



2020 Annual Report

**A year of
adaptation,
hope, and
perseverance.**



Mission

Transforming lives through creative opportunities and excellent supports for people with disabilities and special needs.

Vision

sasi believes in a future where all persons, regardless of their ability, can reach their full potential as responsible, valued and contributing members of their community. We strive for excellence in providing employment, healthcare, housing options and community supports that are chosen by individuals and families. Together we transform lives and bring dignity, purpose, confidence and hope to every individual, every day.



Table of Contents

Board of Directors	4	Moving Miracles	16
In Memoriam	5	Personal Training	18
Message from the President	6	Nursing	20
2020 Financials	8	High Hurdles	22
Lois Jackson Memorial	11	Operations	24
Day Hab	12	Donations	27
Clinic Services	13	One Last Good Word	43
Residential	14		

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In Memoriam

In 2020, the following members of our sasi family left us too soon:

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A Message from the President

2020 was a year like no other. The year began on a somber note as we mourned the sudden passing of our beloved longtime board member and founder, Lois Jackson. Lois remained an active and ardent advocate for individuals with disabilities until her passing on Feb. 8, 2020.

In March, as the cases of COVID-19 started to spread across the state, we were ordered to suspend all facility-based day services. Day habilitation staff were redeployed to the resi residences, and some essential staff were directed to work remotely. Non-essential staff were placed on furlough. Early on, we called on our medical director, Dr. Umbrine Fatima, to educate us as to the nature and severity of the virus and how to best implement protective and proactive measures.

As you page through the 2020 Annual Report, you will see examples of the courageous work of our staff. We are truly blessed to know that in a year of a global pandemic, so many workers could come together and give their all to provide the care and protection of the vulnerable individuals that we support.



The commitment, adaptability, creativity, and dedication shown goes beyond words.

Direct support professionals, nurses, clinicians, support staff, and management all pulled together and gave their all to maintain the health and welfare of our residents, as well as those living in the community. I can't say enough about the work of our medical director and Nursing Department for their direction and oversight.

We know that 2020 was not the last of the pandemic. However, with the lessons learned and the arrival of the COVID-19 vaccine, we look forward to better days ahead.

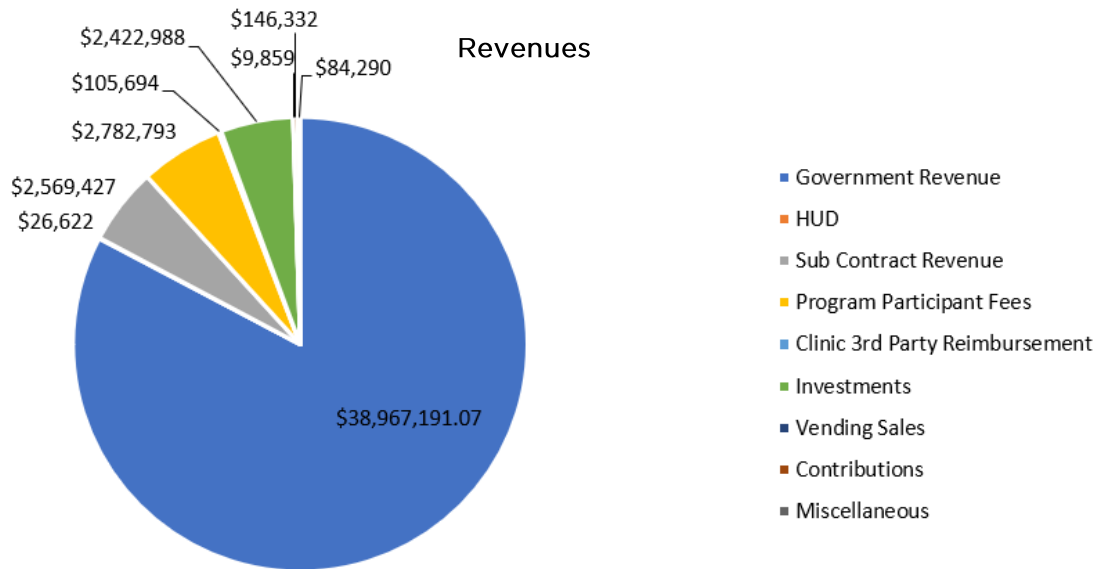
Sincerely,

A handwritten signature in black ink, reading "Anthony J. Annunziato". The signature is written in a cursive, flowing style with a large initial "A" and a long, sweeping underline.

Anthony J. Annunziato

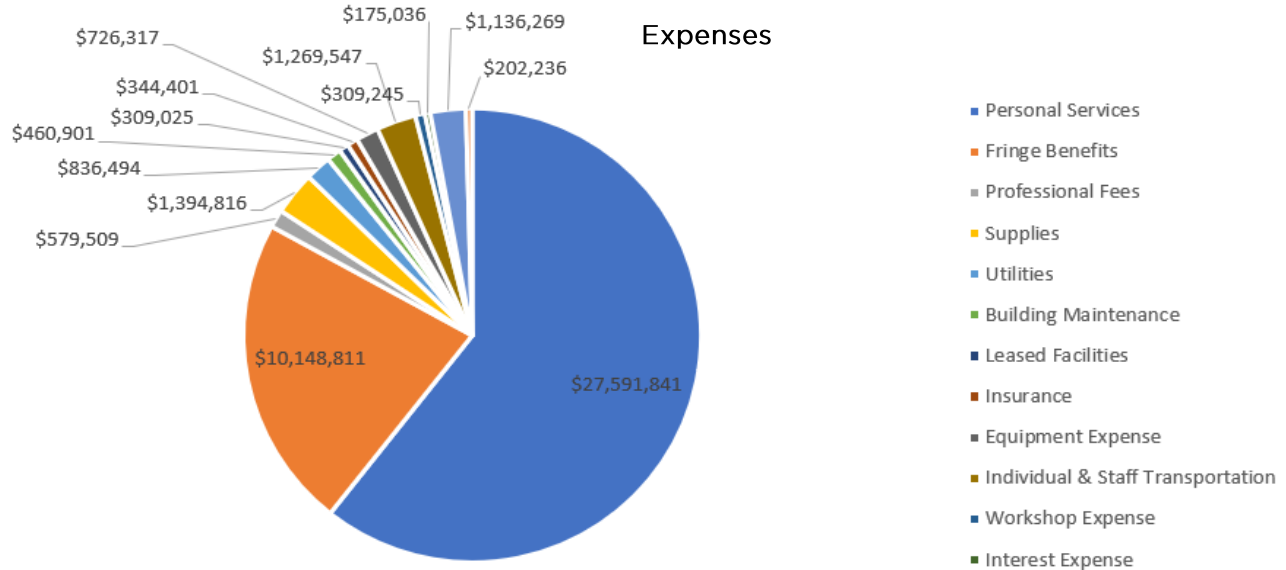
President & CEO

2020 Financials



2020 Financials

Expenses



2020 Financials

sasi
Revenues & Expenses
For Year Ended December 31, 2020

Revenue:

Government Revenue	\$38,967,191.07	82.71%
HUD	\$26,622	0.06%
Sub Contract Revenue	\$2,569,427	5.45%
Program Participant Fees	\$2,782,793	5.91%
Clinic 3rd Party Reimbursement	\$105,694	0.22%
Investments	\$2,422,988	5.14%
Vending Sales	\$9,859	0.02%
Contributions	\$146,332	0.31%
Miscellaneous	\$84,290	0.18%
Total Revenues	\$47,115,195	100%

Expenses:

Personal Services	\$27,591,841	60.66%
Fringe Benefits	\$10,148,811	22.31%
Professional Fees	\$579,509	1.27%
Supplies	\$1,394,816	3.07%
Utilities	\$836,494	1.84%
Building Maintenance	\$460,901	1.01%
Leased Facilities	\$309,025	0.68%
Insurance	\$344,401	0.76%
Equipment Expense	\$726,317	1.60%
Individual & Staff Transportation	\$1,269,547	2.79%
Workshop Expense	\$309,245	0.68%
Interest Expense	\$175,036	0.38%
Depreciation Expense	\$1,136,269	2.50%
Miscellaneous Expense	\$202,236	0.44%
Total Expense	\$45,484,449	100%

Lois Jackson Memorial

In 2020, we were saddened by the passing of Lois Jackson, a longtime and founding board member of sasi. Lois, who referred to herself as the “founding mother of sasi,” died suddenly on Saturday, Feb. 8, 2020 in her Springville home. Lois was an ardent advocate for individuals with disabilities. In the mid-1970s, Lois headed up a group of parents fighting for services for their family members. This fight ultimately resulted in the 1979 establishment of sasi. Over the years, Lois continued in her role as a board member and was active in many committees in the community as well as here at sasi. Lois will truly be missed by all.



Day Habilitation

2020 was a very challenging year. When the pandemic hit, all day programs were shut down. Day program staff provided supports in sasi residential sites along with some in-home services. Staff provided educational and creative activities to help with the physical and mental well-being for our individuals. From learning of safety protocols to fun and engaging activities, our staff did an amazing job. When programs were able to open on a limited basis, staff maintained all safety requirements while still providing a positive and educational environment. For those who are able, virtual programming was offered to help individuals keep in touch with staff and friends.

Community prevocational programs were able to continue after the first opening. Some of the individuals were making masks and were very proud of their accomplishments.

Supported work had many individuals who were considered essential workers and remained employed. Others were furloughed or laid off, so staff provided discovery activities that help



identify skills and interests for future employment ideas. Many individuals needed to learn how to use technology to participate in this process.

2020 showed the strength and dedication of the individuals we support. We are truly showing #sasiStrong.

Clinic Services

The clinic provides occupational therapy, physical therapy, speech therapy, social work counseling, rehabilitation counseling, psychiatry, and psychological evaluations at nine locations in Western New York.

sasi has been providing clinical services to people with intellectual and developmental disabilities in WNY for more than 20 years. All of the clinicians are licensed and/or certified in their discipline and have many years of experience working with people with disabilities.

Clinic services are provided according to each person's individual needs and desired outcomes. At the end of 2020, 360 people were receiving a clinic service with a total of 578 services across all disciplines. Enrollment has decreased 10% from the year prior due the COVID-19 pandemic.



The clinic continues to be involved in the education of future therapists. We regularly have PT students from D'Youville College, University at Buffalo, and Daemen College. The strongest affiliation we have for OT students is with University at Buffalo, and the speech/language pathology students hail from Buffalo State College. The Article 16 Clinic provides unique experiences for students. The supervising clinicians often times involve the students in developing and carrying out special projects designed to benefit individuals in the day hab programs based upon assessed needs and input from the staff.

Residential

2020 has been a tough year to say the least, and it was no different for Timothy Houck. Timmy (as he loves to be called) lived in a family care provider home with the same woman, whom he loved and adored, for more than 30 years. He attended Sasi's Sardinia Day Hab and had lots of friends there.



Things took a turn for the worse when Timmy fell at home and broke his hip. Timmy had surgery on his hip and was utilizing a wheelchair and receiving physical therapy through the VNA. Due to his increasing medical needs, Timmy's family care provider was unable to continue to care for him, and he was put in a situation where he had to find a new home after 30 years.

On November 3, 2020, Timmy moved into the Killarney IRA in Derby, a new area and living environment for him. Timmy's transition was smooth, as he settled into his home with new housemates and sasi staff to support him. Timmy quickly became friends with everyone and enjoyed watching and cheering on the Buffalo Bills every Sunday. Timmy enjoys all things Buffalo sports, watching the Game Show Network with his friends at sasi, and now attending Derby Day Hab.

Through the support from his IRA staff and the VNA, Timmy was discharged from VNA physical therapy and out of his wheelchair. He now utilizes a gait belt and gets therapy through sasi in hopes of continuing to increase his mobility and independence. Timmy is a wonderful addition to the Killarney family and brings joy to everyone he meets.

Moving Miracles

In January of 2020, the Moving Miracles' performance was scheduled at WNED studio. For the first time ever, we had a professional television crew and set reserved for the cast of students and dance partners. The highly anticipated 22nd production, perfectly titled, "Jitterbug, Jive and Jazz... Oh My!," was designed to carry the audience through carefully selected music of the decades. Choreography was set and rehearsed, creative juices were flying amongst the talented staff, and costumes were arriving. The seamstress was scheduled for fittings and alterations. Then in mid-March, the world came to a screeching halt because of the COVID-19 pandemic. The studio was mandated to close, and the three studios went dark.

After the initial shock of the pandemic dissipated, we scrambled to stay connected with the dance and personal training students via social media. The sasi IT Department provided immeasurable assistance creating a YouTube channel, so the dance studio manager and personal trainer could email weekly links, offering free sessions to their students. We presented our creative energies and new curriculum content. The dance and personal training Facebook pages provided daily live streaming, connecting staff and students. During the summer of 2020, the IT team helped us establish an agency-approved software program, GoToMeetings, to facilitate virtual dance and

personal training sessions.

At the beginning of the new season in September, Moving Miracles was able to open its doors under the state mandate, following all New York State guidelines. Over 40% of students in both the personal training and dance programs returned in person. Approximately two weeks later, in accordance with NYS guidelines, we had to shut down again. Thankfully, the virtual sessions were still an available option. New concerns over micro-clusters, living room-spread, and the holiday season kept a dim spotlight on through the end of season.



Personal Training

In its sixth season, the personal training program has garnered significant interest internally from the Moving Miracles dancers. We had 18 dancers (six from day hab) enroll in a weekly personal training session in addition to their dance sessions.

No two personal training sessions are the same. This intentional philosophy of providing muscle confusion ensures participants do not reach a plateau in their training cycle. Sessions are composed of stretching, cardio workout, and strength training. Friendly challenges are held each month pertaining to general fitness and nutrition. Water challenges create an important and popular weekly headline, which seems to be one of the easier things for new participants to implement.

The realization of continued exercising and moving was of paramount importance more than ever during the shutdown. Personal training students successfully made the transition from working out in the studio to home through virtual connections. Miss Courtney took creativity to a whole new level by incorporating household items into workouts. Several of the sasi IRAs participated with dedication. Individuals and staff alike selected workout videos from the library of the pre-recorded YouTube videos created by Miss Courtney. It is important to mention these connections would have

not have been possible without the support and continued assistance of Sasi's IT team.

Brad has not only been a dancer with Moving Miracles for over 10 years, he has also been part of the Personal Training Program for the past four years. At 14 years old, Brad brings his enthusiastic attitude to class each week. When Brad initially enrolled in personal training sessions, one of his first goals was to increase the number of push-ups he could complete for gym class. As you will see, he has mastered that goal! Miss Courtney places much emphasis on feeling good and making healthy choices outside of class. Brad has shown up each week whether sessions were at the studio, or virtually from the comfort of his own home.

It is not to go unmentioned Brad has increased his muscle mass in 2020; you can physically see what a positive impact personal training has had on him.

“He is always up for trying anything new, and he will dig deep to push himself to never give up,” Miss Courtney said of Brad. “To be able to help guide and watch him grow into a strong confident young man is gratifying and a true honor.”



Nursing

2020 has been a much different year for all of us in the sasi Nursing Department. On March 18, 2020, we began working remotely due to the COVID pandemic. This new normal proved to be challenging in many ways. It caused us to find new, resourceful ways to complete our job duties. Technology has fast become our best friend! We have learned to do Telehealth visits for completing assessments; and to educate and connect with staff working all shifts. At the same time, we delivered PPE, and re-trained staff in specific COVID tasks when suspected or positive COVID was discovered. While our main focus has been primarily on keeping everyone healthy and safe, we have continued to ensure that the individuals maintained their optimal overall health.

In our certified IRAs throughout the year, we had 32 residents test positive for COVID- 2 were hospitalized but all have recovered.

The role of a sasi nurse went beyond the care of participants in our homes and day hab. The pandemic brought on a new dimension- employee health. More than 558 employees reported COVID symptoms, and were triaged by a sasi RN. This included assessment of symptoms, giving quarantine/isolation instructions, testing options and ongoing monitoring of an employee's health until they returned to work.

Nurses were involved in arranging for medical clearance, fit testing and training staff on the use of N95 masks. Through our internal clinics, we have 448 staff in compliance with OSHA standards for N95s. We originally outsourced with DiVal Safety and Supplies, but recently certified five sasi staff to conduct fit testing, which should expedite future fit test needs.

More than 284 staff were tested for COVID, with 62 positive tests. We had two staff hospitalized, but all have recovered.

As we enter 2021, approximately 96% of residents in certified IRAs have received both vaccinations. Staff, and people in the community who receive services, are the next priority. With ever changing directives and roles, as well as the roll out of the vaccine, our efforts continue to provide the individuals we serve with the best possible healthcare in the safest possible manner.



High Hurdles

High Hurdles provided horsemanship lessons to 55 unduplicated riders during 2020. Between March and November, a total of 358 lesson units were taught. No matter how many times people came to the “farm,” they always enjoyed the experience of being in the country and connecting with the High Hurdles horses and staff. This was even more true given the events of the year.

High Hurdles was closed due to Covid-19 on March 17. At the time, High Hurdles was in the process of hiring another part-time instructor at 16 hours per week, as well as sub positions. Because of the shutdown, part-time instructors were furloughed, and the new 16-hour position was never filled. Program Manager Erin Brauen and instructor Jennifer Barber were chosen to take care of the program during the shutdown. No visitors were allowed on the property while closed, including volunteers.

Andrew Gibson returned to his position at the end of June. High Hurdles reopened the week of July 12 for classes in limited capacity. Volunteers were not permitted at this time, and a maximum of only one student was allowed in class. High Hurdles maintained rules of mask wearing, hand sanitizing, temperature monitoring, screening and social distancing.

In September, High Hurdles allowed volunteers to return and a max of two people in a class. Fall classes were successful with students remaining healthy and safe. The fall horse show on Sept. 12 was cancelled due to Covid-19 restrictions. Sub-instructor Mary Gibson was able to complete her orientation.

2020 also saw changes to the High Hurdles horse herd. Fabio arrived in February, and Toby left in March. Skiddles retired in July, and Henry arrived in August. Fabio left in early October. Star arrived on November 30.



Operations

The COVID-19 pandemic upended the services and supports for people across New York State. At first, we were forced to shut down most of our buildings and services, with three hubs left open to maintain the business of the agency with limited staff. The agency had to shift resources and re-assign people to support our residences and people in the community.

The entire Western New York area experienced a major shutdown of business, shortages of cleaning items, paper products, and product limits at most stores, which made it very difficult for the IRAs to secure needed items. The agency was able to locate new vendors to provide products, as our current retailers were unable to deliver what we needed, as the supplies were frequently on backorder.

The business office assisted with shopping and making bulk purchases where possible. Eventually, they set up an account with a food service vendor to order larger quantities of food, so people would have what they needed and did not have to risk going to the grocery store. The transportation department and the drivers were re-assigned to deliver supplies to the houses.

They dropped off items daily, including food, paper products, PPE, cleaning supplies, and whatever else was needed to ensure health and safety. The drivers were also re-assigned to maintain the fleet by completing inspections and taking vans in for service to assist residences and keep people safe.

Maintenance was initially not able to complete repairs in the IRAs. They focused on outstanding repairs at the day programs as well as exterior projects. We were able to come up with a protocol for maintenance to work in the homes safely as emergency repairs did not stop for the pandemic. We also had people who were willing to accept assignments in locations that presented with COVID symptoms.



Full-time custodial staff were assigned to buildings/hubs that remained open during the pandemic. All supplies were delivered to the hubs, then inventoried and distributed as requested. Janitorial staff completed deep cleans of the day buildings and offices that had not occurred in quite some time. They also provided sanitation services/deep cleans with disinfection at residential sites that experienced COVID.

The agency was also fortunate as we had many commercial supplies, specifically a disinfectant product by 3M that we used in the larger buildings and commercial contracts that is effective against COVID. This was critical, as sanitation supplies were in high demand and largely unavailable.

Obtaining PPE, particularly at the outset of the pandemic, was time consuming and difficult as supplies were in high demand, shortages persisted, and stock was limited. The agency had to do extensive research to source items. This included veterinary supply companies, school/education outlets, mortuary supplies, and medical supply companies. We ordered from Amazon and anywhere else on the evenings and weekends to secure PPE for staff. Sasi partnered with other DDAWNY agencies to participate in bulk purchases of PPE as well. It took the better part of 6-8 months to draw down enough PPE to consistently carry us through successive waves of the pandemic.

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One Last Good Word

Lisa Ahrens has a big heart. She thinks of others ahead of herself and actively looks for ways to help people, even those she has never met.

Lisa, a resident at our K Street house, recently spent her own money to purchase toys and gifts to donate to a local family in need for Christmas. This is the third year she has done it.

"I spoke to someone from our local 'Head Start' program to see if they had any families in need this year," said Lisa Chaney, a sasi residential manager.

"I was told about a family with two young children that the mother has been in and out of the hospital. The children were living with grandparents. I got information on ages and sizes, and with the assistance of my staff Tammy Gust, Lisa purchased items for both children."

It seems Lisa's selfless act meant as much to her as it did to the family she helped. When asked how it feels to help people, she simply said, "It brings tears to my eyes."





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