A Message from our CEO and President

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 in 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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<th>Boards of Directors</th>
<th>Cattaraugus Rehabilitation Center, Inc.</th>
<th>The Rehabilitation Foundation, Inc.</th>
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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 toys and is affectionate with his parents and his one-year-old baby sister, Lennox.

“He has no sense or understanding of fear,” Elida said. “We were concerned he could. We knew we had to do something,” Elida said, adding while Odin was eligible 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.

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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 consistency. 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.

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

Engaging attitude earns respect from the boss

“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.”
$10,000 – $24,999
SWNYNWPA Men’s Amateur Golf Tournament
Upstate Pharmacy, Ltd.

$5,000 – $9,999
Peterson Roofing Co., Inc
CUTCO Foundation
Good Times of Olean
Manley Trust Fund

$2,000 – $4,999
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Kinley Construction
MJ Painting Contractor Corp
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Lester’s Shoe Fly
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$250 – $499
Rehabilitation Today
Mazza Mechanical Services, Inc.
On The Side Liquor
Valley Tire Company
Four Mile Brewing
Blue Cross Blue Shield of Western New York
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Catherine Dulmus
Richard & Sarah Goy
Robert A. & Nancy Krall
Thomas & Ronda Pollock
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Four Mile Brewing, LLC
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Napoleon Engineering Services
Olean Area Federal Credit Union
Finger Lakes Technologies Group
Beichner Waste Services, Inc.
Mr. and Mrs. Richard A. Windsor
Cattaraugus Region Community Foundation

$250 – $499

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Kathleen L. Maduri
John R. Weinhold
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IBC Engineering, P.C.
OneGroup

Awards, Endowments & Scholarships

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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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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
Sprague's Maple Farms Inc.
St. Bonaventure University Bookstore
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Studio 4 East
Tantalo Photography - Fine Renaissance Portraits
Tanta 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

Gifts-in-Tribute

In memory of Evelyn Ceranowicz
Sondra J. Fox
Frank D. Maduri

In memory of Mary Jenkins Davis
Marjorie Windsor
Darlene & Robert Lathrop
Rita Miller
Peggy Windsor
Jeffrey & Patricia Jenkins
Robert Lanthrop

In memory of Mary "Cod" Shay
Rita Miller
Doris Reisner Memorial Fund
Cattaraugus Region Community Foundation

In memory of Lawrence "Yogi" Meyer
Brad & Liz Mitchell

In memory of Jason Gattuso
Michael & Martha Nenno

In honor of Kevin & Emily McClelland
Christine M. Brainard

In memory of Pearl Brown
Anita Shaffer

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
Mr. & Mrs. Steve Barber

In memory of Lewis Sherwood
James C. Carroll

In memory of Philomena Hinz
Mr. & Mrs. Frank Maduri

In memory of Jim Kinley
Mary Barb Marra

In Memory of Jim Kelly
Community Bank, N.A.

In Memory of Sandra Treehouse
Mr. & Mrs. Frank Maduri
Mark & Peggy Ayers
Ben & Lena Hwang
The Zaleski Family
Rick & Penny McCutcheon
Jeffrey & Jody Spears
Linda Manross

In Memory of Marcia Frank
Dan Warren
Jerry Frank
Terry & Gail Frank
Gerald & Jerry Loomis

In Memory of Alice E. Jones
Ried's Markets, Inc.
Gifts-in-Tribute

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