

people USA

Where hope greets you at the door,
and recovery is the expectation



Our mission is to educate, support, and empower people and communities to understand, manage, and overcome mental health, addiction, and social determinant of health challenges.

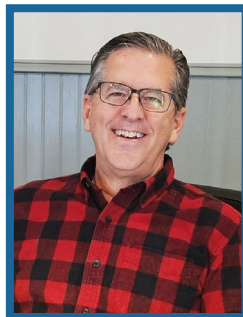
2023 ANNUAL REPORT

A Few Words from People USA's CEO Steve Miccio

In 2020, a document was released by the Substance Abuse and Mental Health Services Administration (SAMHSA) called "National Guidelines for Behavioral Health Crisis Care Best Practice Toolkit". As a contributor, I worked to develop a new focus on behavioral health crises: "someone to call, someone to respond, and a safe place to go". Through People USA's innovative crisis services, we have been providing people in need with someone to call, someone to respond, and a safe place to go over the past 25 years. In this sense, we have been addressing the SAMHSA guidelines since before they were even created!

As we look back, 2023 was a year of innovation and excellent service delivery. We introduced the Law Enforcement Assisted Diversion (LEAD) Team in partnership with the Dutchess County Department of Behavioral and Community Health and the City of Poughkeepsie Police Department. LEAD is an intensive outreach mobile team designed to provide individuals in our community with the opportunity to divert from the criminal justice system into a supportive behavioral treatment system. We also developed a clear advocacy agenda locally, statewide, and nationally, to promote human rights, evolve the system of care to one of compassion and healing, and educate around funding for services in our communities that will improve collaboration, integration of services, and full access to care.

With the unshakable support of our Board of Directors, we will continue our mission to serve all who enter our doors in the most efficient, effective, and compassionate way we know how. We strive to learn from our guests and continuously improve our supportive services on all levels.



With gratitude,

Steve Miccio
CEO of People USA

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CEO Steve Miccio receiving the Marty Smith Memorial Award at NYAPRS Conference



CEO Steve Miccio received award from American Foundation for Suicide Prevention



CEO Steve Miccio presenting at Natcon 23



Guest bedroom at the Walden Rose House



Family Playroom at the Dutchess County Stabilization Center



New York State Office of Mental Health (OMH) touring the Crisis Stabilization Center

Rose Houses

People USA created and operates Rose Houses, the first peer-run crisis respites in New York State. Currently, there are 4 houses serving 6 New York Counties.

We have helped open over 40 Crisis Respites using the Rose House model in Alaska, California, Georgia, Massachusetts, Michigan, Minnesota, Nebraska, New Jersey, New York, North Carolina, Pennsylvania, Vermont, Washington, Wisconsin, and Europe.

We are currently developing 3 more new Rose Houses across the United States.

About the Model: Rose Houses are 24/7 short-term crisis respites that are home-like alternatives to hospital psychiatric ERs and inpatient units.

Guests can work with highly skilled and trained staff on a full, customizable menu of services designed to help them understand, manage, and overcome the underlying causes of their crises, now and in the future.

Crisis Stabilization Centers

People USA created and operates the Dutchess County Stabilization Center, the first Crisis Stabilization Center in the Northeastern United States, and the first peer-led in the world.

We are currently developing 3 more Crisis Stabilizations Centers in the Hudson Valley region.

About the Model: People USA's Crisis Stabilization Centers are a 24/7 community crisis response hub.

People of all ages - adults, children, and families - can connect immediately with an array of healthcare professionals and providers, to address any mental health, addiction, or social determinant of health needs. The service is 100% voluntary; people can walk in on their own or be brought by law enforcement or emergency service personnel on crisis intervention calls and can stay up to 23 hours and 59 minutes.

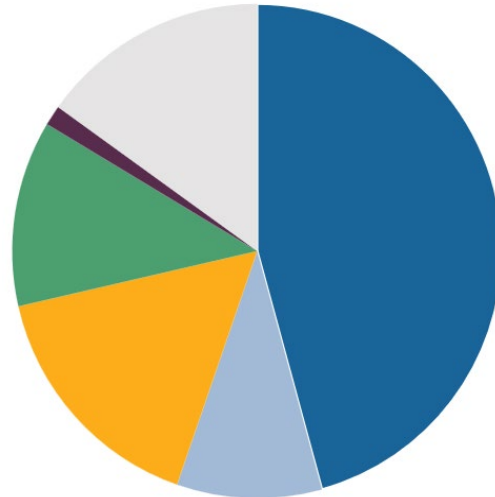
Financial Trends

Year	2021	2022	2023
Total Assets	\$ 2,948,791	\$ 3,622,693	\$ 2,858,796
Total Liabilities	\$ 1,562,301	\$ 2,657,140	\$ 1,859,123
Net Assets	\$ 1,386,490	\$ 965,553	\$ 999,673
Current Assets	\$ 2,089,810	\$ 2,275,644	\$ 1,479,699
Current Liabilities	\$ 1,019,953	\$ 1,762,673	\$ 999,673
Current Ratio	2.05	1.29	1.48
Grants & Contracts	\$ 6,552,554	\$ 7,872,533	\$ 9,374,619
Other Income	\$ 279,692	\$ 702,740	\$ 1,019,507
Total Income	\$ 6,832,246	\$ 8,575,273	\$ 10,394,126
Total Expenses	\$ 6,819,691	\$ 8,996,210	\$ 10,323,007

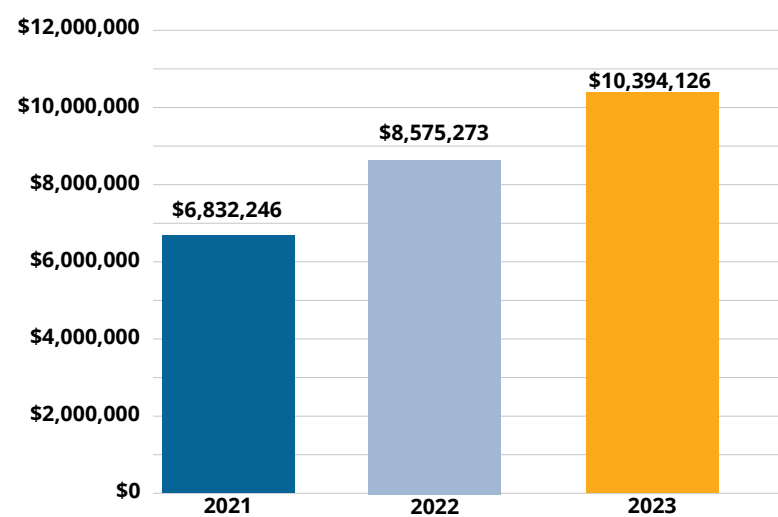
2023 Expenses

Total Expenses: \$10,323,007

- **Personal Services**
\$ 4,722,224 (46%)
- **Admin**
\$ 987,036 (10%)
- **OTPS**
\$ 1,662,358 (16%)
- **Property**
\$ 1,255,870 (12%)
- **Fringe**
\$ 1,558,429 (15%)
- **Equipment**
\$ 137,090 (1%)



Total Income



Crisis Stabilization Center

Full-Service Walk-In Community Crisis Response-Hub

Total of guests served: 3082

Guests served information
Mental health concerns: 2350
Substance use disorder concerns: 741
Under 18: 794

"Guest EO was brought into the Crisis Stabilization Center by her son to connect to substance use treatment. Due to insurance and other challenges, she initially was unable to get accepted into any program. EO stayed at the center in a safe and supported environment while staff called local programs and advocated for her. She was eventually admitted into a rehab program and picked up from the Center by program staff. EO and her son felt that she would not have gotten into treatment without the hard work and support of our staff."

- Guest EO of Crisis Stabilization Center

Crisis Stabilization Team

Forensic mobile team that works directly with law enforcement in the field and courts to provides crisis response, transitional care services and alternatives to incarceration

Total unduplicated guests: 120

Care Coordination

Health benefit for individuals with Medicaid insurance that links individuals to community service and care

Total participants served: 172

LEAD Program

Law Enforcement Assisted Diversion outreach program for repeated arrests and incarceration level offenses

Total of guests served: 28

Integrated Peers

Personalized wellness and whole-health coaching through embedded and community based peers

Total participants served: 145

Supportive Housing

Connects unhoused participants to community housing resources, and personalized wellness services

Total participants housed: 129

"At the time of intake, the participant was struggling with several challenges that affected her ability to live independently, including managing her finances, addressing chronic health issues related to obesity, and nicotine addiction. The People USA's Housing Coordinator first worked with the participant to implement budgeting sheets which would help her adapt to independent living and build her self-determination and skills to advocate for herself. Next, the Coordinator helped the participant schedule Bariatric surgery, which was a long-term goal of hers, and assisted her with appointments leading up to and following the surgery. After her surgery, the participant quit smoking, became more physically active, and began eating a healthy and balanced diet, which resulted in her losing 100 pounds. The participant is now stably housed, physically healthy, not smoking cigarettes, and working part-time driving a cab."

- Supportive Housing Participant

Law Enforcement CIT Training

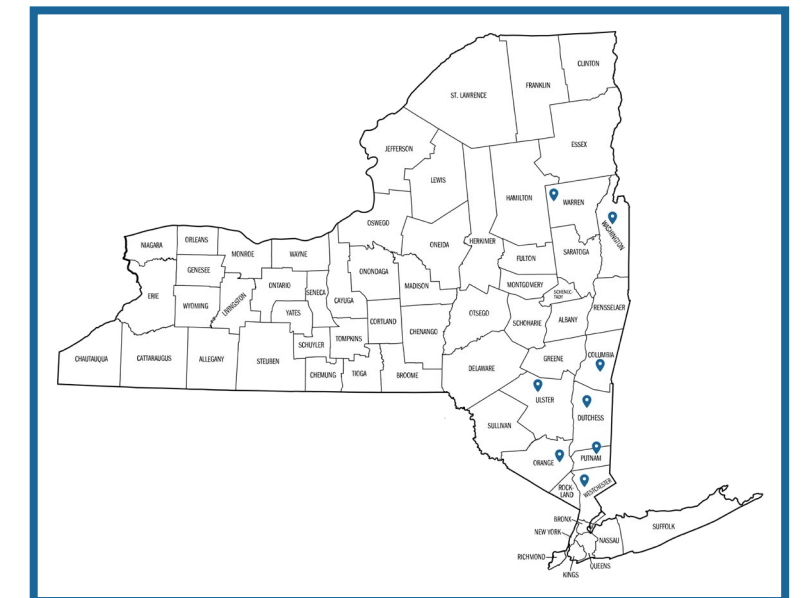
People USA has organized and provided Crisis Intervention Team (CIT) training to law enforcement in several counties in New York State, and in 2023 trained 30 officers.

CIT Training is designed to equip responding officers with skills, knowledge, and community connections. The five main goals of this program are to be able to engage safely and effectively with people in crisis, improve the overall safety of such interactions for all parties included, divert people from the criminal justice system whenever possible, reduce repeat Emotionally Disturbed Person (EDP) calls, and link people in need to the best local services, supports, and resources.



Crisis Intervention Team (CIT) Training Class 2023

NY Locations Map



Consulting Services

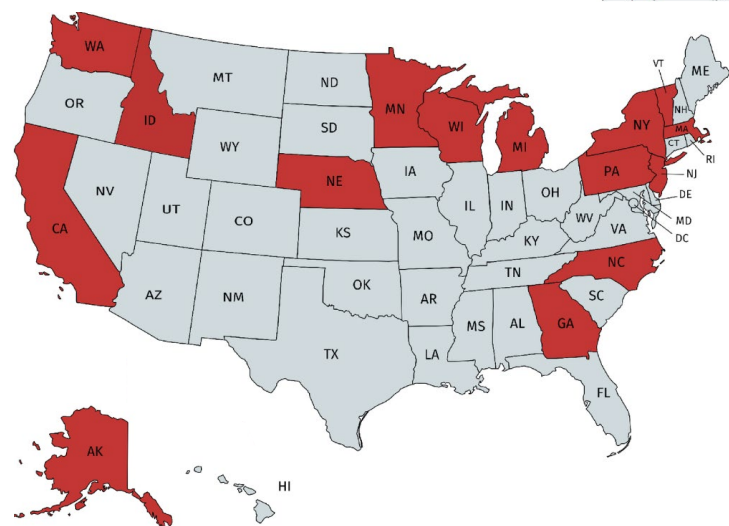
People USA provides innovative solutions tailored to your organization. Through our integrated peer services and high quality compassionate care, we continue to provide effective ways of using Medicaid expansion funding, effective solutions to reduce hospital and jail recidivism, and managing complex systems of care while maximizing cost avoidance for health care and criminal justice systems.

One of the ways People USA has been involved in the community is by providing consulting to PeerTAC. Peer Support Services Technical Assistance Center (PeerTAC) delivers training, technical assistance, and consultation to mental health organizations serving people across their lifespan including children, youth, families, and adults/older adults living with mental health conditions.

People USA's staff member Jeremy Reuling, LCSWS, NYCPS Program Coordinator for Yonkers Mobile Crisis Response Team is not only a member of the Advisory Committee for PeerTAC but also serves as a consultant for PeerTAC. Together they work on curriculum development, training on peer supervision, and providing peer expertise on program development and implementation.

People USA and PeerTAC continue to work together to discuss various topics faced by peers while developing processes and improvements for continued success.

Our Consulting Clientele in the USA and Europe



Mobile Crisis Response Team

Experienced team of a peer specialist and social worker who respond immediately to requests from law enforcement

Total number of referrals: 320
Total unduplicated guests: 282

"People USA's Peer Specialist witnessed a woman collapse in a park near MCRT's offices. He immediately responded and found that she was unconscious and not breathing. Staff performed CPR compressions on the woman, called 911, and reached out to Sgt. Spink of the Yonkers Police Department. Staff also contacted the MCRT team currently in the field so they could come to the scene. Emergency personnel arrived and took over lifesaving duties, successfully reviving the woman with Narcan, and then transporting her to the hospital. She is an unhoused person living on the street, and while she did not want to enter the shelter system, MCRT offered her follow-up services and additional support.

- Participant of MCRT

Rose Houses

Home-like alternatives to using hospital psychiatric inpatient units.

Total guests: 238

CORE Services

Community Oriented Recovery and Empowerment provides eligible adult Medicaid beneficiaries with peer support services.

Total participants served: 48

People USA's Events Inspire Hope to the Community



Staff tabled and walked for suicide prevention at the Out of the Darkness Walk for Dutchess and Ulster County



Jersey Mike's Subs Multi-Unit Franchise Owners and People USA board members Bernadette Klein and Ed Marchigiani

Jersey Mike's Subs Opening Fundraiser

Jersey Mike's Subs Multi-Unit Franchise Owners Bernadette Klein and Ed Marchigiani hosted a fundraiser for People USA at their grand opening of one of their new locations in Dutchess County. Thank you for joining our board and helping us raise \$5,500.00 to support our mission!

Wellness Wednesday

People USA hosted our first annual Wellness Wednesday Workshops. This was a day for our staff, community, and participants to connect and unwind with self-care activities.



Staff at the first annual Wellness Wednesday Workshops

Annual Breakfast

People USA's 3rd Annual Breakfast was a hit, with nearly 250 community members in attendance at the Ulster Performing Arts Center in Kingston. Utilizing the power of theater, playwright Casey Kurtti and director Chris Silva brought true stories of People USA's staff to life onstage in a multi-media performance. Our guests enjoyed this unique way of learning about our services—and most importantly, who we have delivering them: peers with lived experience. We were thrilled to honor Sheriff Juan Figueroa with the Advocacy Award for being such an incredible partner and advocate. The morning concluded with a community conversation on how we can work together to impact change in the mental health space, with CEUs being provided for participating clinicians.



CEO Steve Miccio presenting the Advocacy Award to Ulster County Sheriff Juan Figueroa



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Social Media

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Thank you to our 2023 Supporters

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Interested in becoming a supporter?

Your donation makes our work possible

Your contributions empower us to continue and expand our impactful services. Every donation makes a real difference in the lives of those struggling with mental health, addiction, or homelessness.

For further information please contact Kristen Vaphides, Development Manager kvaphides@people-usa.org