

2024

INSTITUTE FOR COMMUNITY LIVING ANNUAL REPORT



The Innovation Report



Dear friend,

People get better at ICL because, in part, we are constantly learning from our program participants and our team that is delivering services. We ask: how can we improve support for New Yorkers facing life’s most significant challenges? And how do we keep successfully supporting people as their needs evolve?

We find the answers in two important lessons we’ve learned since opening our doors in 1986: Success starts with meeting our participants where they are—whether that’s on the street, at school, in their home, in a hospital or in a shelter—and people must be able to easily move between programs as their needs change.

Nearly four decades after opening our first program—Nevins Street Apartments—we have built a wide array of programs that meet people wherever they are, and we developed a business model that enables people to access the right services whenever they need them. The resulting Continuum of Care model, which you can see on pages 4-5, captures the breadth and depth of ICL’s services—and our ability to support people as they progress through recovery to stability.

In this Annual Report, you will also read the stories of Jenn, Kevin, and Ronald—New Yorkers who are forging their own paths to positive change by building upon the stability that our programs provide. With this strong foundation, they are achieving their dreams, on their terms and through their own resolve. We support them by meeting them where they are throughout their journey.

We hope you are as inspired by their stories as we are. Your support ensures that our talented team—more than 1,500 dedicated and compassionate professionals—can continue to show up each day to help New Yorkers achieve their goals, whether it’s improving mental health, addressing substance use, securing permanent housing, reuniting with family, earning a degree, or landing a stable job.

Thank you for your partnership,

Jody Rudin
President & CEO

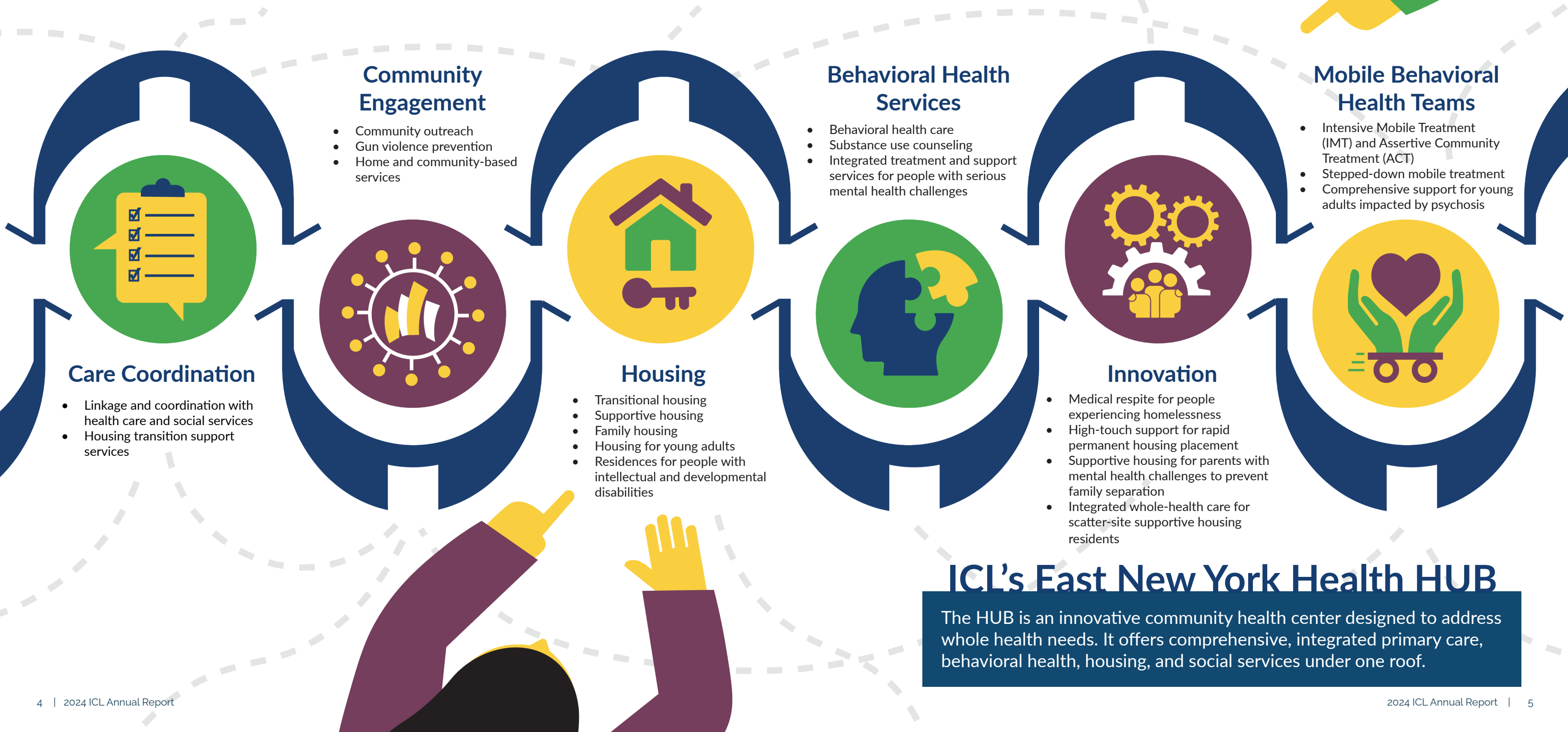


Lisa J. Kleist
Board Chair



ICL's Continuum of Care

ICL's continuum of care ensures a comprehensive approach to helping New Yorkers address behavioral health challenges and achieve their full potential. We provide a spectrum of whole health, integrated services and create opportunities for people to access support anytime, anywhere.



ICL's East New York Health HUB

The HUB is an innovative community health center designed to address whole health needs. It offers comprehensive, integrated primary care, behavioral health, housing, and social services under one roof.



Jenn's Journey to Stability

Jenn is a 30-year-old mom who is proud to be raising her young son Lucas in an apartment of her own—and to have the tools to support him emotionally.

“ My son has changed my life. I want to raise him to understand and deal with his feelings. It’s ok to be angry or sad, but it’s what you do with those emotions that matters ”

Growing up, Jenn didn’t have the same security that she is able to provide for her child today. She was raised in New York City’s foster care system, moving in and out of different homes and psychiatric hospitals.

Children born to parents who have been in foster care are more likely to interact with the child welfare system themselves. Last year, when Jenn became pregnant, she was determined to break this intergenerational cycle. She was accepted into Emerson-Davis Family Center, ICL’s unique supportive housing model in Brooklyn for parents with mental health challenges who have been or are at risk of being separated from their children (read more about the program on pg. 12).

At Emerson-Davis, Jenn takes advantage of many services, including case management, parenting resources, household support like cleaning and laundry, and community events. Jenn cares for herself by going to therapy. She enjoys music and hopes to become a DJ. “I’ve finally found my peace,” she says.

Most importantly, Jenn is optimistic about Lucas’s future. “I want him to be successful in life and know that he can do anything he wants.”



Kevin is On Track for Success

Last spring, Kevin graduated from Syracuse University with a degree in engineering. He is now enrolled in a Boston University graduate program for computer information systems, excited to live in a new city and pursue a career in tech.

This chapter of Kevin's life comes after a period of immense challenges. He experienced his first episode of psychosis during college, a frightening ordeal that led him to temporarily leave school and return home to his family in Brooklyn. That's when he connected with ICL's OnTrack team, a program that treats adolescents and young adults who have recently had their first experience with psychosis.

Our multidisciplinary OnTrack team offers individual and group therapy, employment and education support, peer specialist sessions, as well as medication management and family engagement so participants can build independence. OnTrack helped Kevin find a medication regimen that worked best for him, to ensure he was not only functional, but able to actively work towards his goals.

“

When I wanted to go back to school, my OnTrack therapists didn't tell me I should wait or that it was a bad idea. Instead, they encouraged me. If you have a vision, they help you accomplish it.

”

In addition to his own perseverance, Kevin credits OnTrack and the support he's received from his family to get to where he is today. He is feeling good about himself again, becoming “a friend to my friends, a brother to my siblings, and a son to my mom.”

Today, Kevin looks ahead with hope. “I am a lot more grateful for my life around me. I expect more from myself now, knowing that I can handle any future challenges.”



Ronald Recovers His Independence

Ronald is a veteran who served in Korea, a father, and grandfather who is proud of his seven children and 17 grandchildren. “I’m like the glue for the family. My grandkids need me,” he says.

Ronald lives in ICL supportive housing and is thriving on his own. Just a few years ago, his life looked very different. Following the tragic death of his teenage son Isiah, he experienced homelessness, staying with family members and in shelters. PTSD and other mental health challenges led to a psychiatric hospital stay in 2022.

After he was discharged, rather than returning to shelter, he connected with ICL’s Medical Respite program. In partnership with NYC Health + Hospitals, this short-term housing and medical program offers specialized care and bridges the gap between hospital stays and the streets or a shelter.

While at Medical Respite, Ronald received meals, checkups, and medication-management support. Most importantly, he had a chance to decompress.

“ **It was the best thing they could’ve done for me. In that environment, I could finally sleep, shower, and take care of myself.** ”

Following his stay, Ronald was placed in an ICL supportive housing apartment in Queens. One of his favorite things about his home is the kitchen, where he often can be found cooking dishes like ziti.

Ronald’s newfound stability makes all the difference for his well-being. “Now, I feel like I’m in a good place. I have my own space, and I feel independent and capable of handling my business. ICL is there to help if needed, reminding me that sometimes, we all need a little support.”



Filling Gaps in Care with Innovative Programs

People and their circumstances change. Over time, their needs evolve. That's why we are constantly looking to develop new programs to meet these new needs and to close gaps in care. Innovation has been in our DNA since the organization's founding. We are particularly proud of the new and growing programs started over the past year.

STEPS Toward Self-Sufficiency

In 2024, ICL launched our new Step-Down Treatment Ensures Personal Success (STEPS) program, funded through a grant from The Helmsley Charitable Trust. This innovative pilot program expands the continuum of care for New Yorkers experiencing the most significant mental health challenges.

STEPS provides assistance for individuals who are ready for more independence and less intensive support after being successfully served by the highly effective Assertive Community Treatment (ACT) and Intensive Mobile Treatment (IMT) teams. Medication management, wellness education, case management, skills development, and peer recovery support ensures participants can continue to build self-sufficiency.

The results are impressive: in the first six months of the program, 94% of STEPS participants were housed, 97% were adherent to their medication, and 100% avoided the ER or hospitalization. Moving people from ACT and IMT to STEPS, also allows us to reduce the waitlists for those intensive programs—giving people who really need our help the opportunity to get on the road to recovery.

A New Life for Emerson-Davis Family Center

For 25 years Emerson-Davis Family Center, a unique supportive housing model, has been successfully supporting parents with mental health challenges who have been or are at risk of being separated from their children. And now, the program is poised to undergo a transformative redevelopment so more families can remain together—something crucial to children's future success.

After serving hundreds of families, the building that houses this program is showing significant wear and tear. Funding from supporters like Council Member Crystal Hudson and Borough President Antonio Reynoso will help jump-start the construction of a new 12-story building with 103 affordable housing units—triple the number of apartments in the old building.

The program provides 24/7 support, including case management, trauma-informed family services, and on-site childcare and tutoring. Parents with a serious mental health diagnosis are 26 times more likely to have children removed from their home than those without a psychiatric diagnosis. Our data shows that three-quarters of families who have lived at Emerson-Davis have remained unified. With the new building, we will be able to continue to successfully support families in the decades to come.

Breaking Down Barriers to Well-Being in Brownsville

Brownsville, Brooklyn is a diverse and vibrant neighborhood. Historically, it also has been plagued by poor health outcomes, high rates of gun violence, and low trust in law enforcement among its residents. NYPD data shows that in the 73rd precinct, which includes Brownsville, the number of shooting victims in the first half of 2024 jumped by almost 65% compared to the same period last year.

The Brownsville Safety Alliance is a grassroots, community-led collaboration designed to increase access to health care and social services. In partnership with the Mayor's Office of Neighborhood Safety, this unique program works by providing a full range of services to families impacted by violence. Families are identified through a network that includes schools, hospitals, the local police precinct, the Mayor's office, and partner nonprofit organizations, including ICL. Brownsville Safety Alliance members then collaborate to provide the whole family with everything they need to successfully overcome the trauma and other effects of violence, including mental health services, educational support, housing, food, and more.

ICL oversees a new extension of this project called "situation tables"—regular gatherings of front-line service agencies focused on crisis mitigation and family stabilization. In the past year, we have convened 25 situation tables, served over 70 clients, and made referrals to over 30 partners.





ICL's Impact

*FY2024 unless otherwise noted



ICL reaches over **10,000 New Yorkers** each year.

88% of our participants report they decide their own treatment goals, rather than program staff

Care Coordination and Community Outreach

Over 5,000 New Yorkers

engaged with our community-based outreach teams, connecting with resources for:



mental health



housing



child care



finances



employment

Among our Health Home care coordination participants



Treatment and Recovery Support

769 individuals served through IMT, ACT, and STEPS mobile treatment programs.

89% of ACT participants have avoided recent psychiatric ER visits

79% are adherent to their medication

From October to June 2024, among our STEPS participants:



93% were housed



97% were adherent to their medication



94% avoided the ER or hospitalization



2,216 individuals served through mental health and substance use clinics.

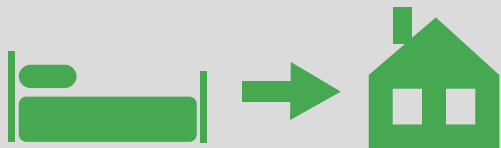
Housing

1,258 people live in ICL individual, family, and youth supportive housing

2,500 individuals live in ICL transitional shelters

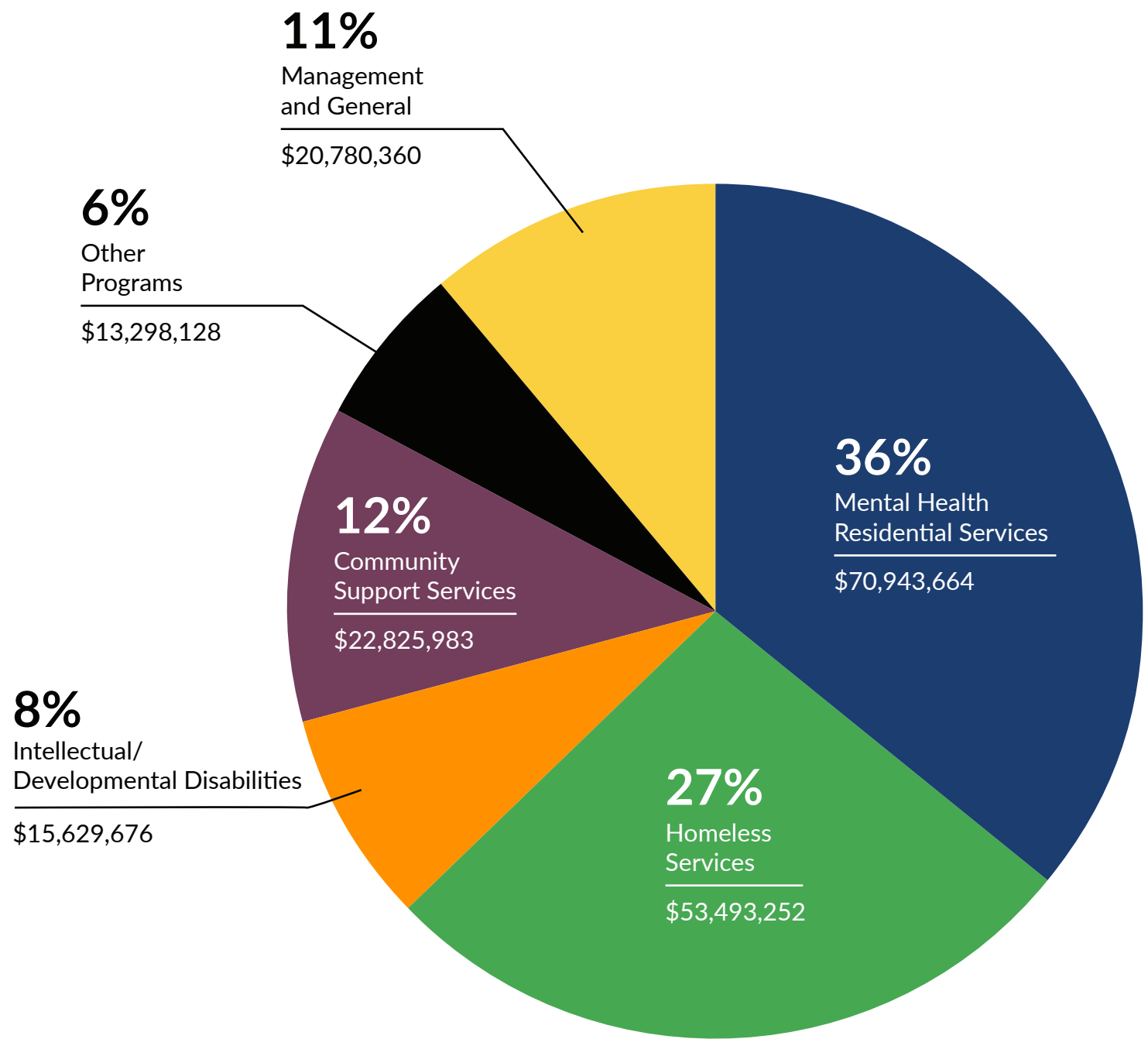
97% of our Intellectual & Developmental Disabilities (I/DD) residents are satisfied with the support they receive

238 veterans successfully transitioned out of shelter and into permanent housing in 2023





FY2024 Financials



TOTAL: \$196,971,063



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