination
- Anti-eviction assistance
- Family support
- Home and community-based services
- Therapeutic horticulture, nutrition programming, and urban farming

Where S:US Serves:

S:US has grown to become an integral part of the communities that host our programs and services. We are represented in all five boroughs of New York City and on Long Island.



Legend

- Behavioral Health Services
- Homeless Services
- Intellectual / Developmental Disabilities Services
- Veteran Services

Home

The stability of a home, in our experience, makes recovery, employment, and health possible. At S:US, we offer emergency, transitional, and permanent housing for people who have lost their homes and may be facing a variety of challenges.

- On any given night in 2022, S:US provided housing and shelter to more than **4,500** individuals.
- **95%** of S:US' permanent housing residents maintained stable housing.
- We distributed almost **\$2M** in cash assistance to help people stay in their homes.

In 2022, S:US prevented the eviction of 656 people, issued vouchers to relocate 1,197 families to prevent homelessness, provided aftercare to 337 individuals.

In our shelters for families, immigrants, and those facing domestic violence:

- **2,923** individuals served
- **389** people placed in homes

Home

Our Housing Portfolio

120+

buildings owned, managed or leased in New York City.

1000+

scattered-site apartments to provide supported housing throughout the city

930+

housing units under construction with 1,800+ units in our development pipeline

Housing Highlights

Bronx



1

1: Topping off ceremony for **Melrose North**. S:US will be the service provider for 103 supportive housing units for formerly homeless individuals with mental health or substance use disorders, as well as individuals and families who have experienced domestic violence. The project is ahead of schedule, expected to open in late 2023.

Bronx



3: S:US and Bronx Pro Group joined Governor Kathy Hochul and Mayor Eric Adams for the Phase I groundbreaking of **Starhill**, a residence creating 326 new units of affordable and supportive housing, including 200 supportive units for formerly homeless individuals with substance use disorders.

Brooklyn



5: Governor Kathy Hochul joined S:US to celebrate the groundbreaking at **Alafia**, a transformative \$1.2B redevelopment project. The initial phase will create 576 affordable homes, a new 15,000 sq. ft. outpatient medical clinic, and 7,000 sq. ft. of retail space. The entire development will ultimately create more than 2,400 affordable homes in a walkable neighborhood with recreational spaces and access to community resources that promote health and wellness.

Bronx



2: Completed construction at **Jerome Court**, our largest apartment building to date. This 16-story building includes affordable housing serving a range of income tiers with 105 supportive units (now at 100% occupancy), 70 community units, and 7000 sq. ft. of retail.

Brooklyn



4: Completed construction and have now fully leased all 43 supportive housing units at our **Alabama Avenue** residence.

April

May

July

November

December

1: credit to Curtis + Ginsberg Architects
2: credit to Marvel
3: credit to Marvel
4: credit to Newman Design
5: photo credit to NYS Gov Office

Health

Health

S:US Clubhouse



S:US Clubhouse members and staff pose at the 2022 NAMI (National Alliance on Mental Illness) Walk

Rare is a family that hasn't been affected by mental illness and substance use. With the right set of supports and services, people can recover, lead productive lives, and move past their challenges.

In 2022, S:US offered a full spectrum of **wellness, recovery, and treatment services** for approximately **4,200** individuals with behavioral health challenges.

Our Brooklyn Clubhouse offers member-driven, comprehensive, recovery and treatment services to adults with mental illness, as well as individuals who have a mental health challenge and co-occurring substance use disorder. The Clubhouse, with **223** current members, aims to help individuals reintegrate into their communities and to fulfill their preferred roles as productive and valued community members.

In Our Clinics

- **S:US Wellness Works Clinics** provided a total of 40,742 services to 1,415 individuals in 2022.
- 252 individuals benefited from our **Opioid Engagement Services** which consists of assessing folks' immediate needs, providing training on Narcan administration, Fentanyl strip testing training, connection to peer support, education on medication-assisted treatment, and admission to the clinics.
- S:US has six **Assertive Community Treatment (ACT)** teams which offer community-based treatment, rehabilitation, and community integration services with a multi-disciplinary team of professionals to individuals diagnosed with serious mental illness.
- Through our nonprofit partner, **Coordinated Behavioral Care (CBC)**, S:US was able to provide the following services:
 - S:US is an active member of the **Citywide Addiction Support Network (CASN)**, bringing 24/7 prevention, treatment, and recovery services to historically underserved communities in Manhattan, Queens, and the Bronx. In 2022, we served over 130 individuals through this program.
 - Our three **Pathway Homes™** teams provided support and services to 271 individuals with chronic health and behavioral health conditions transitioning from hospitals to the community.

- Our **Safe Options Support (SOS)** program engages street homeless or subway dwelling individuals, building trust and relationships to help connect them to comprehensive care. It has a current census of 88 people and provided outreach to 755 individuals since inception. Our team supports program participants by coordinating needs before and after their move from street to home, enhancing their daily living skills, providing supportive counseling, and advocating on their behalf when faced with discrimination or healthcare inequities.

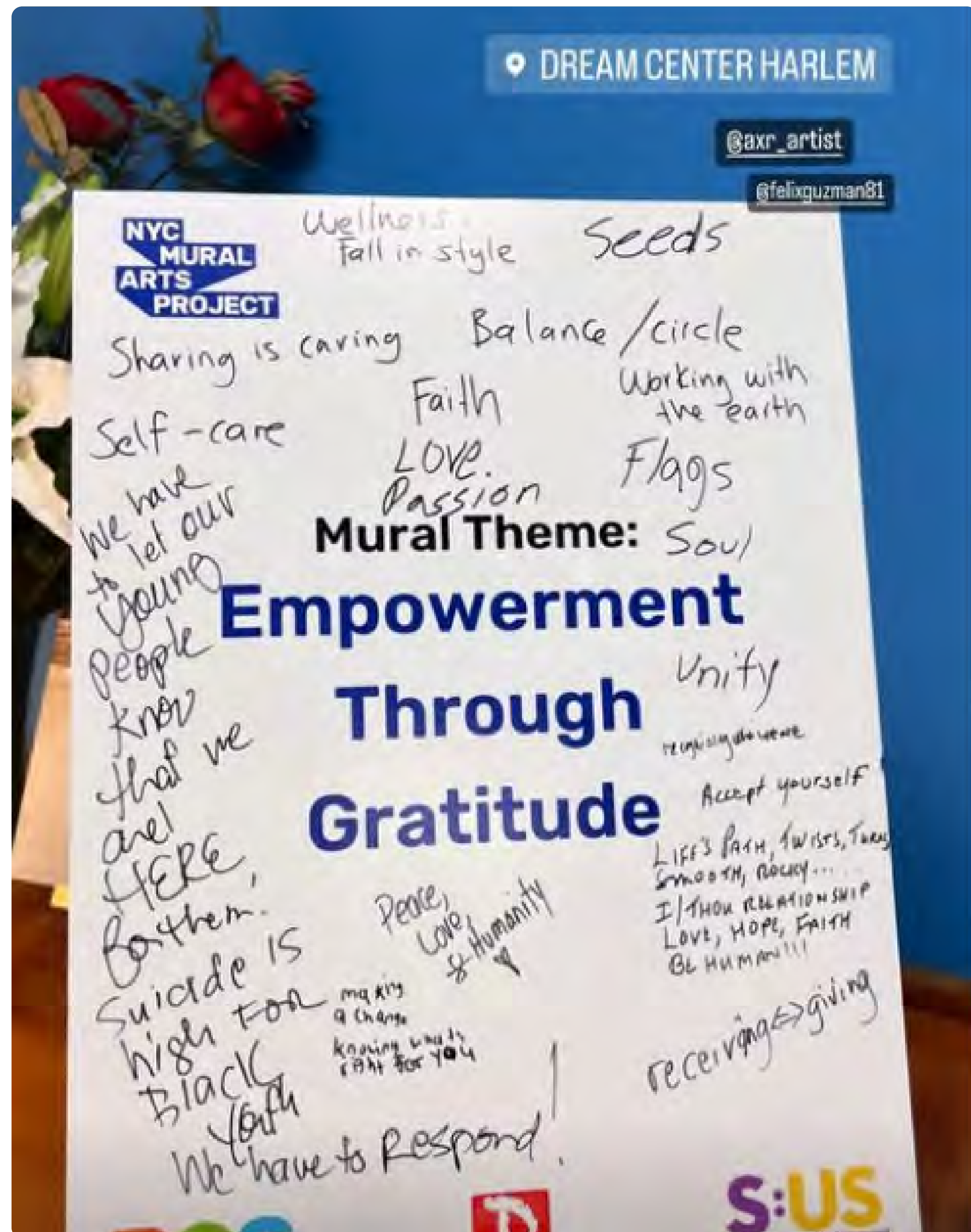
Clinic Partnerships and Initiatives

- S:US partnered with **Fort Greene Park Conservancy** to develop and deploy a team of peers to engage and offer services to individuals in and around the park in need of services. The team will be able to offer Clubhouse, Assisted Competitive Employment (ACE), and clinic services to those engaged.
- S:US was selected as a 2022-23 mental health service provider partner for the **New York City Mural Art Project (NYCMAP)**, a collaborative mural-making process funded by the NYC Department of Health & Mental Hygiene that aims to promote mental health awareness and break down stigmas associated with mental illness. S:US' mural project kicked off in November of 2022 and will culminate in the production of

Health

a large-scale mural conceptualized, designed, and created by people served at S:US in collaboration with community members on a public-facing wall in Harlem in the spring of 2023.

Photo credit to NYC Mural Arts Project



Clinic Training Initiatives

- Throughout our nonprofit partner, **Coordinated Behavioral Care (CBC)**, S:US has trained 11 psychotherapists in Cognitive Processing Therapy, all of whom are working towards certification. Once certified, the clinics will be providing specialized treatment for people living with a PTSD diagnosis. The evidence-based intervention is proven to have better treatment outcomes for people diagnosed with PTSD.
- **Project Engage** is a partnership with Columbia University to train and certify a team of community health workers who can increase access to mental healthcare through use of evidence-based practices. We have 6 staff currently being trained to become community mental health workers.
- To help individuals we serve avoid accidental overdoses, our **Restore and Recover** team trained **320** individuals on Fentanyl strip testing and **207** on how to use Narcan. Our team also distributed **1,162** Narcan Kits and **1,183** Fentanyl strips.

Through multiple art workshops and community engagement events, the theme for S:US' 2022-23 participation in the NYC Mural Arts Project emerged as "Empowerment Through Gratitude." The mural will be on display in East Harlem in June of 2023.

Veterans Services

Reintegration to civilian life is the toughest challenge veterans face. This is true for those who served decades ago or in recent conflicts – the majority of homeless veterans in America live with chronic mental illness or substance use disorders.¹

This year, S:US assisted veterans through:

- Our **Supportive Services for Veteran Families** program in New York City and Long Island provides outreach, case management services, and other core supports that empower program participants to meet their housing stability goals.
- Our **Veterans Employment Services** program provides job training, placement, and on-the-job support through:
 - Access to training, certifications, and degree-granting programs
 - Individualized career counseling
 - Job search support
 - Employment retention services

Of the nearly **3,000** veterans and their families we serve:

90%

are homeless

60%

live with co-occurring chronic mental illness, substance use disorders, and/or serious health conditions

30%

have a history of involvement with the criminal justice system

S:US Veterans Services staff member assisting a veteran with his online apartment and job search



¹Source: Department of Veterans Affairs, Office of Inspector General: Homeless Incidence and Risk Factors for Becoming Homeless in Veterans.

Intellectual / Developmental Disabilities Services

S:US offers a full spectrum of housing, wellness, and supportive services for approximately **800** people with intellectual/developmental disabilities (I/DD). We are dedicated to helping people live up to their fullest potential by creating opportunities for meaningful relationships, full integration into their community, and personal growth.

Our services are tailored to each person's needs and are offered in integrated settings at our residences and day programs. We provide a comprehensive array of services, including **life skills development, employment readiness, job placement, nursing,** and other **clinical supports.**

Program Highlights

- S:US received certifications from the National Center for START Services at the University of New Hampshire for the following programs serving **130** people in Brooklyn and Staten Island:
 - **Crisis Services for Individuals with Intellectual and/or Developmental Disabilities/New York Systemic, Therapeutic, Assessment Resources and Treatment (CSIDD/NYSTART)**
 - CSIDD clinical services are centered around the START model that is based on proactive approaches and crisis intervention with the

goal of lowering the need for emergency services. The model places emphasis on supporting the entire system, which includes not only the person, but their caregivers, by increasing their knowledge and capacity to regulate their own emotions.

- The **CSIDD/START Therapeutic Resource Center** is intended to serve people who have not been able to use respite in more traditional settings due to ongoing mental health or behavioral issues.
- S:US launched **2** Community Fridges—one in Brooklyn and one in the Bronx—operated by people who attend the Adult Day Programs and live in our S:US group homes.
- **3** Community Lending Libraries were also opened (in Bronx, Queens, and Brooklyn).

S:US' Lending Libraries help to encourage reading, learning, and community. The people we support with Intellectual/Developmental Disabilities steward the libraries and take great pride in offering a valuable service to the community



S:US' Community Fridges initiative offers people with Intellectual/Developmental Disabilities that we support an opportunity to provide a great service in communities where food insecurity is significant



Health: Intellectual / Developmental Disabilities Services

- In March 2022, S:US launched our Behavioral Health Medical Services of New York to increase access for people with I/DD to receive psychotherapy and psychosocial evaluations. We have since treated over **60** people with 25% demonstrating a reduction in challenging behaviors.
- We helped coordinate volunteer opportunities for people supported with I/DD at more than **20** community organizations, including:

Bowery Mission

Broadway
Community

Cabrini Immigrant
Services Food Pantry

Salvation Army
Thrift Store

Madison Square Park
Ring Garden

SWALE

Bronx River Alliance

Relief Bus - Feeding
Street Homeless

God's Love

Isaiah Temple of Mt.
Hope Pantry

Van Courtland Park

The Community
Church of Christ
Queens

The Community
Church of Christ
Brooklyn

Regional Opera
House

Queens Botanical
Garden

Lucky Orphans
Horse Rescue

Morris Park Bible
Baptist Church

Mosholu Montefiore
Community Center

Buena Vista Garden

Brooklyn Bridge Park

We are dedicated to helping people live up to their fullest potential by creating opportunities for meaningful relationships, full integration into their community, and personal growth.

Food

S:US Urban Farms are located in neighborhoods, often described as food deserts, where produce is scarce and a disproportionate number of people are impacted by obesity, diabetes, and high blood pressure.

This unique initiative provides an **innovative supplement to the supports we provide to the people we serve** – people whose lives have been impacted by poverty, homelessness, addiction, and disability.



S:US Urban Farmer Valerie Stanback propagates vegetable seeds at an S:US permanent supportive housing residence in Brooklyn. The seedlings from this greenhouse are distributed to S:US gardens across the city

Food

By the Numbers

Through their work on our urban farms and gardens, participants gain employable skills, generate income, and build self-esteem. They also enjoy the nourishing health benefits of eating fresh, organic, and nutritious vegetables, fruits, and herbs.

21

Hosted 21 community, collegiate, and corporate volunteer projects, from site cleanups, to garden renovations, to food security research for our programs

624

Engaged 624 participants, including 23 employed Urban Farmers

Supported activities at 71 program sites, expanding to a footprint of approximately 20,000 square feet of growing space across four boroughs.

71

Grew 9,100 lbs. of fruits, vegetables, and culinary herbs - the equivalent of over 7,500 meals.

91000



Persons served at S:US' day habilitation programs assist with spring plantings for the vegetable and herb garden at an S:US residence in Long Island City for individuals with Intellectual/Developmental Disabilities

Work

Employment Highlights

420

In 2022, S:US supported over 420 veterans, individuals with intellectual disabilities, and individuals with behavioral health or substance use disorder to develop and engage in pre-employment skill building activities as well as successfully attain gainful employment.

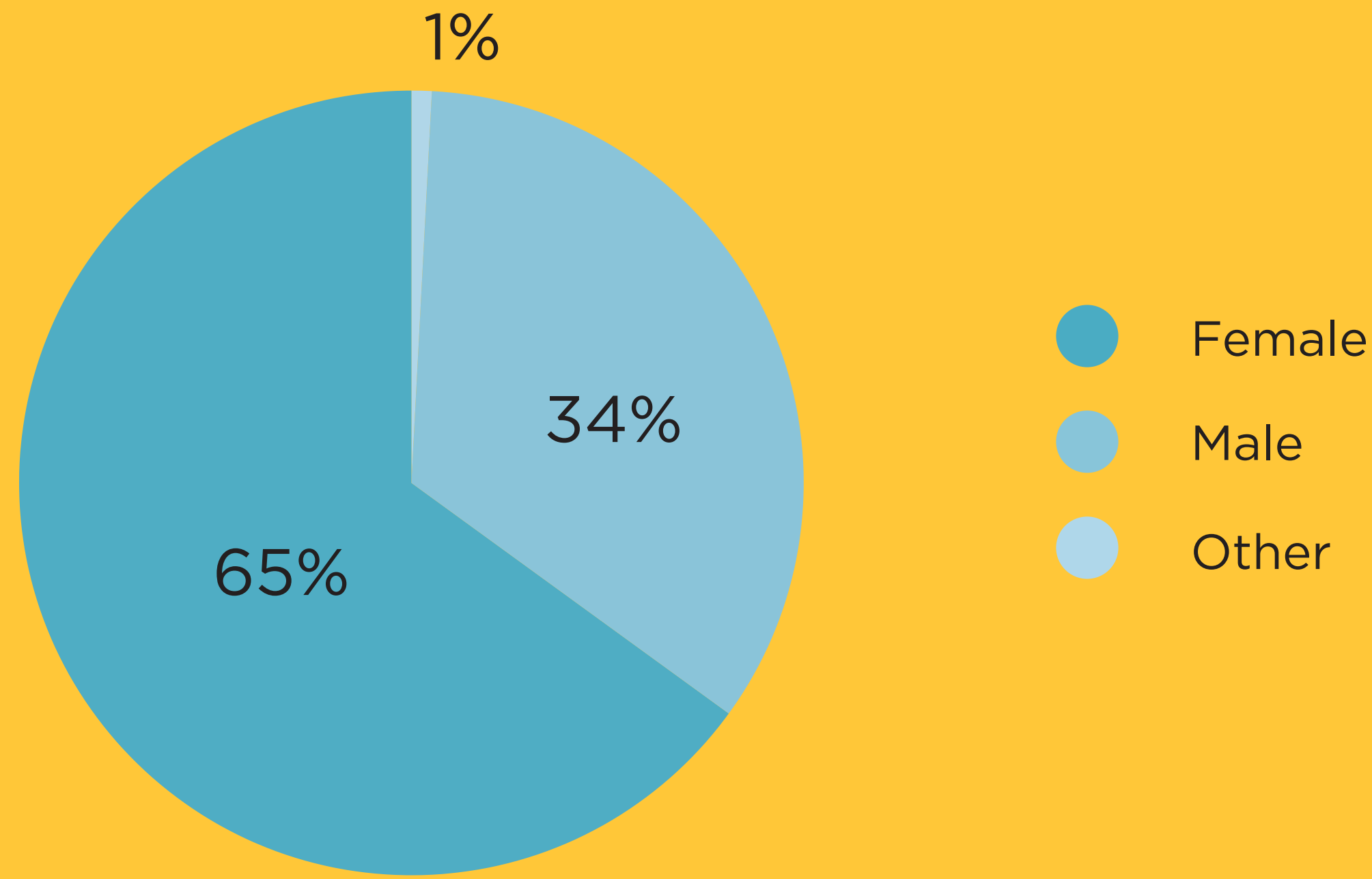
15

S:US creates opportunities for all and in 2022, S:US employed over 15 individuals served as employees in our own programs and offices as administrative assistants, Urban Farmers, and other positions critical to the S:US mission.

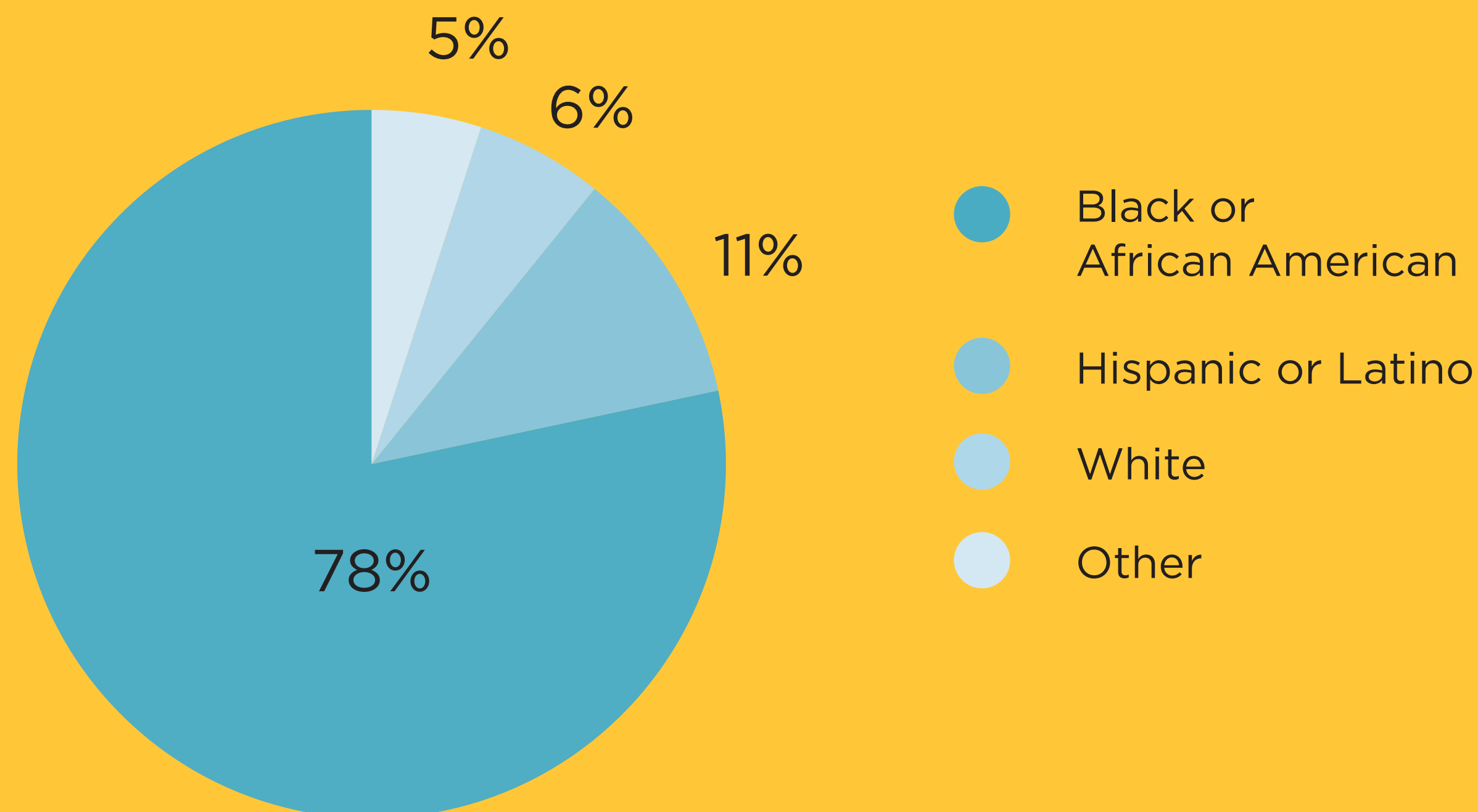
S:US is committed to supporting individuals to explore and realize opportunities for community participation, including employment, and pursue social and recreational opportunities that allow them to feel **respected** and **fulfilled**.

S:US proudly employs a diverse staff of **1,800+** employees.

Staff Gender

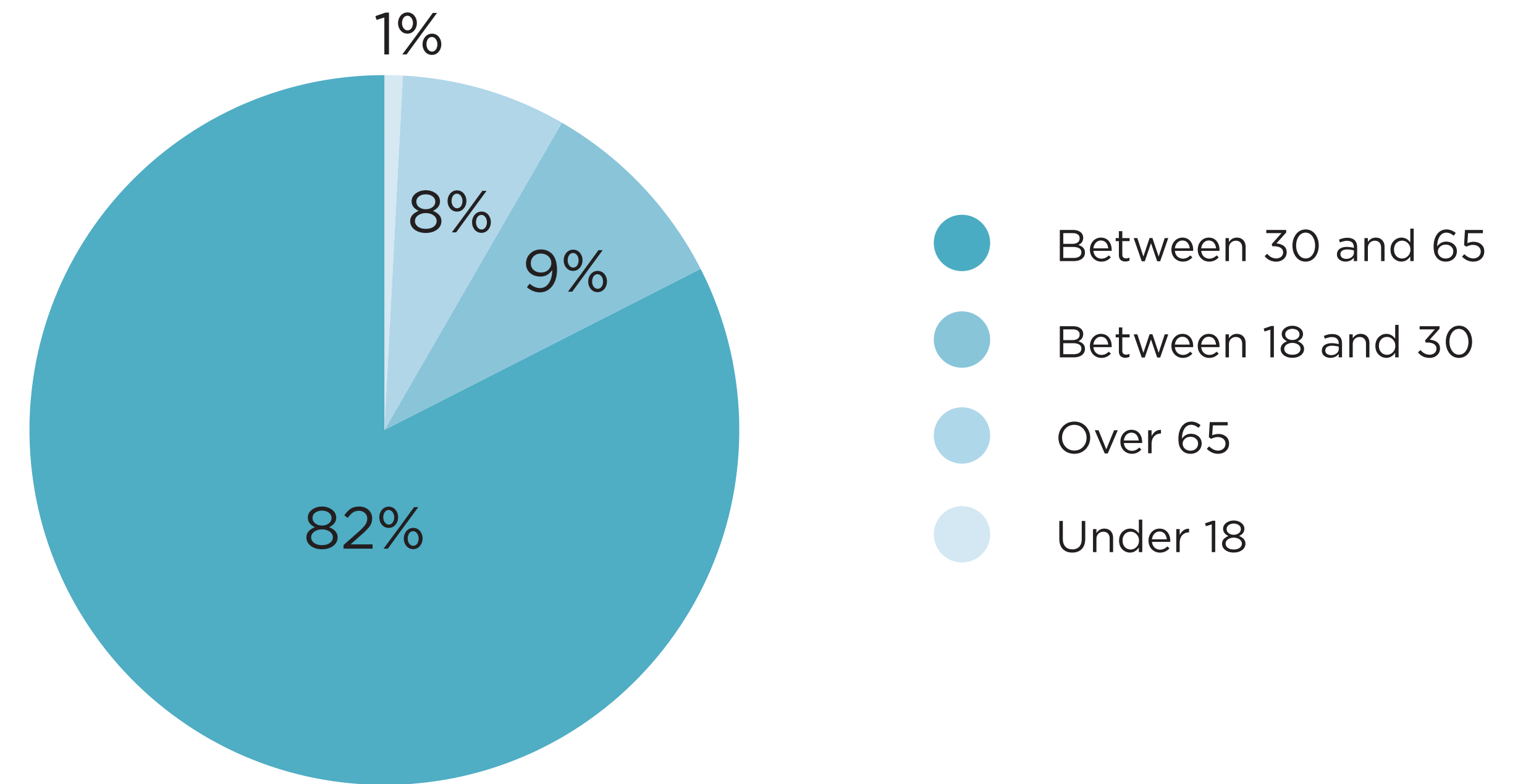


Staff Race

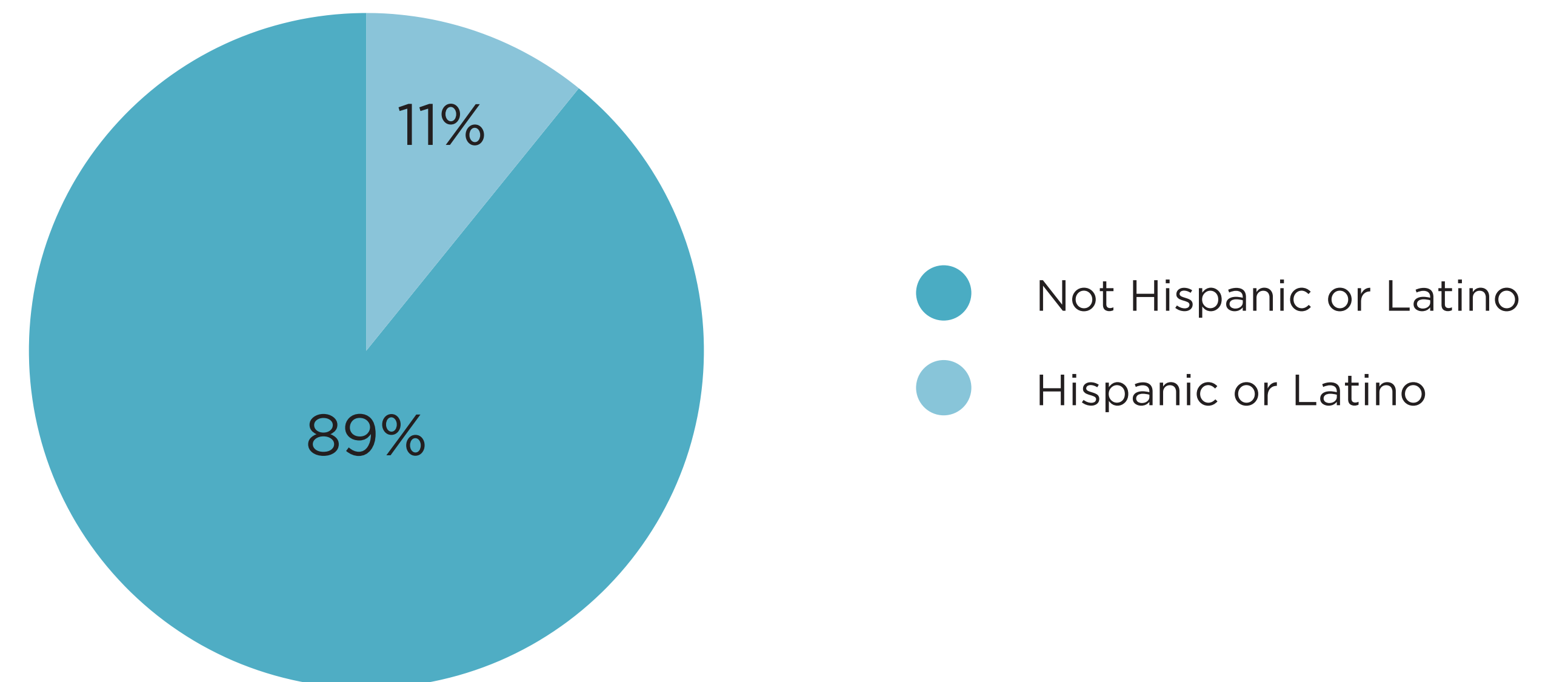


We are also continuously working to enhance our efforts to build a **diverse, equitable, and inclusive workplace of choice.**

Staff Age



Staff Ethnicity



Events

After a two-year hiatus, our annual **Dinner for a Better New York** returned in June. The Dinner, with a record-breaking \$1.4 million raised, was attended by over 330 donors, partners, vendors and staff. Chef, TV personality, and S:US Board Member Andrew Zimmern curated and hosted the event headlined by several celebrity chefs: Chef Sebastian Rouxel of Daniel Boulud's restaurant, PJ Calapa, Esther Choi, Leah Cohen, Rocco DiSpirito, Marc Forgione, Nobu, Stefano Secchi, and Michael White. This year's event honored former S:US President & CEO Donna Colonna and S:US Board Member Peter H. Friedland.

Board member and Dinner for a Better New York Honoree Peter Friedland, S:US CEO Jorge Petit, and Board Chair Jen Press Marden



The City's top chefs prepared and donated the world-class cuisine at the 2022 Dinner for a Better New York

One of the highlights of the evening came during the bestowal of the 2022 Andrew Zimmern Award, which honors the resilience, optimism, and loving heart of an individual served by S:US. This year's winner was Kristin Streznetcky.

Andrew Zimmern Award recipient Kristin Streznetcky with S:US CEO Jorge Petit



Events

In August, S:US hosted a **Summer Rooftop Reception and Conversation** at Spring Studios in New York City. The event was attended by approximately 150 guests and featured a conversation moderated by S:US President & CEO Jorge R. Petit, MD, with special guest speaker, Ashwin Vasani, MD, PhD, Commissioner of the NYC Department of Mental Health and Hygiene. It was a stimulating conversation on health, mental health access, and equity that also explored opportunities for city-wide collaborations.

S:US' Social Justice Conversation with Commissioner of the New York City Department of Health and Mental Hygiene, Ashwin Vasani, and S:US CEO Jorge Petit at Spring Studios Rooftop, August 2022



Our Olympics-style **Developmental Disabilities Championships & Family Fun Day** was held in September in Astoria Park and brought together hundreds of people supported by S:US' programs for individuals with intellectual/development disabilities. The event provided a space for our athletes to take part in friendly competition, respite, physical activity, celebrate their accomplishments, and a chance to enjoy the outdoors with family and friends.



Our Developmental Disabilities Championship Event is a highlight of our year! It's an amazing day that builds community, family, acceptance and healthy competitive spirits

In September, urban farmers representing many of S:US' horticultural sites hosted their annual **Harvest Luncheon**, a festive celebration of health, opportunity, and community. The event took place at S:US' Marcy Hart Supportive Housing Residence in Brooklyn and was catered using produce grown in our farms and gardens.



To Watch Our Most Recent Video, created by S:US Board Member, Art Edwards, visit sus.org/video

Recognition

S:US and its committed leadership team collected a number of noteworthy honors over the course of 2022. These included:

April

Impact Award for Community Investment, alongside our long-standing partner Bronx Pro Group. The Award was presented at the Citizens Housing & Planning Council Luncheon for our commitment to the residents of Jerome Court and the larger revitalization of the Jerome Avenue Corridor

Stand Up to Violence and Jacobi Medical Center recognized S:US' Kristine Charmevil, Assistant Program Director of Stratford House, as an exemplary community leader at its annual **Stakeholder Appreciation Reception**

June

Crain's New York Business' **2022 Notable LGBTQ Leaders** - recognizing S:US President & CEO Jorge R. Petit, MD



October

Queens Council on Developmental Disabilities - **2022 June Marcus Award** - recognizing Lori Lerner, LMSW, Coordinator of Family & Wellness - DD Division

November

Crain's New York Business' **2022 Notable Real Estate Leaders** recognized S:US Senior Vice President of Real Estate Development Arlo Chase. This special editorial feature profiles senior level leaders in the city or the surrounding counties for at least 10 years, selected for their achievements in the real estate industry and their involvement in mentorship, philanthropy or community service activities.



December

City & State New York: **The 2022 Responsible 100** - New Yorkers invested in improving our communities - recognizing Dr. Jorge R. Petit and Jajaida Gonzalez, DD-VP of Day Services.

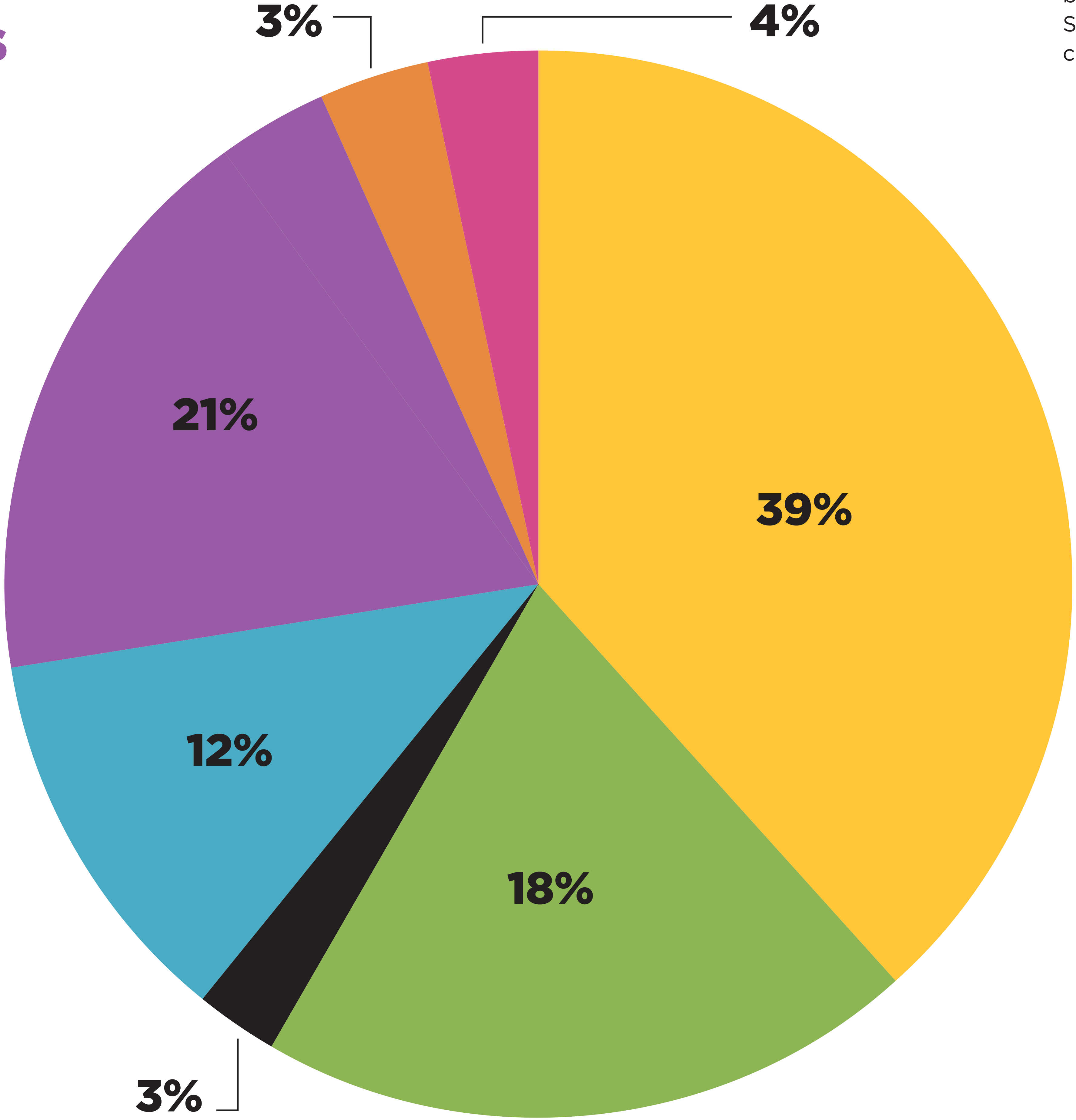


S:US received a **three-year accreditation from CARF International**. CARF International has surveyed hundreds of thousands of programs around the world since it was founded as an independent, nonprofit accreditor in 1966. This is the fourth instance that S:US has received this designation. Accreditation is a sign of quality and people look for CARF® accreditation in their choice of treatment for addiction and substance use, rehabilitation of a disability, home and community services, retirement living, and other health and human services.



Financial Highlights

* Note: Figures represented below reflect results from S:US' 2022 fiscal year, which closed on June 30, 2022.



Fundraising and Developer Fees

Supported Housing

Recovery & Treatment

Developmental Disabilities

Licensed Housing

Homeless Services

Veterans

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Acting Chief Operating Officer

Perry Perlmutter, Chief Financial Officer

Monica Santos, Chief Program Officer

Stacey Weston, Chief Development
& External Affairs Officer

Contributors

Government and Other Organizations

Brooklyn Communities Collaborative
Coordinated Behavioral Care, Inc
Department of Homeless Services
MetroPlus Health Plan Inc.
Nassau County
New York Presbyterian/Westchester Behavioral Health Center
NYC Department of Health and Mental Hygiene
NYC Human Resources Administration
NYS Office for the Prevention of Domestic Violence
NYS Office of Addiction Services and Supports
NYS Office of Children & Family Services
NYS Office of Mental Health
NYS Office of Temporary and Disability Assistance
Public Health Solutions
Substance Abuse and Mental Health Services Administration
U.S. Department of Housing and Urban Development
U.S. Department of Labor
U.S. Department of Veterans Affairs

Individual Donations and Event Contributions (\$250+)

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Alice Korngold
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Janine and Jonathan Krause
Marjorie Kuhn
John and Jacqueline Lange
Peter Lattanzio

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Perry Perlmutter

Jorge Petit, MD

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Dana Raviv

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Victor M. Rosenzweig

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Aaron Wolk

Amelia Wright Brewer

Foundation and Corporate Gifts and Grants, including Events (\$1,500+)

240 E. 178th Development, LLC
246 Echo Development, LLC
599 Ralph Ave Development LLC
Adams & Company
Affinity Legacy
Agape Plumbing, Heating & AC
Ahtram Construction Enterprises, Inc.
AKRF, Inc.
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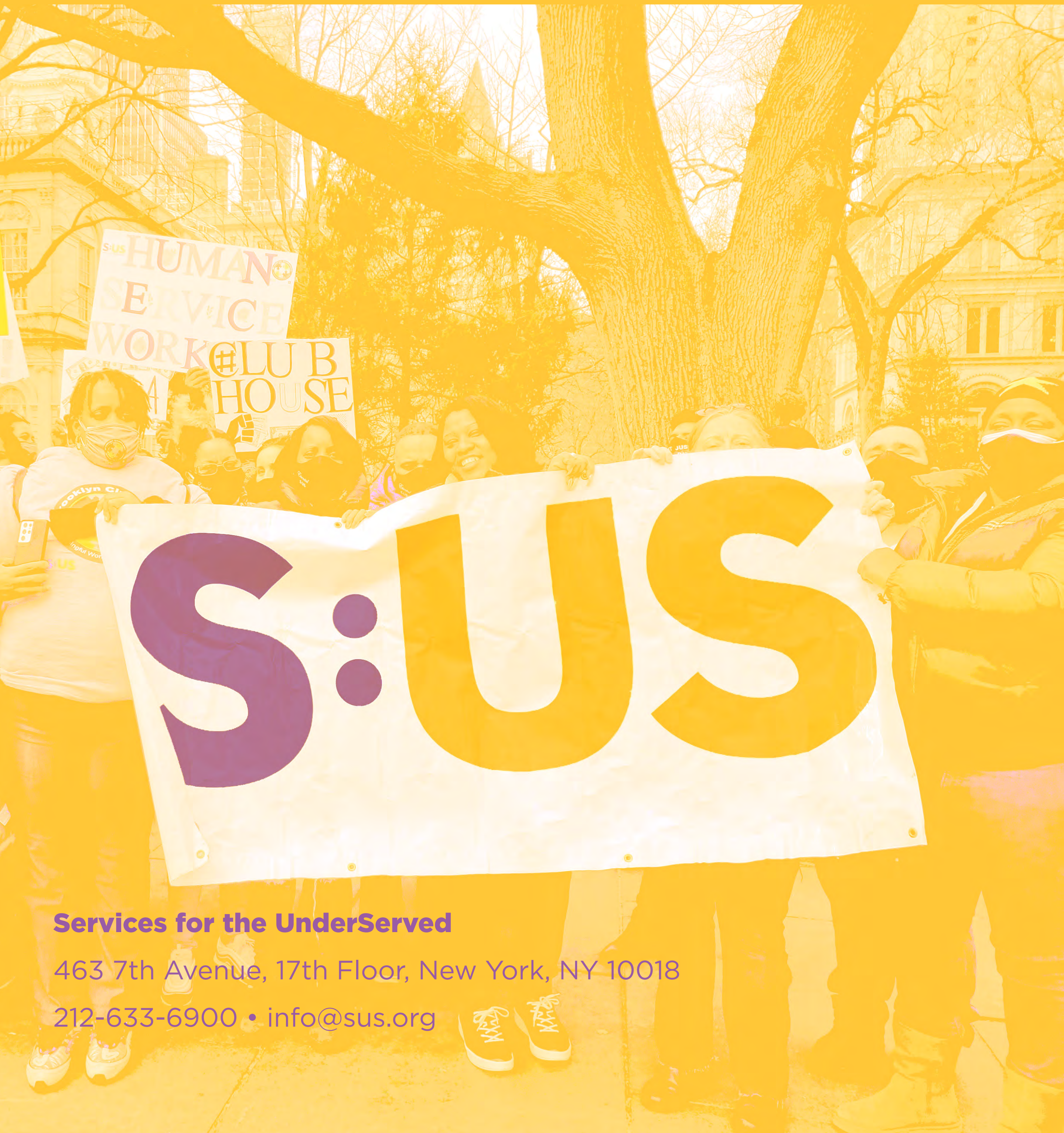
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