



THE REHABILITATION CENTER

*Balancing growth
while nurturing care.*

Supporting the independence of people with disabilities since 1958.

REPORT TO THE COMMUNITY 2016

Message from the President & CEO

A Message from our CEO and President

As we look back on 2016, we are extremely proud of all our agency has achieved in spite of the many challenges posed by changing federal and state policy as well as increasing regulatory mandates.

New York State fiscal policy changes have 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 ReHабilitation Center has embraced a commitment to quality through our entire organization in all services we provide and takes great pride in earning accreditation by the nationally-recognized Council On Quality and Leadership, CQL, which will continue to guide us through the years to come.

This quality initiative aligns our agency to be person-centered in all aspects of program operations and requires that we assure the services we provide are driven by each individual person we support.

The ReHабilitation Center has also continued its focus on delivering supports and services in a manner that allows each individual to fully participate in their community whenever possible and maximizes community partnerships with local businesses, schools and human service providers.

The past year has also resulted in our agency expanding the service opportunities we provide to adults and children with behavioral health challenges in Cattaraugus, Chautauqua, and Allegany counties. There is a significant need for supports and services delivered in people's homes in a manner that reduces the need for out of home placement or hospitalization. The New York State Office of Mental Health has begun to move many of these service options into a managed care delivery system.

The ReHабilitation Center is at the table with both our regional DISRP network as well as both lead PPS networks as the system of care and provider network is transformed



Mari Howard

through the recommendations of the Medicaid Redesign Team to assure that service options for people with disabilities remain available in the counties we serve.

Our agency remains committed to the full implementation of our electronic health record system by December 2017, and continues to make a significant resource investment to assure we are fully operational through all programs and departments. We have already begun to see the qualitative benefits as well as the efficiencies our EHR system creates. Ultimately our agency will be fully integrated with our regional RHIO to assure efficient and high quality medical care delivery.

The ReHабilitation Center has also prioritized the expansion of its social enterprise business division, InTandem Solutions, to both increase non-governmental revenue and create jobs for people for both people with disabilities as well as people without disabilities. This initiative is critical as New York State moves to close traditional work centers and replace them integrated business models.

Our agency has also initiated a process that could lead to the unification of the Rehabilitation Center with Opportunities Unlimited of Niagara a like sized agency in Niagara County which has faced multiple challenges in its operations. We are currently prioritizing the support of our fiscal and quality teams to assure services remain available to people with disabilities in Niagara County.

It has been an extremely busy and challenging year in which we have accomplished a great deal. Our success is the combined efforts of our boards of directors, our supportive community, and our tireless committed team at the Rehabilitation Center. We anticipate that the challenges we face will continue to increase as our system of care is transformed in all sectors. We are ready for those challenges and I am fully confident that our passionate commitment to our mission will provide the energy and innovation necessary for our agency to continue to thrive.

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

Boards of Directors

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ReHab Center earns CQL accreditation

After months of preparation for a week-long visit from the Council on Quality and Leadership in mid-September, 2016, the Agency earned accreditation.

As the first step in a three-year accreditation process, the Agency began developing a 30-day plan to address weak areas the team identified.

As the CQL promotes continuous improvement throughout the Agency, all departments gathered in an in-depth, agency-wide, self-evaluation to explore ways to strengthen and fine-tune our work to “enhance the lives” of the people we support.

The CQL team was impressed with the quality of support the Agency provides and called for some upgrading of systems that have been in place for years.

“We’ve received the highest scores they’ve ever given for a quality assurance accreditation,” Beth Hensel, who has led the self-evaluation process, said.

“CQL promotes excellence in person-centered services and supports that lead to an improved quality of life for the individuals we support,” Russ Hahn, Chief Operating Officer, said, adding that CQL emphasizes an integrated approach to quality services, driven by outcomes and data.

“This will serve the Agency well as we move to a managed care environment,” Beth said.

As the CQL promotes the dreams and desires of the people we support, it encourages us through the self-assessment process for accred-



Certification team from the CQL are Vickie Overpeck, Katherine Dunbar, and Drew Smith.

We’ve received the highest scores they’ve ever given for a quality assurance accreditation.”

- Beth Hensel

itation to find ways to promote greater independence and self-sufficiency among the people we support.

The self-assessment is framed against two areas standardized by the CQL which are Basic Assur-

ances and Shared Values.

Basic Assurances evaluates the following through measurable actions:

1. Rights protection and promotion
2. Dignity and respect
3. Natural support networks
4. Protection from abuse, neglect and exploitation
5. Best possible health
6. Safe environments
7. Staff resources and supports
8. Positive services and supports
9. Continuity and personal security

Medicaid 'rate rationalization' calls for change

In recent years, the ReHab Center, along with hospitals, nursing homes and other health-related agencies in New York State, has been facing cutbacks in Medicaid.

Most affected were the Agency's programs offered through New York State's Office for People with Developmental Disabilities, OPWDD. Regional fees levied on these programs forced them to run at a loss.

On the other hand, the Agency's larger residential programs have been producing a surplus. This allowed the Agency to comfortably balance the losses from the OPWDD programs by diverting the surpluses to make up the difference.

Now, due to the federal government's tighter control over Medicaid expenditures through its Rate Rationalization, that's all changed.

"Rate Rationalization is just one element of New York State's required compliance with the Center for Medicaid Services," Patrick Sullivan, "Sully," the Agency's Senior Financial Analyst, said.

Financial surpluses generated by the Agency's residential programs (which include supervised IRA's, Supportive IRA's, Day Programs such as Day Habilitation and Pre-Vocational Services), currently used to subsidize the OPWDD programs, will no longer be allowed under Rate Rationalization.

"The Rate Rationalization process is scheduled to require all affected OPWDD programs and services to operate at a break even point by June 2018," Sully said. "This projects a loss of \$200,000 of Medicaid revenue to the Agency."

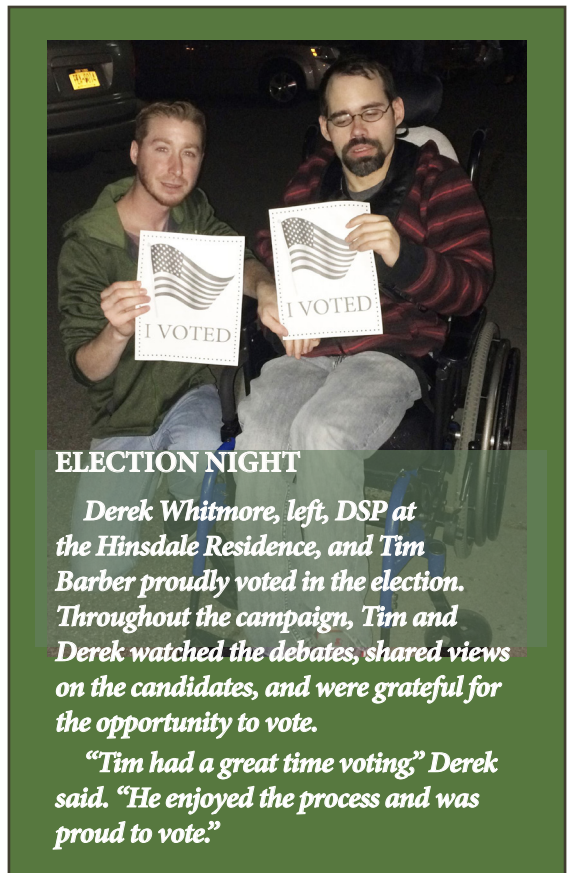
As the Agency moves toward the full implementation of Rate Rationalization, it will be required to efficiently fund programs and develop growth opportunities to offset those projected losses.

The ReHab Center proactively anticipated these coming changes, and has built its social enterprise,

InTandem Solutions, which generates non-governmental revenues. It has also diversified its funding streams by offering more behavioral health services and services for the aging, in addition to its current pursuit of unification with NYSARC Niagara County Chapter.

However, this also means the Agency will continue to look to the community for support through contributions to the Foundation by participating in the 2017 Seafood Fest, the Foundation's Annual Appeal, and other events.

To make a donation or learn more, see <http://www.rehabcenter.org/donate/>



ELECTION NIGHT

Derek Whitmore, left, DSP at the Hinsdale Residence, and Tim Barber proudly voted in the election. Throughout the campaign, Tim and Derek watched the debates, shared views on the candidates, and were grateful for the opportunity to vote.

"Tim had a great time voting" Derek said. "He enjoyed the process and was proud to vote."

InTandem Solutions packs up 'Star Wars'

Oishei Foundation grant provides Rotary Blister Packaging Machine

In a warehouse not so far away, InTandem Solutions is assembling thousands of “star wars’ USB flash drives for Mimoco on its new Blister machine, purchased through a generous grant from the Oishei Foundation.

The ReHab Center rebranded SubCon Industries as InTandem Solutions to provide a more collaborative work environment for people with and without disabilities.

As a financially sustainable social enterprise, InTandem Solutions will target supply-chain support services in the warehouse industry, which includes packaging and fulfillment to provide funding for its support services and reduce the Agency’s dependence on government funding.

“There was a lot to like about InTandem Solutions right from the very start,” Russ Hahn, Chief Operating Officer said. “Not only does it speak to the close, collaborative partnership we seek to have with each of our customers, but also references the social component of our mission – working together, in unison, toward the same goal.”

“The social enterprise model is about supporting the mission of the agency,” Joe Rich, Intandem Solutions’ Director of Business Development said, adding, “Our focus will be on generating earned income to support people with disabilities in the area and offset consistent government funding reductions.”

The ReHab Center has a long history of supporting employment for people with disabilities as Subcon Industries. As a successful cleaning business for more than 35 years, SubCon Industries also operated a workshop that created jobs supporting local industry.



Using the new Rotary Blister Packaging Machine, through a contract with Mimoco, the Boston-based, “art-toy” manufacturer, InTandem Solutions packages Star Wars USB Flash Drives.

When recent Federal policies began phasing out work centers which exclusively employed people with disabilities, the agency responded with its innovative InTandem Solutions.

“Our social enterprise will draw upon the decades of experience we have as a business in fulfilling these sorts of contracts for customers,” Hahn said, adding “and the beneficial by-product is the amount of opportunities it will create for both individuals who have disabilities and those who are disenfranchised or face other barriers to employment.”

The business will be located in the 10,000 square-foot Charles Ried Center for Social Enterprise warehouse, dedicated in 2012 to honor Charles Reid, and in the 35,000 square foot building on North 15th Street in Olean. Administrative offices are in the OBI building, 301 N. Union St., Olean.

“This is a market space we are very familiar with,” Brian Eddy, Marketing Director, said. “We feel that there is great potential for continued growth for us. We are uniquely positioned and enthusiastic for this launch.”

Community Habilitation & Respite, a lifestyle of caring

Maureen Boza began her career with the ReHab Center bursting with enthusiasm to make a meaningful difference in the lives of the people we support.

Her first job was as a care professional at a former residence on State Street.

A year later, she became recreation director for SubCon, a grant-funded position she held for eight years. She left for a while to have her family.

When she returned, it was as a DSP for Community Habilitation and Respite (which includes Saturday Rec and GAP), a position she has held for 24 years.

Today, Maureen is among 23 other care providers who provide support to close to 80 individuals. She visits five people twice a week in the course of a month. At other times, she has visited up to 10 people. Her visits entail going into the homes of people with disabilities who live with their parents. In this role, which is much like that of a mentor or life coach, she helps the people she visits set goals and become more independent.

“This program is very person-centered,” Maureen said. “When we do the intake, we ask the individuals what goals they want to work on.”

During some of her visits, she takes the individuals into urban areas such as the YMCA where they ride the bike, walk the track or go swimming, and a wide range of activities through which they learn other real world life skills.

“When I go into their homes and teach them life skills, that helps them be a better part of their family. If they have siblings, I help them interact with each other.



Maureen and Nasir enjoy working out together at the Olean YMCA.

Sometimes we play games,” she said. “Everything – from learning to eat healthy foods to learning social skills - is a teachable moment.”

She also ensures the individuals’ needs for items their families could not provide are met by purchasing boots or clothing. Her open, friendly and out-going personality builds a trusting rapport with each individual.

“I put myself in their shoes – look at it from their perspective and try to feel what it’s like for them,”

Maureen said.

As she compassionately affirms the people she works

with, she helps them learn the skills they need to become more independent.

They often become like an extended family, gathering for birthday or Christmas parties, picnics, garage parties.

“We would just find a reason to hang out together, and that includes parents and other families,” she said.

Some of her individuals live in remote areas of northern Cattaraugus County where there is no public transportation. As she builds relationships with each family, she also finds ways to bring all the families together to create a supportive network that would reduce any sense of isolation they felt.

As some of the individuals are high functioning, they are able to volunteer at places such as The Pines Nursing Home or ring the bell for the Salvation Army’s Red Kettle at Christmas.

“Volunteering teaches them responsibility,” Maureen said. “All of this makes them part of the community.”

Supported Employment & Tea Cafe make perfect blend

A portrait of the Queen's Coronation, crystal chandeliers and a fireplace displaying items from the Victorian era might seem out of place in an Olean cafe. Quite the contrary.

The city's newest business, the Union Tea Cafe and Tea Shop, is a hit with the locals. Offering more than 90 different teas and a delightful pallet of English tea pastries along with delicious and healthful American and Middle Eastern cuisine, the cafe is a jewel in the city's emerging business district.

The tea shop and eatery is the culmination of a lifelong dream for its owner Amy Sherburne in a couple unexpected ways. She had always hoped to open her own restaurant and cafe, and to help people.

"I've always had a passion to cook," she said, noting she began cooking as a young girl beside her mother and grandmother.

"It's part of our culture," she said, smiling, "I'm Lebanese."

And, the artful Lebanese love to help people almost as much as they love to cook. So, cooking and making a difference in someone's life, someone who needed an opportunity, seemed to fit together.

"A couple years ago, my husband and I discovered a unique tea shop in Upstate New York where they bring a pot of tea to the table and offer a large selection of teas," she said. "We love tea and decided have something like this in Olean."

The answer came this winter when they opened their tea cafe, adjoining the renovated OBI building on 301 N. Union St., Olean.



Nicole Herbert, left, whose new job working as a dishwasher at the Union Tea Cafe, has met the delight of Owner Amy

Immediately their tea cafe was a big hit in Olean.

The second part of Amy's goal was found as soon as Nicole Herbert, who has been with the Employment Connection's Supported Employment program, came in for an interview, dressed to start work as a

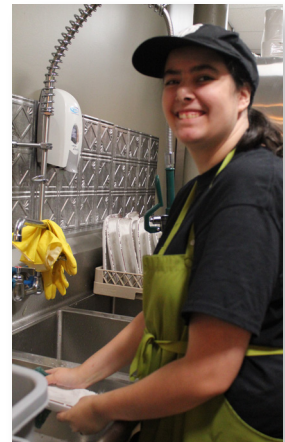
dishwasher right away.

"We were impressed with Nicole and decided to give her a chance," Amy said.

The Supported Employment program, which has 50 people currently employed and 15 job searching, places people in jobs with local employers and provides on-going job coaching to ensure a successful employment outcome.

"Nicole is such a great fit, just perfect right from the beginning," Amy said. "I'm happy to see her come into work. She has a system and does it right."

"As a business owner, it can be a challenge to find the right person for a job and when that happens, it's a great feeling. You try to put people in positions in which they'll do well."



Agency partners with City of Olean for 'Fitness in the Park'

The Rehab Center and City of Olean's held a community wellness awareness project, "Fitness in the Park" with Zumba classes .

The classes are led by Lilian Dirito who has her own practice for Zumba and health and wellness in Ellicottville.

They were all ages and levels of fitness, but all were enthusiastic about the unique opportunity to dance together outside on a beautiful Olean summer evening.

"Fitness in the Park" is a collaborative venture between the Agency and the City of Olean to bring the ReHab Center's health and wellness initiative to the community.



As the Agency is supportive of those with developmental and behavioral health issues, it is committed to educating the community as well as the people it supports and the more than 500 staff members on the high value of health and exercise.

"Our first Fitness in the Park class was a great success. We are grateful to all who participated," Mari Howard, CEO, said.

The City of Olean joined the Rehabilitation Center's fitness-centered initiative to encourage exercise as a way to increase health among City residents.

The success of the event reveals a growing awareness of the value of exercise as part of a wellness program.

Summer Luau

Lifeskills knows how to throw a party, and each summer they invite the Agency.

This summer's Luau was an exceptionally fun time. The warm sunshine and the Allegany landscape behind the Allegany building set the stage.

Events included pineapple bowling, luau dancing, a barbecue, and a visit from the local Boy Scout Troop.



Linwood Center renews purpose for seniors

The wisdom of their years is only amplified by the joy they share at the Linwood Center.

After a lifetime of hard work, raising families, fighting and surviving wars, recessions and many hard northern winters, today 30 seniors enjoy their well deserved day in the sun.

As an adult day center, the Linwood Center is a deeply honoring and welcoming place for adults over age 60. While some are fully independent and just need the social interaction of others of their own generation, others may need a little extra support to remain independent in their homes.

Services include: breakfast and lunch, exercise, trivia games, armchair travel, live bands, games and cards, volunteer opportunities, day trips and fishing trips.

"There are no TVs here," Nancy Ogden, who has been with the Linwood Center for 13 years and is currently its supervisor, said, adding all the activities and events are mind, body and community stimulating.

"Maybe we view one or two movies a month, but everything is geared toward providing a therapeutic activities, socialization, assistance with personal care and case management."

The center promotes an improved quality of life while providing respite and guidance to family members and caregivers.

It offers a friendly environment for veterans, retired people, and those who live alone and want the daily companionship of others. Veterans, retired people, those who live alone and want the daily companionship of others. For one, in



particular, the Linwood Center has given him a new lease on life after the death of his wife.

When Chuck Tyler's wife died in 2006, he slipped into a deep, dark depression, and remained alone at home for well over a year. After he began coming to the Linwood Center, he found his life again. "Now, everything is better because of Linwood.

This place helps a lot of people more than anyone realizes. You have to associate with other people to be mentally intact," he said, smiling as he headed back into the bright cheerful room full of friends waiting for him to play Bingo.

Others with some physical and cognitive challenges also enjoy a special bond of friendship encouraged by a caring and experienced staff.

The Linwood Center, which is sponsored by the ReHабilitation Center and located in its Allegany site on Nine Mile Rd., has a long history in Olean.

It was begun 35 years ago by the Cattaraugus County Department of Aging in Christ United Methodist Church at 633 Linwood Avenue.

Later, the Linwood Center was moved into the now closed Allegany High School where it remained until it was relocated to its current location on May 1, 2015.

In addition to providing a great community for friendship and support, the Linwood Center encourages members of the community to share knowledge and resources through special events.

"We have guest speakers regularly from the Department of Aging who discuss nutrition and staying healthy along with other services they provide," Nancy said. "These services promote an improved quality of life while providing support to family members and caregivers."

Day Hab builds confidence and fosters friendships

Smiling, bashfully, Johnny studied a picture of his dog intently.

“Show your friends the picture of your dog,” Deena said, urging him to interact with his peers.

“Who’s that?” Deena continued, pointing to the picture of Johnny’s dog.

“Gigi,” Johnny whispered as a blush spread across his face.

The dinner-table kind of conversation moved on to Michelle who reported she’d listened to music the night before and ate spaghetti for dinner. And, Katie said she went for a long walk on the spring-like evening the night before. Nick reported he went to his mom’s house, watched TV and ate goulash and a salad. He added that weight control which included daily exercise was one of his goals.

“At Day Hab we work on goals and friendship,” Deena said, adding Nick’s goals include exercise, math and healthy plate portion.

The group helps each other, often getting something for another, or picking up a bag for another, or helping someone find the right word to describe something.

“These are my friends,” Nick, who comes to Day Hab three times a week, said.

Nick volunteers for Meals on Wheels on Fridays and Mondays, a job he loves

“It’s an awesome opportunity for the guys,” Deena said, adding they hand out packages of food to the people. “They know exactly what the job is and they all have a good relationship.”

“It’s a lot of fun. Other people do it with me,” Nick said.

Angel loves to write about animals and wants to be a writer.



Day Hab enjoys working out as part of reaching their goals.

“My favorite book is The Hunger Games,” she said.

Andrew, who was celebrating a birthday, loves rock stars and rock music.

“Who’s your favorite rock band?” Bill Steffen, DSP, said, coaxing the tall young man to share with the group.

“Led Zeppelin,” he said, as the group cheered, approvingly.

Stephanie, who loves art, was busy making a birthday card for Andrew.

“Yesterday was Andrew’s birthday but we didn’t know it,” Stephanie said, looking over at Andrew. “So, I’m making his card now.”

What would their lives be like if they didn’t have Day Hab to come to, a place where they can share their stories, make friends, create cards for each other or write poems about favorite animals?

While Day Hab is only one of the Agency’s many day programs and support services, it’s a special place where a dozen young people gain support and encouragement to pursue their goals, even dream a bigger dream for themselves than they would have without the guidance of Deena and Bill.

Recently, as the federal government is tightening its control over Medicaid expenditures through its Rate Rationalization program, Agency programs such as Day Hab are at risk.

The best hope to ensure the continuation of programs like Day Hab is through the Rehabilitation Foundation and the continued business growth of Intandem solutions.

That’s to ensure the ReHAbilitation Center continues to provide the quality and meaningful support to all the people we support.

Compassion leads to greater career satisfaction

Compassion is the cornerstone to Joanie Onufry's leadership as a residential supervisor.

She paved each step of the way with the joy of caring about the folks she supports, first working overnights as a Direct Support Professional and now as a supervisor.

After searching for a career where caring for others would be valued, she found the right job and the right place as a Direct Support Professional at the Five Mile residence in Allegany. Over the next 14 years, she has steadily moved up the Agency's career ladder receiving more responsibility at each step. Today, she's a "rock star," in Agency-speak.

"I was the kind of person couldn't find my nitch," she said. "It's a blessing to be in this environment to be able to help the folks enjoy life. "

It's their "child-like innocence," she says that touches her most.

"It's so good for the soul. You can come in here with whatever you have going on in your life and by the end of the day it's hard to leave.

"I've been blessed in this job by the folks and the agency."

Her caring attitude is palpable. It radiates through the residence which is home to almost a dozen people with varying levels of limitation.

"I love working with the folks. That's my job.



**I love the folks.
I love what we do as an agency.
I love what we stand for.
- Joannie Onufry, DSP**

When I walk through that door, it's the quality time I have with them that means the most."

She worked overnights for three years, then moved to days before being promoted to a mentor, a position she held for a year before being further promoted to supervisor. She remained at Five Mile for another two years before coming over to the Big Six Residence, also as a supervisor.

"I love the folks. I love what we do as an agency. I love what we stand for, and I love working with the folks," she said.

And the Agency noticed. While Joanie was comfortable at Five Mile, she was moved because of

her skills and capabilities.

"That was a real confidence booster," she said. "The Agency gives you the ability and opportunity to grow."

The Agency saw Joanie's leadership potential and wanted to help her succeed.

"They said they noticed the potential in me," she said, appreciatively.

"I've gone through every link in the chain to get to this point. I have also worked every shift to seriously be able to do this," she said. "You can't relate if you haven't done it."

From the Agency's perspective, Joanie is a perfect example of leadership. She is making a difference in the lives of people one day at a time.

Foundation funds protective windows for autistic tot

Dancing gleefully as she watches a ball hit its target, Mikaelyn Callahan, 4, exudes an abundance of energy.

As many children with Autism Spectrum Disorder, she often bursts into motion unaware of her own strength, unimpeded by anything in her path.

Since her spontaneity can lead to dangerous consequences, her mom, Lisa, realized the existing living room windows needed replacing with shatterproof windows to prevent breakage when Mikaelyn pounds on them. Lisa turned to the Rehabilitation Foundation for help with the cost of six vinyl double hung windows, estimated at more than \$3,000.

“Children with Autism are typically very behavioral,” she said, adding, “Mikaelyn is not, but is non-verbal, she understands and responds intelligently. She’s a very happy child.”

Lisa said Mikaelyn loves music in general and one song in particular which she listens to repeatedly. She attends Special Ed preschool and will begin kindergarten at Washington West next fall. She is the youngest of three Callahan children, all of whom show great kindness, affection and concern for their sister.

“She’s wonderful with devices,” Lisa said, holding Mikaelyn who waited for her to resume playing with her.

“I knew something was different with her around nine months, but she wasn’t diagnosed with Autism until she was three. She’s intelligent. She knows her colors, animals, and shapes,” Lisa



said.

Last year, the Foundation picked up the cost of installing sturdy privacy fencing on the Callahan property to stop Mikaelyn from dashing out.

“It’s a safety issue,” wrote Jennifer Penski-Adams of Cattaraugus-Allegany BOCES in her evaluation of Mikealyn and support of the family’s

request for shatterproof windows.

“Mikaelyn utilizes quick, explosive, forceful movements capable of breaking a window, thus placing herself and others in danger,” she wrote, adding, “She does not yet demonstrate an awareness of safety, or harmful consequences following dangerous physical movement.”

For this reason, Jennifer advocated for windows that are accessible to Mikaelyn be converted to non-shattering or unbreakable glass.

As previously, the Foundation has supported similar requests for safety fencing and shatterproof windows, for children with Autism, the request was approved.

Merger with Opportunities Unlimited & ReHabilitation Center moves closer

The ReHab Center and Opportunities Unlimited moved toward unification when both boards recently approved initiating the process.

“Both boards have authorized the continuation of the management services agreement until a decision is made on the merger,” Mari Howard, President and CEO, said.

Lifeskills' SPCA trip inspires friendship with animals

Lifeskills, under the direction of DSP Babbs Johnson, visited the Olean SPCA to make a \$425 donation along with pet friendly goodies.

Their mission of kindness was met with a grateful chorus of purring and tail-wagging.

It proved that giving meant receiving, and a time to share in the love of the animals.

Beth Lee and Zack Lippert were also on hand to help and share in the experience.



"We Remember Committee" honors those who have died

Thanksgiving was a time to remember with gratitude the lives of 40 people we supported who have died.

Linda Manross and Mike MacWilliams, both of whom launched the Agency's staff-supported "We Remember Committee" several years ago, have dear memories of many of the people whose graves they honor.

They and members of the committee placed wreaths on graves in St. Bonaventure, Allegany and Five Mile cemeteries, all in Allegany; Mt. View in Olean, Pleasant Valley in Hinsdale, Crawford and Calvary cemeteries in Salamanca, and Chestnut Hill



Dan Evans, owner of Pleasant Valley Greenhouses & Nursery, provides wreaths to Linda Manross for the graves of people we supported.

Cemetery in Portville.

"The goal of the We Remember Committee is to ensure that we remember those who have passed away by taking care of their graves. Flowers are planted in the spring in addition to the distribution of Christmas wreaths," Mike said.

"The committee wants to ensure that these graves get regular and respectful care. This effort is a demon-

stration of the special bond between the agency, the staff and those that we supported. It is a clear demonstration to the community that indeed we are a family and that our commitment continues after folks have passed away."

IN HIS OWN WORDS . . .



Keith Pierce, left, records an ad for our Hiring Event on 100.1 with Dan Igor Griffin. Keith has a story of courage and a heart to serve - from helping out victims of hurricane Sandy to his position as a DSP at the Big 6 Residence.

Keith Pierce is a Direct Support Professional who left a 16-year career in security to make a difference in people's lives. He posted the following on Facebook during a break at 2 am on one of his overnight shifts at the Big 6. His thoughts and feelings are shared by many others who work for the agency, and who are succeeding in making a meaningful difference in people's lives.

People ask me all the time. Why did you leave security. You left a well paying job, a college degree in criminal Justice.



Why not stick to it? You've been in it for so long that you could have retired from security.

I just smile at them, and say it was a chapter that was ready to end. I got to meet so many amazing people over the years. I was enlisted to go to NYC back when hurricane Sandy hit. I was there for nearly a month. I got to help out with the relief and see things that I never can unsee. I've seen people homeless because of the storm. I've seen boats just laying in the middle of the highway. A house just sitting in the middle of a swamp where it didn't belong.

Out of all this I did get to see one thing that opened my eyes. I saw people helping out strangers. I saw communities that come together to help out each other. I worked long hours to just help out the best I could. 24 hour shifts every other day with 12 hours in between. I didn't expect a thank you. I was there for me. I was there to help out any way I can.

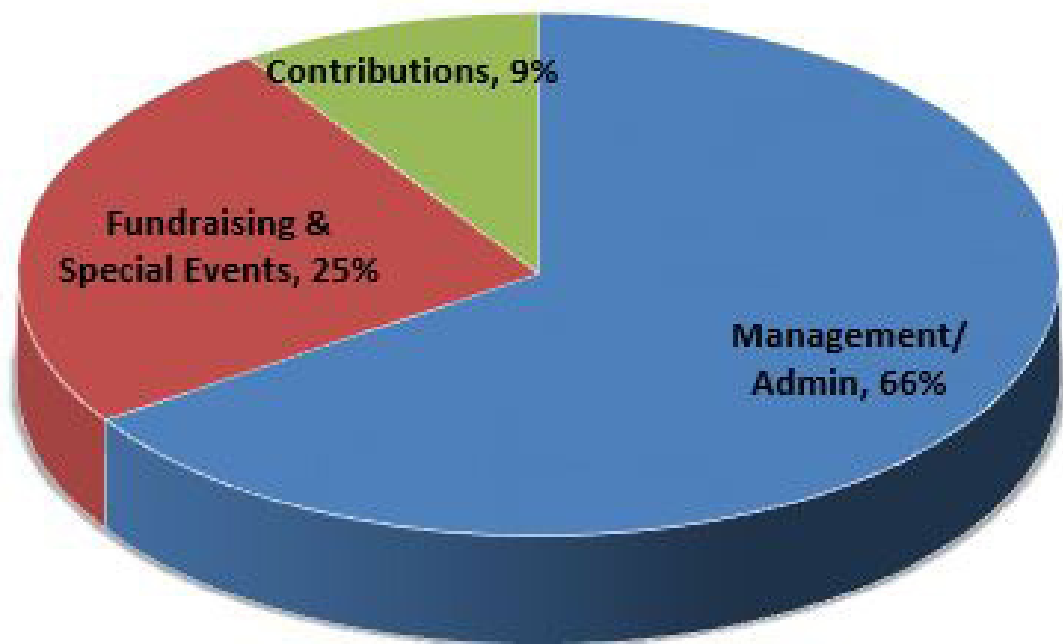
I'm no longer in security because again that chapter ended and whenever a chapter ends a new one begins. People ask me now what are you. What do you do for a living. I work with people. I make a difference in their lives one second at a time. I work long hours just to better their lives. I am part of a group of many who have the same passion. To help better lives. I didn't choose this; this chose me.

I am a Direct Support Professional. We make a difference one day at a time.

2016 Foundation Revenues

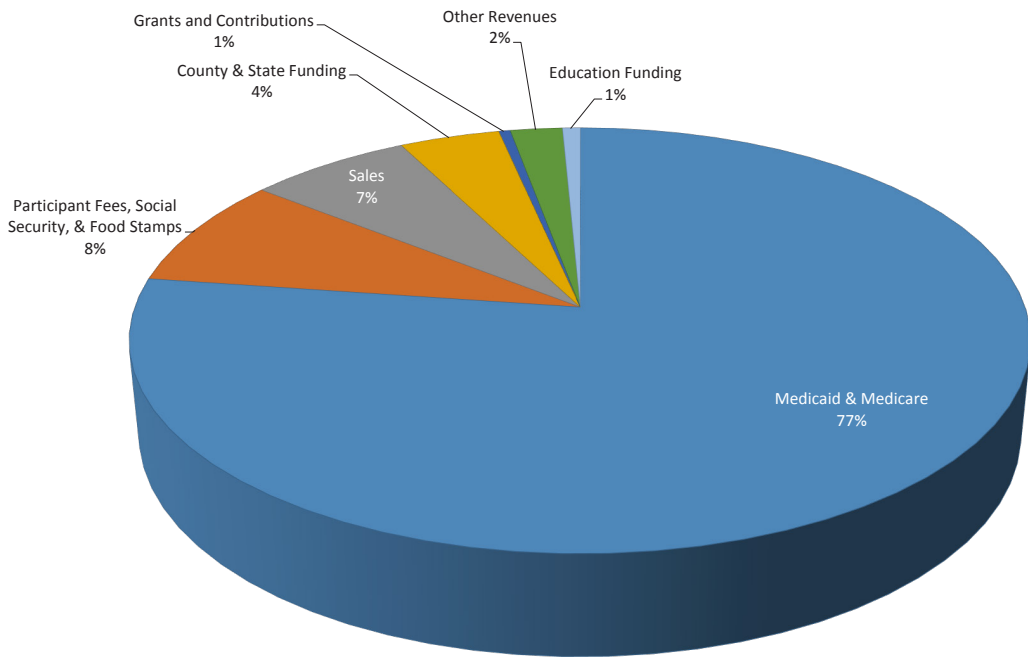


2016 Foundation Expenses



2016 Agency Revenues

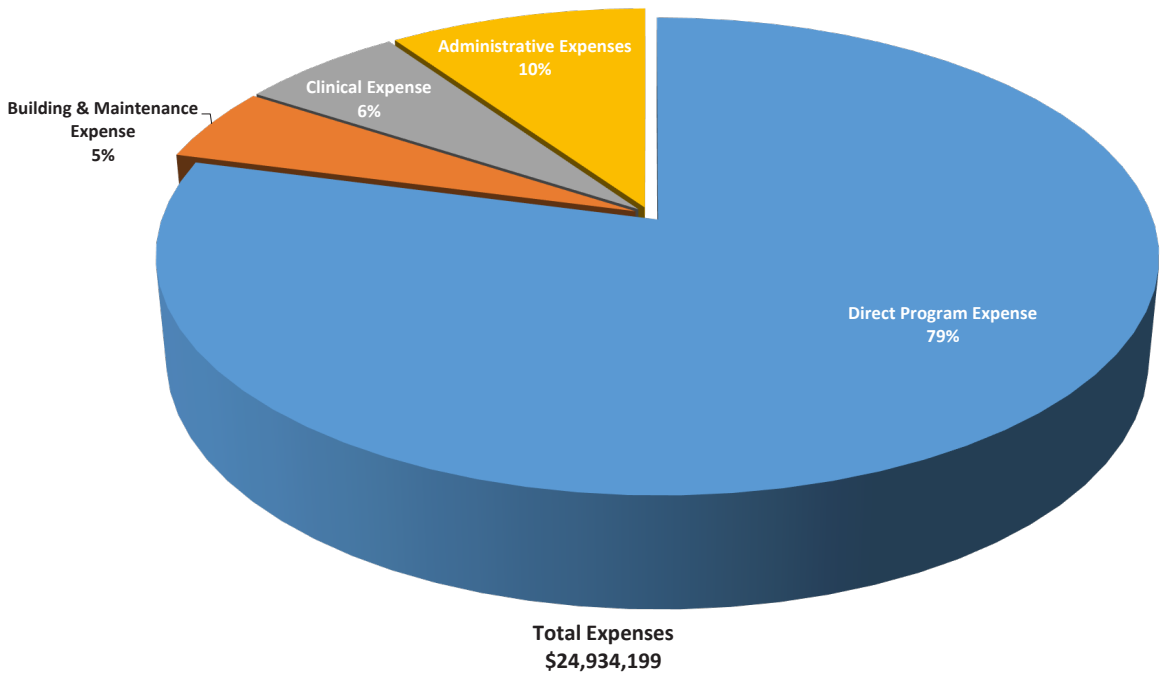
The Rehabilitation Center 2016 Revenues



Total Revenues
\$25,637,189

2016 Agency Expenses

The Rehabilitation Center 2016 Expenses



Donors

\$15,000.

Upstate Pharmacy, LTD

\$10,000.

SWNYNWPA Men's Amateur Golf Tournament

\$8,200.

Kinley Construction Co.

\$6,000.

Anonymous

\$5,000 and under

ComTon, Inc.

Mazza Mechanical Services, Inc.

M J Painting Contractor Corp.

Maple Leaf Contracting

The Iroquois Group, Inc.

Bryans and Gramuglia CPAs, LLC

\$1,000 - \$2,000

Mr and Mrs. Francis J. Weinaug

SolEpoxy, Inc.

Peterson Roofing Co., Inc.

Paula Bernstein

Shults Toyota of Bradford

Martin Maynard

CUTCO Corporation

Kellner, LLC.

Muhammed T. Javed

Mary-Lu and Paul Westerburg

Community Bank, N.A.

Cattaraugus Region Community Foundation

Doris Reisner Endowment Fund

Rose Pappas Fund

Jeffrey S. Zewe

PLAN Architectural Studio, P.C.

\$500 - \$1,000

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Judy Heron

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Jim and Susanna Stitt

Mr. Steven J. Straight

BlueCross BlueShield of Western New York

Casey, Halwig & Hartle Funeral Home

Jon Riehle

Drs. Ahmad and Naheed Hilal

Allied Alarm Services

SUBWAY: Shelley Pollock

David and Kristie Goy

OneGroup

Wal-Mart

Anonymous

Ron's Smoke Shop

The Bonadio Group

Valley Tire Company

Petruzzi Insurance Agency

Brad and Liz Mitchell

Portville Truck & Auto Repair

Nancy Snyder

JS Wilby, Inc.

David E. Wilfong

Mike Canada

Craig and Punkie Sinesiou

Mari L. Howard

Robert A. Benjamin Excavating & Trucking

\$500 and under

Brandcrush

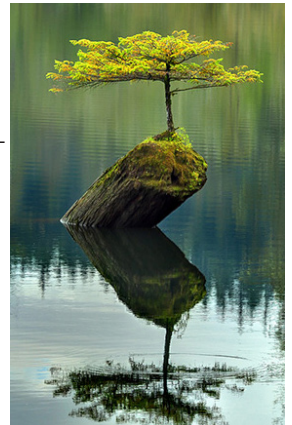
Kathryn Childs

DBP Realty

Donors

Brent A. Driscoll
Duggan & Duggan, General Contractors Inc
Diane Hillis Apgar
Laura & Harvey Alpert Foundation
Morgan Stanley
The GE Foundation
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Kel-Kur Electrical Contracting LLC
Napoleon Engineering Services
Olean Area Federal Credit Union
Reisner Law Group, PLLC
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Bethany A. Hensel
Brent Lefler
Michael F. MacWilliams
A Jason Clemens Salon, LLC
Allen's Wine and Liquor Store
JG Stein Dentistry
Kessel Construction
Nephrology Services Medical Group
of Olean & Bradford, PC
C. Robert Vahl
Kathleen L. Maduri
Catherine A. Gildner
Asian American Physicians
Association of WNY
Anita D. Brown
Richard F. Goy
Donald P. Grzankowski
Joseph Higgins
Long Consulting
Group LLC.
Lila Reswick Lynch
and Dr. Phillip Lynch
Rip & Sandi Smith



Event Sponsors

Comedy Night Sponsors

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Allen's Wine & Liquor
One Group
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Bryans and Gramuglia CPAs, LLC
Community Bank, N.A.
Comfort Zone
Kessel Construction
Kinley Corporation

Mazza Mechanical Services, Inc.
Peterson Roofing Co., Inc.
Valley Tire, Inc.
Dan Horn Pharmacy and Health Services
Orthodontists Associates of Western NY
Olean Times Herald
JG Stein General Dentistry
Nephrology Services Medical Group, Olean & Bradford
PeaceMaker Mediation

Seafood Fest Sponsors



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PLAN Architectural Studio
Ron's Smoke Shop
The Bonadio Group
Valley Tire, Inc.
Maple Leaf Contracting

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Olean Medical Group
One Group
Portville Truck & Wilby Construction
Shawley Office Equipment, Inc.
SolEpoxy, Inc.
The Wilday Group at Morgan Stanley
Westminster Consulting, LLC
Casey, Halwig & Hartle Funeral Home

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Kelly Keech Rice
Melanie & Chris Napoleon
Olean Area Federal Credit Union
Reisner Law Group, PLLC
Robert A. Benjamin Excavating & Trucking
Subway - Shelley Pollock

Awards, Endowments & Scholarships

In memory of Charlie Ried / Bernie Ried/ Barbara Ried / Dominic Martel

Carroll Memorial Fund
Patrick J. Carroll

In memory of Rita Childs

Eaton Family Memorial Fund
Elaine E. Freeborn

In memory of Daniel and Loretta, Michelle Freeborn Miller, Mike Eaton and Jodi Hammond

Eaton Family Memorial Fund
Elaine E. Freeborn

In memory of Barbara Ried

Abigail Dulmus Holiday Endowment Fund
Catherine N. Dulmus -
Linda J. Manross
Matthew Giansante
Patricia Thierman
Entercom Buffalo Family
Mr and Mrs. Frank Maduri
Leo E. Bierfeldt
Turnbull Griffin Haesloop
Carol T. Lisi
Carmen R. Soplop
Elaine Witkin
David Latten
Celeste R. Reavis
Chris and Tricia Henzel
Sharon Lenhart
Robert Bush
Mary F. Potter
Sanzo Beverage Company
Nuzzo Family & Friends

In memory of Barbara Ried

Abigail Dulmus Holiday Endowment Fund
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David and Anne Ried
Philip M. Hardiman
Steven B. Tedquist
Mr. and Mrs. John J. Irving
Marion L. Wright
Karen R. Weidt
Brad and Liz Mitchell
Mr. and Mrs. Michael Kasperski
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Joan A. Sauter & Family
Mr. and Mrs. William Rooney
Wilda Creveling
Mary V. Simpson
Douglas Martin
Adele Sawaya,
Doc Knight,
Sally Jadowski
Robert E. Mountain
Cecil V. Voorhees
Mr. and Mrs. Ronald R. Anastasia
Betty Simon
Renee Tabone
Steven J. Straight
Rohn Brown and Kathy Ried
Jim and Juanita Ried
Catherine N. Dulmus

In memory of Doug Martin

Abigail Dulmus Holiday Endowment Fund
Catherine N. Dulmus
Ann Bailey
Jim and Juanita Ried

Gifts-in-Kind

A & J Pizza and Sub Shop
A Jason Clemons Salon
A to Z Auto Cleaning
Alexandra Gifts
Allegheny Hills
Allen's Wine and Liquor Store
Applebee's
ASARASI, INC.
Ashley Furniture
ASK Design Jewelers
AVI Food Systems, Inc.
Bartlett Country Club
Beef 'N Barrel Restaurant
Bending Willow Massage Therapy
BJ's Wholesale Club
Bradford Therapeutic Massage
Buffalo Bills
Buffalo Sabres
Daniel Carter
ComTon, Inc.
Continental School of Beauty
Covered Wagon Tours
Crandall's Memorials
CUTCO Corporation
Dina's Restaurant
Domino's Pizza
East State Wine & Spirits
EllicottVillas
Ellicottville Cheese Shoppe
EVL INK
Fairfield Inn and Suites
Family Video
Five Star Bank
Granny's Verona
Greater Olean Area Chamber of Commerce

Hammond's Furniture Store
Hampton Inn
Holiday Inn Express Hotel & Suites
Holiday Valley Resort
Jarden Consumer Solutions
jetBlue
John Ash Cleaners, Inc.
Lee's Wine & Beer Supplies
Lester's Shoe Fly
Lester's Shoe Fly
Main Street Sweets
Mangia 2.0
Martin Studio of Photography
McCarthy's Emporium
Mickey's Restaurant
Monro Muffler-Brake
Olean YMCA
On the Side Liquor
Pleasant Valley Greenhouses
Ponderosa Steakhouse
Pool Mart, Inc.
Pulaski Club of Olean, Inc.
Radio Shack
Rasey Animal Hospital
Rick's Golf World
Ried's Markets, Inc.
S.J. McCullagh Coffee
Salvatore's Italian Garden & Garden Place Hotel
Smooth Facials & Waxing
Sparky's Pizza and Subs
Sprague's Maple Farms Inc.
St. Bonaventure University Bookstore
Megan Stevenson
Studio 4 East
Tantalo Photography - Fine Renaissance Portraits

Gifts-in-Kind

Tasta Pizza
The Buffalo Bisons
The Framing Shop
The Home Depot
The Paper Factory
The Sound Track
The Sports Locker
Third Street Studio
Tops Friendly Markets

Uptown Florists, Inc.
US Foods
Valu Home Centers
Wingate by Wyndham
Worth W. Smith Company
WPIG
Yoga Betsy at Olean Meditation Center
Linda Young
Zippo Manufacturing Company

Gifts-in-Tribute

In Honor or Memory of Anna Padlo

Mr. and Mrs. Frank D. Maduri

In Honor or Memory of Anna Zinzi

Linda J. Manross

In Honor or Memory of Armin Sauter

Joan A. Sauter & Family

In Honor or Memory of Walter "Butch" Balcerzak

Mr. and Mrs. Frank D. Maduri

In Honor or Memory of Carol J. Layton Gray

Mr. and Mrs. Doxey

Mr. and Mrs. Frank D. Maduri

Dresser Rand Friends and Co-workers

Lifeskills Program

Jim Stitt

Jim Stitt Jr.

John Whelpley

Brent Driscoll

Erick Laine

In Honor or Memory of Denise Anne Rich

Coffee Club

In Honor or Memory of Dominic Martel

Ann Martel

Carolyn Giardini

Mary D. Smith and Family

Robert Olivett

Greene Family and the family of Mark & Tracy

Linda J. Manross

Helen Sorokes

Gail Cross

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Anita and Bill Shaffer

In Honor or Memory of Donna Searle

Choice Employment Services LLC

In Honor or Memory of Duane Converse

Elizabeth Pappas

In Honor or Memory of Eugene Kasperski

Richard Marcellin

Dorothy Chap Rittberg

Mike and Sandra Lafever

Virginia Walsh

Peggy Walsh

Jon K. Baker

Kate Miller

Ann M. Schifley

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In Honor or Memory of Guinevere M. Germain

Mr. and Mrs. Frank D. Maduri

In Honor or Memory of Hunert Reid

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In Honor of Linda Manross

Scott MacWilliams

In Honor of John & Julie Irving

Kathryn Irving

In Honor of Mr. and Mrs. Ted Cottillion

Brad and Liz Mitchell

In Honor of Peter & Norma Sawaya & Family

Mary Barbara Marra

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Sharon and Peter Godfrey, MD

In Honor of Jim Hillis

Janet G. Pecnik

In Honor of Joe Butler

Patrick J. Carroll

In Honor of John C. Cassada

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In Honor of Sandy Threehouse

Elizabeth Gaines

In Honor of Thomas Karroach

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