The ReHabilitation Center
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Olean, NY 14760

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www.rehabcenter.org

PEOPLEFIRST

THE REHABILITATION CENTER

Report to the Community
2015

Message from the President & CEO

A Message from our CEO and President

Mari Howard

As we look back on 2015, we are extremely proud of how our agency has performed in spite of the many challenges posed by changing federal state policy as well as increasing regulatory mandates.

The fiscal environment has placed increased pressure on our staff at all levels to find innovative ways to assure each and every day we stay true to our mission of enhancing the lives of people with disabilities.

This mission is fulfilled 24 hours each day through our residential, care management, vocational, and day programs by our incredibly caring and committed staff.

The Rehabilitation Center has embraced a commitment to quality in all services we provide and has engaged the nationally-recognized Council On Quality and Leadership, CQL, to guide us through the quality improvement process toward formal quality certification in 2016.

This quality initiative will continually direct us to be person-centered in all services and assure the services we provide are driven by each individual person we support.

In addition, our agency will focus on delivering supports and services in a manner that allows each individual to more fully participate in their community.

The past year has witnessed significant growth is the services we provide to people with behavioral health challenges with services expanding in Cattaraugus, Chautauqua, and Allegany counties.

In addition, our agency initiative to fully deploy electronic health record system has made significant progress with multiple programs managing all program information through the system.

The Rehabilitation Center has also prioritized the expansion of its social enterprise business division, InTandem Solutions to increase non-governmental revenue and create local jobs for people.

All this has been accomplished with a great deal of support from our community for which we are truly appreciative.

We look forward to the challenges and opportunities of 2016 with an eye on continuing our laser-like focus on our mission and creating opportunities for growth and independence for the people we support while enhancing the work lives of our most valuable resource, our staff who work tirelessly to assure the success of our agency.

Mission

Enhancing the lives of people with disabilities through supports and services.

Values

The guiding values that help us accomplish our mission every day.are an integral part of our culture as an agency. They are:

- Accountability
- Innovation
- Learning
- Positivity
- Trust

Vision Statement

Our vision is to be the service provider of choice for people with disabilities in the Southern Tier through the operation of results driven services that produce successful outcomes and satisfaction. We will accomplish this through the operation of innovative and fiscally sustainable businesses and service models.

Mission, Vision, Values

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Foundation donations help autistic child

He had been a preemie but was growing as a healthy child. By the time Odin was 19 months old, he was verbal, walking, and on his way to a normal childhood.

Then, for unknown reasons, he suddenly regressed and was diagnosed with autism.

His mom and dad, Elida and Alex Green, can't say exactly what caused Odin's sudden regression. At his well-baby visit he was fine. After that, for no known reason, he became non-verbal.

"His diagnoses are severe autism disorder, apraxia (speech disorder), developmental delay, an eating disorder, and a sleep disorder," Elida said.

The bright and happy three-year-old loves to run, and does so with abandon through their home in Olean with his tablet that seems to express what he can't. He plays with his toys and is affectionate with his parents and his one-year-old baby sister, Lennox.

"He's learning sign language, but it's extremely frustrating for him," Elida said. "He would get so overwhelmed and rail his face into the window, bang his head on the glass, and we were concerned he would break the glass and hurt himself."

Odin's unbounded impulsive streak could have sent him dashing into the street terrifying his watchful parents about on-coming traffic on their busy North Union Street.

"Odin has no sense or understanding of fear. We were concerned he could. We knew we had to do something," Elida said, adding while Odin was eligble for Medicaid, he wasn't eligible for safety modifications until after age five.

In the Green's home there are four large windows, two in the living room, one in the bedroom and one in the toy room.

The family's Medicaid Support Coordinator, Jessica Paternetti who works for the ReHab Center, took the initiative and turned to the Rehabilitation Foundation for some financial assistance for new windows and a fence.

"The Foundation was honored to ensure Odin has a safe, happy childhood," Elena Bombardier, Director of Development for the Foundation, said.

"Generous donations and support from the community allow us to help local families like Odin's."

The Foundation responded by funding a six foot high fence that completely enclosed their backyard and four super strong large windows in the Green's home.

"We are very grateful to the Foundation. I don't know what we would have done otherwise," Elida said.

Words to imagine and a life full of ideas

He's a delightful philosopher, a deep thinker with a dry wit.

While Tim Barber lives with some challenges, his support within the agency helps him find ways to live his life the way he wants it to be.

"We want people to feel engaged and empowered," Kim Baker Behavioral Health Services Manager and Tim's advocate, said. "We help people identify their strengths, and then, to apply those strengths to their interests."

Tim is interested in history, sports, science and politics. Today he talks about his interest in spelling. Since he favors the Buffalo Sabres, he readily launches into a thought provoking conversation about winning and losing in sports contests and why that elicits such a strong response from fans.

"So, if you're winning or losing the game, you're probably thinking, 'why am I losing or winning?' he said, rhetorically, inviting a deeper conversation around the merits of both. He also has an informed opinion about the current high test presidential campaign.

"Tim definitely enjoys a good conversation." Kim said.

Tim reminisces about time spent with his biological family as well as his ReHab family. He talks about his friend Tracy Burnett whom he has known for a very long time. They know each other from time at the Hinsdale IRA and she now spends time with him at Lifeskills.

She is as much a part of his life as she is an integral part of this service. Tracy knows things about Tim that helps to support his quality of life. "She pays attention to the things that make a difference to Tim. Sometimes it's the little things, like making sure Tim gets a cup coffee when he arrives in the morning," Kim Said.

> "They give me an opportunity to learn about the things that are interesting to me."
> - Tim Barber

"I like decaf with sugar and cream. It's the best thing," Tim said, smiling as he holds up his cup of coffee.

Today Tim lives at the Agency's Hinsdale IRA and commutes by bus to Allegany for Lifeskills, which he enjoys.

"For me, this is really special. We come here every day on the bus," he said. "They give me the opportunity to learn about the things that are interesting to me." Those interests are wide and diverse.

"They'll give you an idea and words to imagine. If I could just write it down," he said. Tim's philosophy is quite simply, "if it's fun, I learn it best."

A home to live, love and laugh in

As any family returning home after a day away at work, they gather in the kitchen to cook and share their daily experiences.

For the people living at "Big 6" residence on 6th Street, Olean, it's no different.

"They're a family and live like one," Joanie Onufry, supervisor, said.

"They set the table, pour juice for each other, cut up food to the right consistencey. We help them open cans."

Most of the people living at the Big 6 work at SubCon during the day and return home around 4 p.m.

They are fairly self-supportive and may only need a nudge to make their beds or a little help getting in and out of the shower.

"They look at the staff as their family, too," Joanie said. "I work until 9 pm on Tuesdays and am always getting my dinner invitations.

They all want me to eat with them."

And, she does.

"It can be hard to leave them at the end of the day. I've been blessed by them and the Agency," she said.

Engaging attitude earns respect from the boss

Chris Caldwell, beaming a proud smile, admits to his popularity at Tops Friendly Markets, where he has been bagging groceries for 18 years.

Tim Lyons, left, manager of Tops Friendly Markets, Olean, congratulates Chris Caldwell for 18 years of service.

"I know some people who like to go through my line," he said, revealing his engaging and friendly personality. "I like bagging groceries, but I don't pack them too heavy."

Chris began working at Tops right after completing high school in a job his father, John, advocated for on his behalf.

"John's been a strong advocate for Chris for his employment in the community," Nancy Miller, Director of Vocational Services, said, adding Chris also works for SubCon Industries a couple days a week putting lids on cups, another job he likes and does enthusiastically.

While Chris began working at Tops Markets long before he came to SubCon, the Agency sees his exemplar work ethic and positive relationship with Tops as a model for the Vocational Services Program which provides opportunities for people with disabilities to discover their personal strengths and plan for the future. Those opportunities may be in a job placement such as Chris' at Tops or a pre-vocational program at which individuals learn real world work skills for eventual job placement.

"Our goal is to assist each individual to present to their employer or volunteer supervisor as a dependable, responsible, and trustworthy employee who will be a valuable asset to their business and a productive member of the community," Nancy said, adding Chris is a great example. He has never missed a day of work at Tops and has earned the respect of his supervisor, Tim Lyons, Tops Manager.

"I like Tim. He's a nice guy and a good boss," Chris said, adding "he's always nice to me."

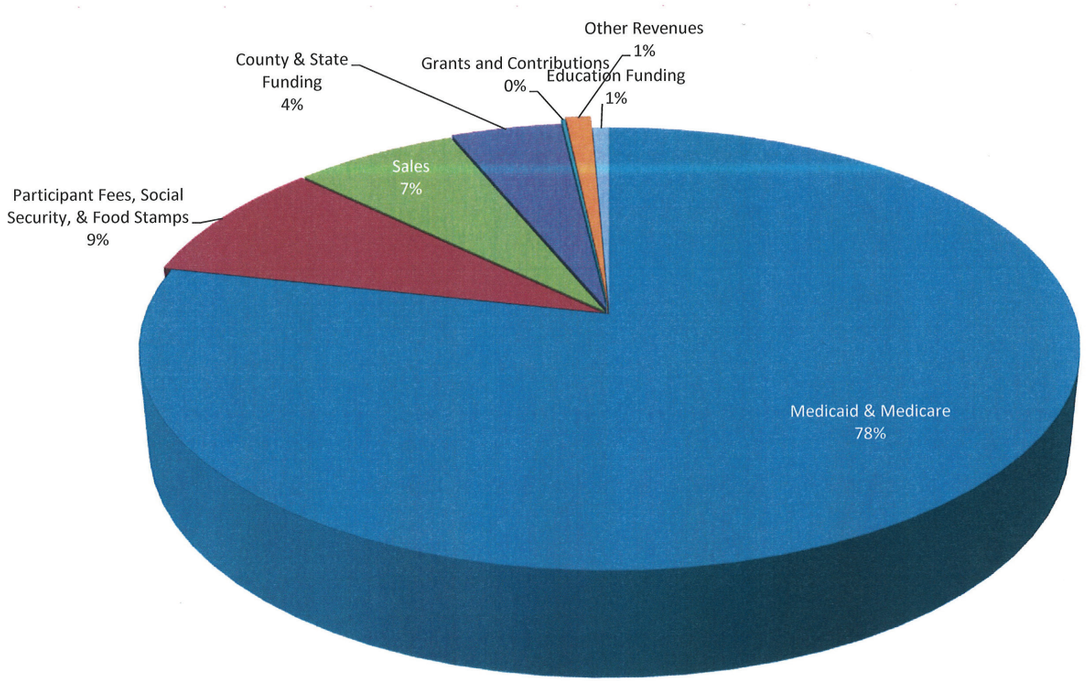
"Chris has become one of our customer's favorites," Tim said. "Some customers actually request his line just so he can bag their groceries and have a friendly conversation."

While Chris works at both Tops and SubCon, he still has energy left over to volunteer happily at the Cider Mill in Portville, near his home.

"They make homemade doughnuts," he said, confessing that while he likes greeting customers, he especially likes to sample the doughnuts.

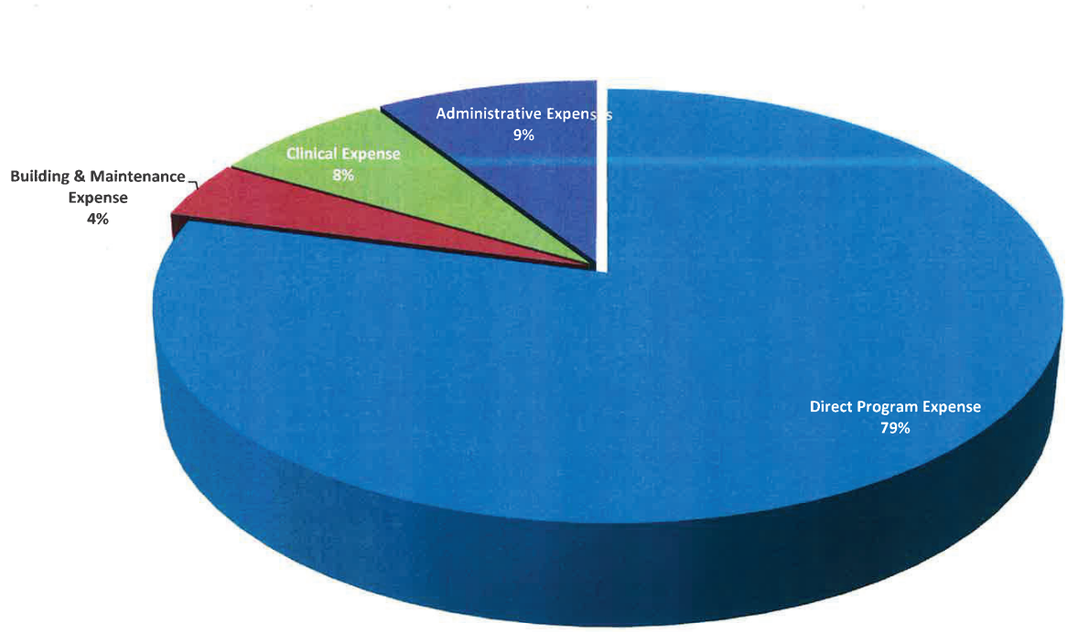
"He's very friendly and he likes being busy and enjoys people. It's what he does," Nancy said, proudly of Chris. "It's his friendly attitude and naturally engaging personality that has earned him the admiration of customers and employers alike.'

2015 Agency Revenues



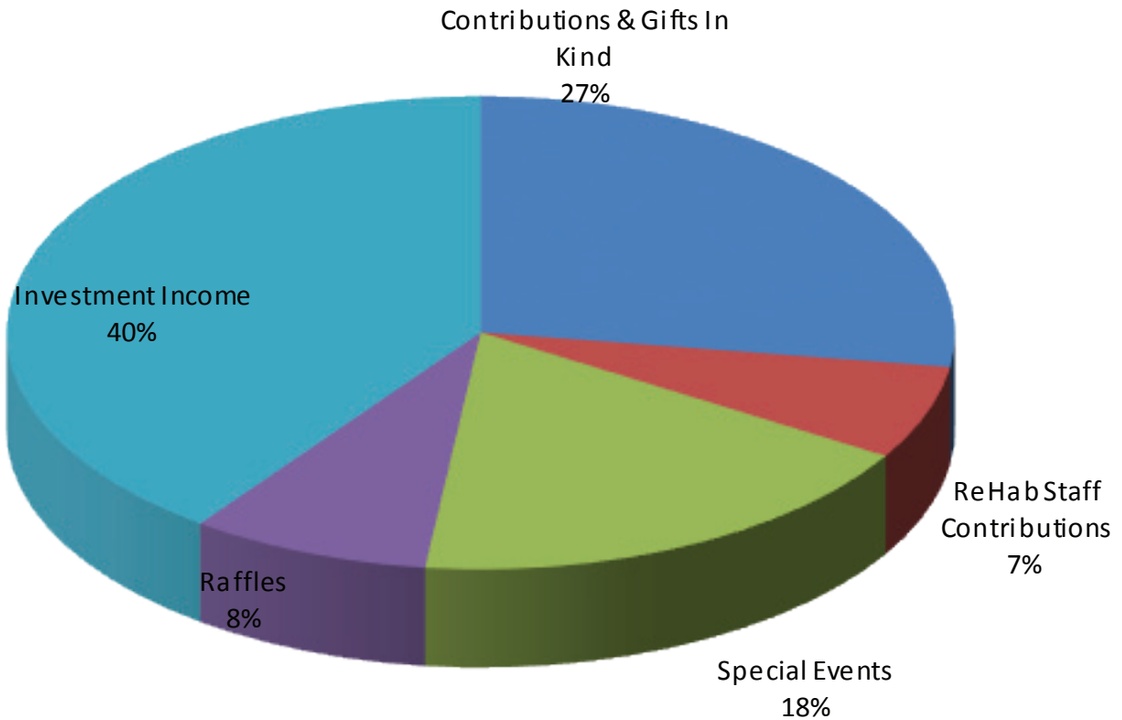
Total Revenues
$25,052,325

2015 Agency Expenses

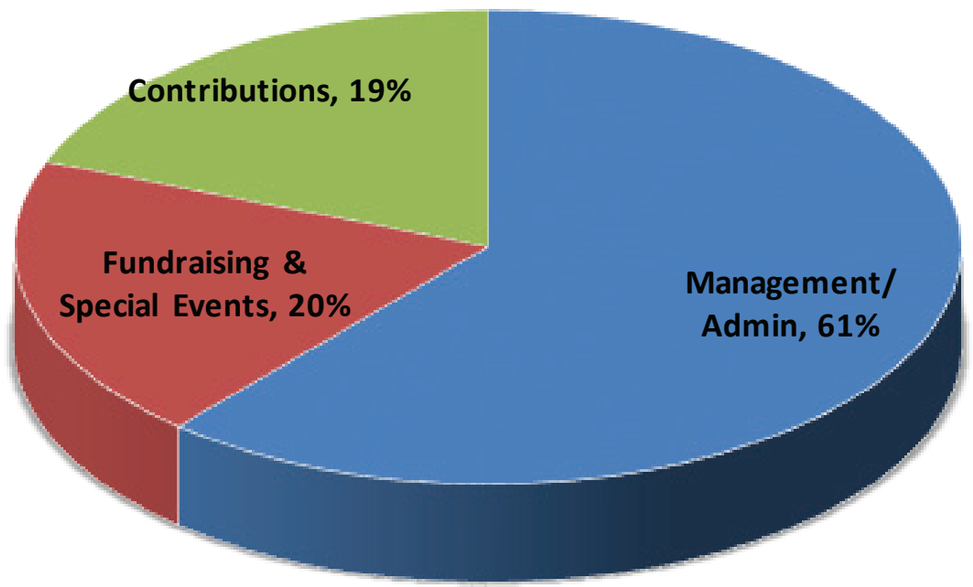


Total Expenses
$25,013,668

2015 Foundation Revenues



2015 Foundation Expenses



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Upstate Pharmacy, Ltd.

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PLAN Architectural Studio, P.C.
Olean Medical Group
Sargent Transportation Lines Inc.
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Anonymous
Community Bank, N.A.
Drs. Ahmad & Naheed Hilal
Armor Building Supply
Iroquois Group
Kinley Corporation
Lester's Shoe Fly
Olean Medical Group

$250 – $499

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Valley Tire Company
Four Mile Brewing
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Mary Barbara Marra
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Lila Reswick Lynch
Dr. Phillip Lynch
Joan Sauter
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Lester's Shoe Fly
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Robert Benjamin
Amy Belsterli
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Sharroll Woods
Sondra J. Fox
Ruth Dickerson
Dr. Sanjay Gupta
Napoleon Engineering Services
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Beichner Waste Services, Inc.
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$250 – $499

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Rip & Sandi Smith
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Eaton Family Memorial Fund
Elaine & Mike Freeborn

In Memory of Michelle Freeborn Miller, Daniele Eaton, Sr. Loretta Eaton and Michael Eaton
Candace Stoll
In memory of Kelley Thatcher
Candice Stoll
In memory of Robert Egan

Abigail Dulmus Holiday Endowment
Ann Bailey
Catherine N. Dulmus
Juanity Stein Ried

Learning new technology in Day Habilitation

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Olean Medical Group
Rehabilitation Today
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On The Side Liquor
Valley Tire Company
Four Mile Brewing
Blue Cross Blue Shield of Western New York

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ComTon, Inc.

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Westminster Consulting
Anonymous
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Allen's Wine and Liquor Store
Allied Alarm Services
Angee's Restaurant
Cutco
Applebee's
Ashley Furniture
ASK Design Jewelers
AVI Food Systems, Inc.
Beef 'N Barrel Restaurant
Bending Willow Massage Therapy
Best Western
BJ's Wholesale Club
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Buffalo Bills
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Crandall's Memorials
Darien Lake
Dina's Restaurant
Domino's Pizza
Catherine N. Dulmus
Eade's 24 Hour Fitness
East State Wine & Spirits
El Mariachi
Ellivottville Cheese Shoppee
Family Video
Five Star Bank
Graffiti Pizza
Greater Olean Area Chamber of Commerce
Hammond's Furniture Store
Hampton Inn
Frank Higgins
Holiday Inn Express Hotel & Suites
Holiday Valley Resort
Jacobs Trading Company
Jarden Consumer Solutions
John Ash Cleaners, Inc.
Kelly A. Keech
Lester's Shoe Fly
Martin Studio of Photography
McCarthy's Emporium
Chalet Nye
On The Side Liquor
Pfeiffer Nature Center
Phillips Command Dogs
Pizza Hut
Pleasant Valley Greenhouses
Ponderosa Steakhouse
Pool Mart, Inc.
Radio Shack of Salamanca
Randy's "Up the River"
Ray's Hairstyling

Gifts in Kind

Savatore's Italian Garden & Garden Place Hotel
Season's Bookstore
Seneca Allegany Casino & Hotel
Shawley Office Equipment
Sherwin-Williams Company
Smooth Facials & Waxing
Southwest Airlines
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St. Bonaventure University Bookstore
Pam Stevenson
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Tasta Pizza
The Broken Wing
The Buffalo Bisons
The Paper Factory
The Sports Locker
Tops Friendly Markets
Uptown Florists, Inc.
Valu Home Centers
Watson's Chocolate
Wingate by Wyndham
WMXO Radio
Worth W. Smith Company
YMCA
Yoga Betsy Yoga Center
Zippo Manufacturing

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Sondra J. Fox
Frank D. Maduri

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Marjorie Windsor
Darlene & Robert Lathrop
Rita Miller
Peggy Windsor
Jeffrey & Patricia Jenkins
Robert Lanthrop

In memory of Mary "Cod" Shay
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In memory of Jason Gattuso
Michael & Martha Nenno

In honor of Kevin & Emily McClelland
Christine M. Brainard

In memory of Pearl Brown
Anita Shaffer

Gifts-in-Tribute

In memory of Kenneth Gynnip
Anita Shaffer

In memory of Bernard O. Fox
Tina Skolnik
Ried's Markets, Inc.
Louella Moyer
Olean City School District Music Department

In memory of Gary Beard
Richard & Catherine Fuller

In memory of Kathleen A. Jones
Mr. & Mrs. Frank Maduri

In memory of Raymond Klute
Michele Oakes-Bell
ReHab Center Secretarial Support Staff

In memory of Casimir "Cas" Konieczka
W.D. Fraser
Mr. & Mrs. Frank Maduri
ReHab Center Secretarial Support Staff
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James C. Carroll

In memory of Philomena Hinz
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Dan Warren
Jerry Frank
Terry & Gail Frank
Gerald & Jerry Loomis

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