

Aspire
of WNY



A N N U A L
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ASPIRE LEADERSHIP MESSAGE



It has been an extremely busy year for all human services agencies, but for Aspire's leadership team even more so. And, as in years past, we have many accomplishments to share.

The end of 2017 concluded our many 70th anniversary celebrations. In November, we held our annual Employee Recognition event with agency-wide awards and years of service recognition. The evening was highlighted with historical photos and fun facts from the past 70 years.

Perhaps most noteworthy of the changes was the retirement of Janet Hansen, Aspire COO, after 43 years of service. Over decades of service, Janet was involved in and helped create many programs at Aspire.

Maria Torgalski was promoted to the COO role and has already injected her energy and new ideas.

While forced to make several difficult decisions in 2017 to right size our Health Center, we also began a full court press to provide primary care and therapies to the general public. Enjoy reading about Molly as one such patient.

Aspire is expanding supported self-directed plans almost daily and this service line continues to be an area of growth. Learn more about the benefits of self-directing one's services from Cody in our Chautauqua County service area.

Our Medicaid Service Coordination Division began the difficult task of unwinding direct support services to over 1300 individuals and families and began transitioning to Person-Centered Services. The Office for People with Developmental Disabilities is ending the MSC program statewide and requiring agencies to transition staff and services to a Care Coordination Organization, or Person-Centered Services in our case. We hope you'll read about the wonderful contributions MSCs have made to the fabric of what Aspire is and has been over the years.

Lastly, as Eileen winds down her 3-year term as Aspire Board Chair, she has expressed what a pleasure and honor it has been to serve and, most recently, to watch the seamless transition in management. She values the professional friendships she has developed with the Aspire Management Team and knows that Aspire will be in very competent hands moving forward.

Sincerely,

Thomas Sy
President/CEO

Eileen Nosek
Board Chairperson

End of an Era

In July of 2018, the Office for People with Developmental Disabilities (OPWDD) transition from Medicaid Service Coordination (MSC) to a new platform, Health Home Care Management through independent Care Coordination Organizations, will be complete. Aspire of WNY has had a long history of successful MSC for clients in Western New York and the Southern Tier. As the era of MSC services winds to a close, let's highlight two Aspire MSCs who have had a great impact on the individuals they have worked with over the years.

Brenda Wolcott has been an MSC in the Southern Tier for 14 years now. Before joining Aspire, she worked in the public schools in special education classrooms, so she knew her career destiny was with individuals facing physical and mental challenges. One interesting aspect of Brenda's career is that she has served all of the Amish community throughout the Southern Tier. She has attended their weddings, the birth of babies, and even funerals. One special case involved an 18-year old Amish man injured in a logging accident. Brenda helped coordinate his services as he eventually finished school, earning a Regents Diploma and Honor Society. The young man lives with his family but is focusing on being in his own place. Today, he is employed in a local tax preparer's office that members of the community made more wheelchair accessible by building out the entrance with ramps.

Heather Lukowski has only been an MSC for a little over a year, but in her time she is thankful for her role in the lives of those on her caseload. Being an MSC has allowed her flexibility as she shifts between office work and quality time with her clients.

"I have always loved knowing that I can make a positive impact on each of my clients and always try to do so," she explains. "For example, I was able to secure a group home placement for someone on my caseload and witnessing how their independence has grown, and quality of life has improved has been truly wonderful!"

Thank you to all of our MSCs who have helped so many individuals acquire life-altering services and therapies, residential placements, and so much more over the years.





Focusing on Care

For the past several years, the Aspire Health Center has been undergoing a steady transformation. A top to bottom makeover has produced a warm and inviting atmosphere that can compete with any health center in the region. Another major achievement was the expansion of primary care services and recognition by the National Committee for Quality Assurance as a Patient-Centered Medical Home.

Before 2016, the Aspire Health Center focused on medical care for individuals with developmental and other disabilities. Currently, the health center offers premier Primary Medical Care, Podiatry, Physical Therapy and Speech Therapy services to all members of the community at large.

One Aspire Health Center patient, Molly Saper, has been receiving her primary care and physical therapy at the 7 Community Drive location for the past year.

“When I heard that the Health Center was now available to everyone in the community, I thought I would give it a try,” she explains.

She found that from the very beginning she was extremely impressed with the staff and care she received. “Everyone is very nice and welcoming. I love that I can get an appointment at a time that is convenient for me, even when I need to get in the same day.”

A long-time runner, Molly was experiencing lingering hip pain after a car accident. Her primary care doctor worked to find the source of this pain and made a referral to Physical Therapy to address her issues. Molly began working with the Aspire Physical Therapy team and has been making great progress ever since. “I can’t say enough good things about the PT services I am receiving. Chris, my PT, has really been helping me with exercises designed to help me get back to running and my hip is getting better”.

Molly summarized her experiences at the Aspire Health Center. “I started at the Health Center because it was convenient. I keep going back because of the quality of care and the genuine concern shown by the staff. It is a very welcoming and comfortable environment.”

Self-Directing *His Future*

When Cody Hemmis was last portrayed in the Aspire Annual Report, we highlighted his services through OPWDD in 2013, after coming to Aspire for help. In early 2014, Cody moved into the Chautauqua IRA in Lakewood and began preparing for a more independent future.

Today, Cody is receiving Self-Directed Services (SDS) through Aspire, meaning that he controls all of his services and activities. Cody works with his Facilitator of Life Choices, Krista Jones, who helps him plan his activities, helps Cody interview and hire the staff that works for him, and also serves as his main source of support for any decisions that need to be made regarding his services.

SDS is proving to be a great opportunity for Cody to continue his path towards greater independence. He is volunteering in the community five days per week. Much of his volunteer work is at the Chautauqua Blind Association where he helps the office staff with a variety of tasks, including shredding files, putting together orientation packets, and even helping prepare Christmas and other mailings. He also volunteers at Lutheran Social Services transporting residents to various therapy and dental appointments. In 2015, Cody was recognized as 'Volunteer of the Year' and was honored at an award ceremony.

Cody always has a smile for anyone he meets and especially on Thursdays as Krista helps him deliver Meals on Wheels. He always enjoys his visits with lunch recipients and is quick to recognize when someone who normally receives a lunch is not on the list.

Lately, Cody has been very involved in the HAM Radio community. He has earned his entry-level Technician License through Chautauqua Amateur Radio Service and is working on upgrading to a General License. He also enjoys attending the club meetings at Prendergast Library.

Through SDS, Cody has been learning and gaining independence every day. In the future, he hopes to secure an independent living situation and wants to expand his cooking skills.



In Memoriam

MOM THOUGHTS

Steve Bomaster

Sundays we'd visit her in the home,
We worried she'd be too long alone.

She smiled through it all and glowed with love,
Yet stand up for herself when push came to shove.

She raised us good and gave herself away,
So us kids could grow up and know better days.

I'm an old man now I still miss my mom,
I need her more than ever now that she's gone.

She told me, "There are places where no one's apart,
So never let doubt corrupt your loving heart."

INDIVIDUALS SERVED BY ASPIRE WHO PASSED AWAY IN 2017

Christina Bordonaro
Sandra Ann Brigham
Herbert Curtis
Kenneth Davis
Patricia Delaney
Victor Maurice DiFlavio Jr.
James Joseph Egan
Ruth Good
Darcie Hazen
Barbara Kilgour
James Lindquist

Nicholas Majewicz
Darrell McIlwain
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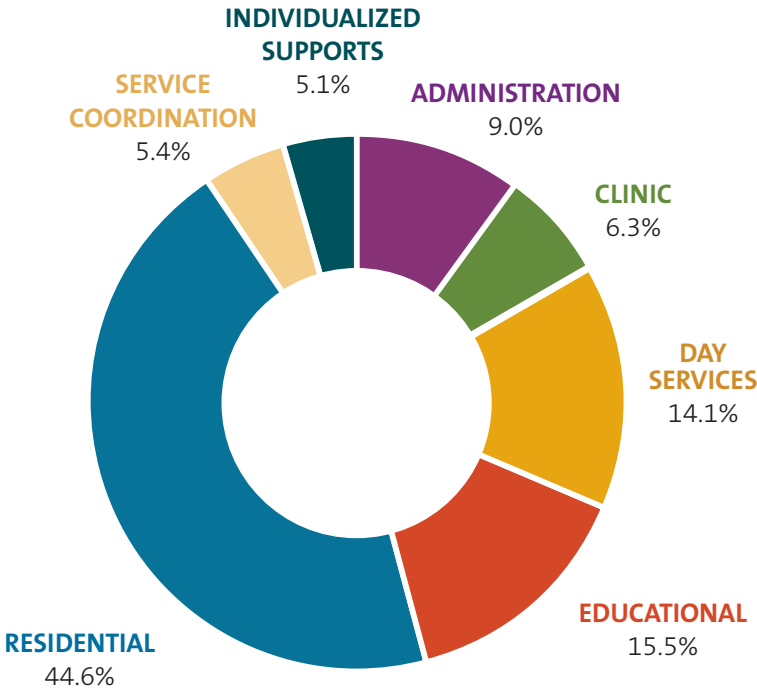
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2017 Financials¹



Aspire of WNY & Affiliated Entities – Results of Operations Per Audited Financial Statements

REVENUE		2017	EXPENSES		2017
Program Service Revenue ²	\$70,564,985		Administration		9.0%
Government Grants	\$1,681,232		Clinic		6.3%
Fundraising	\$327,429		Day Services		14.1%
Other	\$399,744		Educational		15.5%
TOTAL REVENUE	\$72,973,390		Residential		44.6%
			Service Coordination		5.4%
			Individualized Supports		5.1%
			TOTAL EXPENSES		100%

¹ The above information was developed by management based on information in the audited financial statements.

² 99% Federal and New York State Governmental Funding



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our programs and services:**

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