

Peers supporting mental health recovery with purpose.

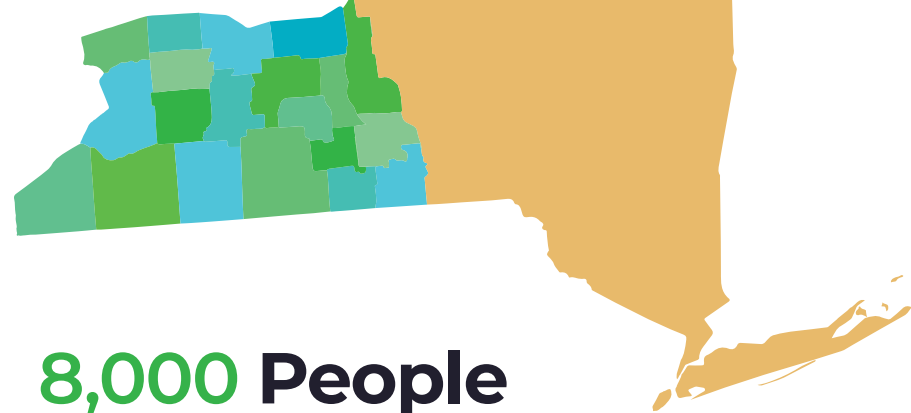


RECOVERY
OPTIONS
MADE
EASY
EXPERIENCES WOVEN TOGETHER

Peer Support Services

96% Avoid Hospitalization

Intensive peer support programming serves more than 850 community members for a combined 96% hospital diversion rate. Program types include recovery centers, engagement centers, peer bridging, and medically-integrated programming.



8,000 People

- 20 Counties Across WNY & Finger Lakes
- Geographically the Largest Peer-Run Agency in NYS

Crisis Support 24/7

95% Hospital Diversion

Serving over 460 guests annually in our multiple peer-run respite locations.

6,400 Tele-Support Interactions

Peer-run phone, text, and virtual support lines. First in NYS to engage in virtual peer support via video conference.

Housing Support

85% Maintain Stable Housing

Over 350 units of permanent supportive housing focusing on peer support to maintain community integration. Only 1.5% return to long-term psychiatric hospital care compared to the NYS supported housing average of 3.6%.

COVID-19 Response

Open & Available

The expansion of all peer-run support lines to include 24/7 call, text, and virtual line availability lead to a doubling in service call volume during the height of COVID-19. The combination of expanded lines and the request to keep respites and renewal centers open has ensured around-the-clock in-person and tele-service support.

Serving 1/3 of NYS

Providing community-based mental health and Medicaid services to HARP-eligible individuals across 1/3 of people in NYS.

\$35M Saved

Annual savings to Medicaid and Office of Mental Health.

