









ANNUAL REPORT

2022-2023 AGENCY BOARD

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OVERVIEW RESIDENTIAL & DAY HABILITATION

OVERVIEW VOCATIONAL SERVICES

INDIVIDUAL DONOR RECOGNITION

FOUNDATIONS, CORPORATIONS & ORGANIZATIONS DONOR RECOGNITION

FINANCIALS

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Greetings Friends,

As we reflect on 2022, a year that was marked across the agency with significant growth and stability, we look back on the accomplishments that illustrate how far both our agency and community have come in a post-pandemic world.

While the agency continued to address challenges head-on, COVID-19's ongoing decline in our community allowed us to begin to focus on returning to the growth mindset that we had before March of 2020, when everything got turned upside down. The adoption of this growth mindset has been felt at all levels of the organization, and with it, yielded so many phenomenal outcomes.

2022 was the year that everyone, at all levels of the organization, remembered what it felt like to be #ACHIEVEProud.

Through a number of investments in our workforce, namely our Direct Support Professionals, we finally began to see our recruitment and retention numbers stabilize and improve, providing not just a continuity of care for the individuals supported, but allowing for the opportunity to begin to think about and execute longer term growth in programming. This staffing stability has led to rapid expansion in our Community Habilitation and Employment Services programming, as well as across other areas of the organization, all to the benefit of the individuals supported.

By prioritizing the expansion of our Employment Services, 2022 saw the agency continue to adopt and implement its "employment first" mentality, educating individuals and their families on employment options that are available to them to more fully integrate into their communities. Through this philosophy, we experienced major successes in expanding our pool of business partners offering competitive and meaningful employment opportunities to individuals, and saw ACHIEVE selected as one of 15 nonprofits across the country to be selected for The Arc US' NEON Project. This comprehensive assessment has enabled us to evaluate our practices to determine new strategies to further develop these employment partnerships for those seeking job placement in the future.

After nearly a decade of the field being neglected by New York State, our vigorous advocacy efforts saw the first direct investment in our workforce through the inclusion of a long-overdue 5.4% cost-of-living adjustment in the New York State budget. Using our collective voice, we created a sea change in the Executive Branch, with New York State signaling that it was time to recognize the important and vital work of our Direct Support Professionals by investing in the work they do to provide the highest quality of supports and services every day.

Growth continues to be the focus moving ACHIEVE forward, as members of our leadership team were joined by members of our Board of Directors to craft the 2023-2025 Strategic Plan, with three overarching goals identified for the agency in the coming years: workforce recruitment and retention, further aligning programming and supports with the priorities of key constituents, and leveraging our branding to drive community engagement that enables us to further meet program goals.

Finally, on March 26th, 2022, ACHIEVE hosted its first signature event in nearly two and a half years, the sold out 26th annual Bob Warner Pin Crushing Classic. This kicked off the first of our four signature events of the year, with each serving as a welcome return to normalcy for our staff, individuals and community supporters. We're happy to report that all four events were financial successes, with hundreds of supporters turning out for each to make their return even more special.

As we finally began to put COVID-19 behind us in 2022 and resume our growth mindset, staff across the agency have shown creativity, dedication, compassion and commitment to doing their part to achieve that goal, all in the service of those whose lives they strive to enhance in a positive way every day. We are beyond grateful for each and every staff member across the agency who did their part and stepped up in a variety of ways throughout the year to ensure that continuity and the highest quality of care that ACHIEVE is so highly regarded for providing.

As 2022 ended, ACHIEVE had the distinct honor and privilege of providing supports and services to over 2,200 individuals in Broome, Chenango and Tioga Counties with a wide array of services that fostered their independence, and helped them achieve the fullest life possible. While growth isn't always the easiest task, we recognize that the continued success of our organization is due to the amazing outpouring of community support that we receive in so many different ways. We cannot begin to thank our community and partners enough on behalf of those we serve.

While we continue pursuing our pre-COVID growth mindset in 2023, we're happy to report that the sense of fulfillment and being #ACHIEVEProud is noticeable across all corners of the agency. This isn't just being experienced through growth, but through opportunities for individuals to participate in their community in greater capacity, workforce stabilization, and exciting plans in place in the coming weeks and months.

As always, we thank you for your continued support and wish you a wonderful rest of the year.

Warmest regards,

Howard

Amy Howard Chief Executive Officer

Dave Chambers, President, Board of Directors

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2022 AWARDS & ACCOLADES

NYSARC TRUST SERVICES

Awarded two grants to provide support of ACHIEVE's Children's Respite & Summer Program and ACHIEVE's Guardianship Program.

CITY OF BINGHAMTON COMMUNITY DEVELOPMENT BLOCK GRANT

The City of Binghamton provided annual support for ACHIEVE's Children's Summer Program.

TOWN OF UNION COMMUNITY DEVELOPMENT BLOCK GRANT

The Town of Union provided annual support for ACHIEVE's Children's Summer Program.

ACHIEVE FOUNDATION BOARD OF DIRECTORS

Supported the agency by being the Co-Presenting Sponsor of the 67th annual Dinner Dance and Award Ceremony, and the 4th annual Half-K Classic, and served as the lead gift for the *New Beginning in Norwich* renovation project.

MILLER S. AND ADELAID S. GAFFNEY FOUNDATION

provided an unrestricted grant to support the agency.

THE PUT GOD FIRST FOUNDATION

provided an unrestricted grant to support the agency.

TOWN OF KIRKWOOD SUMMER PROGRAM SCHOLARSHIP

The Town of Kirkwood provided support for ACHIEVE Children's Summer Program.

UNITED WAY OF BROOME COUNTY

provided a grant to support a six-month management training series.

THE MOTHER CABRINI HEALTH FOUNDATION

provided grant support to create a workforce development center and multi-sensory room as part of the *New Beginning in Norwich* renovation project.

THE VICTOR AND ESTHER ROZEN FOUNDATION

provided an unrestricted grant to support the agency.





2022 AWARD WINNERS

DAY HABILITATION PROGRAM PARTICIPANT OF THE YEAR Daniel Melita

SUPPORTED EMPLOYMENT PARTICIPANT OF THE YEAR Patrick Miller

RESIDENTIAL SERVICES PARTICIPANT OF THE YEAR Heather Frear

FAMILY SUPPORTS AND SERVICES PARTICIPANT OF THE YEAR Tammy Towndrow

ACHIEVE STAR PERFORMER Dimitrios Derventzis

ACHIEVE STAR PERFORMER Shawnta Smith

ACHIEVE STAR PERFORMER Loretta Kinner

EMPLOYEE TEAM OF THE YEAR

Supported Employment Debra Carson Leo Genung Mario Ciotoli Denise Burroughs Renee Heaney Tracy Eichler Bradley Ellis Heather Jones Eric Moore Kyle Grose Stacey Katen Barbara Stevens Jourene Coolidge-Cardoza Rosemarie Groesbeck

SUPPORTED WORK EMPLOYER OF THE YEAR Norwich Price Chopper

COMMUNITY SERVICE AWARD Senator Fred Akshar

SPOTLIGHT STORY

While we are always aware of the countless reasons we have to be #ACHIEVEProud, 2022 marked a year of recognition from outside of our agency. Multiple members of the organization, from Board Members and leadership, to supported individuals, were recognized for their accomplishments and dedication.

Jennifer, supported by her parents and her Job Coach, Tracy, received the 2022 Bainbridge Chamber of Commerce Citizen of the Year. Jennifer was recognized for her more than 20 years volunteering at different community organizations like the Bainbridge Soup Kitchen, Jericho Arts Council, American Legion and Lions Club, where she is one of their most active members with nearly perfect attendance.





Former Board of Directors and Foundation Board Member, and the namesake of ACHIEVE's Guardianship Committee, **Jim Hayes**, was the recipient of the **New York Alliance's prestigious**

2022 Public Policy and Social Justice Award. Jim served on ACHIEVE's Board of Directors for 45 years, including time as The Arc New York's Guardianship Committee Chairman, and his experience, expertise and commitment to advocacy were instrumental in the growth of Special Needs Trust and Guardianship services across New York State.

Longtime Board Member, former Board of Directors President, and incredible friend and advocate for ACHIEVE, Ellen Feldman, was selected as the 2022 Greater Binghamton Chamber of Commerce Civic Leader of the Year.





Amy Howard, ACHIEVE's Chief Executive Officer, was selected as Senator Fred Akshar's 2022 New York State Senate Woman of Distinction for her exceptional leadership and commitment to ACHIEVE and the community.

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Congratulations to all of our recognized agency members on their immense accomplishments and contributions to the community. You make us all #ACHIEVEProud!



SPOTLIGHT STORY Success in Employment

In 2022, ACHIEVE's Supported Employment program saw great success and continued growth. By providing supports and skill building tools for individuals who are interested in meaningful community employment, this program works to place employees with local business partners based on individuals' strengths and business needs, with mutual success for both parties.

Andrew, the hotel Houseman at the Hampton Inn in Sayre, was referred to ACHIEVE by ACCES-VR in June of 2011. After working with his Job Coach, he was hired a few months later and has proven to be a top performing team member for over 10 years. Andrew takes great pride in his responsibilities and the success of the hotel overall, and comes highly praised by his managers and co-workers.

Trish, who is now employed at Bates Troy Healthcare Linen, has been working for the past few years with Employment Training Specialist, Debra Preston, in Pre-Vocational Services. Through their training, Trish has worked very hard and made tremendous progress towards achieving her goals, and has excelled at her career development, self advocacy, and leadership skills.

Devin, who began working and receiving services as part of the CWS Packaging workshop program, knew that he wanted to obtain meaningful employment, and began working to learn the skills necessary to work in the production and manufacturing field. Devin's Job Coach, Tracy, contacted Raymond Corporation's manufacturing facility supervisor to utilize the facility to evaluate Devin's work skills. As his assessment hours neared completion, a Production Technician position opened at the site, which Devin applied to and was hired! He has been a major asset to the Raymond manufacturing team ever since!

After a few years of working on the assembly line at the Binghamton sheltered workshop, **Juliana** made the decision to seek employment in customer service. With help from her ACHIEVE Job Coach, she began a 10-year career at Ponderosa Steakhouse in Vestal. As years passed, Juliana recognized the importance of a job that offers a stable income and good benefits, which led to her next career with SODEXO Food Services at Binghamton University. For the next 10 years, Juliana excelled in her role, being honored as **Employee of the Month** and selected by ACHIEVE for the Supported Employment Participant of the Year Award. When Einstein's Cafe opened on campus in 2012, Juliana applied,



was hired, and continues her employment with them today. Juliana says that accepting her first job with Binghamton University was a lifechanging career move and she was recently honored for celebrating 26 years of serving students, faculty and families at Binghamton University.

In 2022, ACHIEVE was one of 15 ARC chapters selected across the United States to participate in the **NEON Project**. The NEON Project offers technical support to organizations facing challenges finding competitive, integrated employment opportunities for people of varying abilities. In our work with the NEON Project, we focused on developing an "Employment First" culture, with an emphasis on customized employment, finding opportunities for anyone who wants to work. NEON offered our organization customized training in the areas of Employment First programming and customized employment. This has led to the creation of vocational programming in our site-based day habilitation, an increase in business relationships throughout all three counties with a focus on inclusive hiring, unification of all day programming, and competitive integrated employment opportunities for people who historically were not considered capable of working in the community.

Are you interested in diversifying your workforce and seeking dependable, quality employees? Please consider a partnership with ACHIEVE as we look to place individuals of varying abilities into meaningful employment. We currently have a large pool of available applicants ready to meet your business needs. For additional information, please contact Laura Thompson, Vice President Programs at Ithompson@achieveny.org or 607-723-8361.



SPOTLIGHT STORY ACHIEVE Gives Back!

Throughout the year, the staff and individuals at ACHIEVE are always finding ways to volunteer and give back to their communities in meaningful ways. In 2022, there was no limit to the kindness extended from within our organization.

Chenango Day Habilitation volunteered to assist Helping Hands, a Chenango County charity, multiple times throughout the year. By assembling personal hygiene and care packages, they were able to help give back to others in the Norwich community. Through a food drive, **Broome Day Habilitation** was able to collect and donate more than two full carts to Catholic Charities in order to help those in need celebrate a happy Thanksgiving.

The individuals at ACHIEVE don't forget about our furry friends when it comes to donating their time. **Kelly** loves animals and spending time in her community with her Community Habilitation provider, Tammie, volunteering her time at the Ross Park Zoo! Tammie also encouraged **Anna, LynnAnn and Tiffany,** who jumped at the opportunity to lend a helping hand as the zoo prepared for its upcoming Lantern Festival. **Chenango Day Habilitation** continued their work with Helping Hands by packing up dog and cat food multiple times throughout the year.

Thank you to all of the individuals and staff across the agency who have dedicated countless hours to making their communities a better place!





FAMILY SUPPORT SERVICES







FAMILY EMPOWERMENT PROGRAM

The Family Empowerment Program provides financial reimbursement for short-term respite services to families enrolled in the program. Families are empowered by the ability to choose their own provider, including family members, provided they do not reside in the same household, and schedule them whenever there is a need or desire for respite. An annual allotment of respite hours is provided each year, with a set reimbursement rate established by ACHIEVE.

2020 - 136 Families Served 2021 - 175 Families Served 2022 - 148 Families Served

RECREATION PROGRAM

The Recreation Program provides organized and structured, community-based recreational activities and social opportunities for adults and teens living at home with their families while, at the same time, providing a brief period of respite to family members. These programs are offered on Tuesday, Thursday, and Friday evenings, as well as Saturdays during the day. Programs are community-based, but begin and end at the Cutler Pond Road campus in Binghamton.

2020 - 81 Individuals Served 2021 - 100 Individuals Served 2022 - 70 Individuals Served

IN-HOME RESPITE PROGRAM

COMMUNITY HABILITATION PROGRAM

Community Habilitation is a Medicaid waiver service that assists individuals who either live at home with a loved one or independently in the community to maintain or develop the highest level of independence possible to them. Individuals work on goals to build independent living skills in the following areas: personal hygiene, self-care (eating, grooming, etc.), general household chores, mobility training, personal health care, financial management, appropriate social skills, and life safety. Weekly schedules are established by the individual and ACHIEVE staff.

In addition, ACHIEVE also offers Community Habilitation with a Self-Directed option. Selecting a Self-Directed option allows the individual and his/her family to select their own provider with the option to choose someone who is currently involved in their life.

2020 - 139 Individuals Served 2021 - 136 Individuals Served 2022 - 127 Individuals Served The In-Home Respite Program offers families a brief respite by providing a care provider who is identified and provided by ACHIEVE. The care provider spends a predetermined number of hours with the individual and engages in activities in or out of the home. Respite is short-term, temporary care of family members with a disability, to provide families with some relief from the demands of routine care.

2020 - 6 Individuals Served 2021 - 4 Individuals Served 2022 - 4 Individuals Served





CHILDREN'S SUMMER PROGRAM

Summer Program offers school-aged children with developmental and other disabilities curriculum crucial to maintaining the learning they gained through the school year in a fun and challenging way. Clubs, including cooking, media, drama, science, and more, are offered. These clubs are designed to be fun and secretively educational. Students attending Summer Program also increase social skills, build confidence, and increase independence skills, while being supported by a team of caring, compassionate counselors. A unique work study program is also offered to participants ages 14-21. This allows them to work for one hour each day, building vocational skills while earning a paycheck, and then they participate in normal program activities for the rest of their day.

2020 - Program suspended due to COVID-19 2021 - 51 Students attended ACHIEVE Children's Summer Program held at Cutler Pond

2022 - 51 Students attended ACHIEVE Children's Summer Program held at Calvin Coolidge Elementary

PARTY NIGHT

ACHIEVE's Party Night is an opportunity for adults with intellectual and other developmental disabilities to socialize with their peers. At least eight events are planned each year to give the individuals a chance to get together and have some fun.

2020 - Program suspended due to COVID-19 2021 - Program suspended due to COVID-19 2022 - 73 Individuals served at December's Party Night

GUARDIANSHIP PROGRAM

The Guardianship Program serves as corporate guardian for individuals who do not have family members that are able to do so and need support with decision making. The program ensures that programmatic, medical, social and other needs are cared for just like a family member would. Through our parent agency, The Arc New York, ACHIEVE may serve as Primary, Stand-by or Alternate Stand-by guardian for individuals. The Guardianship Program also provides information, referrals and technical assistance to individuals and parents on guardianship, supported decision making and other alternatives.

2020

ACHIEVE served as Primary Guardian for 15 individuals ACHIEVE served as Stand-By Guardian for 3 individuals ACHIEVE served as Alternate Stand-By Guardian for 2 individuals

2021

ACHIEVE served as Primary Guardian for 15 individuals ACHIEVE served as Stand-By Guardian for 3 individuals ACHIEVE served as Alternate Stand-By Guardian for 2 individuals

2022

ACHIEVE served as Primary Guardian for 12 individuals ACHIEVE served as Stand-By Guardian for 5 individuals ACHIEVE served as Alternate Stand-By Guardian for 2 individuals





RESIDENTIAL SERVICES / DAY HABILITATION SERVICES

RESIDENTIAL SERVICES

ACHIEVE's Residential Services division offers three levels of support for individuals with intellectual and other developmental disabilities, whether in one of our 19 residential houses, or in supportive apartments within our communities.

Supervised Residences are supported 24 hours per day by caring staff that assist individuals with learning and growing residential skills, and accessing recreational, social and employment opportunities in the community. Supervised Apartments is a unique program offering individuals an opportunity to live semi-independently in their own apartment within a larger complex. Staff are available 24 hours per day if needed. In Supportive Apartments, residents live in their own apartment in their community, with regular visits from staff, 2-3 times a week, allowing them maximum independence and integration.

2020 - 167 Individuals Served 2021 - 185 Individuals Served 2022 - 168 Individuals Served

DAY HABILITATION SERVICES

The Day Habilitation Program provides a comprehensive spectrum of intensive rehabilitative-and support services to assist individuals with moderate-to-severe levels of disability with developing and maintaining skills for community integration. Services include teaching activities for daily living, cognitive skill development, recreation, communication, socialization opportunities, volunteer activities, speech education services, and comprehensive nursing services. Services are individualized and assist in developing, enhancing, and maintaining skills used while living, working or socializing in the community.

On the Pond ~ At Cutler, a unique multi-generational social program, opened its doors for services in October of 2018. Through volunteerism, recreation and education, individuals build knowledge, confidence and independence skills. Partnering with local businesses and organizations offers opportunities for individuals to broaden their experiences and facilitates integration in our community. Participants in On the Pond ~ At Cutler are given a wide array of activities to choose from, giving them ownership of their days, and a real sense of independence.

2020 - 310 Individuals Served* 2021 - 259 Individuals Served 2022 - 267 Individuals Served * Individuals Received Programming in Residences Due to COVID

VOCATIONAL & EMPLOYMENT SERVICES

PRE-VOCATIONAL SERVICES

ACHIEVE's Pre-Vocational Services are intended to explore people's interests and the world of work, help them discover their capabilities, develop work-readiness skills, and merge these areas in a manner that will move the person forward in their employment endeavors. ACHIEVE offers Community-Based and Site-Based Pre-Vocational Services. These services are exploratory in nature and are designed to teach a variety of skills necessary to be successful in an employment environment.

2020 - 68 Individuals Served 2021 - 47 Individuals Served 2022 - 54 Individuals Served

SUPPORTED EMPLOYMENT

The Supported Employment Program provides employment supports for individuals looking for community employment and for those already employed at local businesses. Services include assistance with finding and maintaining employment in the community, guidance with the application and interview process, travel training, on-site job support and coaching, as well as ongoing support to the individual and business partner. The Supported Employment Program is certified and fiscally supported by ACCES-VR and the New York State Office for People with Developmental Disabilities. CWS

CWS Packaging, a subsidiary of ACHIEVE, serves as the core facility-based vocational program. CWS provides a variety of training and job opportunities through subcontracts with business and industry. The program is certified by the New York State Office for People with Developmental Disabilities (OPWDD), State and County Social Services Departments, and the United States Department of Labor.

2020 - 49 Individuals Served 2021 - 6 Individuals Served 2022 - Program Discontinued January 2022

RAYMOND CORPORATION LINE

Following the discontinuation of the CWS Packaging Vocational Program, ACHIEVE and Raymond Corporation partnered together to develop a continued employment option through the ACHIEVE/Raymond manufacturing line. Per individual specifications, the line cuts, fabricates, and assembles various roller assemblies used in the loading and unloading of the battery in each Raymond forklift, while providing individuals with skill building opportunities and fulfilling employment.

2022 - 7 Individuals Served

2020 - 203 Individuals Served 2021 - 138 Individuals Served 2022 - 170 Individuals Served



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As a Chapter of The Arc of New York, it is the Mission of ACHIEVE to advocate for an enhanced quality of life through skill advancement, inclusion, integration, socialization, and independence of persons with intellectual, developmental and other disabilities through services provided in Broome, Chenango and Tioga Counties.

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REVENUE

Every year, more donors are discovering the benefits of supporting the ACHIEVE Foundation through their estate plans. These planned gifts are the cornerstones of our Foundation and support the programs and services of ACHIEVE.

WAYS TO MAKE A FOUNDATION GIFT:

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For more information regarding Planned Giving at ACHIEVE, please contact: ACHIEVE, **Development Office** (607) 352-3280, 4733 Vestal Parkway East, Vestal, NY 13850

2022 FINANCIALS STATEMENT OF REVENUE AND EXPENSES

NYSARC, INC., BROOME-CHENANGO-TIOGA COUNTIES CHAPTER & AFFILIATES

Summary of Audited Financial Statement of Activities and Changes in Fund Balance for the Year Ended 12/31/2022.

Fundraising & Development

WHERE THE FUNDS CAME FROM

Program Services Revenue \$33,106,003 100%

Contributions, Grants and Special Events (net)	(\$95,714)	0%
Investment Income, Management Fees & Miscellaneous	(\$125,341)	0%

TOTAL \$32,884,948 100%

HOW THE FUNDS WERE SPENT

TOTAL	\$32,838,205 100%		
Chapter and Fundraising Activities	\$417,919	1%	
Management & General	\$2,527,517	8%	
Program Services	\$29,882,769	91%	

Excess of Revenue over Expense \$46,743

NET ASSET BALANCE Beginning of Year

Unrestricted net assets	\$19,921,506
Temporarily restricted net assets	\$195,903

\$20,117,409

NET ASSET BALANCE End of Year

TOTAL

nmer Program	TOTAL	\$20,164,152
Residential Service	es	
	Temporarily restricted net assets	\$189,403
	Unrestricted net assets	\$19,974,749

ERRORS

Fundraising & Development Family Support Services Chapter Funds Transportation We strive for excellence in our record of each donor as well as each gift. Please feel free to contact us if you notice an error in this report by calling ACHIEVE's Director of Community Engagement at 607-231-5225. We welcome and appreciate your feedback.

- Chapter Funds
- Family Support Services

EXPENSES

- Foundation
- Fundraising and Development •

Summer Program

- Investment Income and Management Fees •
- Management and General
- Residential Services
- Summer Program
- Transportation
- Vocational Services

The above data has been condensed from the financial statements audited by Bryans & Gramuglia, LLC, Certified Public Accountants of Albany, New York. Copies of the audited financial statements, including the auditors' unqualified opinion dated May 2 2023, are available from the organization's Administration Offices upon request.

Coming Coon NEW BEGINNINGS IN NORWICH

ACHIEVE is undertaking a major renovation to our shuttered manufacturing facility, CWS Packaging, located in downtown Norwich, into its new day and community-based services hub, including an employment training center for individuals with intellectual and developmental disabilities. Currently housed outside of town, this renovation project will bring day services to downtown Norwich, offering greater opportunities for community integration, volunteerism and fueling the downtown economic landscape.





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