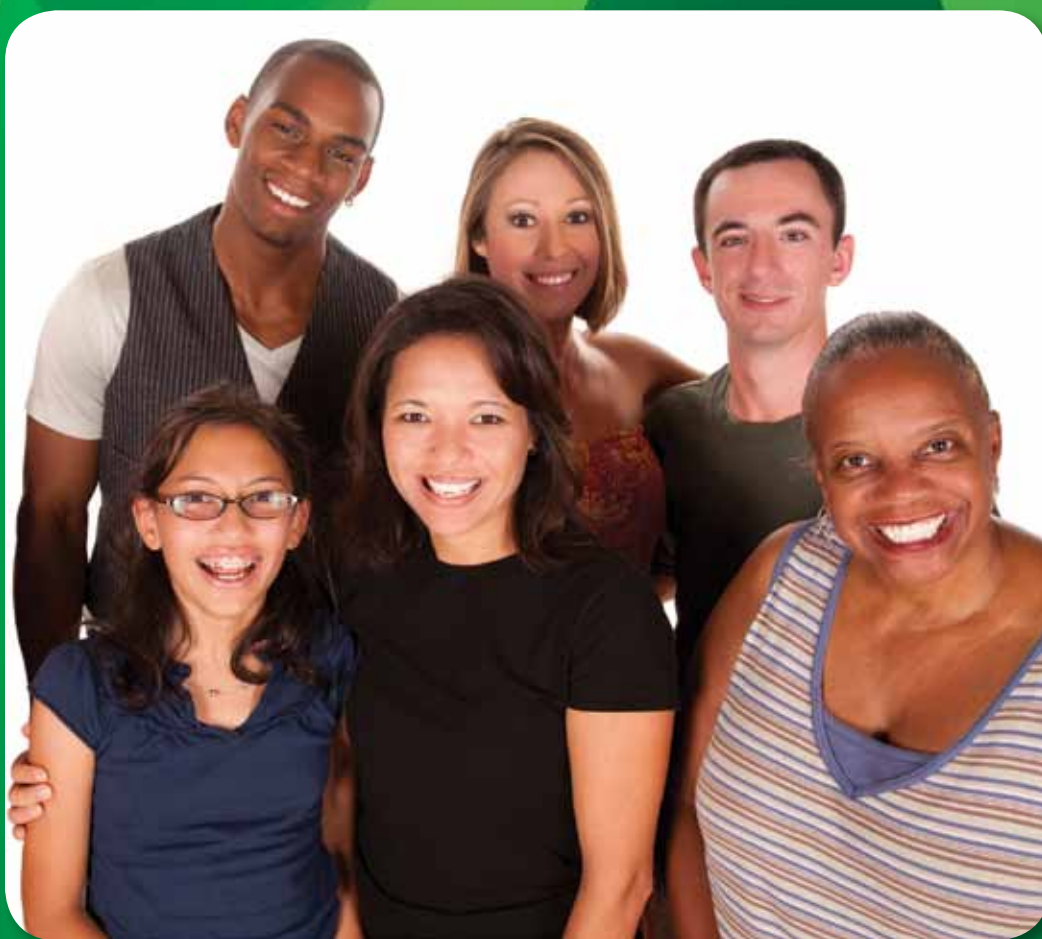


2009 Annual Report

*Celebrating*

National Learning Disabilities  
Awareness Month



L D A  
LIFE AND LEARNING  
SERVICES

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# *A Message to our Friends*

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2009 was a very good year for LDA. We took some big steps towards our goal of providing person-centered and person-driven services. This report describes some of the ways that LDA keep supported individuals with disabilities in achieving their life goals and plans.

For years, self-advocates have been telling the services industry that they want more say in what services they receive and how those services are provided. LDA's Fiscal Management Services and the new Learning Institute services do just that. In addition, the individuals who participate in these services are able to hire their own staff. It is very self-directed. This leads to greater satisfaction with the services and it is less expensive than the traditional service models, thereby saving significant taxpayer dollars.

LDA was awarded a contract to provide Enhanced Supported Employment Program services to individuals who need more support than what a traditional employment service can provide. We are excited about our growing capacity to help people with disabilities obtain competitive employment in areas of their skills and interest. Again, it's about improving people's lives and quite often saving significant taxpayer dollars...in this case by paying taxes as an employed person.

We are particularly grateful to the many donors who have supported our educational consulting services. This enabled children throughout our region to obtain appropriate educational services in their schools and become successful students. Finally, we take great pride in the quality of our day habilitation, residential and service coordination services delivered to hundreds of individuals on a daily basis.

We look forward to continued relationships with our many partners and donors as LDA strives for the highest quality services for our individuals. Thank you for your interest and support in what we do.



*Robert S. Moore*  
*President, Board of Directors*



*Colin Garwood*  
*Executive Director*

# *Our Leadership*

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# Residential Services

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Our Residential Service takes pride in accepting all individuals regardless of any perceived barriers. Roxborough staff reopened the newly renovated home by welcoming two individuals. One individual, Chi Oo from Burma, came to the United States through the Catholic Family Center's Refugee Program. Chi is a guardian client and continues to receive services from Catholic Family Center's Aging and Adult Services Program. Chi speaks

Karen, a language native to his country. His limited command of English led staff to create picture charts and flash cards to communicate with Chi who is studying English as a second language at the Rochester City School District.

Chi and staff have overcome several cultural barriers including understanding his diet, meal time traditions and customs around socializing with friends. Chi attends Sunday mass in his native language at a local church.

Chi appreciates that, "the staff let me do things on my own but are there if I need help with anything. I want to study and become educated. I would like to learn to drive and have a job. My dream is to live alone one day or with a friend, maybe get married and have a family," stated Chi.

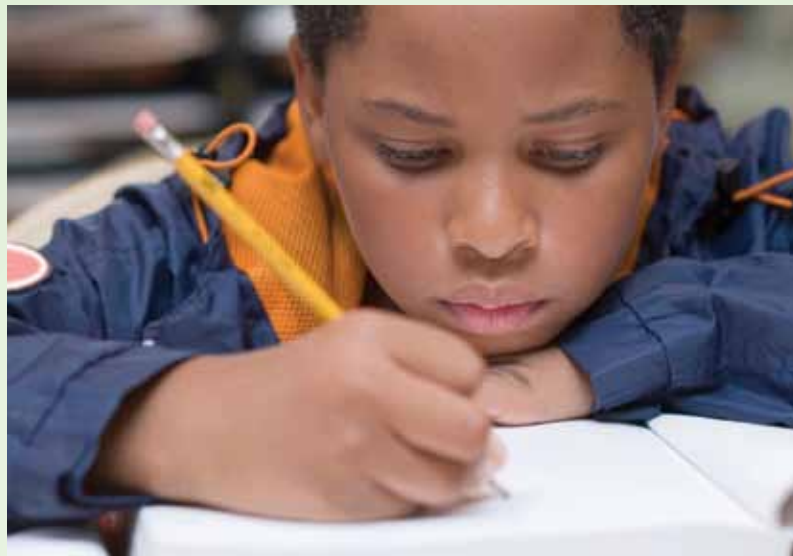
During 2009, LDA continued to provide the highest quality of living for the individuals we serve every day by offering assistance to:

- 37 individuals living in our supervised Individual Residential Alternative (IRA) program, where a variety of services (residential rehabilitation, clinical services and a variety of leisure activities) are provided 24/7 based on individualized plans.
- 31 individuals living in supportive IRAs in the community. Individuals receive residential habilitation based on their specific plans designed to promote independence with daily living skills such as cleaning, cooking and finance management.

The appearance of two supervised IRAs were enhanced thanks to LDAs facilities staff and United Way Day of Caring volunteers from Bausch and Lomb who painted the garage at the Rutgers Street property, as well as volunteers from Ortho Clinical Diagnostics who installed a new stone walkway to the front entrance as well as a stone patio in the backyard of the Roxborough home.

# *Educational Services*

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LDA provides educational consulting services to families with students who are struggling to navigate the special education / school system in order to get the supports and services needed for the student to be successful in school. LDA's Educational Consultants are Masters level certified school psychologists and educators with specialized knowledge and training in the area of assessment, service models, delivery of services, disabilities and state and federal regulations guiding the provision of supports and services to students who are struggling in school.

Our Educational Consultants provided guidance and support to 52 families/students, ensuring that these students received appropriate levels of programming and support needed to be successful in school. While providing educational consulting services to the 52 families, our consultants worked with over 13 school districts from the Greater Rochester Area.

LDA provided a variety of workshops and trainings to over 350 educators, parents, college students and service providers from the Greater Rochester Area. Topics that were offered during 2009 include: An Integrative Approach to ADHD and Learning Disabilities, Overview of ADHD, Managing the Risks of ADHD, Autism and Aspergers, Overview of Developmental Disabilities and Learning Disabilities 101.



# *New Partnerships in 2009*

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During the Fall of 2009, LDA expanded its Educational Consulting Services by partnering with Monroe County Youth and Family Partnership. The students served through this partnership are Monroe County youth who are 17 years or younger, have a mental health diagnosis and are considered at risk students. This partnership provides youth and their families, with natural/informal supports and strength-based services with the goal of keeping the youth in their home or reducing the length of residential care. An LDA Educational Consultant becomes part of the youth's care team when there are school related issues and works with the family to ensure that the youth has an appropriate school program.

In addition, LDA has expanded its service offerings by partnering with Dr. Richard Arnold and Dr. Ellen Arnold. Through this partnership, LDA is now able to offer psycho-educational strength-based assessments and second opinion evaluations. This partnership also provides LDA the opportunity to share the expertise of the Arnolds' through professional development / training opportunities to the community.



# *Employment Services*

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LDA Life and Learning Services is one of only twelve agencies across New York State accepted into the Learning Institute for innovation in Individualized supports administered by the New York State Association of Community and Residential Agencies (NYSACRA). Under the guidance of NYSACRA, LDA explored new ways to expand opportunities for quality person-centered services. This was the beginning of the Enhanced Supported Employment Program-(ESEMP). Cathy DeWitt is just one example that community supported employment can work.

Cathy DeWitt had been involved with a sheltered workshop for 27 years and said over and over again, “I just want to work; I just want a real job.” A former service coordinator says that Cathy applied for VESID services twice and it was decided that she was not appropriate for supported employment based on her multiple barriers and their perception of her ability to be successful. In May, 2009 OMRDD’s Enhanced Supported Employment Program, provided by LDA, afforded Cathy the opportunity to obtain support in securing and maintaining employment. Cathy has overcome several issues and is also working on enhancing the skills she already has.

In October, 2009 Cathy started her first “real job” since 1982 as a Human Resources Associate at Target in Irondequoit. Kristal Shaffer, the Executive Team Leader who hired Cathy, says, “A person may have special needs but they also bring something special to the store. Cathy is a great addition... her desk is located in the hub of activity where she can interact with team members as they come and go.” Cathy is an HR associate and started out as a seasonal employee, assembling new hire packets and decorating the store for the holidays. Cathy has diversified her duties and became a permanent part of the Target team in January, 2010.

# LDA Employment Service Works!

LDA Employment staff work with businesses to place individuals in appropriate jobs and provide the support and services that greatly improve our client's ability to succeed and enjoy long-term employment.

*Words from an employer ....*

## Mr. Bernard Puglisi

"I have been in the party rental business for over 25 years. We have always had a difficult time recruiting and retaining employees to work in certain positions within our company. Once we discovered LDA Services, we have had great success hiring and retaining employees. We currently employ two individuals who came to us through LDA. Mr. Kim Hopkins joined our team over 7 years ago and Mr. Berto Armstrong is our newest LDA hire and has been in our employ now for the past 2 years. Both Kim and Berto have been an integral and loyal addition to our workforce. We have not had to advertise, recruit or train for these positions in years thanks to LDA.

LDA Job Coaches have been greatly appreciated, scheduling regular visits to our business to offer assistance and counseling services whenever necessary. In the past two years, we have re-located our business from the City of Rochester to the Town of Penfield. LDA worked with Kim to ensure everything went smoothly. Kim and Berto also had to adjust to a new Catering Services Manager. Through both of these transitions, LDA was present and available to help Kim and Berto work through any new issues that arose. I would highly recommend LDA Employment Services to other businesses who have had trouble with employee retention in their high turn-over positions. I'm glad we found LDA...I'm glad we found Kim and Berto!"

*--Bernard Puglisi, Owner, Nolan's Rental, Inc.*



# *Individualized Services*

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Person Centered Planning \* Medicaid Service Coordination  
Fiscal Management Services \* Community Habilitation Services

## **2009 Services:**

- **Medicaid Service Coordination to 152 individuals**
- **Community Habilitation to 43 individuals**
- **Fiscal Management Services to 39 individuals**
- **Shared Living Assistance to 8 individuals**

LDA's Individualized Services strive to find creative ways to make the supports that people want and need happen. Individual choice is honored; independence and personal responsibility are supported. We take time to really listen to what is important to the person. We want to know what works and what doesn't work so we can help each person to create a plan for success in every aspect of life. The right services and supports are identified, offered and obtained. We include family, friends and others who care in a respectful process that leads to the achievement of the person's goals and dreams.

In 2007, LDA was one of only 12 agencies across New York State accepted into the Learning Institute for Innovation in Individualized Supports administered by the New York State Association of Community and Residential Agencies (NYSACRA). Since then, LDA has explored and learned about new ways to expand person centered, individualized supports and services.

Starting in 2004, LDA began to put this learning into action with the development and implementation of several plans for people in need of supports that do not fit the "traditional" service model. The person is able to choose and purchase services that are the best "fit" such as staff supports for skill building, music classes, art therapy, photography classes and health club memberships. As in LDA's Fiscal Management Services, individuals can choose to hire and manage their staff in partnership with LDA, or they can choose to have LDA take on these tasks. Self-direction is supported by LDA along a continuum according to how much responsibility a person wants take on and how much help they wish LDA to provide.

# Person-Centered Planning at Work

April's experience demonstrates a good example of supports that were created based on a person centered plan and tailored to her needs and interests. She was able to purchase, with her individualized budget, staff to assist her and a YMCA membership.



April's dream was to live independently in an apartment in the community. She lived in LDA's Shared Living / Family Care program for several years and decided to move to independent living. With the support of her LDA Service Coordinator and Community Habilitation services, April's dream has come true.

LDA staff provides training to April in her home and also in the community. April has increased her skills in many areas such as taking her own medication, attending appointments and navigating through the community independently.

April takes pride in her new cooking skills, having a clean apartment, doing laundry and making sure things are in order at all times. Initially, April required a lot of assistance in terms of being shown how to clean certain areas of her residence but can now independently clean with staff guidance.

April enjoys attending the YMCA or hiking in local parks on a weekly basis. She volunteers at AmeriCorps and attends the LDA Learning Center Computer Lab. April now enjoys exercising and has been introduced to healthy food choices.

April loves living in her apartment. Before she moved in she says, "Life was a struggle." Now April relates, "It's peaceful and quiet. I can come and go as I please, nobody bothers me. I get to sleep in and eat when I want. I learned how to take care of my pet bird, Peanut, with out any help. I enjoy all of my activities, especially cooking and exercising outdoors." Regarding her future plans, April says, "I am trying to get my GED so I can do hairdressing. and budgeting; I want to learn to pay my own bills. That's a struggle for everybody though right? Right now I have a Representative Payee. "

# Financial Report 2009

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## Revenue & Expenses

Public Support:	
Gifts and Bequests	\$ 203,998
United Way	6,174
Revenue:	
Medicaid	\$ 5,227,420
Government Grants	738,144
Client Fees	963,900
Other Income	61,427
Total Revenue	\$ 7,201,063
Expenses	
Program Services	\$ 5,813,295
Management and General	1,097,292
Development	104,620
Total Expenses	\$ 7,015,207

## Balance Sheet

Assets:	
Current Assets	\$ 1,791,009
Property & Equipment	1,654,258
Other Assets	114,753
Total Assets	\$ 3,560,020
Liabilities & Net Assets	
Current Liabilities	\$ 1,250,465
Long-Term Debt	910,797
Net Assets	1,398,758
Total Liabilities & Net Assets	\$ 3,560,020

## You can help LDA

LDA invites you to join hundreds of individuals and businesses who have partnered with us to enhance the lives of our youth and adults and strengthen our community. Your support is essential, now more than ever, to secure the future of LDA and ensure that services will be available to those with needs, for generations to come.

You can make a difference in someone's life. Each and every one of us has dreams and goals. Your donation to LDA Life and Learning Services will create an opportunity for an individuals to achieve his or her goals..

### *Giving a gift is simple. A variety of options are available including:*

Become a member of our Partners In Learning Society	United Way Donor Designation
Annual Appeal	Stocks and Bonds
Gifts in Memory or Honor of Someone Special	Retirement Plans
Life Insurance	Special Events
Bequests	

Donate on-line at [www.LDARochester.org](http://www.LDARochester.org), or by mail at 339 East Avenue, Suite 420, Rochester, NY 14604. Please call our Development Officer to talk about ways you may join the circle of friends supporting LDA Life and Learning Services at (585) 263-3323 ext. 247.

# Our Supporters

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We are truly grateful to all individuals, organizations, foundations and corporations who have partnered with us to provide services in 2009. On behalf of those individuals whose lives were enhanced by your generous donations, we appreciate your commitment to our mission and look forward to your continued support. – *Colin Garwood*

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**Our Mission**

LDA Life and Learning Services is a not-for-profit agency helping individuals with learning disabilities, attention deficit disorder, and other developmental disabilities seek personal success in school, work relationships, and independent living.

**Our Vision**

LDA Life and Learning Services envisions a society in which all individuals with varying abilities prosper and participate fully in their communities.

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