



A NEWSLETTER DEDICATED TO SHARING THE INSPIRATION AND SUCCESS STORIES THAT SURROUND US AT ASPIRE

## **NEW VISIONS**

SUMMER | 2016

The Aspire Health Center Gets A Makeover

Article 28 Clinic serving those with complex and developmental disabilities for over 25 years. Located at 7 Community Drive in Cheektowaga, the Health Center has been known for providing the highest quality of care to our most vulnerable citizens. Recently, a year's long renovation and upgrade project has been completed making the Aspire Health Center brighter and better than ever. Newly designed spaces are bathed in soft colors and strike the necessary balance of comfort and privacy, and even features Wi-Fi connectivity.

Another exciting development is the decision to expand Health Center services to the community at large in addition to those with disabilities. The Primary Care team has grown allowing for all patients to schedule convenient, timely appointments, and even some limited same day appointments.

"The shortage of physicians in the area was a factor in our consideration to expand beyond our tradition of only serving the complex and developmentally disabled," explained Aspire Vice President of Clinical Services, Honor Martin, RN. "We can provide cutting edge, comprehensive medical care for chronic diseases and effectively offer all of our community-based patients an outstanding alternative for quality care."



Newly designed spaces at Aspire Health Center are bathed in soft colors and strike the necessary balance of comfort and privacy.

Recently, the Health Center was recognized by the National Committee for Quality Assurance (NCQA), as a Level 3 Patient-Centered Medical Home (PCMH). To earn PCMH recognition, Aspire Health Center was measured against a stringent set of standards and successfully demonstrated the ability to combine teamwork and information technology to improve the quality of care and patient experiences of care.

"We can offer the community a staff of experienced providers who engage and support patients throughout the continuum of care," continued Ms. Martin. "Our Health Center tagline is Engage, Nurture, Thrive. It is more than a group of words to us; it is our mandate for the care we provide for every patient we serve."

### **Featured Contents**

One-of-a-kind services for one-of-a-kind people.

### MESSAGE FROM THE PRESIDENT AND CEO



### Thomas Sy

**■** elcome to the summer edition of our community newsletter. What an amazing summer it has been weather wise – trust you and your families are taking advantage. Aspire is pleased to continue to keep you, our stakeholder, informed.

We are truly excited about our commencement of providing primary care services to those without disabilities to complement our long standing history of serving the developmentally disabled. Our new providers are excellent, the renovated space is very efficient and inviting, and our achievements as a Patient Centered Medical Home (PCMH) ensures you, the patient, are our focus. We encourage you to refer friends and families in need of a primary care provider.

A highlight for me each year is attending the graduation ceremony for our World of Work (WOW) program. This was made all the more special with over 30 students in the program and nearly a dozen participating employers. It is always exciting to watch the students work their way through job readiness issues and begin to determine job preferences. Aspire is proud to have begun in earnest our Pathways and Community Prevocational programs expanding our continuum of employment offerings.

Our employees have certainly taken advantage of the summer weather by significantly ramping up our employee wellness offerings. Over 30 of our employees participated in the Chase Corporate Challenge after participating in a "couch to 5K" training program. There are also two Weight Watchers groups continuing and soon many of our Chautauqua County employees will be representing Aspire in the Battle of the Businesses in the Jamestown area.

Aspire has gone "all in" on introducing a comprehensive survey program (POMs – Personal Outcome Measure) directed extensively on outcome measures. We have over 25 staff trained as reliable interviewers and, in addition to gathering key data, they are the change agents to aide Aspire through a cultural shift. Individuals who have elected to go through the POMs interview have stated this was a phenomenal learning experience for us as a service provider to see life through different lenses.

Lastly it will be September before you know it and I want to be sure you have SAVED THE DATE – for our annual Art and Wine Celebration to be held on September 9th.

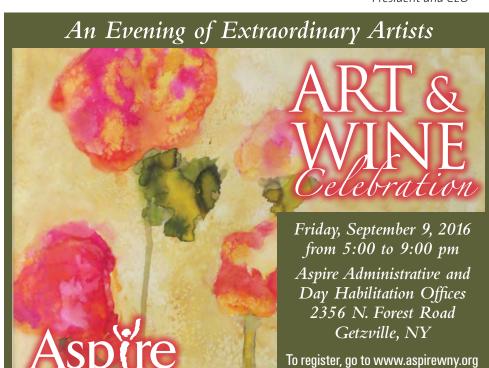
Thomas Sy President and CEO

For more information,

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## SAVE THE DATE FOR ASPIRE'S 2017 EVENTS

### 4th Annual Ski the Valley

PRESENTED BY INDEPENDENT HEALTH Sunday, January 29, 2017 Holiday Valley Resort Ellicottville, NY

### 27th Annual Going for the **Green Golf Tournament**

PRESENTED BY DOPKINS & COMPANY, LLP Monday, June 5, 2017 **Brookfield Country Club** Clarence, NY

### 5th Annual Art at the **Athenaeum**

PRESENTED BY KEYBANK June date TBD Athenaeum Hotel Chautauqua, NY

### **Art & Wine Celebration**

PRESENTED BY KEYBANK Friday, September 8, 2017 Aspire Offices, Getzville, NY

The locations, dates and times of our events are subject to change.

Presented by **KevBank** 

# Aspire Experiences Growth in Transition to Employment Services

ong before 2014, when New York State began mandating Human Services agencies to actively promote employment skills training for individuals receiving services, Aspire of WNY was introducing school age students to the "World of Work" (WOW). Aspire's WOW program started with a single student five years ago and has grown to more than 32 students from 12 school districts in the 2016/17 school year.

WOW is providing employment and social skills training to high school age students through a combination of supported internships at local business partners with classroom workshops at Aspire's Transition Learning Centers in East Aurora and Buffalo. To accommodate the steady increase in students participating, WOW Job Developers are working hard to establish new relationships with local business partners that can offer internship opportunities. There are currently nine local businesses participating in WOW, with several more in discussions to participate in the fall.

In addition to helping prepare transition-age students for future employment, Aspire is also offering job skills enrichment training for the adult community. Two Aspire programs, Adult Development and Professional Training (ADAPT) and Making Opportunities Vocational Experience (MOVE), are experiencing tremendous growth. Combined, these two programs are providing critical services to more than 50 individuals.

ADAPT is a pre-vocational service providing participants with an individualized learning plan designed to identify and develop the skills necessary to be successful in a chosen field of employment. There is also a technology training component and job exploration opportunities via internships and community volunteering. MOVE is a pathway to employment



Left: Nick was hired on at Louie's Deli after his MOVE internship! Right: WOW participant Dave helps deliver meals to residents at Brompton Heights.

combining classroom training with internships and community volunteering opportunities to facilitate the development of desired work skills.

All of Aspire's person-centered, pre-employment skills development programs are extremely popular. Identifying and developing critical job skills are opening up opportunities for future employment and community-based engagement for dozens of hard-working participants throughout WNY and the Southern Tier. The success of these Aspire service offerings is backed by measurable results for local business partners. Aspire participants who have been hired have a better than 92% retention rate, well above the state-wide average of 50% retention, due in part to the incredible supports provided by Aspire staff to the employers and the newly hired employees.

### **ASPIRE'S 26TH ANNUAL GOING FOR** THE GREEN GOLF EVENT A SUCCESS!



Going for the Green Tournament. Right: A great time was had by all. Below: Dozens of great prizes were available for raffle.

## **Get Social!**



"Like" us on facebook.com/AspireWNY. We're dedicated to posting information about upcoming events and activity photos on a regular basis.



Follow us @AspireWNY to get Aspire news updates, information on programming and upcoming events!



Subscribe to the iXpressAspireWNY channel on YouTube to see more of these amazing art exhibitions.

If you no longer wish to receive this mailing, call 716-505-5510 and request to be removed from our mailing list. Thank you!

# Aspire of WNY www.aspirewny.org 716-505-5500

Thomas A. Sy, President/CEO

#### Mission

Aspire's mission is to support children and adults with developmental and similar disabilities, helping them to live their lives to the fullest by providing individualized assistance based on personal choices.

### Vision

Aspire is the region's leader in supporting individuals with disabilities. We envision full participation of those we support in all aspects of community living. Toward that end, Aspire empowers individuals to maximize their potential, including those we support, those who work for us and those who work with us.

New Visions is published by Aspire as part of its public information and education activities. For comments or corrections, please contact Communications & Development at 716-505-5512 or michael.holley@aspirewny.org



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### POMs UPDATE: Full Steam Ahead!

Since 2014, Aspire of WNY has been utilizing Personal Outcome Measures, or POMs, as a tool to understand how our supported individuals view quality. A key component of POMs are the face-to-face interviews that are conducted between individuals and trained interviewers.



Meghan Bowen with Rachel after completing her POMs training in May.

Currently, Aspire has seven staff who are in the process of becoming recertified as a "reliable" interviewer. This recertification process is conducted annually. Additionally, there are 40 other Aspire staffers who have received interview training. This dedicated team of interviewers are the key to Aspire one day receiving Council on Quality and Leadership (CQL) accreditation.

The POMs team has conducted a total of 37 interviews that have

been designated as reliable and entered into the database that houses the data. Another 19 interviews are pending designation as reliable after which time they will be added to the database.

In May, a new milestone was reached as Meghan Bowen participated in a POMs training class. She is the very first supported individual who has attended training, and her attendance made a significant impact on everyone in attendance. Stay tuned for future updates from this exciting quality initiative at Aspire.



### **ASPIRE VP RECOGNIZED**

Aspire of WNY is proud to announce that our VP of Community Living, Helen Hanes, has been recognized as the Support Person of the Year by the Western Region of the Self-Advocacy Association of NYS (SANYS). The award was presented at the Western Region SANYS's annual conference held in Niagara Falls, NY. Great job Helen!