

Human Resources

Year In Review

In 2013, we recognized 60 employees for their longevity with the agency; and our turnover rate decreased for the second year in a row.

In keeping with our goal to become a COMPASS Agency, SASi continued to focus on training our employees to enhance overall job performance. Therefore, we were very fortunate to have been able to participate in a consortia-based training grant. Over 100 staff participated in valuable training conducted by The Best Center of Genesee Community College in the areas of technical writing and peer-to-boss.

In the technical writing class, the goal was to enhance employee performance by providing tools and skills needed to write effective service notes. This training helped to promote an expanded awareness of the writing requirements, understanding key terms, the need to include critical details, how to write objectively, how to record their observations, and how to write measureable statements without our policies and procedures.

In the peer-to-boss class, the goal was to enhance employee performance as they transition from a peer to their new role as a supervisor. Our staff gained many new tools to assist them in their day to day work with their employees, co-workers, and the people we serve, as well as their families. The addition of these new skills and tools has enhanced our staff's ability to effectively run team meetings, understand how the role of a supervisor is different from that of a non-management staff, spark creativity to effectively facilitate problem solving and successfully resolve conflicts. Overall, both trainings were well-received by our staff.

In 2014, we will continue to enroll staff in the On-Line courses for our direct support professionals and their supervisors that are offered by the New York State Association of Community & Residential Agencies (NYSACRA).

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, psychology, psychiatry, vocational rehabilitation counseling and treatment coordination. More than 400 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 those individuals who receive services in maximizing their potential for independence, productivity and integration.



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 2013, over 300 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 children the opportunity to develop more appropriate social skills, increase their independence and self esteem, and to develop empathy while learning to care for and ride a preferred horse.



Suburban Adult Services, Inc.

Individuals



Families



Governance



Employees

Community

2013 ANNUAL REPORT

SASi Leadership

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2013 presented us with many challenges including continued rate cuts, government policy changes and rising operating costs. In true SASi fashion, we met the task with a variety of achievements. Vince Lombardo once said that “the achievements of an organization are the results of the combined efforts of each individual.” That is truly the case at SASi and a tribute to the commitment and dedication of the individuals, direct care professionals, management, corporate board leadership and community support all working together.

Some of the accomplishments include the opening of a six-bed IRA, groundbreaking for two 12-unit apartment buildings, completion of the OPWDD Focus Case Study, a 50% growth in our SAGE Janitorial Services and a financially sound bottom line.

I wish to thank everyone for their continued contributions to our success.

Anthony J. Annunziato

Anthony J. Annunziato

Executive Director

Compliance Update

According to Robert E. Davis, Assuring IT Legal Compliance, “*Laws continue to be enacted, and the regulatory environment has become more complex due to unacceptable conduct remediation. Consequently, entities continue to be compelled to demonstrate compliance with legal mandates through documented assurance assessments.*”

While this statement poignantly identifies our current state of affairs, the hard work completed by stakeholders and leadership shown by SASi’s administrative staff, is a testament to the agency’s resilience and its commitment to the Western New York community.

This past year, we took a fundamental approach to the delivery of services. We asked, listened and creatively found ways to insure that individuals would not be greatly impacted by changes in services due to resources or regulation. This success was based on our longstanding operational history of compliance and continuous improvement.

Our self-assessment activities carried throughout the year kept us close to the needs and aspirations of individuals we support while insuring that services were well documented and medically necessary. Our self-assessment activities identified gaps and inconsistencies that could be problematic if gone undetected. It should be known that the self-assessment process encompasses agency-wide services. Through these activities, oversight entities like: the Office of Persons with Developmental Disabilities, the Office of the Inspector General, and the Office of the Medicaid Inspector General found little through their external reviews.

Although 2013 had its challenges, there were a number of success stories. An individual we support was recognized by Office of Persons with Developmental Disabilities through her work with Absolut Care of Aurora Park. Another individual was able to fulfill a long-time dream by reading to children and another individual who enjoys writing poetry was able to make a CD recording of his poems. While this is just a few examples of how individuals were empowered, several SASi staff were promoted and other interested staff were able to receive educational opportunities through a partnership with Geneseo Community College. In addition, families were able to have their stories heard by way of a Legislative Breakfast with their elected representatives.

Amidst the ever-changing environment, SASi continues as a relevant provider of supports and services to individuals with varying abilities in the region.

Affirmative Enterprises

The Original Kazoo Company continues to enjoy consistent sales through our relationship with Woodstock. 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 - Suburban Adult General Enterprises - has also experienced increased opportunities with the acquisition of a federal partnership through the Ability One program at the Lewiston-Queenston, Rainbow and Whirlpool international border crossing facilities as well as at the IRS Mailroom in downtown Buffalo.



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 starting in 2014.



Supported Employment

SASi’s Supported Employment programs provide services throughout most of WNY. In 2013, the programs helped over 450 individuals with varying abilities to obtain and maintain employment. Businesses such as Mighty Taco, Absolut Care, Delta Sonic, McDonald’s, Tops Markets, Denny’s, WalMart, Christie’s Restaurant, Bach’s Towing and many others work with our Employment programs to provide a wide range of job opportunities.

Group Day Habilitation

The Group Day Habilitation program is active in ways to give back to the community and meet new people in the process. We continue to have several meals on wheels runs. Our individuals have established relationships with the people who receive the meals and even their pets. One woman told us her poodle sits by the window waiting to greet us. We work with several food pantries and continue to develop community partnerships. We assist fire departments by helping clean trucks and facilities. One of our individuals rode in the truck during a parade.

Some activities are seasonal. We helped with the Harbor front gardens in Buffalo and rang the bell for the Salvation Army. We continue to do gardening and lawn maintenance at the Wyoming County Home cemetery. Those forgotten individuals are now remembered in a park like setting. All the individuals who participated are excited to continue next season.

We continue to provide opportunities to enhance skills and explore new experiences based on interest and needs. From cooking a Thanksgiving dinner for staff and family to drumming group we have had a busy year.



Residential Services Update

The residential department saw growth in 2013. We opened one six bed home in the town of Colden. The focus for the department continues to be quality improvement, person centered planning and working with people to create non-certified residential options that meet their needs. There are eighteen certified locations that provide residential supports to people in Erie, Wyoming, and Cattaraugus counties.

Service Coordination

In 2013, fourteen MSC’s and two supervisors from SASi’s Service Coordination and Plan of Care Support Services Programs provided services to over 500 individuals with disabilities from a five county area including: Erie, Cattaraugus, Chautauqua, Wyoming, and Allegany Counties. MSC staff began using Council on Quality and Leadership Personal Outcome Measures to document person centered planning activities. Person Centered planning activities will continue to be utilized and expanded upon in 2014.



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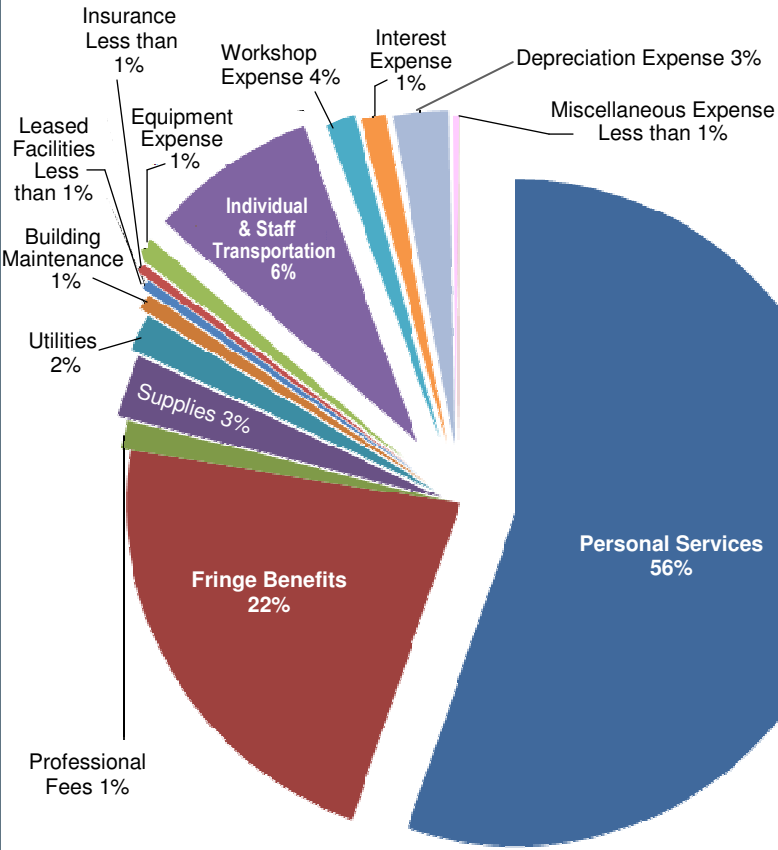
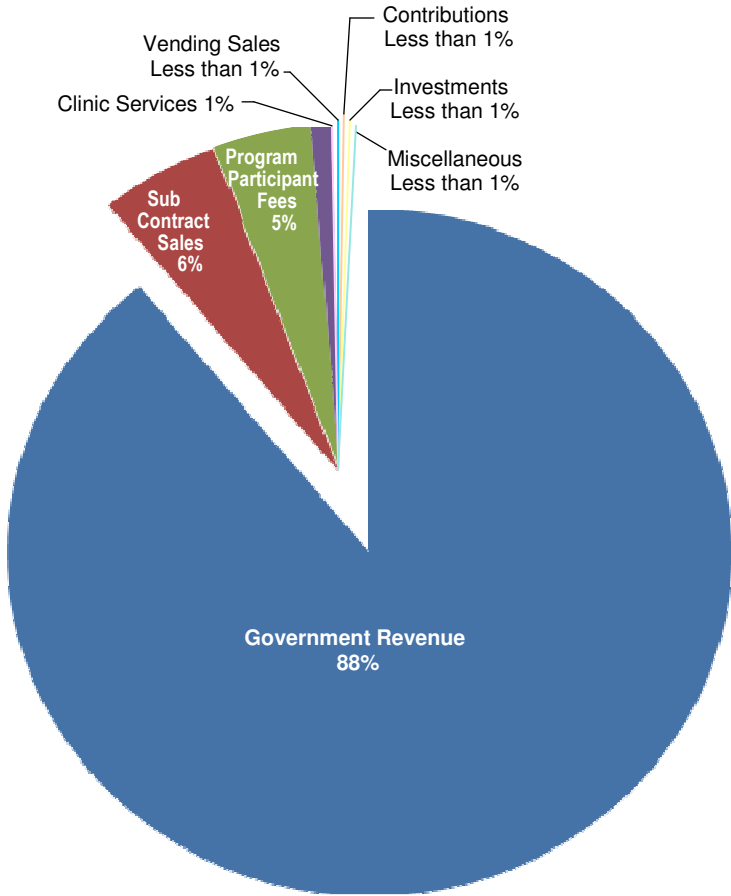
Is everything correct?
As hard as we try to get everyone's name listed and spelled correctly, mistakes do happen. We sincerely apologize if we have made an error and ask that you report it to our Development Office at (716)805-1555. Doing so will help prevent us from making the same mistake again.
~Thank You!

*Thank You
for your gifts
in 2013!*

Financial Report

Revenue

Government Revenue -	\$26,454,612
Sub Contract Sales -	\$1,678,853
Program Participant Fees -	\$1,328,708
Clinic 3rd Party Reimbursement -	\$330,409
Investments -	\$114,275
Vending Sales -	\$32,611
Contributions -	\$30,168
Miscellaneous -	\$43,867
Total Revenues	\$30,013,503



Expenses

Personal Services -	\$16,224,292
Fringe Benefits -	\$6,439,563
Professional Fees -	\$426,949
Supplies -	\$817,587
Utilities -	\$456,416
Building Maintenance -	\$149,575
Leased Facilities -	\$138,914
Insurance -	\$119,849
Equipment Expense -	\$332,223
Individual & Staff Transportation -	\$1,775,107
Workshop Expense -	\$1,049,302
Interest Expense -	\$294,409
Depreciation Expense -	\$749,230
Miscellaneous Expense -	\$73,330
Total Expenses	\$29,046,746

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