INSTITUTE FOR COMMUNITY LIVING
ANNUAL REPORT  2008-2009
ACKNOWLEDGMENTS

The successes and strides we make at the Institute for Community Living are due to the hard work and dedication of many people, including our consumers and their families and our exceptional staff members and Board of Directors, as well as our friends and supporters.

We acknowledge and thank the following agencies and organizations for their assistance and support:

- United States Department of Health and Human Services/Substance Abuse and Mental Health Services Administration/Center for Substance Abuse Treatment
- United States Department of Housing and Urban Development
- New York State Department of Health
- New York State Office of Alcohol and Substance Abuse Services
- New York State Office of Mental Health
- New York State Office of Developmental Disabilities and Mental Retardation
- New York City Department of Health and Mental Hygiene
- New York City Department of Homeless Services
- Montgomery County Department of Behavioral Health and Developmental Disabilities
- American College of Mental Health Administration
- American Psychological Association
- Association for Community Living Agencies in Mental Health
- The Coalition of Behavioral Health Agencies, Inc.
- Corporation for Supportive Living
- The Fledgling Fund
- HIV/AIDS Services Administration
- Homeless Services United
- Human Services Council of New York, Inc.
- InterAgency Council of Mental Retardation and Developmental Disabilities Agencies
- Medical and Health Research Association of New York City, Inc.
- National Association of Social Workers; New York City Chapter
- National Council for Community Behavioral Healthcare
- National Coalition for the Homeless
- New York Association of Psychiatric Rehabilitation Services
- New York State Coalition for Children’s Mental Health Services
- New York State Health Foundation
- Nonprofit Risk Management Center
- Society of Psychologists in Management
- Supportive Housing Network of New York
- Urban Institute for Behavioral Health

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In times of recession, we are surrounded by stories of cutbacks, losses and tightened budgets. While budget woes are no different here at ICL, we do have a different story to tell.

ICL is defined by the efforts of its staff and its consumers, and these efforts have not wavered in the face of our country’s recession. The quality of our work does not rise and fall with the stock market or the price of gas. This constancy is why, even in a year of recession, ICL has continued to expand in so many ways.

*We expanded horizons.* We encouraged consumers not to define themselves by their mental illness or developmental disability. We empowered them to seek new roles for themselves that embraced their individuality and improved their health — as artists, partners, advocates, activists, friends and volunteers. Their artwork graced the halls of Brooklyn Museum, and their good deeds shone in the Everyday Heroes Initiative. Many of our consumers learned how to manage their own diabetes better thanks to a grant from the NYS Health Foundation. The Fledgling Fund is helping parents to become Peer Advocates to other parents raising children.

*We expanded training opportunities for staff.* New programs like Data Dashboards and The Learning Institute give staff efficient ways to share program outcomes widely and disseminate evidence-based treatment, ensuring the use of best practices agency-wide.

*We expanded the reach of our services.* We have increased our presence and accessibility in communities. We have also strengthened our ability to provide integrated care, which is critical to the recovery and long-term well-being of our consumers. We opened The Guidance Center of Brooklyn Heights, a new outpatient mental health clinic that serves people of all ages. We also relocated ICL’s Guidance Center of Brooklyn-Bensonhurst adjacent to ICL HealthCare Choices, our medical clinic, so that consumers can conveniently schedule appointments with their therapist or psychiatrist and their medical doctor on the same day.

There is no quality more prevalent among our staff and consumers than resiliency. Together they acknowledge struggles and rise above challenges; create and revise solutions; and define independence not as a destination but an ongoing journey requiring constant growth, especially in times of adversity.

Our efforts and successes are strengthened by your generous contributions, and we thank you for your continued support.

Sincerely,

Barbara Sass MSW, LCSW  
Chair, ICL Board of Directors

Peter C. Campanelli PsyD  
President & Chief Executive Officer
Evidence-Based Advances

- ICL’s Project Aspire received the SAMHSA 2008 Science to Service Award for bringing permanent and affordable housing, opportunity and most importantly, hope to the lives of homeless women with histories of mental illness and chemical abuse.

- Staff members can now share what they have learned more easily. A new initiative, The Learning Institute, gives staff increasingly efficient ways to disseminate best practices and evidence-based treatment throughout ICL.

- With the advent of Clinical Pathways, mental health staff members in busy clinical environments utilize “at-a-glance” worksheets to assist in the decision-making process. Each diagnosis-specific Clinical Pathway aids staff, step-by-step, to provide evidence-based best practice assessments and treatments.

Program Enhancement & Development

- Addressing the issues of overlooked heroes, an historic partnership between ICL, the Department of Veterans Affairs and the New York City Department of Homeless Services comprehensively addresses the needs of homeless veterans. On July 1, 2008, ICL assumed operations of the Borden Avenue Veterans Residence.

- ICL is playing an important role in national healthcare reform. Pathways to Wellness, funded through a New York State Department of Health grant of nearly $1.75 million, will improve the care of chronically ill Medicaid patients. The Pathways to Wellness team will work with each consumer to encourage routine and regular treatment and improve coordination of care.

- The talents of consumers with I/DD and severe visual impairment shone at the 3rd Annual ICL exhibition, New York State of Mind, at Brooklyn Museum. Artists, inspired by the city, created works in clay, paint and photography.

- Through a great deal of effort, insight and planning, ICL opened The Guidance Center of Brooklyn Heights, a new outpatient mental health clinic that serves people of all ages.

- ICL Linden House will gain a sibling in Coney Island! Construction was completed on a second residence in 2009 — this time it will be co-ed with teen girls as well as teen boys.
To help consumers make the best progress possible on their paths to independence, ICL continues to improve, expand and advance. The past year has been one of great progress for staff, consumers and the agency as a whole.

**Training Advances**

- ICL’s Rugby Road Residence launched the Every Day Heroes Initiative, another opportunity for consumers to integrate with the community and contribute in meaningful ways. Developmentally disabled residents partnered with the Church Avenue Merchants and Business Association (CAMBA) in various volunteer projects.

- The ICL Training Department launched its Leadership and Education Academy for Direct Support Professionals (LEADS). This workforce development project trains, mentors and advances the careers of direct support staff working with people with developmental disabilities.

**Wellness Advances**

- ICL Healthcare Choices unveiled its new fitness, nutrition and wellness room, staffed by an exercise physiologist.

- Coordination of psychiatric and medical care is now just a matter of walking down a corridor. ICL’s Guidance Center of Brooklyn-Bensonhurst’s new location is next to ICL HealthCare Choices so that consumers can schedule appointments with their therapist or psychiatrist and their medical doctor on the same day.

- Led by ICL and the Urban Institute for Behavioral Health of NYC, the ground breaking Diabetes Co-Morbidity Initiative (DCI) was launched in eight New York City behavioral health agencies. Over 300 consumers enrolled in Diabetes Self-Management, an innovative new approach to preventing and managing diabetes.

- Over 1,000 consumers through 49 ICL programs monitored their health status through the ICL Healthy Living Initiative. Six episodes of Healthy Living TV aired with engaging topics that included Healthy Choices about Sexual Activity, How to Work with your Healthcare Provider and The Mental Health and Wellness Connection.

**Technological advances**

- With the advent of teleconferencing, ICL staffers from different programs can literally see eye-to-eye without leaving their sites. Virtual meetings and town halls allow staff to easily convene, even on a moment’s notice, maximizing their time and minimizing travel.

- Program directors can now view program information and outcomes on Data Dashboards. Like the instruments on a car’s dashboard, a data dashboard offers a glimpse of how a program is doing in key areas, like Service Plan Reviews, the Healthy Living Initiative and program occupancy rates, all in a way that is quick to read and easy to understand.
## Residential Options

### Adult Community Housing

<table>
<thead>
<tr>
<th>Program</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICL Broadway Residence and Supported Housing</td>
<td>(212) 663-7233</td>
</tr>
<tr>
<td>ICL Bronx Supported Housing</td>
<td>(718) 378-6472</td>
</tr>
<tr>
<td>ICL Brooklyn HRA/HASA</td>
<td>(718) 855-4035</td>
</tr>
<tr>
<td>ICL Emergency Transitional Housing Program</td>
<td>(718) 272-6046</td>
</tr>
<tr>
<td>ICL HUD/IPS Supported Housing</td>
<td>(718) 625-4635</td>
</tr>
<tr>
<td>ICL Lawton Street Residence and Supported Housing</td>
<td>(718) 919-3900</td>
</tr>
<tr>
<td>ICL Lewis Residence</td>
<td>(718) 452-6714</td>
</tr>
<tr>
<td>ICL Milestone Residence and Supported Housing</td>
<td>(718) 468-4700</td>
</tr>
<tr>
<td>ICL Pratt House</td>
<td>(718) 703-2473</td>
</tr>
<tr>
<td>ICL St. Marks Residences and Supported Housing</td>
<td>(718) 778-2117</td>
</tr>
<tr>
<td>ICL Stepping Stone Residence, Treatment and Supported Housing</td>
<td>(718) 855-4035</td>
</tr>
<tr>
<td>ICL Queens Treatment Apartments</td>
<td>(347) 426-1190</td>
</tr>
</tbody>
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### Adult Mentally Ill Chemical Abuser “MICA” Treatment Residences

<table>
<thead>
<tr>
<th>Program</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>ICL Eastern Parkway Residence and Supported Housing</td>
<td>(718) 778-0685</td>
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<tr>
<td>ICL Halsey House and Supported Housing</td>
<td>(718) 386-9224</td>
</tr>
<tr>
<td>ICL Prospect House and Supported Housing</td>
<td>(718) 693-0200</td>
</tr>
<tr>
<td>ICL Walit House and Supported Housing</td>
<td>(718) 625-4635</td>
</tr>
<tr>
<td>Pennsylvania Institute for Community Living, Inc “PICL” Grove House</td>
<td>(215) 706-4330</td>
</tr>
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### Adult Intellectual/Developmental Disabilities Housing

<table>
<thead>
<tr>
<th>Program</th>
<th>Phone Number</th>
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</thead>
<tbody>
<tr>
<td>ICL Avenue K Residence</td>
<td>(718) 241-2316</td>
</tr>
<tr>
<td>ICL Bronx Park East Residence</td>
<td>(718) 994-5938</td>
</tr>
<tr>
<td>ICL East 170th Residence</td>
<td>(718) 542-2529</td>
</tr>
<tr>
<td>ICL East 225th Street Residence</td>
<td>(718) 231-0576</td>
</tr>
<tr>
<td>ICL Garden House</td>
<td>(718) 451-2787</td>
</tr>
<tr>
<td>ICL Joselow House</td>
<td>(212) 724-6652</td>
</tr>
<tr>
<td>ICL Pacific Street Residence</td>
<td>(718) 342-9438</td>
</tr>
<tr>
<td>ICL Rugby Road Residence</td>
<td>(718) 282-0301</td>
</tr>
<tr>
<td>ICL West 12th Street Residence</td>
<td>(718) 373-6649</td>
</tr>
</tbody>
</table>

### Transitional Residences and Shelters

<table>
<thead>
<tr>
<th>Program</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICL Borden Avenue Veterans Residence</td>
<td>(718) 784-5690</td>
</tr>
<tr>
<td>ICL Tillary Street Shelter for Women</td>
<td>(718) 855-7485</td>
</tr>
</tbody>
</table>

### Child and Family Residential Services

<table>
<thead>
<tr>
<th>Program</th>
<th>Phone Number</th>
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</thead>
<tbody>
<tr>
<td>ICL Emerson-Davis Family Development Center, Treatment Apartments and Supported Housing</td>
<td>(718) 636-1463</td>
</tr>
<tr>
<td>ICL HOPWA Supported Housing for Women</td>
<td>(718) 290-8100</td>
</tr>
<tr>
<td>ICL Linden House Child Community Residence</td>
<td>(718) 290-2410</td>
</tr>
</tbody>
</table>

Visit online at www.ICLinc.net or contact ICL Central Access toll-free at (888) 425-0501 for more information on our array of programs and services.
Clinical Services

ICL Healthcare Choices, Inc., an Article 28 diagnostic and treatment center
(718) 234-0073

Outreach Services

ICL Blended Case Management
Child and Adult
(718) 272-6025

ICL Bridger Team Program
(718) 272-6025

ICL Bushwick, Central Brooklyn and East Brooklyn Assertive Community Treatment Teams “ACTT”
(718) 495-0920

ICL FOCUS Program
(718)-272-6046

Gateway Services To Independence

ICL Vocational Services
(718) 272-6155

ICL Community Support Services
“CSS” Psychosocial Program
(718) 272-6155

ICL Empower Clubhouse
(718) 272-6155

Support Departments

ICL Corporate Headquarters Departments
40 Rector Street, 8th Floor,
New York, NY, 10006
(212) 385-3030

• ICL Corporate Community Relations
• ICL Finance and Entitlements
• ICL MH & MR/DD Nursing Services
• ICL Human Resources
• ICL Information Services
• ICL Program Design, Evaluation and Systems Implementation
• ICL Purchasing and Corporate Operations
• ICL Quality Assurance and Improvement
• ICL Real Property & Facilities Management
• ICL Real Property Holding Co,

ICL Food & Nutrition Services
(718) 272-6046 x2175

Child and Family

ICL Brooklyn Family Resource Center
(718) 290-8100

ICL Guidance Center of Brooklyn
(718) 256-8600

ICL Guidance Center of Brooklyn Heights
(718)-875-7510

ICL Highland Park Center
(718) 495-6700 or (718)-290-8100

ICL/GCB Program for Students, Teachers and Families at IS 220
(718) 436-8692

ICL Rockaway Parkway Center
(718) 272-3300

ICL School-Based Mental Health Program at PS 13 and Achievement First
(212) 385-3030 x3350 or (718) 922-7098

ICL School-Based Enhancement Program at PS 190/IS 311
(212) 385-3030 x3351

ICL School-Based Mental Health Program at PS 213
(718) 257-4034

ICL School-Based Mental Health Program at PS 345
(718) 647-8387

ICL School-Based Mental Health Program at PS 260
(718) 649-9218

Key to Abbreviations:
CR  Community Residence
ICF  Intermediate Care Facility
IRA  Individual Residential Alternative
SH  Supported Housing
SRO  Single Room Occupancy
Tx  Treatment Apartments
Institute for Community Living, Inc.
and Related Companies

With revenues from government contracts and Medicaid and support through contributions and special events, we helped over 8,000 children, families and adults living with serious mental illness or intellectual disabilities through over 100 programs during the year ending June 30, 2009.

<table>
<thead>
<tr>
<th>Our Programs and Services:</th>
<th>Expenses Associated</th>
<th>Percentage of Total Expenses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health Residential Services</td>
<td>$37,313,237</td>
<td>49.62%</td>
</tr>
<tr>
<td>Intellectual/Developmental Disabilities Residential Services</td>
<td>10,200,522</td>
<td>13.56%</td>
</tr>
<tr>
<td>Children and Family Services</td>
<td>9,269,688</td>
<td>12.33%</td>
</tr>
<tr>
<td>Clinic Programs</td>
<td>5,854,079</td>
<td>7.78%</td>
</tr>
<tr>
<td>NYC Department of Homeless Services Veterans Residential Services</td>
<td>5,319,032</td>
<td>7.07%</td>
</tr>
<tr>
<td>Community Support Services</td>
<td>4,124,972</td>
<td>5.49%</td>
</tr>
<tr>
<td>Other Programs</td>
<td>2,070,082</td>
<td>2.75%</td>
</tr>
<tr>
<td>Continuing Day Treatment Program</td>
<td>1,048,827</td>
<td>1.39%</td>
</tr>
</tbody>
</table>

Total Programs and Services $75,200,440 100.00%

Another view of how revenues were allocated towards our programs and services: