



2021  
ANNUAL  
IMPACT  
REPORT





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Dear Friends,

To say that 2021 was a momentous year for RISE would be an understatement. Despite the necessity of an ongoing response to the Covid-19 pandemic, the agency continued to grow and evolve to meet the needs of the community.

In April, our year-long rebranding process culminated in the agency officially becoming RISE Housing and Support Services as we re-introduced ourselves and our programs to the community.

Throughout the year we experienced tremendous growth as we doubled the size of our Youth Care Management program to serve more children across five new counties, we broke ground on Dominic Hollow Apartments which will include supportive housing in the 60-unit affordable housing development, and we formed new partnerships through the successful Community Outreach Court Program.

Meanwhile, the incredible staff of RISE programs were steadfastly going about the business of providing care and support for the people we serve, despite new policies & protocols, staffing challenges, and the realities of life during a pandemic.

Thank you for joining us in our mission to support those most in need among us. We will continue working to ensure that everyone has a roof over their head and the opportunity to remain safe and healthy.

In gratitude and partnership,

Sybil Newell  
Executive Director

Alan S. Walther, CPA  
President, Board of Directors



# MISSION

Our mission at RISE Housing and Support Services is to help people living with mental health, substance use, and other life challenges to remain safe and healthy in the community through housing and supportive services.



## 2021 in Numbers

- 732 individuals served
- 73 people experiencing street-homelessness served
- 248 people housed
- 469 people provided care management
- Child & Youth Care Management doubled number served in 2020

**RISE serves as a catalyst, leader, and partner in meeting the housing and recovery needs of our community.**

# TOGETHER WE RISE

After more than four decades providing quality housing, mental health, and substance use support services – Transitional Services Association has a NEW NAME: RISE Housing and Support Services!



To align with our organization's culture and vision, our name should inspire hope and action – a welcoming brand that embraces the process of personal transformation.



RISE believes every person struggling with mental health diagnoses, substance use, and other life challenges has the power to RISE above those challenges.



Through healthy housing and support services that respect the unique needs of every person, RISE knows that lasting positive change is achievable.



**RISE**  
HEALTHY HOUSING  
AND SUPPORT SERVICES



# DOMINIC HOLLOW



RISE received capital funding through NYS Homes and Community Renewal (HCR), as well as capital and operational funding through NYS Office of Mental Health (OMH), and additional operating funds through the Empire State Supportive Housing Initiative (ESSHI) to construct and operate Dominic Hollow in the Town of Ballston Spa. The 60-unit affordable housing project is part of NYS's unprecedented \$20 billion, five-year plan to make housing accessible and to combat homelessness, and includes:

- 18 units of Supportive Housing
- 12 Transitional Apartments
- 30 units of Affordable Housing for the general community

RISE broke ground in November 2021, and anticipates construction to be complete by Spring 2023!

# COMMUNITY RESIDENCES



RISE operates three Community Residences, Edgewood House, Milestone Manor, and Rain House. The residences provide 24-hour supervision in safe, supportive, home-like environments to create a sense of belonging and shared responsibility. We offer specialized programming to support and promote personal wellness.



In 2021, our Community Residences housed 53 adults with severe and persistent mental health challenges. Clients enjoyed group activities such as pizza parties, trips to Stewart's for ice-cream, visiting the YMCA fitness center, pumpkin patch outings, and holiday celebrations!

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MILESTONE  
MANOR

RAIN  
HOUSE

EDGEWOOD  
HOUSE

*"As we have become more aware of the physical, emotional, and social ripple effects of trauma, it is imperative that we, those of us with boots on the ground, adjust business as usual. We have to progress and implement neuro/bio/social evidence-based practices that support residents in their healing process."*

*-Dawn Daum, Milestone Manor Program Director*



# PROGRESSIVE STEPS APARTMENT PROGRAM (PSAP)

*Transitional supportive housing for adults with mental health diagnoses and other life challenges.*

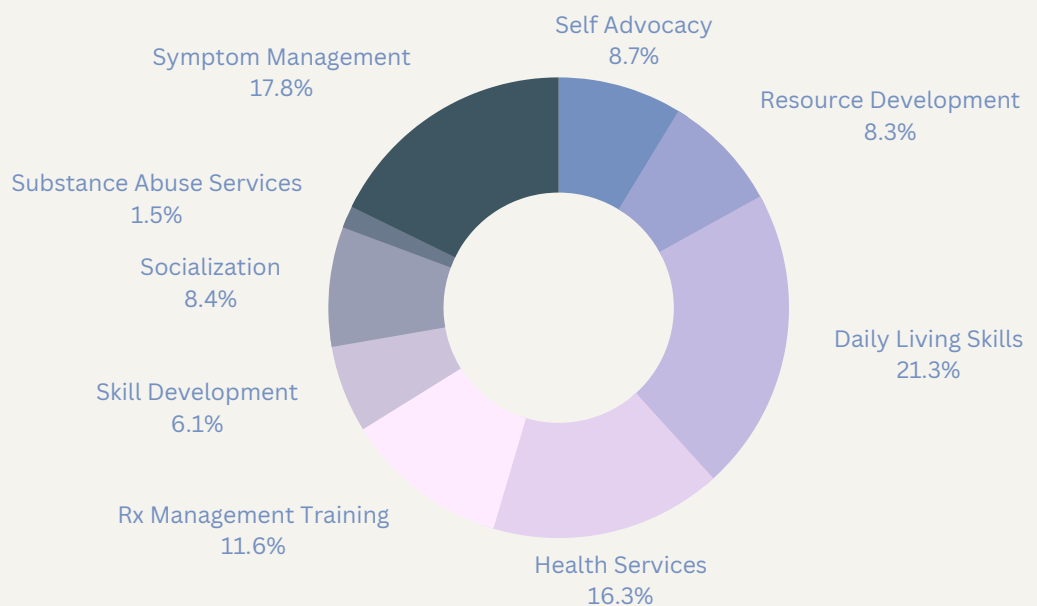
**“Living in RISE  
Housing  
Programs – Rain  
House and PSAP  
– gave me the  
opportunity to  
heal.”**

**-Robert**



**08**

## Supportive Services Delivered



The supportive services provided by RISE staff enable our PSAP residents to live safely in the community, with increasing independence. These services were provided on 1,356 occasions in 2021. That is an average of 32 service provisions for each of our 42 PSAP residents last year.



# PERMANENT SUPPORTIVE HOUSING PROGRAMS

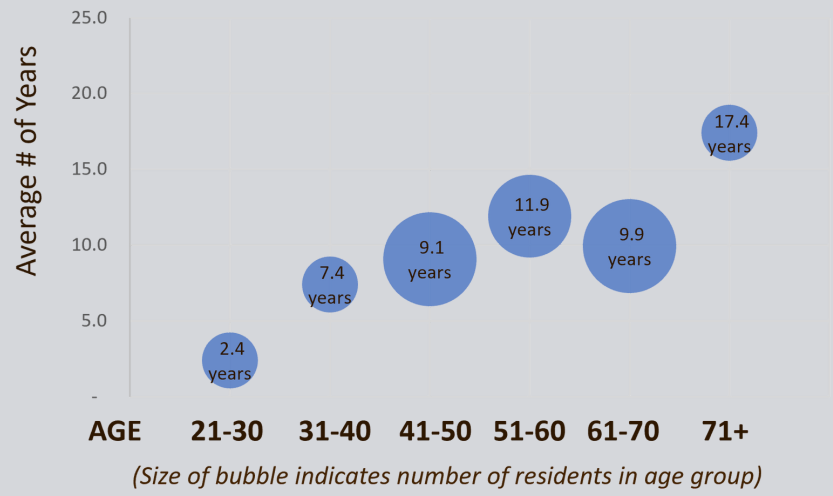
Our specialized trauma-informed, person centered approach honors the unique needs and challenges of each person.



## Supported Housing

Adults with mental health diagnoses and other life challenges.

Years in Supported Housing



54 residents receive sustained stability, with an average stay of 10 years. The longest-term resident has been in the program 26 years!!

“One of the things I am most proud about is that I have not been hospitalized since being in RISE programs.”

**-Amanda**  
Supported Housing Resident

## Housing First

Adults and families with mental health diagnoses, substance use, and other life challenges who are experiencing chronic homelessness.



On an average night , housed 32 people in 27 households.







# CARE MANAGEMENT

Connects clients with needed services, and facilitates effective communication with care providers. Care Managers assist with referrals for medical care, dental care, social services, mental health, substance use treatment, financial benefits, and housing.

## CHILD & YOUTH CARE MANAGEMENT

In 2021, the Child and Youth Care Management team served 204 kids - nearly doubling the number served in 2020 - due to program expansion into 6 new school districts: Amsterdam, South Glens falls, Niskayuna, Schenectady, and Gloversville.

RISE covered hotel costs for 6 families while assisting them with obtaining stable housing.

## ADULT CARE MANAGEMENT

The Adult Care Management Team worked collaboratively with RISE's new Community Outreach Court Program in 2021, connecting justice involved individuals experiencing homelessness with vital services such as detox, rehab, recovery housing, and mental health services.

Our Care Managers assisted 20 clients with obtaining stable housing.

204  
YOUTH SERVED

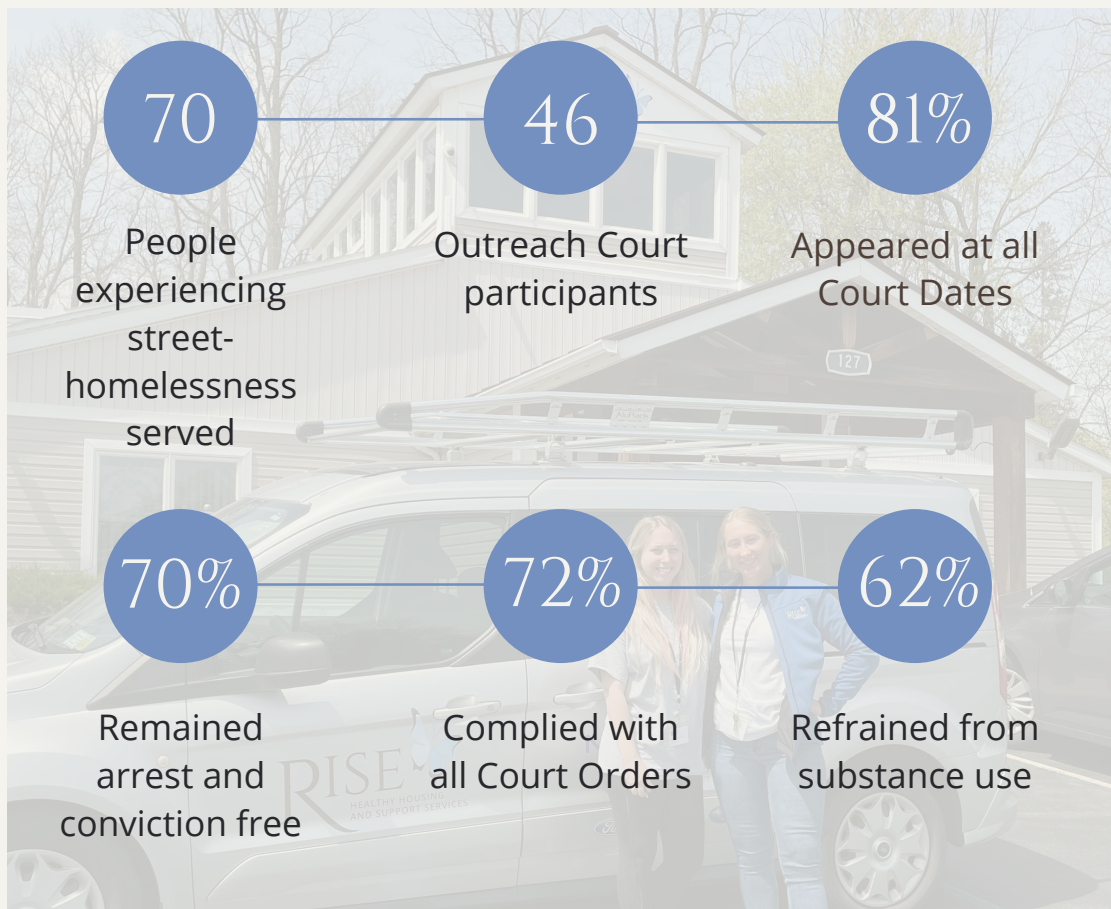
Working with the family as a whole, we strengthen each member's ability to navigate the maze of systems - helping them to access appropriate services, both now and in the future.

265  
ADULTS SERVED

We work with individuals to develop personalized Care Plans tailored to their needs. Care Plans are developed with an emphasis on preventative, primary medical care to keep people healthy

# COMMUNITY OUTREACH COURT

The RISE Community Outreach Court assists individuals who are experiencing street-homelessness and have pending charges with the Saratoga Springs City Court. RISE staff works with participants to address underlying issues (such as mental health and substance dependency) that often drive recidivism, and contribute to their state of homelessness. The program completed its first full year in 2021 with fantastic results!



*Mark\* had been homeless for over 20 years. Suffering from severe alcoholism, he resisted any sort of treatment or supportive services. In November of 2020, RISE staff began breaking through his barriers and he began to accept and fully engage with services offered to him, including vital mental health and addiction treatment. After 6 months of participation in our Community Outreach Court program he obtained a one-bedroom apartment - his first home in decades. He earned the dismissal of his charges in May 2021, and continues to live independently.*

# RECOVERY SERVICES

## Recovery Apartments



In 2021, our supportive, transitional apartment programs housed 20 individuals in recovery .

## Hedgerow House



Our substance use treatment community residence housed 51 people in early recovery in 2021!

## CELEBRATING RECOVERY!!



"I want to inspire hope and inspiration in others," says Alex, a former resident of two RISE recovery programs, Hedgerow House and Progressive Steps Apartment Program (PSAP) Recovery Apartments.

Alex is now a Certified Recovery Peer Advocate (CRPA) and utilizes his recovery experience to boost other's engagement in treatment and commitment to recovery.

*"Don't be afraid to ask for help, I did, and my life is gorgeous today."*



# ASSISTED OUTPATIENT TREATMENT

## AOT

AOT provides intensive monitoring, treatment support, and care management for people identified by the courts under Kendra's Law. It is court-ordered treatment for individuals with severe mental health diagnoses to comply with treatment while living in the community.

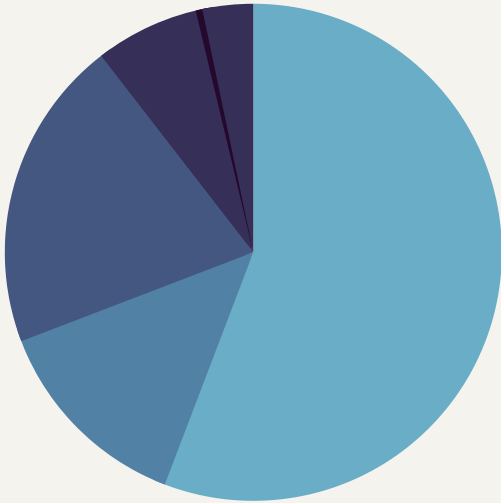
AOT increases people's ability to live independently and reduces the likelihood of homelessness, arrest, incarceration, hospitalization, victimization, suicide, and other common outcomes of non-treatment.



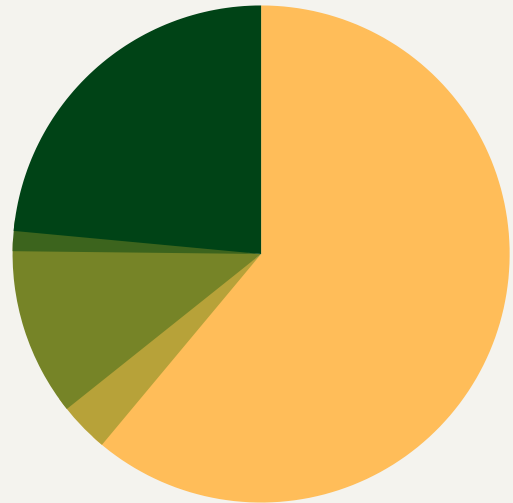
**64**  
people able to  
remain safe and  
stable in our  
community!

# FINANCIAL REPORT

## REVENUE



## EXPENSES



### REVENUE

Medicaid .....	\$3,802,554	55.8%
Fees For Service .....	\$911,739	13.4%
County Contract .....	\$1,385,608	20.3%
Grants .....	\$460,715	6.8%
Fundraising & Contributions .....	\$29,643	0.4%
Other .....	\$224,430	3.3%
<b>Total Revenue .....</b>	<b>\$6,814,689</b>	<b>100%</b>

### EXPENSES

Salaries & Benefits .....	\$3,791,679	61.1%
Client Related .....	\$199,798	14.1%
Housing .....	\$676,692	10.9%
Technology .....	\$80,792	1.3%
Other .....	\$1,460,321	23.5%
<b>Total Expenses .....</b>	<b>\$6,209,282</b>	<b>100%</b>

# COMMUNITY PARTNER ALL STARS



**HRCCU**  
MAKING LIFE BETTER

All our gratitude for the generous land donation in Corinth for our upcoming supportive housing project!



**PRESBYTERIAN  
NEW ENGLAND  
CONGREGATIONAL  
CHURCH**  
Rev. Kate Forer

Thank you for closing the \$20,000 funding gap for our new Community Outreach Court Program!



**lifestyles**

Grateful to be selected as their annual Give Back Gift Wrap Bar beneficiary!



**The Saratoga Hilton**

Grateful to be selected as their annual Chat with Santa beneficiary!



**Starbucks**<sup>TM</sup>

Thank you for the sweet treats for our residents!



**PINE GROVE**  
COMMUNITY CHURCH

Grateful to parishioner, Nancy Deeb, for providing transportation to services for our residents!



**Saratoga County  
Children's  
Committee**

Many thanks for providing our clients with gifts for the holidays!



**a·H·I**

Thank you for providing LGBTQIA+ Training to our staff!



**HEALING  
SPRINGS**

Thank you for continuing provision of crucial recovery programming to our clients throughout the pandemic!



ACL

**BRING IT HOME**  
Better funding for better care

MHANYS

Grateful for the continued advocacy for increased financial support of New York's Mental Health Housing Programs.

**AGWAY**

*True Value*

Ballston Spa, NY

Many thanks for the donation of vegetable and flower starts to support our residential garden!

Thank you  
CHRIS



for the generous donation of handmade winter hats!

**Lawrence Pohl Donor  
Advised Fund  
(ADK Trust Community  
Fund)**

Thank you for the generous support of our Community Outreach Court!

BUSINESS FOR GOOD | GIVING BACK TO MOVE FORWARD




Thank you for the surprise pizza lunch for our staff!!



**Regional  
Food Bank**  
OF NORTHEASTERN NEW YORK

Thank you for the consistent support of our residential programs!.

 [rise@riseservices.org](mailto:rise@riseservices.org)

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