



BALTIC STREET
WELLNESS SOLUTIONS

IMPACT REPORT



2024
2025

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IMPACT STATEMENT

At Baltic Street Wellness Solutions, impact isn't a line in a chart. It's a life moving forward on a person-centered journey. It's the person who finds steady ground after crisis, the family that reconnects, the neighbor who starts to trust their own strength again. Every day, our peers turn lived experience into guidance, possibility, and belonging. That is what we mean by wellness: not something done to people, but something built with them.

As the nation's largest peer-led organization, we carry a responsibility we embrace with pride. We have grown from a single contract into a multi-contract agency providing a wide spectrum of human services across all five boroughs. But our real growth is measured in the widening of hope. We meet people where they are, honor the uniqueness of their journeys, and walk beside them at their pace. Their success is personal, and recovery is not one-size-fits-all.

This report is a celebration of what happens when people are truly seen and supported. It reflects the courage of those we serve and the unwavering dedication of our team. Each story, each milestone, each life advanced brings us closer to the future we're building together: a New York City where wellness is within reach, community is a source of strength, and every person is empowered to thrive.

CEO IMPACT STATEMENT

For the past year, I along with my leadership team have worked to position Baltic Street Wellness Solutions (BSWS) as a Nationwide leader in person-centered community services. I have been honored to have served on several community boards, advisory committees and statewide advocacy efforts and staying true to my beliefs and practice, I stand steadfast in advancing the peer workforce in education, ensuring equity pay and benefits. I served as keynote speaker at the NYC Conference for Working Peer Specialists, sat on an equity panel discussion at the NARPA conference, advocated on legislative day for equity and rights for the peer workforce speaking directly to legislators and their partners on the importance of funding and supporting peer led programming. These opportunities strengthened Baltic Street's visibility and ensured the peer voice continues to influence statewide policy and practice.



Taina Martinez-Laing, MSW
Chief Executive Officer

Inside the organization, I focused on building a stronger, fairer foundation for the staff. To date, BSWS' financials are the strongest they have ever been in the history of the organization. I, along with my leadership team and the board of directors, created a merit-based annual evaluation. This evaluation is based on performance from all staff levels. After much review of the National Peer Values, we determined that the definitions were outdated and did not reflect the current peer workforce. We have ensured an updated peer values version (Taina Martinez-Laing and Mark Clarke, 2025) which is woven into the very fabric of BSWS' workforce culture. Released internally at our June 30, 2025 town hall and shared broadly through community channels, these values reaffirm BSWS's vision of ensuring peers have professional dignity and economic equity through retirement, benefits, financial wellness supports, and wage parity. They also strengthen pathways for peers to learn, lead, and advance, while positioning Baltic Street as a national hub for peer-led innovation and systems change.

In addition, I have ensured, with my finance department and the support from my board audit finance committee that every employee earns a livable wage, and has advanced equity across pay scales. We also invested in long-term staff security by providing retirement planning education and contributing 5% toward every employee's 403(b). This work reflects my commitment to supporting our staff today and for their future.

To deepen leadership capacity, my leadership team and I completed a three-day training with Dr. Lakeya Cherry based on Brené Brown's Dare to Lead framework. We emerged with a renewed commitment to lead with courage, empathy, and vulnerability, strengthening trust and collaboration across our team and community. I also established a strategic leadership team to reinforce our operational backbone and advance our core mission areas: peer leadership, community healing, workforce development, and youth empowerment. This structure will improve communication, accountability, and initiative follow-through, and provide the board and our funders with clearer strategic reporting, stronger data and stronger community presence.

CEO IMPACT STATEMENT (CONTINUED)

Another milestone was overseeing the launch of the renovated Isaac Brown Healing and Arts Center, a living hub for healing, creativity, and culture. The Center has expanded programming for all ages, including music, theatre arts, and holistic healing, volunteerism and deepening our message of advancing social wellness to combat loneliness as we strengthen our connection to the communities we serve.

We were proud to host our 3rd annual symposium on Strengthening the Bonds: Advancing the Conversation of Loneliness, raising approximately \$62,000 in sponsorships and ticket revenue to support the Foundation. These efforts will continue through initiatives like our annual Valuing Inclusion Belonging and Equity (V.I.B.E.) event and this year we featured Jazz as a soothing opportunity to move us towards building community and directly tackling loneliness for people with lived experience. This was featured in the Brooklyn Paper. Next year, we will feature our next V.I.B.E. foundation event titled "Havana Nights" on December 11, 2026.

This year also brought meaningful recognition. In March, I received a Certificate of Special Congressional Recognition and commendations from state and city officials. I was also recognized and honored as a New York City Power Lister from Schneps Media, Youth Champion awardee by the Canvas Institute for my partnership and work with the Staten Island youth programs and have partnered with Yale University's research department led by Dr. Chyrell Bellamy, to review and update the standards of the Individual Placement and Supports (IPS). I am currently sitting on the first national experts Board of the NSF Civic grant from the University of Pittsburgh School of Social Work; an Ai driven support applications for peer specialists with Dr. Nev Jones.

In August, I publicly opposed harmful federal policies that expand involuntary hospitalization and undermine Housing, because I believe in protecting trauma-informed, peer-centered care rooted in dignity and choice.

When I look back on this year, I see transformation. We advanced workforce equity, invested in staff security, expanded our advocacy role, and strengthened our organizational foundation. I am proud of what we've accomplished and deeply grateful to our team for bringing our mission to life every day. Together, we continue proving that recovery is not only possible, it is defined by dignity, equity, opportunity and hard work.

Regards,

Taina Martinez Laing

ABOUT BALTIC STREET WELLNESS SOLUTIONS



Founded in 1996 through a powerful collaboration between peers and clinical experts at South Beach Psychiatric Center, Baltic Street began with a simple but bold belief that people with lived experience should be at the center of healing, hope, and change. After securing our first contract with the NYC Department of Mental Health, we set out as an independent peer-led agency and that first step sparked a journey of growth, purpose, and community impact that continues today.

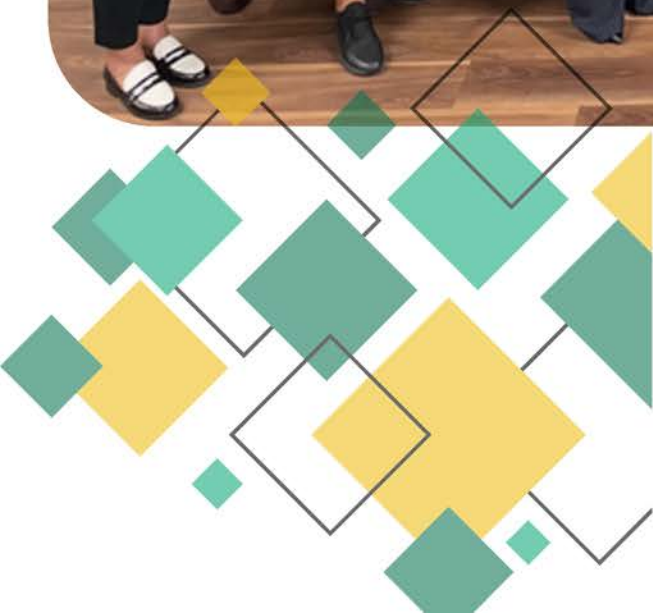
From a single-contract organization, we have expanded into a multi-contract agency providing mental health services across the full spectrum of need. We have built strong and lasting partnerships with New York City agencies and remain a trusted voice in shaping the future of behavioral health. We reject deficit-based thinking and instead champion care that is person-centered and trauma-informed, replacing stereotypes with empathy, dignity, and holistic support.

Looking forward, we are strengthening and expanding the programs that reflect our deepest commitments. The Adult Home Initiative will continue to grow, ensuring long-term stability and security for this essential work as we support individuals find their sense of belonging in community life with meaningful, sustained resources. At the same time, the INSET program remains a vital example of our continuing effort to evolve with creativity and care to meet people where they are and help them move toward where they want to be.

At the heart of Baltic Street Wellness Solutions is a promise to stand beside people, not above them. We will continue our unwavering advocacy for the participants we serve in the community and for the peers who are the backbone of this organization. Our services spanning housing, employment, advocacy, entitlements, education, and self-help skills exist to open doors, restore agency, and support independent, fulfilling lives.

Today, we are proud to be recognized as the nation's leading peer support organization. But more than a title, this is a responsibility we embrace with humility and determination. We remain committed to building a future where recovery is expected, lived experience is valued, and every person has the support to thrive.

COMPANY PROFILE



BOARD OF DIRECTORS

Wendell Knight , MSW,CSWM- Chairperson

Joanne Forbes, Ph.D – Secretary

Joanne Pietro, MS, RN – Treasurer

MEMBERS

Angela M. Cerio, CPRP

Steven C. Joubert

Gita Enders, MA, MSW, LMSW, NYCPS Dr.

Felecia Pullen, Ph.D

Cecelia Hoskins, NYCPS

Evelyn Graham-Nyaasi



SENIOR STAFF

Taina Martinez-Laing, MSW, Chief Executive Officer

Mark Clarke, Chief Strategy Officer

Modupe Mujota, Chief Strategy Officer

Annie-Lisa McDonald-Rouse, Director of Finance

Christopher Rogers, Chief Marketing And Development Officer at Joanne Forbes Foundation

Leta Mizzi, Executive Assistant to the Chief Executive Officer

Angel Jones, Director of Bridger Programs

LaVienna Leigh, Director of Adult Home Initiative Program (AHI)

DeSean Wright, Director of INSET Program

Yasmin Perez, Director of Advocacy and Self Help Programs

Michael Nugent, Director of Community Links/Baltic Works

Laurie Vite, Director of Isaac Brown Healing Arts And Community Center

Freddie Grant, Director of Isaac Brown Healing Arts And Community Center

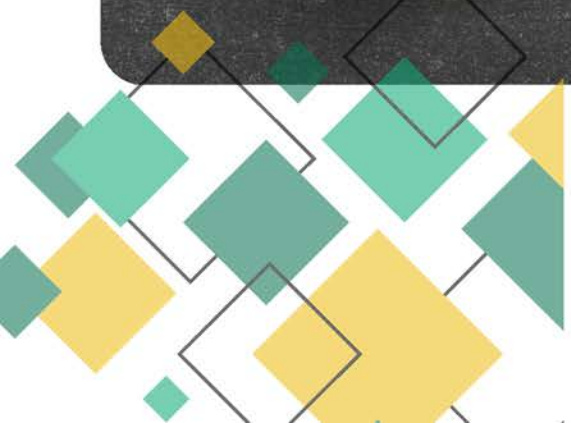
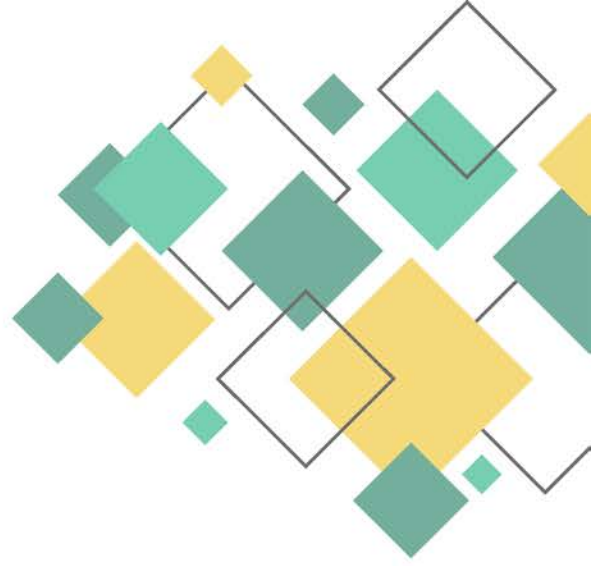
Joseline Mota , Director of HomeWorks Programs

Michael Shulmanovich, Book Keeper

Lenworth Stephenson, Human Resources (Zeen Inc.)

Maxine Stephenson, Human Resources (Zeen Inc.)

PROGRAM OVERVIEWS



ADVOCACY PROGRAMS

BRONX, BROOKLYN, STATEN ISLAND AND OLDER ADULT ADVOCACY

Across New York City, Baltic Street Wellness Solutions' Advocacy Programs embody the spirit of empowerment, compassion, and peer connection. From the Bronx to Staten Island, and through specialized initiatives like Older Adult Advocacy, our Peer Advocates walk alongside individuals as they navigate challenges related to mental health, housing, and recovery. These programs transform advocacy into action—meeting people where they are, ensuring that every voice is heard, and every goal is supported.

For more than 25 years, the **Bronx Peer Advocacy Program** has proudly served the heart of the South Bronx community. The team connects with individuals aged 18 and older who need a voice and ensures that each person receives it. The Bronx Peer team supports individuals facing life challenges related to mental health, substance use, housing instability, and other barriers to wellness. Through partnership, understanding, and consistency, the program has become a trusted anchor in the community.

Collaboration is key to the Bronx Peer model. This year, the program continued its deep partnerships with organizations such as Visiting Nurse Services (VNS), Unite Us, Thrive, Geel, Breaking Ground, Beacon of Hope, and BRC (Brower Residence Committee), among others. These alliances ensure participants gain access to comprehensive support and care. During this fiscal year, Bronx Peer secured 55 approved supportive housing applications, with 25 participants successfully housed. This is a testament to both outreach efforts and community collaboration.

The team also conducted bi-weekly clothing drives, educational sessions, and wellness workshops, covering topics like "Understanding the Eight Dimensions of Wellness" and "Navigating the Supportive Housing Application Process." Each event strengthens participants' knowledge and confidence while fostering unity, creating community and stimulating belonging.

At its heart, the Bronx Peer Advocacy Program continues to stand as a lifeline, a safe, supportive space where individuals find hope, purpose, and community.



Bronx Peer Advocacy Center helped me secure my own place. I am incredibly grateful for the opportunity to work with this organization. They have positively impacted my life, and it does not go unnoticed. I thank the Bronx Peer Advocacy Center for helping me move to a better neighborhood and secure the apartment I had always wanted.

— Ms. Rooks

STATEN ISLAND PEER ADVOCACY

Over the past year, **Staten Island Peer Advocacy Program** has deepened its roots across Staten Island, cultivating relationships and building new bridges to better serve individuals in need of peer-led advocacy and holistic support, serving over 92 unique individuals. Long-standing partnerships with organizations such as the National Alliance on Mental Illness (NAMI) and Richmond University Medical Center (RUMC) continue to flourish, providing a strong foundation for mental health support and community outreach.

Recognizing that true recovery is grounded in access to essential resources, SIPAC also expanded its collaborations to include ACCESS-VR (VESSID), the Community Agency for Senior Citizens (CASC), and Silver Lake Behavioral Health. These alliances open doors to job training, senior services, and behavioral health supports that empower individuals to take control of their wellness journey.

Housing remains a cornerstone of SIPAC's mission. By partnering with Beacon of Hope, St. Joseph's, Project Hospitality, Skylight, and Risewell, the team continues to help individuals find stability and belonging. These relationships are more than administrative connections; they are lifelines for those working toward recovery, dignity, and independence. SIPAC's work extends beyond partnerships. Within its walls, a vibrant sense of community comes alive. Every Monday, the aroma of freshly brewed coffee fills the room as participants gather for Coffee and Conversation—a safe space to share stories, laughter, and encouragement. On Fridays, participants explore the Eight Dimensions of Wellness, focusing on one area each week; from emotional balance to financial stability; learning practical strategies to enhance their well-being.

Every other week, the Housing Group meets to help participants navigate the HRA 2010e Application process, demystifying complex systems with patience and compassion. Together, these initiatives form a rich tapestry of recovery, connection, and empowerment. They prove that wellness grows where people come together.

"I am writing to express my sincerest gratitude to the dedicated staff at Baltic Street for their continued support and assistance over the past year. With their help, I have been working toward securing independent housing in collaboration with Silver Lake Behavioral Health, where I receive counseling services. From the very beginning, the advocates assigned to me have gone above and beyond. They have guided me through every step of the housing application process, helping me complete paperwork, gather necessary documentation, and set up important appointments. Their knowledge, patience, and availability have been incredibly reassuring throughout what can otherwise be an overwhelming process. Even now, as I approach the final steps, they continue to stay in touch, keeping me informed and offering support. This ongoing commitment has made a real difference in my life, giving me hope and helping me move closer to achieving stability and independence. Baltic Street has been a consistent and compassionate presence in my journey, and I am deeply thankful for the care and attention I've received. I truly appreciate everything the team has done for me."

— Mr. J. Watso



OLDER ADULTS ADVOCACY PROGRAM

The **Older Adults (Geriatric) Advocacy** Program is a cornerstone of compassion and empowerment for older adults across our communities. Serving individuals aged 60 and older, this program ensures that aging never means being forgotten, deepening engagement with 28 individuals and housed over 10 unique individuals. The team provides personalized, peer-led advocacy to help seniors access resources, secure stable housing, and maintain social and emotional well-being. The mission is clear: to give every older adult a voice, especially those who might otherwise go unheard.

In partnership with organizations such as NYU Langone's MAVEN Project and Unite Us, the program continues to expand its reach and impact. Though modest in size, our Older Adults Advocacy is steadfast in its commitment to promote wellness through the Eight Dimensions of Wellness framework; addressing emotional, physical, intellectual, spiritual, social, environmental, financial, and occupational health.

This year, the program celebrated a significant milestone: several participants achieved their goal of securing suitable housing. These victories illustrate the transformative power of advocacy, persistence, and peer support in promoting purposeful, independent living for older adults.

Looking forward, Older Adults Advocacy aims to expand its outreach through community engagement events and wellness fairs, continuing to meet people where they are and ensuring they live with dignity, independence, and purpose.



“The Geriatrics program has truly made a difference in my life. I was feeling hopeless about my living situation and unsure of where to turn for support. But Geriatric Advocacy gave me hope. The regular check-ins and follow-ups reminded me that I wasn't alone, and that there were people who cared about my well-being.

Thanks to the dedication and support of Ms. Hodges, I was able to secure a place to live in January 2025. I'm incredibly grateful for her help and for everything the agency does. Thank goodness for this program and the people behind it, I truly appreciate all the support they've given me.”

— Mr. R. Lasalle

BROOKLYN PEER ADVOCACY PROGRAM

Over the past year, the **Brooklyn Peer Advocacy Program** has evolved beyond its original focus on supportive housing to embrace a whole wellness approach helping participants define what wellness means for them personally.

The team advocates tirelessly for participants' goals, from securing housing to building confidence, community, and life skills. Using tools such as the Wellness Wheel, the program facilitates interactive workshops that explore the Eight Dimensions of Wellness proposed by SAMHSA.

In 2024–2025, Brooklyn Peer Advocacy expanded its reach through strategic community engagement attending Serendipity 1st Annual Job Fair, leading Employment Readiness Workshops at CAMBA's Atlantic Avenue Men's Shelter and presenting at both the Brooklyn Community Services Clubhouse and the American Psychology Convention, where they highlighted the transformative power of peer support.

Partnerships with organizations such as The F.O.O.D. Foundation and Grandma's Hands also enriched their community impact. During the Toys for Tots Toy Drive at the Brooklyn Museum, the team witnessed firsthand the joy their outreach brought to local families, giving a total of over 300 toys.

To date, 486 individuals have been supported along their wellness journeys with each story a reflection of resilience, empowerment, and recovery. To date, 179 individuals have attended our various workshops covering housing, overall wellness and employment readiness.



“Whenever I need support, no matter what it is, I turn to Baltic Street Wellness Solutions. This organization has been nothing short of incredible, especially during one of the most difficult times in my life. Peer Specialist Andre Middleton guided me through a period where I felt lost and uncertain about my housing situation. Thanks to his support, I was able to transition into a new home smoothly and with confidence. I have never felt more reassured knowing that the care and dedication from Baltic Street Wellness Solutions can truly help you move closer to your goals.”

— Mrs. Samira R.

SELF HELP PROGRAM

The Manhattan West **Self Help Program** stands proudly as the only dedicated self-help program of its kind in New York City. Rooted in the belief that recovery begins with self-love, the program provides safe, peer-led spaces where individuals can explore, heal, and grow together.

Each week, the program hosts Narcotics Anonymous meetings and other self-help groups that support approximately 25 participants; helping them find community, strength, and accountability.

Program Focus Areas include:

- 1.Harm Reduction
- 2.Grief and Loss
- 3.Women's Wellness
- 4.Peace and Wellness
- 5.Social Awareness

At Manhattan West Self Help, every person's journey matters. Whether participants are beginning recovery, rebuilding after hardship, or seeking companionship on the road to wellness, they are met with compassion, respect, and understanding.

The program's impact extends beyond group meetings, helping participants secure stable housing, reconnect with loved ones, and take meaningful steps toward their dreams.

At its core, the program embodies the message: "You're not alone, and you are worth the journey."



"After struggling with many organizations and agencies, Baltic Street was the only organization that proved helpful to me. They were readily available, prompt in their efforts, and present at every step of the process."

— P.B.

ADULT HOME INITIATIVE

The **Adult Home Initiative (AHI)** was established under the O’Toole Settlement to support class members transitioning from Adult Homes into the community, empowering them to live independently and thrive on their personal recovery journeys. Over time, AHI has evolved from a transitional housing model into a community stabilization and wellness program, focused on improving quality of life through the Eight Dimensions of Wellness framework. What began as a pathway out of institutional living has grown into a movement of self-determination, connection, and resilience.

To date, over 6,000 individuals have been supported by AHI, with 1,425 successfully transitioning into independent community living in coordination with other community service providers. Through continued advocacy and linkage to community resources, our Peer Bridgers play a vital role in helping class members integrate fully into community life, demonstrating the power of peer support as both prevention and empowerment.

In February 2025, AHI was extended through June 2026, recognizing its success in sustaining independence and improving long-term outcomes. Post expiration of the Settlement in June 2025, our AHI Team will assume full and exclusive responsibility for service continuity acquiring all class members formerly served by Community Access. This will ensure continuity of care and solidify the In-Community Program as an ongoing model that adapts to the evolving needs of the people we serve.

AHI’s work is about more than stability; it’s about helping people thrive. The program facilitates peer-led groups, wellness workshops, and community events throughout New York City. Guided by person-centered training, Peer Bridgers ensure that each participant’s voice is heard and respected. This approach has been instrumental in reducing hospitalizations, preventing returns to Adult Homes, and addressing challenges such as isolation and lack of support.

As AHI continues to reaffirm its place within the continuum of mental health recovery, the program remains steadfast in its mission: to empower individuals, foster recovery, and promote holistic wellness through connection, respect, and community.



“It is getting better living in the community. It was a rough start with money issues, aide services, and the changing of care managers. However, the one consistent is Peer services. I can always count on my Peer Bridger—she is always a phone call away and she has remained consistent with services. I can always depend on knowing that I will have someone to talk to when needed. Throughout all the changes that have happened with moving into the community transition, having weekly visits and continued support has been an asset to me.”

— Ms. L. Salvador

ISAAC BROWN HEALING ARTS & COMMUNITY CENTER

At the **Isaac Brown Healing Arts & Community Center**, impact is felt in the relationships built, the creativity sparked, and the personal transformations that unfold every day. The Center serves as more than a gathering place—it is a sanctuary for healing and self-expression where people can rediscover their sense of agency, purpose, and belonging. Each visit represents a step toward wellness that is rooted in community, and each program offers a pathway for participants to feel seen, supported, and empowered in their own recovery journeys.

During fiscal year 2024–2025, this commitment was reflected in 3,967 total visits from 1,679 unique participants, demonstrating both sustained engagement and a widening circle of community connection. The Center also extended its reach beyond its walls, helping participants access broader supports while strengthening relationships with other community service providers. Over 1,000 program hours were delivered this year, contributing to a growing legacy of more than 100 programs offered since the Center's inception.

High-impact virtual programs expanded access and deepened engagement, including Feeding Our Mental Health, Vet 2 Vet, Poetry Discovery, and One-on-One Peer Sessions—each offering culturally responsive, peer-led opportunities for learning, mindfulness, and emotional regulation. The Center also reintroduced outdoor wellness and food justice programming post-renovation, increased collaboration across programs to share art and recovery tools, and strengthened partnerships with peer organizations to enhance telehealth engagement and referrals. Leadership in the 2024–2025 Peer Conference and expanded bilingual facilitation further ensured that the Center's doors both physical and virtual remained open to the diverse communities it exists to serve.



“When I think of the Baltic Street community, I feel safe. I have friends and a place to go when I need help.”

— Mrs. J. Chan

BALTIC WORKS (ADEN NETWORK)

Baltic Works, the Ticket to Work Employment Network operated by Baltic Street Wellness Solutions, continues to advance its mission of helping its participants build independence and self-sufficiency through employment. Since launching in 2019, the program has delivered personalized, long-term employment services to Social Security beneficiaries, showing that sustainable work is achievable when participants receive consistent support paired with peer-guided motivation and encouragement.

As of FY2025, Baltic Works actively supports more than 40 participants through individualized employment planning, benefits advisement, and ongoing career development. Many participants receive Supplemental Security Income (SSI) and face multiple barriers to employment, yet the program keeps demonstrating that empowerment, patience, and structured guidance can turn obstacles into real breakthroughs. Each employment milestone reflects not just a job gained, but progress toward confidence, stability, and greater personal agency.

Baltic Works also models financial sustainability through impact, as a performance-based program, every dollar earned is directly tied to participant success, reinforcing Baltic Street's commitment to recovery and economic independence. The program's growth is strengthened by community partnerships with organizations such as Staten Island Venture House Clubhouse, East and Central Brooklyn Call to Action, Brooklyn Communities Collaborative, 1199 Service Employees Industrial Union, Direct Employers, and CVS; partners who provide both referrals and employer connections. Looking ahead, Baltic Works will continue expanding its reach, improving employment outcomes for SSI beneficiaries, and investing in evidence-based supports grounded in compassion, persistence, and lived experience.

**SHARE
YOUR
STORY**

If it wasn't for the Baltic Works, Ticket to Work program, I do not know where I would have been in life. I feel that in the past when a company heard I was on disability they would not hire me before I was on ticket to work. I like working as an independent contractor because I like the environment's that I am in and I work for great people. I take great pride and joy in my work, and I like to create a clean environment every time.

-Mr. D. Thomas

BRIDGER PROGRAMS

The **Bridger Programs** helps people make a successful transition from institutional settings such as psychiatric hospitals, correctional facilities, or shelters into stable, community-based living. At the heart of this work are Peer Bridgers; trained specialists who use their own lived experience to walk alongside participants through recovery and reintegration. These relationships are rooted in trust, respect, and empowerment, offering consistent, trauma-informed support that helps individuals rebuild their lives on their own terms while navigating discharge planning, care teams, crises, and the everyday challenges of reentry.

Through intensive one-on-one support, crisis intervention, advocacy, and community integration, the program advances clear goals: promoting successful reentry, reducing rehospitalization and reincarceration, increasing engagement in treatment and wellness, and ensuring access to permanent housing and essential services. Peer Bridgers connect participants to behavioral health care, employment, education, and social supports, while also fostering holistic well-being through groups grounded in the 8 Dimensions of Wellness. This mix of practical assistance and peer-led encouragement creates a steady bridge from instability to belonging.

The program's results show deep, sustained impact for participants and the broader community. Within six months, 78% of participants moved into permanent housing, and 85% remained housed for more than a year. This is evidence not just of placement, but long-term stability. These gains were reinforced by strong engagement—92% stayed in regular contact with their Bridger for 90+ days, 70% connected to behavioral health services within 30 days, and 45% entered employment or education within six months.

**SHARE
YOUR
STORY**

My Peer Bridger has helped me a lot. He gives me support and helped me get through the death of my dad. Daniel has been helping me with my addiction and anger. He has helped me cope with my anxiety on many occasions, listens to me and keeps it real with me. We have been working on relapse prevention in our Power Center groups. Daniel also discloses his past, and it gives me hope that I can get clean and stay clean and sober. I'm looking forward to having Daniel give me support when I'm discharged into the community.

- A.S.

BRONX & BROOKLYN HOMEWORKS

The **HomeWorks** Supported Housing Program is built on a straightforward belief that feels almost like family. We believe everyone deserves a safe place to call home, especially adults living with mental health diagnosis. For 25 years, we've opened doors across the Bronx and Brooklyn to more than 100 residents, offering not just affordable, recovery-oriented housing, but a steady sense of belonging. HomeWorks is here for the long haul—helping people settle in, feel secure, and know they are not alone as they rebuild their lives.

We support residents the way a trusted circle would: with consistency, respect, and practical help that strengthens everyday living. Through Independent Living Skills training, tenants grow more confident in budgeting, home management, and personal care. Our community engagement activities—monthly peer groups and tenant meetings—create a welcoming space where neighbors become supports and isolation gives way to connection. At the same time, wellness and recovery coordination links residents to mental health providers and peer networks, while housing stability services like regular home visits, maintenance support, and tenant rights education help ensure each apartment stays a safe and lasting home.

The impact reflects what happens when people are supported with both care and high standards. HomeWorks has achieved a 92% housing retention rate, with 87% of residents showing measurable progress in independent living skills and a 70% reduction in emergency housing relocations. We're also raising the quality of home itself, through our Apartment Upgrades Initiative. More than 25 residents have moved into renovated, modern, energy-efficient apartments that foster comfort and pride. HomeWorks continues to do more than keep people housed, we help them grow, connect, and thrive in a place that truly feels like home.

**SHARE
YOUR
STORY**

“When I lived in Brooklyn, I was only a few blocks away. I had to move to the Bronx to find them. I was a hair away from homelessness and instead, I found myself within weeks in a beautiful apartment and a beautiful neighborhood. Baltic Street has been consistent emotionally, spiritually, and financially supportive. I’ve never met a person there who wasn’t easy to love. They make me feel safe and cared for. I have never been happier.”

“In their embrace, I have become a published author whose book has won national and international awards. They have afforded me the ability to go to a senior center that supports my need as an artist—a dream since childhood. From Steve and Margie, to Kevin who displayed my artwork in his office, and Diana who nominated me for this award, Baltic Street has seen me through the worst and best of times. Thank you for allowing me to fully feel life again.”

— L.D.G.

COMMUNITY LINKS

Community Links is Baltic Street Wellness Solutions' transformative supported education program for people living with mental health diagnosis. Each year, the program partners with more than 120 participants, offering individualized educational coaching, advocacy, and skill-building so that students can pursue goals that may once have felt out of reach. Fiscal Year 2025 marked a period of continued growth and learning, deepening the program's role as a steady bridge between recovery and the classroom.

This year, Community Links maintained strong educational engagement. On average, more than half of participants were actively enrolled in an educational pathway at any given time, from GED preparation to college degree programs and vocational training. That level of participation is especially meaningful given the systemic and personal barriers many students face. With consistent one-on-one support and coordination with schools, 16 participants completed their program of choice, and 85% of students persisted without dropping out underscores the program's effectiveness in helping students stay on track. To help further the reach of our services, we have partnered with other Baltic Street Wellness Solutions programs , CUNY Wellness/Graduate Center and other community service providers.

Behind these outcomes are shifts that participants feel in their daily lives. Students report greater confidence, reduced isolation, and a stronger sense of purpose—factors that are essential to long-term educational success and overall wellness. By integrating supported education into each person's broader recovery journey, Community Links doesn't just challenge the statistics; it changes lives, empowering people to reclaim their ambitions, build skills for independence, and move toward long-term employment and self-sufficiency.



"My experience with Baltic Street has been positive and helpful. I am now back on track to getting my GED due to your support. I have learned a lot from you guys."

-Mr. M. Hernandez

INTENSIVE SUSTAINED ENGAGEMENT TEAM (INSET)

Intensive Sustained Engagement Team (INSET) engages New Yorkers living with mental health concerns, including many who have experienced incarceration, frequent hospitalization, and substance use. Working primarily with individuals under, or at risk of, Assisted Outpatient Treatment (AOT), INSET embodies the heart of peer-driven, trauma-informed support within our continuum of care to support their transition from mandated care to a more voluntary service that supports the exercise of personal agency.

Built on proactive outreach and genuine human connection, INSET provides flexible, person-centered services that help participants define and pursue their own goals while strengthening community ties. Peer Specialists bring lived experience and deep empathy to every interaction, creating relationships rooted in trust, respect, and the belief that recovery is possible for everyone.

Since its inception, INSET has grown steadily to serve more than 100 individuals across all five boroughs of New York City. Operating 24/7 out of Sunset Park, Brooklyn, the team ensures that support is always available when and where it's needed most. This round-the-clock presence allows INSET to respond in real time to crises, transitions, and everyday challenges, reinforcing stability and preventing people from falling through the cracks of fragmented systems.

Peers meet people where they are; shelters, hospitals, homes, correctional facilities, and public spaces and offer practical, hands-on help accessing benefits like SSI/SSDI, SNAP, and Fair Fares; securing supportive housing; connecting to employment and vocational services; navigating healthcare and mental health resources; and rebuilding relationships with family, community, and purpose. Through partnerships with the Mayor's Office of Community Mental Health and local Business Improvement Districts such as the 125th Street BID, and alliances with more than 45 community-based groups anchored in the Eight Dimensions of Wellness, INSET continues to transform lives one peer relationship at a time—preserving individual agency, honoring choice, and walking alongside each person on their recovery journey.

In June, I was approved for the 2010E voucher, and by July, I completed the necessary housing interview and finalized my documentation. The Peer Specialist remained a steady presence, helping with each step and even providing a care package of essentials to ease the transition into my new home. On 8/6/2025, I successfully applied for the HRA one-shot deal, and by the end of August, I officially moved into my studio apartment, signing my lease on 8/27/2025.

With a discharge plan in place and an ongoing connection to therapy at Kings County, I am now equipped to live more independently. The Peer Specialist continues to assist with daily living skills, budget planning, and follow-up treatment, ensuring my journey toward stability and wellness continues with strong support.

-D. E.

**SHARE
YOUR
STORY**

WHO WE SERVED



Who We Served



8,039 Participants served



**1,737 workshops
complete with
participants**



**5,446 Hours of workshop
services rendered**



**33,439 Face
to Face
engagements**

Impact in the peer world hinges on sustained engagement, the time participants invest and the continuity of support they receive. Our programs reflect the extraordinary dedication people bring to their person-centered recovery journeys.



Advocacy's average participant stay in the program is 316 days

Bridgers' Program average participant stay in the program is 307 days



HomeWorks programs have an average tenancy of 12.3 years

Community Link's average participants stay in program 480 days.



INSET average participant stay in the program is 215 days



Self -Help's average participant stay in the program is 41 days



Our programs have conducted 52 outings with participants

Year in Review

Voice of the Community: March 4, 2025

Baltic Street Wellness Solutions leaders, staff, volunteers, and participants traveled to Albany to join hundreds of advocates from across New York State at the Alliance for Rights and Recovery's 28th Annual Legislative Day. We lifted up community voices to urge lawmakers to fully fund compassionate, recovery-oriented crisis supports and to approve a 7.8% cost of living adjustment (COLA), so mental health agencies can sustain the workforce behind these services.

We also highlighted Daniel's Law mental health emergency response teams, health-led, peer-involved, non-police crisis responders designed to treat behavioral health emergencies in a more holistic, community integrated direction.



Advocacy in Action: March 19, 2025

Baltic Street Wellness Solutions joined The Alliance for Rights and Recovery, State and Senate Assembly members for a press conference to call for the rejection involuntary treatment and pursue other alternative methods.

Gathering on the iconic "Million Dollar Staircase," advocates highlighted the urgent need for expanded funding for Bridger and INSET services as a viable alternative to providing meaningful mental health supports to the community.

Baltic at Work: July 2025

At Baltic Street Wellness Solutions, we've entered a reinvigorated era rooted in lived experience, professional excellence, and whole-person wellness through our newly reimagined NAPS Core Values. At our Town Hall Pep Rally, we recommitted to our mission, purpose, and to ourselves, affirming peer support as a profession, a calling, and a movement across all Eight Dimensions of Wellness, including Financial Wellness.

To honor that commitment, we will contribute 5% toward peer staff 403(b) retirement plans and expand access to financial literacy and education, investing in the dignity, stability, and long-term wellbeing of our workforce. With the launch of our 10 updated Core Values, we are strengthening a culture of heart, courage, equity, and cultural humility, living practices that guide how we lead and the justice-driven impact we make together.



Baltic Street Symposium



The two-day Symposium held November 18 and 19 2025 and was an exceptional success, drawing a sold-out audience and welcoming both local participants and international guests. The event created a vibrant space for learning, connection, and collaboration, reflecting the growing recognition of the importance of our work. With a total of \$62,000 raised through registration, sponsorships, and donations, the Symposium demonstrated powerful community investment in our mission and its future direction

Our speakers played a central role in shaping the impact of the event. Their insight, professionalism, and lived experience brought depth to each session, elevating discussions and offering participants both practical tools and meaningful inspiration. Through dynamic workshops and thought-provoking presentations, they fostered genuine engagement and strengthened the collective commitment to advancing wellness and recovery-oriented practices.

Overall, the Symposium served as a milestone moment—affirming the value of shared expertise, collaborative leadership, and community-driven solutions. The overwhelming attendance, financial support, and positive feedback underscore the momentum behind our work and the continued need for spaces where dialogue, healing, and innovation can flourish. We look forward to building on this foundation as we expand our reach and deepen our impact in the year ahead.



FAMILY PICNIC



Baltic Street Annual Family Picnic
held at Cunningham Park
Queens, NY, on June
20th, 2025



GOOD TIMES!! FUN FOR ALL!!

COMMUNITY COLLABORATIONS



- **New York Department of Health and Mental Hygiene (DOHMH)**
- **NY State Office of Mental Health (OMH)**
- **The Alliance for Rights and Recovery**
- **Risewell Community Services**
- **Wellness Collaborative of Association (WCNYIPA)**
- **Coalition for Behavioral Health Office of Community Affairs**
- **Community Care of Brooklyn**
- **Yale University**
- **Impact Horizons LLC**
- **In Ya Head Academy**
- **New York City Office of Addiction Services and Support (OASAS)**
- **South Beach Psychiatric Center**
- **Mental Health Association**
- **Calvary Hospital**
- **Positive Steps**
- **Marketing Works Public Relations**
- **Fountain House**
- **Richmond University Medical Center (RUMC)- Staten Island**
- **Venture House**
- **BIPOC PEEEEEEK**
- **Rutgers University**
- **Temple University**
- **Health and Hospital**
- **Mental Health Association in NY State (MHANYS)**
- **Pillars**
- **Schneps Media**
- **Council Services Plus**
- **Canvas Institute**
- **Mental Health Association of Nassau County (MHANC)**
- **Hands Across Long Island (HALI)**
- **Copeland Center for Wellness and Recovery**
- **National Alliance on Mental Illness of New York City / Staten Island (NAMI-NYC)**
- **Zeen Incorporated**
- **Columbia University**
- **Bronx Lebanon Hospital**
- **Justice Peer Initiative**
- **Northwell Lincoln Medical and Mental Health Center**

COMMUNITY COLLABORATIONS



Victoria Schneps
Schneps Media



Harvey Rosenthal
Alliance for Rights and Recovery



Nathifa Forde
NYC Her Future



Tracy Faulkner, LMSW and
Willinetta Cromartie
Risewell Community Services

COMMUNITY COLLABORATIONS



Jihoon Kim, CEO of InUnity
with Amanda Semidey and Sara DuVall



Keysha Cotton
NYSPCB



Elin Ebba
Asmundsdottir and Malva Ginmeno
Yale University



Dr. Harold Jean Wright II
Executive Deputy Commissioner
NYCDOHMH

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