





Mission

To empower and enrich the lives of people in recovery, coping with a mental illness, and/or diagnosed with a developmental disability. This is accomplished by offering services and supports in an inclusive, person-centered environment.

Vision

All individuals are respected and lead lives of personal fulfillment and acceptance within our community.

Core Values

Honesty, Integrity, Respect

2020 Board of Directors

Andrew Cuddy – President Kenneth Knight – Vice President Patricia Festa – Secretary Bradley Chapman – Treasurer

> Elane Daly Jessica Janssen Joseph Manning Christopher Ryan Richard Slagle Christopher Sloan Christina Warter David Wilder

Administration

Elizabeth Smith Executive Director

Darlene Podolak Chief Operating Officer

Sara Bilinski Director of Human Resources

> Diane Jurczak-Prue Director of Finance

Amber Amidon
Director of Quality Assurance

Kelly Buck
Director of Marketing
& Development

Gary Fellows Director of Facilities

Blossoming at Unity House

How far we've come in the past 70 years! Back in the 1940s, when a little girl named Bonnie Gould started having seizures and was slow to develop speech and motor skills, there was no real medical diagnosis other than "mentally retarded," a term we no longer use today. Now we find that "developmentally disabled" has a much more inclusive, positive connotation that opens doors rather than shuts them.

Bonnie and her older brothers Gordon and Gary were raised on a farm just south of King Ferry, NY. Gary and mother Virginia are still actively involved in Bonnie's life. Virginia remembers that King Ferry Central School was only able to accommodate Bonnie's needs to the third grade. Gary explains: "After that, she was bussed to the Miller

Building in Ithaca where they had a program for her. She then transitioned to a sheltered workshop, and Mom drove her to that program for years until she went to a group home in 1987."

Bonnie has happily lived with Unity House since 1997 when the agency took over management of Homes Inc. in Ithaca. She had already been living in a group home there for a decade, and she was warmly enveloped into her new living situation where she thrived.



Gary and Bonnie Gould visit Taughannock Falls State Park

"There was lots of stigma attached to people with developmental disabilities back then," Gary recalls. "I learned that everyone has disabilities, some are just more visible than others. The most difficult part was that people stared at Bonnie when we were out in public. My mother always made sure that Bonnie was dressed 'to the nines' whenever we went out. She always looked nice and my mother took exceptionally good care of her."

In addition to receiving housing services from Unity House, Bonnie loves to work and has held many positions through Challenge Workforce Solutions over the years. Now in her mid-70s, Bonnie still works one day a week sorting car parts or shredding paper. She packs her lunch, is excited about getting her paycheck, enjoys being with the other workers, and hopes to continue working for a few more years.

"I've learned a lot about the world and life's interactions from Bonnie over the years," says Gary. "She's so friendly and outgoing, and has taught me that the good in people is not on the surface but in the heart. I have learned to be kinder and respect individuals no matter who they are and where they come from. I am proud to be out with Bonnie and feel many people could learn from increased interactions with a handicapped person."

Gary and Virginia are grateful for the Unity House staff who support Bonnie, especially Brett Budetti and Program Manager Nikki Walker at Lower Green Street IRA. Bonnie's team takes her to the hair dresser, doctor appointments, and her job at Challenge. She especially enjoys getting her nails done, and going on an annual ladies' trip to the Poconos.

"The whole staff does a super job! We think they're wonderful, and Bonnie has really blossomed at Unity House," said Virginia. "They've been extremely helpful, and I know what they go through. There is a lot of recordkeeping and other challenges helping this population. They are just good people, nice to know and so caring."

Unity House Strong

An extraordinary year has passed, one which presented exceptional challenges. Focusing on Unity House's mission and the needs of the people we serve allowed the agency to become stronger as we met and conquered those challenges.

The coronavirus impacted Unity House in myriad ways: obtaining personal protective equipment, adjusting services for our clients, keeping families in touch with their loved ones, managing staffing shortages, juggling state budget issues, etc. From the start, agency leadership proactively addressed each challenge as it arose. Payroll protection funds were obtained, staffing was reimagined, and constantly changing state guidance was implemented.

Throughout 2020, Unity House struggled to fill open job positions. The agency has actively advocated at the state level for increased funding for our workers. School closures and the enhanced unemployment benefits from the COVID stimulus packages have contributed to keeping many individuals from returning to the workforce. Unity House has obtained vaccinations for those employees and service recipients who chose to get one, so that people can return to work safely. We will continue in 2021 to urge Albany to increase service and pay rates that will allow us to fill vacancies and improve the quality of life for our workforce.

On a more positive note, Unity House in 2020 opened a new Without Walls day program in Auburn, and launched a redesigned website. We also engaged a development consultant who coached us on best practices and led a board retreat to explore establishing an endowment fund. This fund will provide financial support to the agency in perpetuity, and will be announced in 2021.

We live in a very special community. Supporters of Unity House stepped up with incredibly generous donations to help us obtain PPE, take-out meals, technology and small morale boosters for dedicated staff. Over 1,000 homemade face masks were contributed! That level of community support is remarkable and we are so thankful.

The agency will complete its current three-year strategic plan in 2021, and create the next one to guide us as we move forward. The plan will include outreach initiatives in our local communities, building partnerships and collaborations that are mutually beneficial. COVID taught us that these relationships are critical during crises. We will also continue to review our internal technology needs and assess our cyber risk vulnerability. We were pleased to see at the beginning of the pandemic that our technology well situated us to swiftly transition from office to remote work.

We are proud of our 2020 accomplishments in the face of COVID-19. As always, what mattered most were the people. At all levels of the agency, staff rose to the challenge, displaying flexibility and incredible compassion for our program participants during these stressful times. They worked overtime and their thoughtful, can-do attitudes enabled us to weather this storm. These exceptional efforts continue today, as we all pull together to bring a close to this pandemic. Through it all, our friends and our powerful employees kept us "Unity House Strong." You have our deepest appreciation.



Elizabeth Smith *Executive Director*



Andrew Cuddy Board President

2020 Financial Report

For the year ending 2020, the agency's revenue increased slightly to \$24.1 million. Expenses were \$22.9 million, resulting in a surplus. The increase in revenue was due to the receipt of a Payroll Protection Program loan. This PPP loan was used for a temporary increase in pay for our employees in order to retain our staff during the COVID crisis.

The COVID pandemic caused a disruption in the supports we were able to provide through our employment and day services. The result of this was a decrease in our Medicaid revenue. Thankfully Unity House was able to serve and assist our clients in our supervised and supportive IRA housing programs. OMH allowed telehealth services so we could provide much-needed support to people in our mental health and PROs programs.

68%

8%

1%

1%

6%

1%

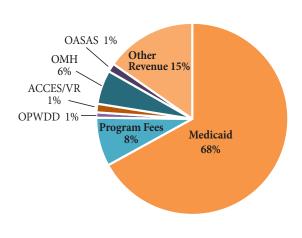
15%

We look forward to a brighter and more typical 2021.

OUR 2020 FUNDING (unaudited)

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Medicaid	\$16,179,039
Program Fees	\$1,982,081
OPWDD	\$215,610
ACCESS/VR	\$348,458
OMH	\$1,381,882
OASAS	\$345,099
Other	\$3,701,036
Total Revenue	\$24,153,205



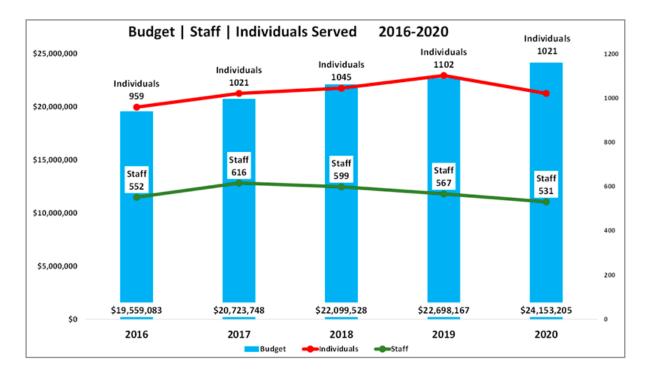
Fundraising 1% Administrative 6% Employment Services 5% Rehabilitative Services 26% Restorative Services 62%

EXPENSES

Restorative	\$14,178,117		62%
Rehabilitative	\$5,970,528		26%
Employment	\$1,171,950		5%
Fundraising	\$284,811		1%
Administrative	\$1,308,585	(unallocated)	6%
Total Expenses	\$22,913,991		

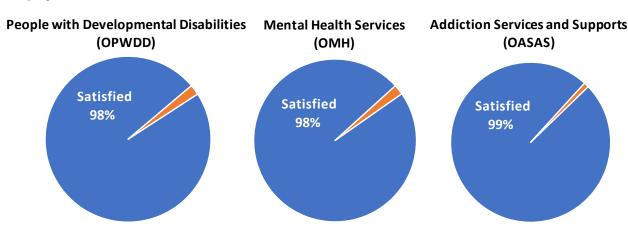
2020 Programs in Review

Unity House remains diligent in tracking program data to inform our decision making. These charts and graphs were introduced last year and received positive feedback. They best capture the scope of our work as we strive to meet our mission of empowering and enriching the lives of people with disabilities.

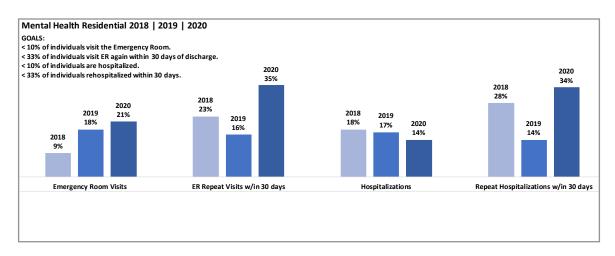


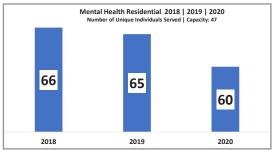
2020 Satisfaction Surveys

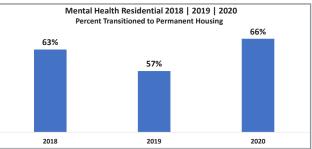
Unity House surveys its service recipients annually to ascertain their level of satisfaction with our programs and services.

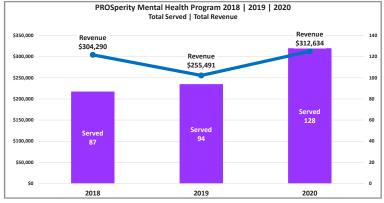


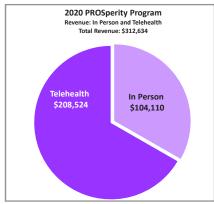
2020 Mental Health (OMH) Programs in Review



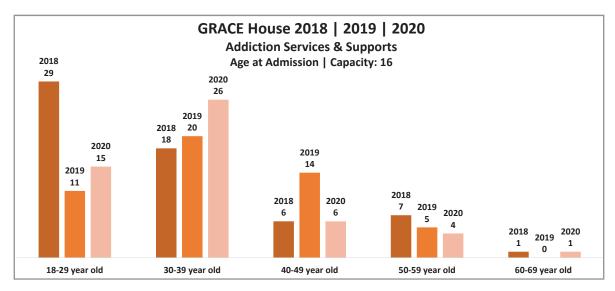


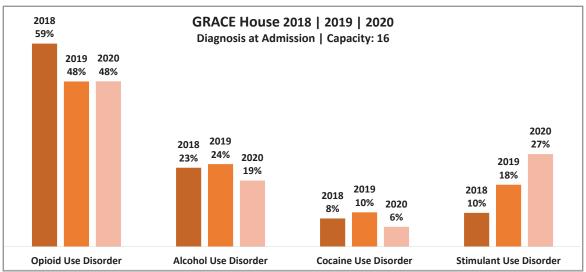


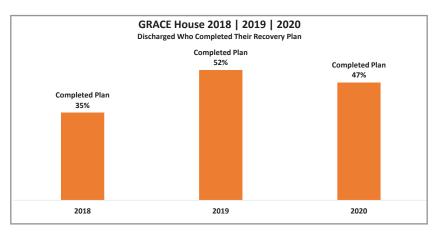




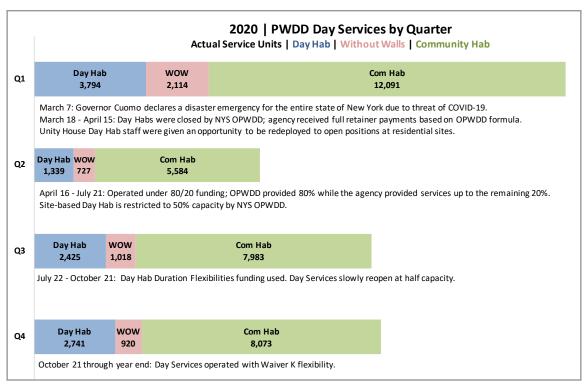
2020 Recovery (OASAS) Programs in Review

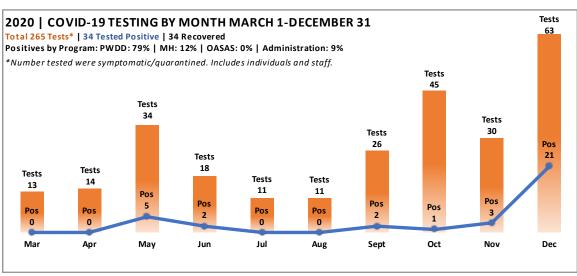






2020 Developmental Disability (OPWDD) Programs in Review





Agency Highlights

JANUARY

The agency opened a new Without Walls day program in Auburn, located at 31 Market Street. Modeled after the successful WOW program in Ithaca, Auburn WOW offers programming that gets about 20 clients out into the community, encouraging social interactions and integration with their peers, and building daily living skills.



FEBRUARY

Unity House launched a new website. We hired an outside consultant to completely redesign the web pages from the ground up, and the new look is sleek, modern, easy to use, and mobile-friendly. Check it out at: www.unityhouse.com

APRIL

Top agency leadership changed at the organization's annual meeting. Board president Cindy Wilcox stepped down after 11 years, six of those as president. Cindy brought unique insight and development experience to Unity House, and we are deeply grateful for her exceptional service. Another long-time board member,







Christina Warter

Andrew Cuddy, was inducted as president. Christina Warter, owner of Soul & Mind Evolution in Auburn, joined the board as a new director.

JUNE

Judi Magee was promoted to Director of Mental Health Services upon the retirement of Sue Morley. In her new role, Judi oversees about 110 residents in supportive housing programs located in three counties. She also manages 47 treatment apartments and supervises nearly 40 employees.



Judi Magee

AUGUST

After a five-month hiatus due to COVID-19, Unity House day services reopened at half capacity in Ithaca and Auburn.

OCTOBER

Because we could not host our board dinner in April due to the pandemic, we honored our annual award winners at a special donor appreciation breakfast at the Auburn Hilton Garden Inn. Unity House recognized the good work of Timothy Donovan as the 10th annual Fred Atkins Community Service Award winner, and honored Sheriff's Deputy Michael Wellauer with the 9th annual Open Arms Award. Congratulations and thanks to both men for their service to our community!



Award winners Wellauer and Donovan receive proclamations from Patrick Cameron of Assemblyman Gary Finch's office

120 Honor Roll of Donors

Forever to be known as "the year of Covid," 2020 certainly caused us all to change course. Even in the face of such trying times, our friends and donors stepped up to the challenge and were more generous than ever. Unity House was unable to host its two largest fundraising events, and yet we exceeded our goals and your donations far surpassed our hopes. You helped the organization meet its mission in the bleakest of times. We couldn't be more grateful! Kelly D. Buck, Director of Marketing & Development

GOVERNMENT AGENCIES & REPRESENTATIVES

Cayuga County Department of Mental Health

CNY Health Home

Medicaid

NYS Department of Corrections &

Community Supervision NYS Department of Education NYS Department of Health

NYS Departments of Social Service

NYS Justice Center NYS Office for People With

Developmental Disabilities

NYS Office of Addiction Services & Supports

NYS Office of Mental Health NYS Problem Solving Courts

Ontario County Department of Mental Health

Seneca County Department of Mental Health Substance Abuse & Mental Health

Services Admin.

Tioga County Department of Mental Health

Tompkins County Department of

Mental Health

Wayne County Department of Mental Health

FOUNDATIONS & GRANTMAKING ORGANIZATIONS - \$6,720

Auburn Kiwanis Club + Auburn Rotary Club +

Cayuga Community Fund Ithaca Rotary Club

Kev Bank + Tompkins Charitable Gift Fund Triad Foundation +

FRED ATKINS COMMUNITY SERVICE FUND - \$834 in 2020; \$31,340 fund total at year-end

Bowman, David & Beth + Coon, Gary & Linda Hoskins, Bonnie & Wayne +

Cuthbert, Douglas

Clark, Clara Donovan, Timothy Poole, Don & Jean

BOARD DISCRETIONARY FUND - \$6,005 in 2020; \$368,085 fund total at year-end

Unity House's Board Discretionary Fund (BDF) will become the agency's endowment fund in 2021. Donors are welcome to make gifts in perpetuity at any time. These funds will be invested to ensure the longevity of the agency. Donations made in memoriam at the time of death are automatically designated to the BDF unless otherwise directed by the donor.

Alberici, Gino & Maxine Anderson, Carl & MaryAnn Bushnell, David & Cathy Casper, Terri

Festa, Patricia * Fishlock, Mary ^+ Giannotta, Jacqueline Cheney Tire Inc. Green, Lisa + Courtney, James Hassan, George Cuddy, Andrew *+ Janssen, Jessica *+

King, Christine Laird, Tim ^ LoPiccolo, Joseph Phillips-Coe, Sue + Redmond, Richard & Margaret + Rooker, Charles & Cynthia Sargent, Patrick & Wendy

Hemmer, Dawn & Eric Ryan

Schwartz Towers Tenant Assoc. G & J Smith Charitable Trust + Warren, Sheryl Weaver, Carolyn Wilder, David * Wilmot, Kristen Wride, Marilyn

IN KIND GIFTS & SERVICES (especially PPE & homemade face masks) HEALing Communities Study

Angelo's Dry Cleaners Anonymous Applebee, Glen

Atkinson, Bill & Patti Battista Auburn Alliance Church Auburn Community Hospital

Auburn Enlarged City School District Dudley, Angela Baker, Samantha

Balfour, Nora Balter, Dana

Beak & Skiff Apple Farms, Inc. Biss, Joyce

Blunt, Robert @ Clean Start Bolesh, Erica Boucounis, Beverly Brown, Destyni ^ Burgess, Pam Calvary Food Pantry

Cayuga County Emergency Mgmt

Cayuga Tompkins Home Bureau Clingerman, Grandma Connely, Allen @ Mozaic Delaney, Nicole DeWitt, Lorna Dottolo, Mark Dwyer, Jessica East Hill Family Medical Ely, Carolyn Engle, Shannon ^

Errcums, Khris Fandrich, Jill Franco, Amanda Frelier, Lorraine Gaylor, Michelle Givin, Penny Hanno, Carrie ^

Havle-Williams, Eva

Buck, Kelly ^+

Hindman, Joanne Huffman-Baez, Sandie ^ Hunt's Tree Farms The Jacobs Press Kerrigan, Pat Kolonko, Stan & Lisa Kraatz, Kay Kravchenko, Katerina Krusey, Katie Lowe's Auburn Lower, Debra Luffman, Jamie & family

MacKenzie-Childs Marteney, Susan Masters, Nancy Mays, Michelle ^ Messina, Pat

Mills, Martha

Kenny Minde Construction Moravia Mennonite Church

Moore, McKenzie Morgan, Audrey ^ Murphy, Barbara Nightengale, Heidi Peers of Cayuga County Pendergast, Amy Purcello, Andrea & family

Quant, Mary Sangari, Geeta Sapoznikov, Lona Short, Ashley ^ Sixty-55 Design Teddy Bear Mountain Williams, Joyce Williams, Lyndon

THE FUND FOR UNITY HOUSE – \$71,552

Anonymous (19) Adams, Dave & Penny Amidon, Amber ^+ Ammerman, Rose

Anderson, Carl & MaryAnn Arnold, Chris Atkins, Neil & Maggie +

Badalamenti, Ben + Barnes, Kerry * Bassney, Nancy Becker, Cathy +

Beesley, Adrian Bement, Louise Beno, John & Maryann Bilinski, Judi + Bilinski, Sara ^

Bouley, Chuck Brantner, Bob & Michelle

Brozon, Aaron ^

Buske, Brian Carr, Timothy Cayuga County Employees Chapman, Bradley *+ Choiniere, Renee ^ Cool, Marion Coon, Gary & Linda

Courtney, James Cowmey, William & Kathy Crenner, James & Elena + Cuddy, Andrew & Shobna *+

Cuddy, Daniel Cuddy, Michael Currier Plastics + Currier, Jim Daly, Elane *+

DeChick, Brenda ^ Delaney, Robert & Michelle Donovan, Timothy Dresser, Jacqueline Dudley, Angela Dunbar, Jonathan

Eibert, Robert & Elizabeth Empower Federal Credit Union + Everest Foundation for

Family Enrichment Fandrich, Mark & Jill + Fausold, Charles & Helene Fellows, Gary ^

Fellows, Shannon Finch, Gary & Marcia Frampton-Pearsall, Denise + Fricano, Midge

Ged, Constance + Giangreco, Sheila Gould, David + Gould, Gary & Sandy Gould, Ty Gould, Virginia Greene, Michael Gross, Eleanor + Gucciardi, Tony & Patti Gunderson, Tom & Maralee + Hautala, Richard + Haynes, Elisha ^

Helinski, Edward & Janet Hinman, Patricia ^ Hiza, George & Carolyn + Hoff, Annie Hoffmann, Janice

Hulik, William & Debra Insalaco, Valentino & Sherry + ITT Goulds Pumps

Jonathan's Furniture Jordan, Dawn Julian, Mark & Jeannine

In Memoriam / In Honor

Akins, Thomas in honor of Kathy Akins

Anderson, Carl & MaryAnn in memory of Grace Siracusa

Arnsten Foundation

in honor of Susan Arnsten-Russell

Badalamenti, Ben +

in memory of Onorato Badalamenti

Baird, E. Jeannette +

in memory of Joyce Hunter

Beaudet, Julie

in memory of Kathryn Allen Berian, Claire

in memory of Margaret & John Berian

Bevor, David & Deb in honor of Katy Beyor

Bonner, Amanda in honor of Masks With A Purpose

Bowman, David & Beth + in memory of Fred Atkins

Briggs, Laurie in honor of Kelly Buck

Brown, Daniel & Debra in honor of Renee Choiniere

Brown, David in memory of Doris Teti

Buck, Emory & Anne in honor of Kelly Buck

Burgess, Pam in memory of Ozzie & Ginny Ostander

Burke, Lynn in honor of Masks With A Purpose

Burling, Roberta in honor of Kevin Burling

Cameron, Doug & Joan in honor of Timothy Donovan

Campbell, Dale & Sharon + in honor of Gale & Tony Amerman

Cannucciari, Dan & Phyllis + in memory of John Cannucciari

Cheney, Maureen in memory of John "Jack" Gagan

Clark, Clara in memory of my sister Marian Prockup

Corcoran, Patricia

in honor of Timothy Donovan

Crandall, Charles & Debbie in memory of Michael Payne

DeJoy, Jean

in honor of Jamie Vivenzio

Dellefave, Dorothy in memory of Dennis Zwick

Donch, Dominika^ (staff) in memory of Scott Carter

Dygert, Gerald + in memory of Chris Dygert

Fassell, Gerald + in memory of Carol Fassell

Fishlock, Mary ^+ in memory of Leona May Laird

Fishlock, Mary ^+ in memory of Robert Werner

Garlasco, Janet in honor of Unity House needs

Geraghty, Michael J. in memory of Dorothy Kelley-Geraghty

Geraghty, Michael & Katherine in honor of Patrick Geraghty

Geraghty, Michael J. in memory of Thomas G. Geraghty

Giannotta, Jacqueline in honor of Patti Festa

Gilbert, Donna + in honor of Mary B. Weare

Hollis, Mary + in honor of Sue Conklin

Jupin, Mike & Gloria in honor of Jamie Vivenzio

Kennedy, Brendan in honor of Katie Yezzi

Koester, Diane & Ken Larson + in honor of Benjamin Larson-Koester

Laird, Tim ^ in memory of Leona May Laird

LIG Computer in honor of the new website

Longway, Nicole ^ in memory of Lonnie Burgette Longway, Nicole ^ in memory of Lewis Crofut

Luffman, Jamie in memory of Phil Luffman

Mancini, Michael in memory of Catherine Mancini

Merritt, Karen in memory of Robert & Doris Dawson

Meyer, Stephanie in honor of Kelly Buck

Moore, Ursula + in memory of Onorato Badalamenti & Maria Hyland

Neigh, Robert in memory of Earl & Carol Neigh

Noren, Scott in memory of Caitlyn Kowalczyk

O'Hora, Siobhan in honor of Kelly Buck

Payne, John & Pam in memory of Michael Payne

Podfigurny, Bill in memory of Matthew Podfigurny Podolak, Ron & Sara Jo +

in honor of East St IRA staff Podolak, Ron & Sara Jo +

in honor of Laura Podolak

Poole, Don in honor of Thomas & Catherine Poole & family

Power, Barbara + in honor of Nick Reiter

Redmond, Richard & Margaret + in honor of Day Hab staff

Redmond, Richard & Margaret + in memory of Richard Welch

Rothwell, Denise in honor of my sister Roxanne

Slagle, Charlotte & Porter + in memory of Shirley I. Beach

Smith, Leonard & Nancy + in honor of Miles Smith

Stowe, Donna Power + in memory of Doris Teti

Tanner, Dean in honor of Unity House staff Teti, Doris

in honor of Donna Stowe

Vanetti, Michael & Carol + in honor of Timothy Vanetti

Vasile, Louis + in memory of Joe "Junior" Vasile

Vivenzio, James + in honor of Jamie Vivenzio

Warren, Sheryl in memory of Doris Teti

Werner, Haley in honor of Liz Smith

Wilder, David * in memory of Patricia Ann Wilder Fitzmaurice

Wilmot, Kristen in memory of Helen Wilmot

The following gave in memory of Daniel Coriale:

Brown, James & Michelle Coriale, Anthony & Patricia DeLuca, Loretta Fouracre, John & Karen Frey, Joseph Gibson, James Hawkins, Re'el Jelks, Marcus Powers, Daniel & Barbara Seymour, Michael & Anne

The following gave in memory of Robert Kahl:

Alberici, Gino & Maxine Anderson, Carl & MaryAnn Bushnell, David & Cathy Casper, Terri Cuthbert, Douglas Festa, Patti * Giannotta, Jacqueline Green, Lisa + Hassan, George King, Christine LoPiccolo, Joseph Phillips-Coe, Sue Rooker, Charles & Cynthia Schwartz Towers Tenant Association Weaver, Carolyn Wride, Marilyn

THE FUND FOR UNITY HOUSE continued

Kerr, Tricia Ottley Key Bank + Kleefeld, Kurt ^ Klink, John Knight, Kenneth *+ Krickovich, Kyle Lehtonen, Johan Leone, Thomas Liberatore, Alexis ^ Liberatore, Paul & Margaret Lynch Furniture + Mack, Beverly & William + Manning, Joseph *+ Markley, Paul & Diane Marteney, Susan Martin, Deb ^ MEDENT/Community Computer +

Meng, Hung-Yuan (Sandy)

Militello, Alyssa ^

Miner, Victoria ^ Miskell, Allan & Helen + Morrell, Ryan ^ Network For Good NUCOR Steel O'Brien, Teresa O'Connor, Cynthia Palumbo, Joe ^ Paulino, Dick & Marie Perrine, Cindy Pestridge, Michiyo ^ Phillips-Coe, Sue + Podolak, Darlene ^+ Prego-Milewski Michelle Rankin, William & Patricia James P. Reagan Agency + Reiley, Thomas Relph Benefit Advisors Renard, Colette Romaine, Victor & Betty

Ryan, Chris *+ Samul, Regan Santobianco, Amy ^ Schenck, Brian & Dee Dee Schwarting, Fred & Deb Sheffield-Tanner, Nancy + Sherman, Kathy Short, Ashley ^ Sloan, Christopher *+ Smith, Elizabeth ^ Smith, Pat Stoecker, Martiel + Stowe, Lindsay Stoyell, Alice ^ Tanzini, Chester Taylor, Jerry Tersegno, Michael & Linda + Texas Roadhouse Ithaca Tompkins Trust Company Tompkins-Schuyler SEFA

Trama, Robert Trapani, Michael & Molly Triad Foundation + United Way of Cayuga County United Way of Central New York Van Wagner, James & Gail Vanek, David + Walczyk, Timothy Warter, Christina 3 Wilcox, Cindy *+ Wilson III, Freddie ^ WSTM NBC 3 Xylem, Inc.

= Unity House board member

Unity House employee

= 5 year donor

Honesty

Unity House Empowering Lives. Securing Futures.

217 Genesee Street, Suite 14 • Auburn, NY 13021 www.unityhouse.com

2020 ANNUAL REPORT