



# Suburban Adult Services, Inc.

## 2014 ANNUAL REPORT



### ***"CONFETTI"***

Artist: ***Debbie Bald***, SASi Program Participant

### **"Arts & Abilities"**

*By focusing on the achievements and stories of our artists, we hope to foster a better appreciation of people with disabilities.*



### **About the Cover Artist**

Debbie, a resident at the Sardinia II IRA, is a caring, helpful, and outgoing person and her personality is always reflected in her artwork. She enjoys creating handmade cards, decorations, and gifts for family and friends, and takes great pride in her creations.

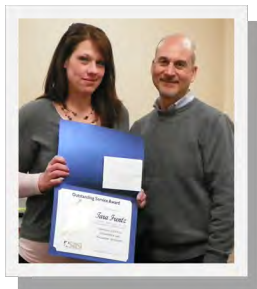
In 2014, Debbie was introduced to Matt Palmo, a self-taught artist from the East Aurora area. She spent every Wednesday for 6-weeks with Mr. Palmo, creating her very first acrylic abstract landscape. She titled her first piece, *"Water Under the Bridge."* After the session was completed, her masterpiece was showcased at the Taste Coffee Shop and Bistro on Main Street in East Aurora. Debbie's family, housemates, and staff members were all present at the art show to show their support for her new found talent.

Shortly after the first session, Debbie jumped right back in and created the cover design, *"Confetti."* In November, she began painting her latest and favorite masterpiece. Her inspiration for this painting came from the November storm. She painted an abstract landscape of the storm from her point of view. She titled her artwork, *"Blizzard of 2014."* This piece is proudly displayed in her home and is frequently complimented on by visitors. Debbie enjoys showing off her art and takes pride in the work she has put into them. She has taken a short break from art classes during the winter months, but has continued to paint in her spare time. Debbie plans to continue on with her new found talent of acrylic painting.



# From the Director

# SASi Leadership



The challenges of the last half dozen or so years seem to have intensified in 2014. The on-again off-again start of Managed Care and DISCO's, Rate Rationalization, the new HCBS Waiver Rule and the November snow event to mention a few, had us posturing for the best possible formula for survival and success in this new and ever changing environment.

Creating employment and residential opportunities, while providing necessary supports and services in a person centered environment, is the goal. How to achieve the best possible outcomes with diminishing resources is a real challenge. With that said, I remain excited about our many accomplishments and plans for the future.

After a successful 6-year collaboration, Moving Miracles, Inc. was officially acquired by SASi. Our involvement with the Council on Quality and Leadership (CQL) that began during the OPWDD Focus Case Study continued as additional staff received training in CQL, Personal Outcome Measures (POM). The long awaited Elliott Woods apartment complex also became a reality with the opening of 24 independent living units in Hamburg, New York.

Collaborations with the Claddagh Commission, Inc. continued with the successful award of a joint Balanced Incentive Program (BIP) grant and the completion of a due diligence process in anticipation of additional collaborations and potential merger.

I have to give many thanks to the SASi team of staff, supporters and individuals who together made the accomplishments of 2014 a reality.

Anthony J. Annunziato

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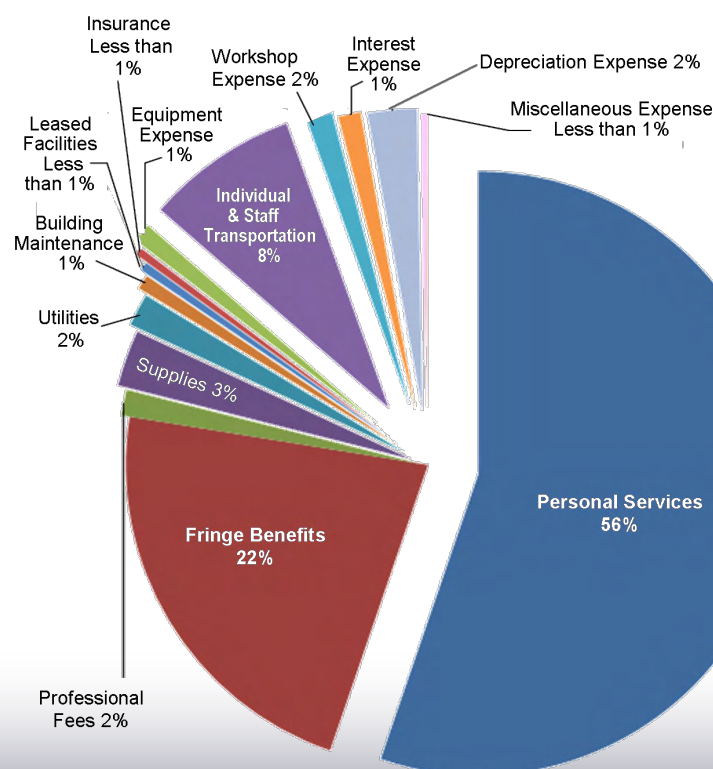
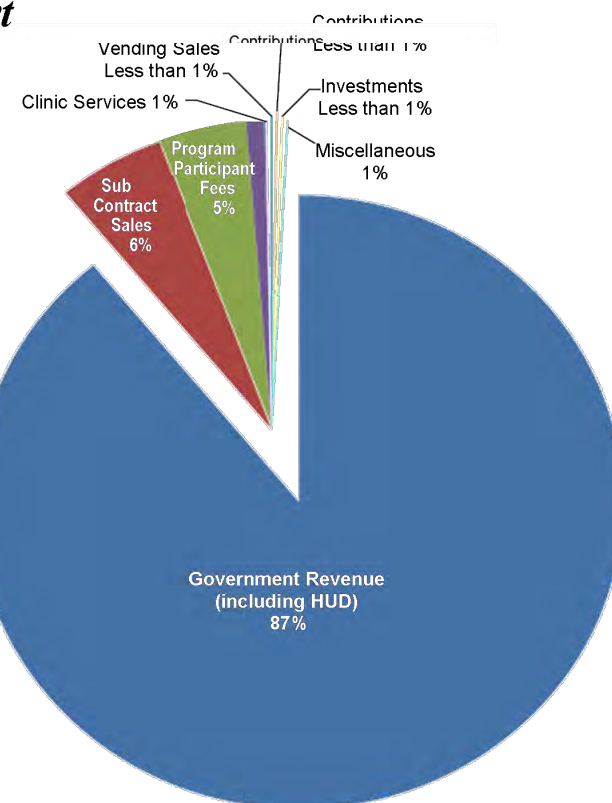
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## Financial Report

### Revenue:

Government Revenue	\$26,595,753
HUD	\$1,692,413
Sub Contract Revenue	\$1,881,650
Program Participant Fees	\$1,499,459
Clinic 3 <sup>rd</sup> Party Reimbursement	\$319,315
Investments	\$117,888
Vending Sales	\$32,696
Contributions	\$48,004
Miscellaneous	\$291,850
<b>Total Revenues</b>	<b>\$32,479,028</b>



### Expenses:

Personal Services	\$16,789,584
Fringe Benefits	\$6,548,298
Professional Fees	\$545,285
Supplies	\$861,977
Utilities	\$510,354
Building Maintenance	\$192,531
Leased Facilities	\$155,980
Insurance	\$129,474
Equipment Expense	\$319,660

## Compliance Update

In 2014, there were a number of increasing challenges that would once again test the agency's resiliency and its commitment to stakeholders. As the Office of People with Developmental Disabilities (OPWDD) divulged its transitional plan to create an atmosphere that was truly, "People First" and "Person Centered," we embraced this philosophy wholeheartedly as this was an integral part of our existing culture. What was unexpected was the level of intimacy and discovery that would be obtained through the use of person centered tools such as the Council on Quality and Leadership's (CQL) Personal Outcomes Measures (POM).

SASi networked with several other agencies in Western New York and established a unique partnership with the CQL. This collaboration manifested one CQL Certified Trainer and 8 POM interviewers for SASi. As individuals went through this process, it forced them to take an introspective look in terms of what he/she liked, disliked, desired or aspired toward that which would bring (in their mind) some fulfillment. As individuals shared their opinions, they sometimes surprised family and staff as these desires might not have been previously mentioned. As individuals went through their person centered process, Interdisciplinary Teams were able to help individuals develop goals and services that would be meaningful to them which resulted in various employment and independent living opportunities. When we talk about quality services; it's at its height when people are leading their lives, discovering things about themselves and enjoying who they've become.

The Agency's Self-Assessment process involves a review of supports and services through program documentation, interviews with stakeholders and program observations. In addition to these 1:1 interviews, annually, individuals were asked to rate their overall satisfaction with their services agency-wide. For the first time, we are able to establish a compliance rating from program tools that would allow us to compare and contrast programs as they're reviewed twice per year. As standards are established and data is trended, we will be able to identify need areas and allocate necessary resources for improvement.

In regard to Incident Management and Compliance activities, the Quality Assurance Department continues to work with OPWDD, the Justice Center for the Protection of People with Special Needs, the Office of the Medicaid Inspector General and other entities. Within the Department, established systems were streamlined for efficiencies to the extent to which QA/Compliance activities are now paperless. As annual Incident Management Training continues, access to additional information is provided to stakeholders via the agency's intranet and

## Human Resources

2014 was a busy year for the HR department as we processed hundreds of applications resulting in the hiring and training of 126 new employees. By year's end, our total workforce grew to just under 600 employees. The majority of our new employees were hired to work as direct support professionals in our Residential Program, as that is where the need is greatest. As a direct support professional, folks new to the human services field can gain valuable work experience. This experience, often qualifies them to bid on other positions within the agency. As a result, 23 employees were promoted in 2014. Promotions allow us to retain great employees as well as recognize

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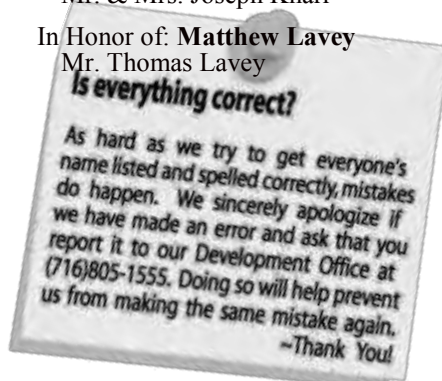
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Ms. Regina Reitz

In Memory of:  
**Martha & Peter Robinson**  
Mr. Lawrence Robinson

In Honor of: **Jimmy Rondina**  
Mr. Gene Rondina

In Memory of:  
**Joseph & Wilma Shefflin**  
Ms. Myrna Bishop

Happy Birthday! **Dr. Dale Skoog**  
Ms. Ingrid Skoog

In Honor of: **Tracy Suleski**  
Mr. & Mrs. James Suleski

In Memory of: **Ronald Swartz**  
Mrs. Linda Swartz

In Honor of: **Heather Theurer**  
Mr. & Mrs. Robert Theurer

In Memory of: **Donald Trimboli**  
Mrs. Grace Trimboli

Happy Birthday!  
**William Ruminski**  
Ms. Mary Ruminski

In Honor of: **Tricia Yekich**  
Mr. & Mrs. Robert Yekich

*Thank You*  
Mr. & Mrs. Michael Kait  
Mr. & Mrs. Steve Yekich  
In *for your gifts*  
Honor of: **Norbert Zdrojewski**  
*in 2014!*  
Ms. Henrietta Zdrojewski



## *Affirmative Enterprises*

SASi's Kazoo Company continues to have a relationship with Woodstock Percussion to sell the original #19 kazoo. The line of specialty kazoos-particularly the instruments have been in higher demand and we look forward to continued growth in the upcoming year. SAGE has remained a steady employer for individuals during 2014. The contracts are stable due to the consistent quality of work performed and the dedication of the employees.



## *School-to-Work and Transition Services*

SASi's school transition services are provided through direct contracts with area school districts. Services include Diagnostic Vocational Evaluations, Work Study programs, Job Readiness Training, Job Shadowing, Internships and Job Coaching. In particular, our long standing relationship with the West Seneca school district provides transition services to over 30 students each semester. SASi was also awarded a new contract with ACCES-VR to provide students with paid and unpaid internships at area employers.

## *Supported Employment*

SASi's Supported Employment programs provide services throughout most of WNY. In 2014, the programs helped over 450 individuals with varying abilities to obtain and maintain employment. Businesses such as Cabella's, Mighty Taco, Absolut Care, Delta Sonic, McDonalds, Wegmans, Tops, WalMart, Christie's Restaurant, Bach's Towing and many others work with our Employment programs to provide a wide range of job opportunities. We have the opportunity for internships with Applebee's, which allows individuals to try different tasks to develop understanding of job expectations. This assists with career exploration and development. In addition, over 20 of the individuals we served were able to move on from Supported Employment to Competitive Employment without any supports.



## *Residential Services Update*

The residential department expanded its services to include two non-certified apartment building, each containing 12 single bedroom apartments. The focus for the department continues to be quality improvement, person centered planning and working with people to design non-certified residential options that meet their needs. There are eighteen certified residential locations that provide residential supports to people in Erie, Wyoming, and Cattaraugus counties. In 2014, over 15 non-certified opportunities were developed to support people in homes of their own.

Family support services are provided to over 70 people and community habilitation provides supports to over 40 people. Self-directed service options were offered to individuals, this option affords people an opportunity to manage their services.

## *Service Coordination*

In 2014, 14 MSCs and 2 supervisors from SASi's Service Coordination and P.C.S.S. (plan of care support services) programs provided services to over 500 individuals with disabilities from a five county area. MSC staff have been using the Council on Quality and Leadership Personal Outcomes Measures to document person centered planning activities which they will continue to use and expand upon in 2015.

## *Clinical Services*

Article 16 Clinic services are provided predominantly to individuals who attend SASi day programs at the Elma, East Aurora, Sardinia, Yorkshire, West Seneca, Eden and Abbott Road sites and to people who attend Claddagh Commission, Inc. and Heritage Christian Services programs; however, the clinic is able to provide services to any individual who is eligible for OPWDD services. Services provided include OT, PT, speech/language, social work counseling, psychiatry, psychology, vocational rehabilitation counseling and treatment coordination. More than 450 people are enrolled in the clinic at any given time, many of whom receive multiple services. Treatment coordinators and clinicians alike are dedicated to assisting individuals who receive services to maximize their potential for independence, productivity and integration within the community.





## Group Day Habilitation &

### Pre-Vocational Programs

Our Day Habilitation, which supports 284 individuals, has been very busy with volunteer opportunities. Each site has several activities from volunteering at food pantries, helping local fire departments and visiting nursing homes where our individuals have developed new friendships along with helping the community. One individual reads to children at a local library, a desire she expressed and we were able to achieve. We can't forget our four legged friends so we volunteer at several animal rescues and High Hurdles.

We enjoy music and have continued to expand the Classy Sassy Drummers group. Over the past year

they performed at Developmental

Disabilities Day, Music is Art, the Moving Miracles recital, BOCES staff picnic, East Aurora Chamber of Commerce

meeting, SASi Artisan Show and monthly at Absolut Care Nursing Home. We are looking to expand this with Moving Miracles and the Guitar Factory in West Seneca.

We are working on skills such as meal planning and cooking. At the Elma site, the individuals helped with the Thanksgiving dinner that is served to all individuals, their families and staff.

Activities continue to be developed based on interests of the individuals and to help build skills necessary to achieve their desires.

Several new jobs have come into the facilities for the 248 individuals receiving prevocational services. When individuals are not working they are developing skills within the community including learning about gardening with internships at a nursery and for the second year helping with the gardens at the Buffalo Harbor Front. For several years we have maintained the cemetery in Wyoming Co. and expect to continue. This year Genesee Community College and Eden Village were added to our gardening experiences. The Sardinia site planted large gardens and enjoyed



## Moving Miracles

Headlining 2014, Moving Miracles therapeutic dance/movement program is honored to be officially acquired by SASi. Independently established in 1998 and operating under an MOU since 2009 with SASi, we are proud to be decidedly recognized as a division of SASi. More than 150 individuals attend weekly classes throughout our 9 month dance season. Our teaching staff facilitates more than 50 classes each week. Our teachers have studied dance extensively, serving apprenticeships, and completing dance pedagogy. Moving Miracles' curriculum shares the National Core Standards of Dance through the artistic processes of creating, performing, responding and connecting.

Community Outreach and Advocacy is one of our most important platforms. Through invitation, our dancers gave repeat performances at the opening of the *Music Is Art Festival*, *Annual Down Syndrome Awareness Walk*, *Cradle Beach Fall Harvest Festival* and the *SASi celebration*. Our facility houses 3 dance studios all multi-purpose in nature. We are looking forward to opening our doors and complimenting SASi programs



## High Hurdles

High Hurdles Therapeutic Riding Program is a horsemanship program where riders, age three and older, learn to care for and about horses while working on their riding skills. Riders are encouraged to reach their highest potential through individualized riding plans that are developed by the Equine Services Supervisor and staff. In 2014, more than 1200 lessons were provided to 139 unduplicated riders. Each of these riders had the opportunity to receive the benefits of therapeutic riding which are both physical and emotional in nature. As the recipient of Family Support Services grants from both Western and Finger Lakes Developmental Disabilities Regional Offices, High Hurdles was also able to provide services to 21 children who have significant difficulty controlling their behavior. Goals of this program are to give the

