



# 2023 IMPACT REPORT



Our vision is to serve and empower people in need. We value agility, transforming our services in response to the changing needs of those we serve. We guide our future by our compassionate past.



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As of July 1, 2024

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## A LETTER FROM OUR LEADERSHIP

Looking back over the past year, it's incredible to think of all that's happened across Unity House.

Whether responding to a crisis for a family in need, working with a domestic violence survivor, helping a family with a child experiencing developmental delays, or addressing chronic food insecurity, every day, Unity House staff embrace our mission of *making life better* for people in need. As an agency, we are fortunate to have a professional staff that is so dedicated. It is a privilege to see how our teams share their expertise, showcase their talents, and renew their commitment daily to the people we serve.

Our clients are inspiring. It is not always easy to ask for or accept help, yet we have witnessed amazing transformations. Sometimes, the help is little, and sometimes, it is a lot. In both cases, lives are changed, one step at a time.

I encourage you to learn more about the people who come to Unity House and how you can make a difference in your community. Your support is more important than you know.

As we reflect on the accomplishments and changes we have seen, we must also think ahead. Together, we can build upon our success and help make life better, one person at a time.



David L. Bach  
President & CEO



Carlo Fusco  
Chair, Board  
of Directors

David L. Bach  
Chief Executive Officer

Carlo Fusco  
Chairperson



# A Child's Place

at UNITY HOUSE

Therapists, teachers, and paraprofessionals work with families year-round in our program for children ages six weeks to 5 years.

Our Staff provide education and services in our child care centers, in collaborations with area schools, and in the homes and communities of the families we serve. Therapy services include speech and language, occupational, physical, music and play therapy. 107 families benefited from childcare and 74 children enrolled in community based universal pre-kindergarten in partnership with the Albany City School District. A Child's Place staff provided 41,989 special education services to children with special needs.

## BREAKING DOWN MULTIDISCIPLINARY CHILD EVALUATIONS



**71 CHILDREN** received intensive speech therapy



**72 CHILDREN** received psychotherapy



**69 CHILDREN** benefitted from occupational therapy



**54 CHILDREN** received physical therapy



**70 CLASSROOM OBSERVATIONS** were conducted



**SIX CHILDREN** received education and music therapy

## Traveling Summer Camp

**Number of children served:**

**75**

For families with children ages five to twelve, our **Traveling Summer Camp** offers enrichment, food, and fun. Each day our residential day campers 'travel' to the day's destination, all the beautiful sights and scenes our area has to offer. The camp is available free to eligible families, serving **75 children** in total.



# Northeast Career Planning

## FUN FACT:

Since merging with Unity House in 2021, Northeast Career Planning has expanded programming and moved to a new location in Menands.

## Helping people overcome barriers to employment.

With help, **141 adults secured full or part-time employment** through services offered at Northeast Career Planning.



For adults in recovery from mental illness, PROS, or Personalized Recovery Oriented Services, offers a way to chart their path. PROS serves an **average of 55 people** each month.



Our OASAS program at Northeast Career Planning served **134 people** in recovery and found **36 jobs** for those enrolled in OASAS Employment programs.

Our **Community Ambassador Program** introduces young people, ages 16-24, from the Troy and Rensselaer County community to the world of work. Through work experiences developed in conjunction with area business, the Ambassadors complete the program with new skills, greater self-sufficiency, and a better sense of work expectations. This program is designed to promote inclusivity, foster understanding, and create a sense of belonging in their community. The participating venues assigned will also provide brand new experiences to participants.

## Housing Support Services and Case Management

Unity House offers housing options so that adults with mental illness, people with HIV/AIDS, people who are homeless, and victims of domestic violence can live safely and self-sufficiently in the community with dignity and independence.

**Did You Know?** For community-based mental health services, all housing services are provided based on an individual's level of functioning and personal choice, with the least restrictive level of care.

**448 INDIVIDUALS** benefited from housing, case management and health home services, medical transportation, and support. In our Community Residences and Transitional Apartment Services, we served **129 ADULTS.**

## Clinical Services

### Introducing The ACT Team

Assertive Community Treatment is for people living with persistent mental illness. Unity House's ACT Team works with people who have not succeeded with traditional treatment methods. The multidisciplinary team offers case management and intensive support. The work is among the most challenging and rewarding of Unity House's array of programming.

# Community Resources

## Where meals are more than nourishment.

Did you know food insecurity is a chief driver of visits to Unity House? Groceries from our food pantry and meals from our kitchens fill a need, and food is often an access point to other services.

### What's Cooking?

Together, Unity House kitchens served **over 200,000 meals** across multiple sites. Guests for meals included children, older people, families, and adults. At Unity House's Front Door, we served **30,439 lunches** at our free weekday meal, where all are welcome.

### BY THE NUMBERS



A Child's Place served  
**158,760 MEALS**



Working with other providers, Unity House vended  
**74,036 MEALS**



Our shelter, a residence for victims of domestic violence, served  
**29,544 MEALS**



At our community resource center, we served up  
**30,439 HOT LUNCHES**

**Rising Grocery Prices = Increased Need for Services**



Our food security teams stepped up in the face of challenging times when inflation affected food costs especially.

**Our food pantry served 53% more meals, totaling 154,179 meals last year.** Our staff managed to meet this increased demand by offering greater flexibility to guests and restocking shelves rapidly, often by purchasing more food from new suppliers, contributing to higher costs. No matter how we source the food, the need is usually greater than what we can provide.

### Basics for Babies and Personal Care Products:

Dedicated shelf space in our pantries for items other than food means we can serve families and individuals holistically.

Seven hundred sixty-six people received benefits through the **Supplemental Nutrition Assistance Program, or SNAP**, commonly known as food stamps.

### Unity on the Move

What about those who can't come to us for groceries or a hot meal? Unity on the Move is a mobile food pantry, to serve those who face barriers to care. A mobile van, specially equipped to carry food and staff, means increased access and an additional entry point for other needed services.

### Plans for Online Ordering

Our staff put in significant effort to establish an online ordering system for our clients to order food pantry groceries. Online ordering offers greater choice and flexibility, which means less waste, more dignity, and better inventory tracking.

The Unity House store, **ReStyle**, offers gently used clothes, shoes, and accessories. For those with an emergency need, clients can pick out precisely what they need, free of charge. We distributed **150 vouchers totaling \$6,148.00** in clothing and housewares to those in need.

**Over 5,000 pounds of clothing** is diverted from the waste stream annually. Recycling clothing, accessories, and housewares helps people in need while reducing trash sent to landfills.

**Thanks to volunteers, our store is open every weekday.** Volunteers help run our store by sharing their time and talent. Last year, hundreds of volunteers helped across Unity House sites. Our store averaged over 300 hours of volunteer time weekly, providing valuable help and freeing staff to provide direct service to people in need.

**“Clothes make the man. Naked people have little or no influence on society.”**

-Mark Twain

# Domestic Violence Services

## Shelter from a Storm: offering safe space to all victims of domestic and dating abuse

Last year, we were able to add seven more beds to our emergency shelter for victims of domestic violence. Despite the increased capacity, our shelter remained at **96% occupancy, offering refuge to 295 people.**

Initially called Families in Crisis, services for victims of family violence were among the earliest of services on offer when Unity House was founded in 1971. Today, we have expanded our reach, answering the call for help through a variety of channels, including phone, text, and webchat:



**1,751 CALLS AND TEXTS**

answered on our local domestic violence hotlines for help.



**1,528 PEOPLE** were served through our Domestic Violence Services' non-residential program, helping survivors of abuse and victims of crime who may be individuals or parents with children.

### Ancillary Services Make All the Difference:



**614 INDIVIDUALS**

participated in therapy services for a total of **5,603 hours** and **8,042 sessions.**



**432 INDIVIDUALS** were served by the housing program and received housing supports.

**PREVENTION  
EDUCATION  
AWARENESS  
COMMUNITY  
EMPOWERMENT**

### Helping and Healing for the Next Generation:

Youth Services and our P.E.A.C.E. Program to reduce catastrophic gun violence reached **458 youth** (non-residential), including **776.25 hours of therapy services over 851 sessions.** Our programs have a no-waiting-list policy for children's therapy services.

Staff reached thousands through community events and trainings that focus on topics such as domestic violence, sexual assault, help for crime victims, healthy teen relationships, consent, and staying safe online and in real life. Staff hosted events on outreach, including an annual Domestic Violence Conference, a Take Back the Night event, a Conference Series, and a free community Block Party.

## The Unity House Law Project

**Number of individuals served:**

**335**

The Unity House Law Project provides free legal consultation and representation to eligible individuals needing help with civil legal matters. The staff helps prepare legal documents, offer court accompaniment, and provide direct representation. Legal services include assistance in obtaining protection orders, custody, child support, divorce, and other family-court and non-family-court-related matters.

# Financial Information

# 2023

## Unity House of Troy, Inc.

Statement of Activities for the Year Ending December 31, 2023

### OPERATING SUPPORT AND REVENUE

Government Funding	\$21,080,748
Program Revenue	\$12,471,235
Contributions & Grants	\$1,004,673
Contributions of Nonfinancial Assets	\$110,591
Interest Income	\$121,467
<b>Total Operating Support and Revenue</b>	<b>\$34,788,714</b>

### OPERATING EXPENSES

A Child's Place-Childcare, Special Ed., and Universal Pre-K	\$9,386,102
Housing and Support Services	\$11,492,306
Domestic Violence Services	\$7,151,444
Community Resources	\$1,466,014
Affordable Housing	\$829,655
Northeast Career Planning	\$3,430,839
Other Programs	\$817,213

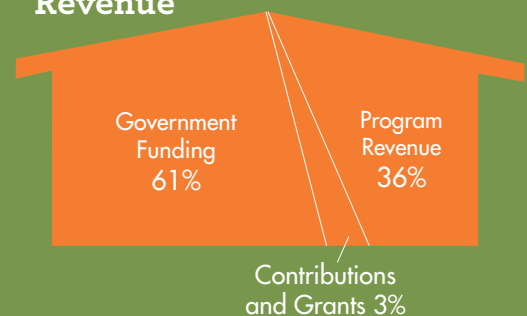
**Total Operating Expenses** \$34,573,573

**Operating Surplus/(Deficit)** \$215,141

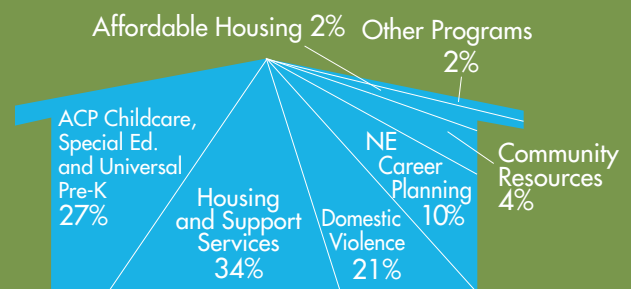
**Non-Operating Surplus(Deficit)** \$1,228,034

**Surplus/(Deficit) including Capital & Investment Income** \$1,443,175

### Revenue



### Expenses



The Impact Report reflects all gifts made from January 1, 2023 through December 31, 2023. Unity House expresses its heartfelt thanks to the thousands of donors who generously committed their resources to support the organization's mission. For a complete list of donors, please refer to our website: [UnityHouseNY.org](http://UnityHouseNY.org).

Unity House is a not for profit 501(c) (3) organization.

For a complete copy of our audited financial report, please visit the website for the NYS Attorney General's Charities Bureau ([www.charitiesnys.com](http://www.charitiesnys.com)) or call Stefanie Bastien 518-274-2633 ext 4133.



# NO ONE CAN

Unity House is dedicated to enhancing the quality of life for people living in poverty, adults with mental illness, victims of domestic violence, children with developmental delays and their families, people living with HIV/AIDS, and others whose needs can effectively be met by Unity House services and philosophy. Unity House provides direct service and works toward social justice. We help individuals identify their strengths and needs, draw upon their abilities, and access community resources. We educate, collaborate with others and advocate to influence public policy and to create awareness of the people we serve and the issues they face.

