



2019

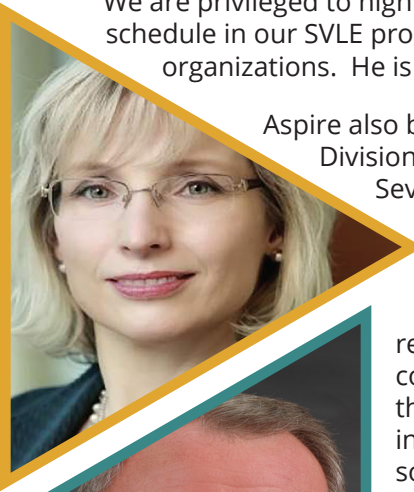
# ANNUAL REPORT



# Aspire Leadership

2019 has seen Aspire of Western New York celebrate 72 years of supporting and providing services for the special needs community. Through these years, our organization has seen many changes within our industry. What has NOT changed is Aspire's commitment to maximizing the potential, and encouraging the independence, of each person we support.

We are privileged to highlight the story of Dale, an individual who has worked to develop a schedule in our SVLE program that allows him to share his unique talents with several community organizations. He is a true inspiration!



Aspire also benefitted from several grants in 2019. Our Residential Opportunities Division participated in a joint grant award with the Alzheimer's Association.

Several of our leaders in this division became certified trainers. This led to the designation of the Westside IRA as a home with individuals with dementia care needs.

2019 also saw our Community Habilitation and Respite staff become recipients of a DASNY grant that provided the necessary technology to complete service documentation electronically. We are also appreciative for the National Grid Grant that afforded Aspire the opportunity for non-verbal individuals in the Technology Today program to use new voice recognition software to communicate.

We also saw a change in leadership. Thomas Sy, the organization's CEO, retired on July 31st after dedicating 19 years to Aspire. Tom felt that it was time for new leadership as Aspire faces unprecedented change in the industry. On behalf of the Board of Directors and the Foundation Board, we extend our thanks and appreciation to Tom for his leadership and service to our organization. He will be remembered fondly for leading the agency through its largest period of growth.

After a national search, August 1st ushered in a new era of leadership at Aspire as Renee A. Filip began her role as Aspire's President & CEO. Renee has extensive experience in health care, education, and government. She is excited to work with Aspire leadership to make an impact on the organization, the individuals we support, and the I/DD population at-large.

We would like to thank you for your ongoing support of all of Aspire's efforts.

Sincerely,

Renee A. Filip  
President & CEO

John Earshen  
Board Chairperson

# A SUCCESS STORY

7 Community Drive is one of four site-based day habilitation programs within Day Services for Aspire. The offices for Aspire's Supported Volunteer & Lifestyle Enrichment (SVLE) program in Erie County are located on the first floor.

In early 2019, Aspire's Coordinator of Day Services Opportunities for SVLE, Liane Agro, met Dale, an energetic and charismatic guy who attended the Day Habilitation program. Dale told Liane that he was looking for a new job that would allow him to help people, so she asked him if he wanted to try the SVLE program a couple of days a week.

At Dale's next Life Plan meeting, he told his family and his Care Coordinator that he would like a new job and begin working with SVLE. The group he was assigned to volunteer with participated in Meals on Wheels, cleaning for a community church, and organizing donations and clothing for Goodwill. Dale was able to continue to have his "Pizza Mondays", but now he was able to go into the community, choose his slices, and pay for his own lunch, which he was very excited about.

There were a few bumps in the road as they searched for the perfect staff fit, but soon after participating for two days per week, he was back in Liane's office asking for a third day. This time, Dale added the American Legion to his volunteering, helping them set up for "Fish Fry Fridays".

Dale has been a gentleman to all other participants and works hard at each site to do his best! Dale was even deemed one of the best volunteers at most of the sites he goes to each week.

Dale continues to ask for more jobs. We hope that we can continue to grant his requests so that he can remain productive and feeling good about all of the work he has been able to do.



# A TIME OF CHANGE

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Aspire of WNY has hired a longtime health care executive as its new President and CEO.

On August 1st, Renee Filip joined the agency, bringing executive leadership experience in nonprofits, education, health care and government relations.

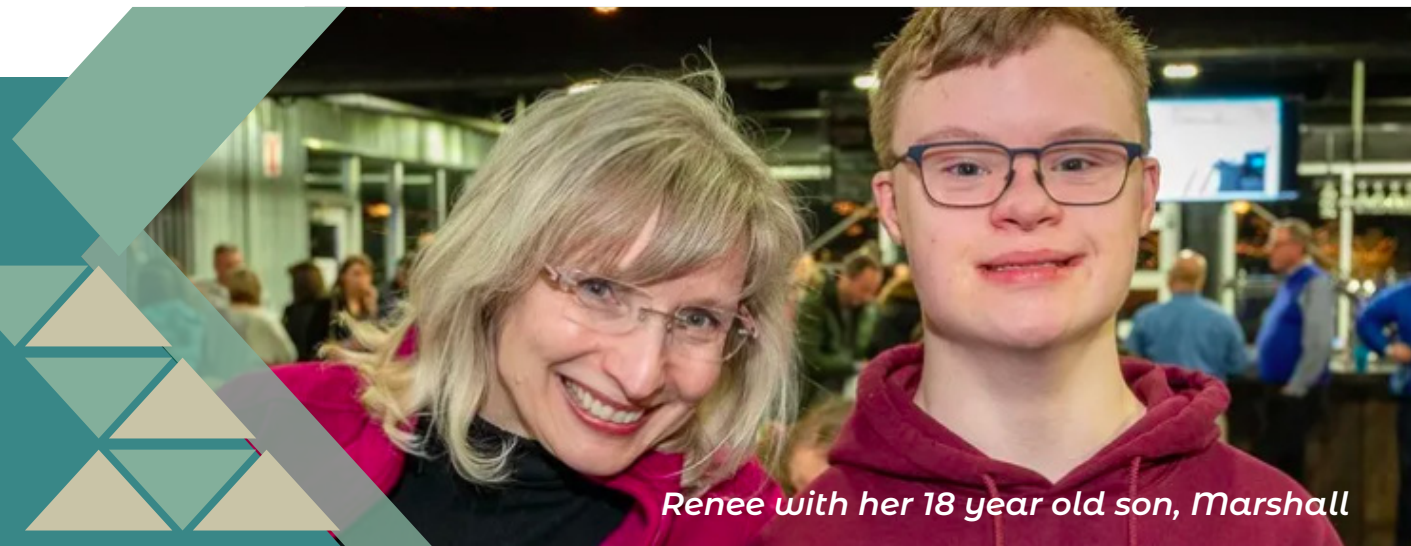
Renee comes to the agency from the University at Buffalo, where she served as the Director of Strategic Planning and Communications. Previous to her UB role, she spent over eight years as the Chief Operating Officer at UBMD Physicians' Group, where she oversaw a \$230 million combined budget and facilitated strategic planning and the transition to managed care models.

Renee also previously held leadership roles at the Buffalo Niagara Partnership, Ciminelli Real Estate Corporation, Jaeckle Fleischmann & Mugel LLP, and served as an officer in diplomatic service.

Additionally, Renee has served on the Board of Directors for Bornhava, the Specialized Early Childhood Center of WNY, Inc., where she facilitated the organization's first strategic plan and volunteered and performed strategic planning work for Danceability, Inc., a local dance studio serving the special needs community. She is currently serving in her 12th year as a Director on the Board for The Children's Guild Foundation, and is past president.

Renee is also a very proud mom to Marshall and their dog, Hermione.

Welcome to Aspire, Renee!

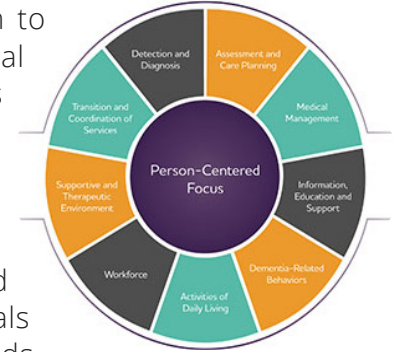


*Renee with her 18 year old son, Marshall*



# Wishes “GRANT”ed

**Aspire Teams Up with Alzheimer’s Association** In June 2019, the Golisano Foundation funded a \$100,000 grant for a pilot program to train providers serving older adults with intellectual and developmental disabilities (I/DD) in our region on how to care for those with Alzheimer’s or another dementia. Aspire’s Residential Opportunities division was fortunate enough to have been invited to participate in this joint grant award with the Alzheimer’s Association. A small cadre of Aspire leaders became certified trainers and were then able to provide training to Aspire nurses, management, behavior staff, and house staff. We are seeing successful outcomes with the individuals in our Westside IRA, which houses residents with dementia care needs.



**Equipping Our Employees** 2019 saw continued growth and need for Community Habilitation and Respite services in our communities. The biggest accomplishment for these services was technology based. Thanks to a DASNY Grant, Aspire was able to successfully transition from a heavy reliance on paper documentation to a less cumbersome paperless system by equipping our Community Based Employees with the technological means needed to complete service documentation electronically. Equipping the Direct Support Professionals and Front Line Managers with tablets and applications for their smart phones has enabled the Community Supports to be more flexible, mobile, and efficient, resulting in overall notable improved quality.

**Providing Opportunities to Individuals** In 2019, a National Grid Grant for upgrades was received for our Technology Today program located within the 7 Community Drive Day Program. Benefitting from this grant, individuals that are unable to use their hands can now learn to use voice recognition software to control computers. Non-verbal individuals are now able to communicate their wants, needs, and thoughts by using an iPad with scan mode and Tecla switch. Individuals can also use video chat with their family and friends, allowing them to create and maintain important relationships.



# IN MEMORIAM

*Individuals served by Aspire who passed away in 2019*

Thomas Bergstrom	Nora Kowalski
Alonzo Brown	Grace Olsen
Christine Clackley	Mary Ranks
Katherine Elniski	James Riley
Jennifer Goodyear	Marc Schreiber
Margaret Hunt	Joseph Szymanski
Christine Kohut	

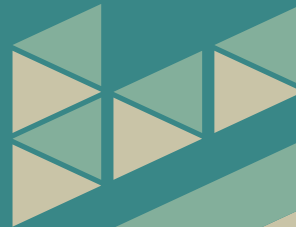


*"Southern Sunset"*  
by Gloria Slomba

## ***"The Eagles Gift" - Michael Milholland***

*The music arced across the desert night sky, luminous with a half moon and a brilliant milky way. A joyful melody emanated from a Fender Stradicaster electric guitar. Packs of wolves in the distant hills howled in sympathy with the outpouring of expressive sound.*

*Thunder clapped and a massive shooting star filled the sky, its fire illuminating a crowd of people, dark shadows of indigenous people of the Montana desert. The people danced with abandon and the wind was alive with their flowing hair.*

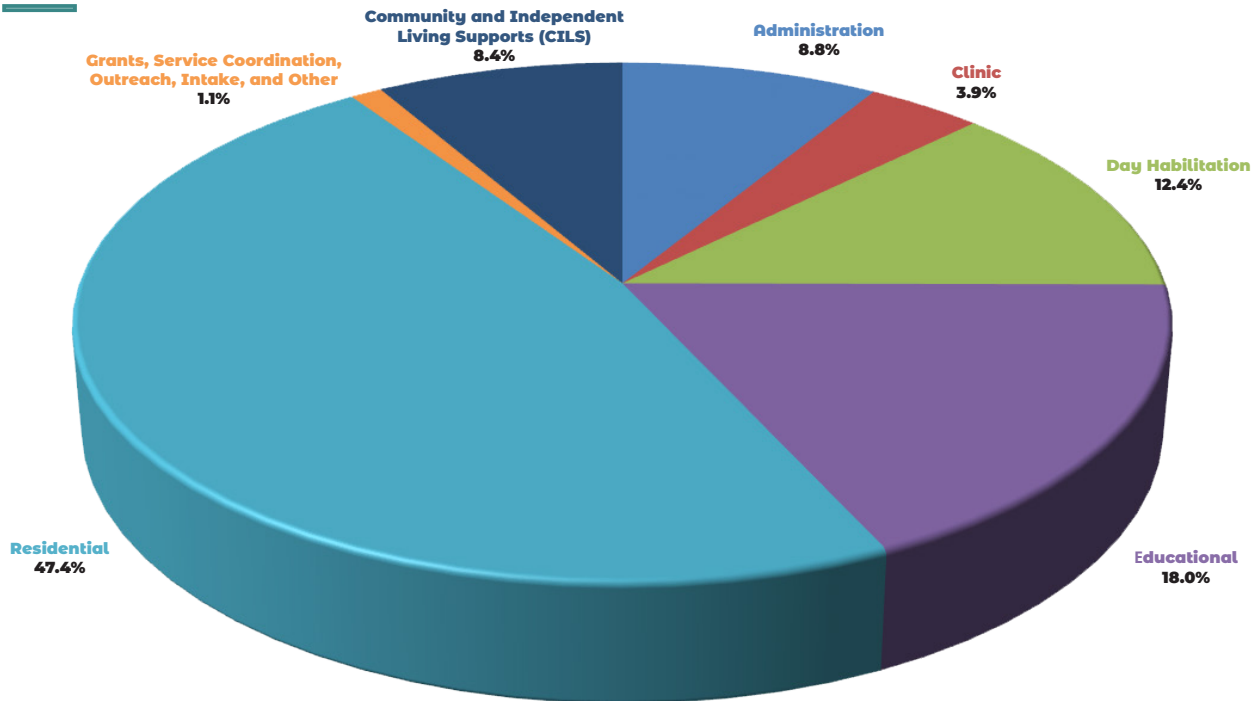


## 2019 Donors

For a listing of all of our generous 2019 donors, please visit our website at <https://www.aspirewny.org/donorrecognition/>

*If you no longer wish to receive this mailing, please call (716) 505-5502 and request to be removed from our mailing list. Thank you!*

# 2019 FINANCIALS<sup>1</sup>



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

Revenue	2019
Program Service Revenue <sup>2</sup>	\$71,713,077
Government Grants	\$1,312,041
Fundraising	\$434,896
Other	\$626,274
<b>TOTAL REVENUE</b>	<b>\$74,086,288</b>

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

<sup>2</sup> 99% Federal and New York State Governmental Funding

Expenses	2019
Administration.....	8.8%
Clinic.....	3.9%
Day Habilitation.....	12.4%
Educational.....	18.0%
Residential.....	47.4%
Grants, Service Coordination, Outreach, Intake, and Other.....	1.1%
Community & Independent Living Supports (CILS).....	8.4%
<b>TOTAL REVENUE</b>	<b>100.0%</b>



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