

# 2022

## People Inc. Annual Report



# *People Together*

Caring, Sharing and Building Community



PeopleInc

Where your world opens up.



# A Message from the President and CEO

## Dear Friends,

On behalf of the People Inc. Board of Directors, our Foundation Board and the entire People Inc. team, I'm pleased to present the 2022 People Inc. Annual Report.

To reflect on 2022 at People Inc. is to remember a year that brought huge successes, enhanced partnerships, innovative breakthroughs, and of course, horrific circumstances within our community that no one can or should ever experience. As always, the people of this organization demonstrated our mission, vision and values in large and small ways that add up to truly heroic work, and I could not be more proud of the true family we are together – our employees and those we support.

We started 2022 with fears and realities of a pandemic that lingered. But we persevered based on lessons learned, and as a team, we continued to deliver exceptional services to those who needed us. The year ended with a “blizzard of a generation” in Buffalo, in which so many of our dedicated and selfless employees sacrificed time and their own wellbeing to care for others.

It is humbling to recount the success stories, new projects, innovative programming and ways that the People Inc. family has made a difference in a year that most would agree was an incredibly difficult one for the people in the communities served by People Inc. Examples of just a few can be found in this Annual Report. I know if you take the time to look, you will be as moved and as proud as I am by all of them.

And of course, we cannot report on the year without reminding ourselves of the unfathomable events of May 14, 2022, just down the street from our Jefferson Avenue Apartments in Buffalo – a racially motivated mass shooting at the Tops Supermarket. We talk often about People Inc. being a true family, and I can tell you that was never more evident than last May. People Inc. employees rose to the occasion in numerous ways to assist the residents of East Buffalo that week, and it continues today.

I'm proud to say that as an agency, People Inc. played a key role in the continued recovery efforts. When Scott Bieler and the West Herr Automotive Group called to ask People Inc. to assist with distributing a large contribution to the families of victims of the May 14 tragedy, we answered the call. Along with the United Way of Buffalo and Erie County, the Urban League of Buffalo, the Buffalo Resource Center, and the District Attorney's office, we led the efforts to make sure \$300,000 was distributed to the families in a way that was fair and made sense.

Finally, after 43 years at People Inc., including the last eight as the President and CEO, this is the last time I will introduce you to our Annual Report. Through the years, I have tried to live the mission of People Inc. and to keep the organization's attention squarely on the people we serve, the community and our amazing staff. It has been an honor and a privilege to do so.

## Thank you for your support.



*Rhonda Frederick*

Rhonda Frederick,  
President and CEO  
People Inc.

CEO Message

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People Together



# Kenyata Cooper Stays Strong

## With Physical and Occupational Therapies

“If I did not have my physical therapy, I would be lost,” shared Kenyata Cooper. Kenyata credits receiving physical and occupational therapies for keeping her body strong. She lives with cerebral palsy and glaucoma and has received these therapies on and off since she was 19 years old. The 42-year-old has been receiving People Inc. Rehabilitative Health Services since 2013 and now visits the new People Inc. Health Services Building twice a week for treatment, which is one hour of physical therapy and 30 minutes of occupational therapy.

By working closely together with Physical Therapist Assistant Molly Switzer, Kenyata builds her body strength to improve her quality of life through hands-on care, prescribed movement and education.

Appointments include use of innovative equipment and state-of-the-art technology, all with personalized attention and sensitivity to her health needs.

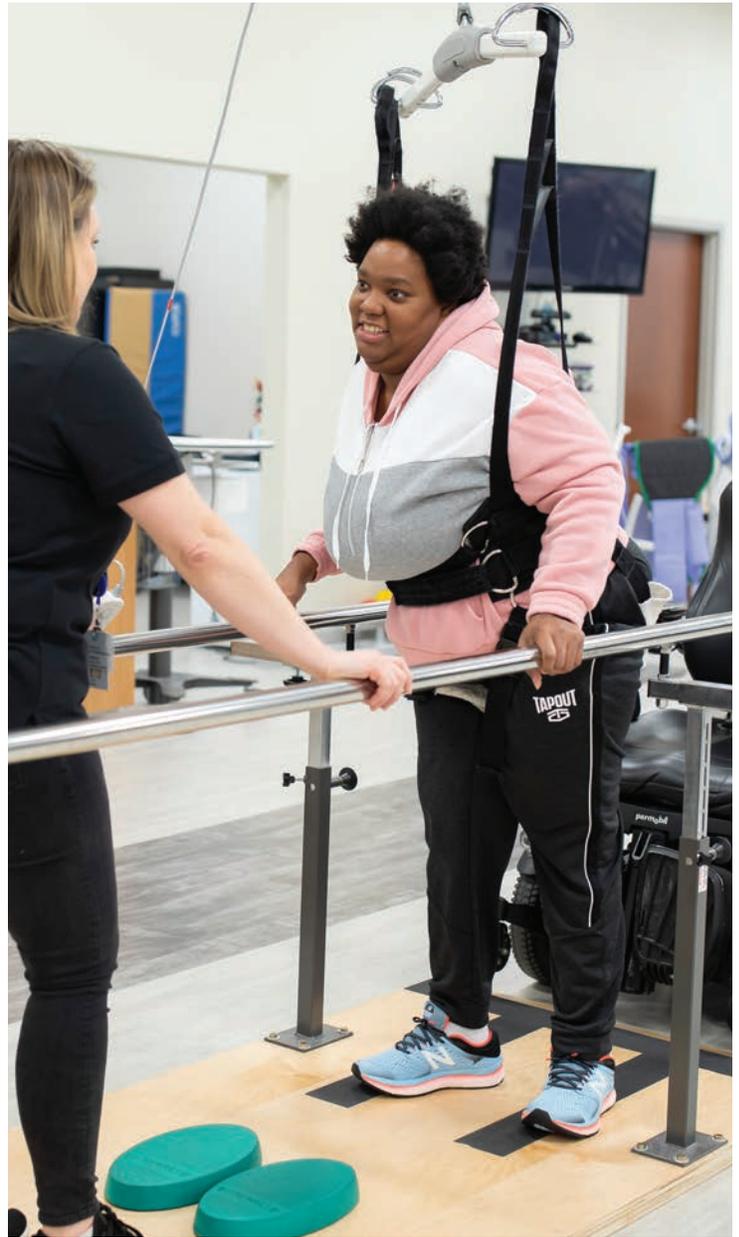
Kenyata has attended other places for her care, but felt like she was just a number. “People Inc. actually gets to know you, they care,” she remarked.

As someone who does not like change, Kenyata said it’s important that the staff and setting help make her comfortable. A great deal of trust has been built with Molly, she said.

“It’s important for us to have positive relationships with our patients, as they are seen on a long-term basis, sometimes for years,” shared Molly. “Knowing a patient’s medical and personal history allows us to provide the best possible care.”

Living on her own in downtown Buffalo, Kenyata receives aide services to help with activities of daily living. She uses a power wheelchair and crutches to assist with mobility. One of her favorite things to do is read. She also loves to make candles, a hobby that she developed during the COVID-19 pandemic. She takes pride in creating her candles, often selling or giving them away. The occupational therapy that Kenyata receives helps improve her hand-eye coordination and fine motor skills, which she puts to good use during her creative pursuits.

By working together with the People Inc. Rehabilitation Team, Kenyata is able to make her physical needs a priority. “When I don’t come to therapy, my body doesn’t feel good,” Kenyata said. “My therapies help build my strength and have a great quality of life.”



Rehabilitation

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People Together

# *Kenyata Cooper Stays Strong*

## Rehabilitative Health Services

People Inc. Rehabilitative Health Services provides a comprehensive team approach to address various needs, including specializing in plans for people with developmental disabilities. In **2022**, People Inc. Rehabilitative Health Services had its first full year of operation in the new People Inc. Health Services Building at 800 Hertel Avenue in Buffalo, where **15,270** visits were conducted. Services include physical, occupational and speech therapies; social work and psychology disciplines.



Rehabilitation

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# First-Hand Experiences

## Bring New Opportunities for DPT Students

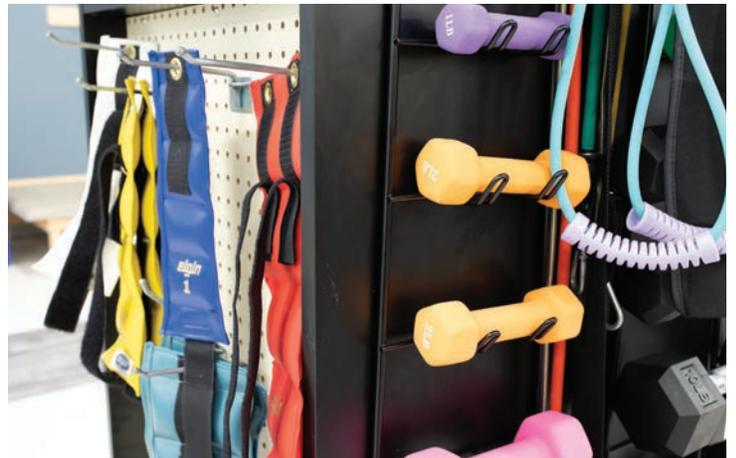
To help advance the profession of physical and occupational therapy, People Inc. Rehabilitative Health Services has formed partnerships with local colleges and universities. One of these is with D'Youville University, in which Doctor of Physical Therapy (DPT) students come together with our clinicians for observations to gain a deeper understanding of the nature of health-care behavior, specifically patient-practitioner interaction.

This partnership has had a positive effect on first-year DPT students. "It certainly had an impact upon them in introducing them to a population of people with disabilities who can benefit from physical therapy services that they didn't know about," said Karen J. Panzarella, PT, PhD, CHSE, professor at D'Youville University. "In particular, they had great appreciation for the inter-professional approach to services and the cohesiveness of the team."

New experiences are beneficial to gain skills that students typically do not learn in a classroom. Dr. Panzarella

added: "They learned about the importance of caring for a person holistically and inclusive of needs that may not be defined as 'physical therapy.' They also expressed the ability to discern when patients are treated with dignity and respect and as a PERSON first, not by their diagnosis or disability."

Knowing the long-standing needs of patients living with disabilities is a critical component for physical and occupational therapists to make a successful impact on a patient's life. "This is an instinctive philosophy that we believe in for our services," shared Becky Korosi, PT, DPT, ATC, associate vice president of People Inc. Rehabilitative Health Services and Social Work. "As a person-centric agency committed to excellence, we are eager to continue to partner with colleges and universities – and seek to grow firsthand learning experiences for their students."



Rehabilitation

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SHOPPP  
Purpose  
Inc.

PEOPLE'S SHOPPP  
AMBASSADOR

PEOPLE'S SHOPPP  
We are now accepting cash,  
as well as Visa and Mastercard.

# Every Purchase has a Purpose

People Shoppe is a store, and so much more!

People Inc. celebrated the grand opening of its newest vocational initiative to provide people with intellectual and developmental disabilities, as well as people from the Deaf and hard of hearing community, the opportunity to engage with the community through meaningful activities and hands-on work experience through the People Shoppe. Every purchase supports the agency's mission to provide inclusive experience, including training for a career in retail by exploring every aspect of operating a store from inventory to stocking to customer service to sales. Working toward achieving these skills at the store located at the Tri-Main Center, 2495 Main Street in Buffalo, is part of the individualized goals that each of the participants set for themselves.

One of the Ambassadors, Brandon Mazur, was eager to become a part of the People Shoppe experience from the beginning and has emerged as one of the most recognizable people associated with the store.

Every Wednesday, visitors will find him proudly wearing his People Inc. logo wear and hard at work setting up tables, turning on the lights, explaining about the various items for sale, stocking the shelves, greeting and listening to customers, working the cash register and helping with the bank deposit. "I am proud to be the first person customers see – it makes me and them feel happy," Brandon offered. "My money skills have increased since I started working here," he added. Brandon is known for interacting with the customers, listening to their concerns and suggestions for the store and recognizing repeat customers. Additionally, he helps his peers learn about their ambassador responsibilities and how to become successful.

After reviewing the customer suggestion cards, Brandon helped to decide on offering new products, such as the mouse pads, hair ties and hand sanitizer. He advocated to sell a couple of different types of fidget spinners because, "Everybody needs to let their stress out!"

Adding to his resume, Brandon accompanied People Inc. staff to the New York Association of Day Service Providers state-wide conference, where together they presented details about the People Shoppe and his experiences. He really liked answering all of their questions and felt it was an honor to represent People Inc.

The staff who accompany Brandon commented on how they have seen his confidence increase over the past year, as well as how they have seen him take ownership of the store. He likes to make sure things are done efficiently, helps customers find just the right product or gift, checks dates on items, keeps an eye on the inventory and reconciles the bank deposit with the help of a People Inc. E.T.H.O.S AmeriCorps member.

## Vocational Services

People Inc. has long been an advocate for vocational training and employment opportunities for people with varying needs and abilities. Since **1986**, People Inc. has helped people train, prepare for, secure and maintain employment. Additionally, our Day Programs are designed to promote each person in their journey to reaching their full potential. A strong focus is placed on health, wellness and volunteering, so all are able to participate and become active members in their communities. Combined with our Business Solutions programs, **1,975** people participate in programs aimed at increasing work-readiness and community exploration through partnerships with **447** businesses and organizations.



The People Shoppe

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People Together

# Every Purchase has a Purpose

cont'd

Additionally, they shared that Brandon creates the positive atmosphere of the store through his infectious and magnetic personality, bringing laughter to the team of Ambassadors and staff, complimenting people and always showing up fully energized. Being around Brandon – all people become more positive, you can't help it! The Ambassadors really have a true integration into the Tri-Main community.

In the future, Brandon would like to get a paying job in the community and shared that he is learning so much by being an Ambassador not only in the People Shoppe, but also through volunteering for People Inc. events, such as the golf tournament where he met a lot of golfers and got to talk to them.

People Inc. President and CEO Rhonda Frederick reflected, "From an idea to a reality, this project has been a true collaborative journey with many people coming together to make this day possible, including Deaf Access Services, now a program of People Inc., Tri-Main Development, the Southeast Foundation Board, as well as all of the People Inc. support departments. The primary purpose of this space is

not as a retail outlet, but instead a space for people to come and build relationships, engage with the community and enjoy a hands-on experience."

Rhonda added, "Ensuring that people with developmental disabilities and varying abilities secure and maintain meaningful, competitive employment is an important part of what People Inc. does year-round. Hiring a qualified person with a disability brings greater benefits beyond just filling an open job – it means increased productivity, enhanced corporate culture and dedicated, loyal and efficient employees – all of which contribute to a company's success!"

People Inc. Vice President and Southeast Foundation Board Member Tim Pfohl shared, "The participants from the programs, our Ambassadors, have focused on engaging the Tri-Main's business tenants and guests, asking for their suggestions for items to carry, increasing traffic and sharing information about People Inc. One group, using donated flowers, created arrangements and distributed them to all of the building's tenants."



The People Shoppe

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# 2022 By the Numbers\*

## EXPENSES

Personal Services	\$152,364,012
Operational Expenses	\$58,557,248
Fringe Benefits	\$35,043,723
Transportation	\$2,788,398

## TOTAL EXPENSES

**\$248,753,381**

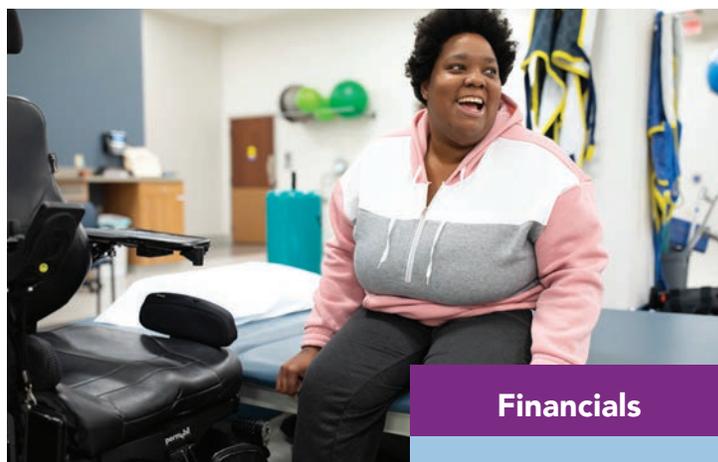
## REVENUE

Service Fees	\$198,508,932
Other Revenue/Income	\$41,432,542
Grant Revenue	\$6,095,775
Contributions	\$2,568,439

## TOTAL REVENUE

**\$248,605,688**

\*unaudited



Financials

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# John Hartman

## Living Affordably and Safely

John Hartman is enjoying his own living room, his own kitchen and his own bedroom. He likes being able to cook his own meals and do laundry right in the comfort of his own space. All of these may seem like small things that can be taken for granted. But, for John, they represent something much bigger.

This did not happen easily. John, who is 61 years old, was previously married living in Boston, NY, but after going through difficult personal matters and an unplanned eviction in March 2020, John was alone and left without a home.

For a year, John moved from place to place. He worked at a restaurant in East Aurora. He rode his bike around town, until his only means of transportation, along with his backpack and personal ID were stolen. The Department of Social Services temporarily paid for a hotel stay. He camped out under St. Joe's Cathedral and stayed in shelters. He temporarily slept on family members couches, but did not want to be a burden.

"You don't realize how strong you are until you have to be," said John.

One morning after doing laundry at his son's apartment, he saw a sign while waiting at a bus stop on South Park Avenue. It was about a new apartment building being built in Blasdell – People Inc. Oakwood Senior Apartments.

This apartment complex, which opened in January 2022, is for people age 55 years and older and who are income-eligible. The building also includes seven furnished set-aside apartments for those who are frail elderly homeless in need of support services.

After learning more, applying and meeting with staff, John qualified for the apartments that our agency received funding for from the Empire State Supportive Housing Initiative (ESSHI). John became an official tenant on March 28, 2022. He currently lives in one of the ESSHI units, which provides qualifying people with a case manager and apartment furnishings.

Now, John can sit at his own table with hot coffee that he made in his own kitchen, while looking out his cozy living room window. Filled with emotion, John said, "I walked into my apartment overwhelmed and so very thankful."

The Oakwood Senior Apartments is located in the former Our Mother of Good Counsel Parish School, which closed in 2004.

Federal, state and Erie County grant programs and tax credits paid for the \$8.8 million renovation. Through People Inc. Affordable Apartments, the agency has helped seven people who were homeless through the ESSHI partnership since the Oakwood Apartments opened.

People Inc. understands that affordable housing can be very challenging to find. "Through our Affordable Apartments, we continue to explore innovative ways to meet the needs of our community," said Sarah Alessi, People Inc. vice president. "One of our goals is to help people of all ages and abilities to live affordably, safely and independently as long as possible."

Located on a bus route near restaurants and shopping, People Inc. Oakwood Senior Apartments includes 33 units, offering one- and two-bedroom options. Tenants like John benefit from the numerous safety features and maintenance-free living.

A Western New York native who grew up in the town of Tonawanda and with a history in the restaurant business, John has a passion for cooking and is grateful for the amenities included in his kitchen: a stove, refrigerator and dishwasher.

"I love to cook," remarked John. "You name it, I cook it."

The apartment building provides a space where he can pursue his interests and develop lasting friendships with fellow tenants, often sharing meals together that John himself made – in a place he proudly calls home.



Apartments

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People Together

# John Hartman

## Affordable Apartments

People Inc. Affordable Apartments provide reasonably priced, safe apartments. Some are for people 18 and over and others have an age requirement of 55 and over. Rent subsidies and/or rental vouchers are accepted. In **2022**, there were **381** tenants living in **10** apartment buildings throughout Erie and Niagara Counties. People Inc. continues to address the need for affordable housing with projects under development. People Inc. Folwell Senior Apartments, located on Hodge Avenue in Buffalo with **44** units, is scheduled to open for occupancy in spring of **2023**. The four-story apartment building, converted from the maternity building at the now-closed Women & Children's Hospital of Buffalo Campus, is part of a larger Ellicott Development and Sinatra & Company Real Estate Elmwood Crossing project.



Apartments

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People Together

# People Together

## In the Face of Tragedy

The morning of Saturday, May 14, 2022, started with the sun shining and a sense of togetherness. In collaboration with civic groups, more than 20 People Inc. staff partnered for a neighborhood cleanup to beautify the streets surrounding our Jefferson Avenue Apartments in Buffalo.

Just hours later, the community was forever changed. A gunman opened fire at the Tops Friendly Market on Jefferson Avenue, killing ten people, wounding three and impacting countless lives.

This Tops location is so close that you can see the supermarket from the People Inc. Jefferson Avenue Apartments' front doors. As with so many neighborhoods across the region, the historic Jefferson corridor is a community that People Inc. is proud to be a part of – it's where our tenants, employees, people who receive services and volunteers call home.

The People Inc. family was devastated by this violence and wanted to help in any way possible.

In an effort to stand in solidarity, many staff and people we support from across our service area responded quickly to an immediate need. Hundreds donated food and supplies for tenants of our Jefferson Avenue and Linwood Lafayette Senior Apartments, who relied primarily on the Tops grocery store that closed for a period of time.

The support continued when staff united to distribute dinners to tenants, offering comfort, connection and a spirit of community. As family and friends gathered, a tenant's grandmother sang to the group, providing a beautiful moment.

To help provide assistance, West Herr Automotive Group donated \$300,000 for grief counseling and related expenses for the families affected by the tragedy. The company entrusted People Inc. to assist with distributing the funds.

“The entire community was impacted, including our People Inc. staff, people we support, families and our Senior Companion Program volunteers,” shared Rhonda Frederick, People Inc. president and CEO. “I am very proud of this agency and our compassionate team for the immediate, sincere support and giving spirit that arose from something so tragic.”

Our agency's commitment to the community remains unwavering – it is important that ongoing support, including community-wide recovery efforts, is provided to our neighbors.

There is no place for hate and racism. Building a more accepting society has been the hallmark of People Inc. for more than 50 years. We will continue to strive for that and pledge to continue our work toward creating a community of inclusion and belonging for all – together.



We mourn with the ten families who lost loved ones on May, 14, 2022, at the Tops Market in Buffalo.

CIRCA  
**1913**  
FIRST  
ELECTRIFIED  
*Mill*  
**ASHVILLE  
GENERAL**  
EST. **1991**



# Nick Kilpatrick Shares Talents

## With Jamestown Community

Nick Kilpatrick is proud to be a part of his Jamestown community. The 42-year-old, who is enrolled in People Inc. Self-Directed Services, is a skilled string musician who brings people together with his tunes. Known by many as “Traveling Nick, the Guitar Guy,” he shares his talents with residents at Heritage Park Skilled Nursing and with shoppers at the Asheville General Store.

One of Nick’s biggest advocates is his Self-Determination Assistant Ron Matson. Ron has worked with Nick to find meaningful avenues for his time and music. Together, they research opportunities and get in touch with local businesses. In 2021, Nick decided to participate in the Salvation Army’s Red Kettle Campaign as a way to share his talents and give back to the community. He enjoyed it so much that he decided to take part again in 2022, playing guitar and encouraging donations from holiday visitors to Chautauqua Mall in Lakewood. For Nick, it’s all about making connections with those around him. “I like the people who come to see me,” he shared.

In addition to his musical endeavors, Nick has also been able to develop skills as a craftsman with Ron’s guidance. He repairs vintage fans and builds cigar box string instruments in his own workshop using a number of tools, as well as a plan for each project to help keep him organized. Recently, Nick has been expanding his skillset, while refurbishing a credenza for his apartment. He’s learned how to use a few different tools and is thankful for all of the opportunities he’s received through People Inc. Self-Directed Services.

“I would like to thank all the people that have helped me to get here,” said Nick. “I like to make new friends, along with the people I work with. I really enjoy learning new things and playing my music for everyone.”

### Self-Directed Services

Our Self-Directed Services provide enrollees the opportunity to choose their staff and act as manager of their own services. For many, this support makes it possible to take on major goals and live life to the fullest. Participants work with a team consisting of their fiscal intermediary, support broker, care manager and whomever else they would like to include. The team supports the person to make decisions about the budget for their services, goals they would like to pursue, and even who they want to hire. In **2022**, People Inc. was proud to support **1,312** Self-Directed participants across **16** counties.



Self-Directed

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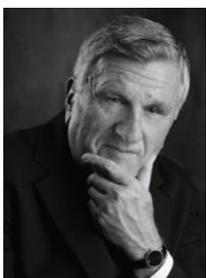
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**In Memoriam**  
Jerald Wolfgang

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