We Are 360

We Are

ABILITY360 | 2016 Annual Report
MESSAGE FROM THE CEO AND BOARD CHAIR

We are both so very pleased to bring you our 2016 annual report.

As CEO, I am often complimented on the great work that Ability360 provides to the disability community here in Phoenix and throughout the State. Sometimes, I’m even credited for Ability360’s many accomplishments as if I am solely responsible. In reality, that could not be further from the truth. Although I’ve remained steadfast over these past seventeen years, it is the many employees at Ability360 who really get the work done, day in and day out, who have led to our success. Without their passion, commitment and dedication, none of our achievements would have occurred.

From our reception staff to the senior management team, everybody plays a significant role at Ability360. It truly takes a village. We are made up of so many integral parts. We field thousands of information and referral calls each year. We do more than 150 home mods per year. Our payroll department cuts checks to more than 2,700 home care workers each week. Our home care supervisors manage caseloads of 60 to 70 consumers and drive hundreds of miles throughout four counties doing home visits. Our employment and work incentives programs empower and motivate hundreds of people with disabilities to achieve self-sufficiency through working and becoming tax payers. Our building maintenance crew keeps our facilities and technology in good working order. Our van drivers transport hundreds of consumers to our program activities. Our sports & fitness center staff brings high energy and enthusiasm to the 1,950 plus members we serve and supports them and many others through a myriad of programs on a daily basis. Our Independent Living staff provides peer support and counsel to hundreds of consumers and family members living with physical, mental and intellectual disabilities, and does so with amazing knowledge, understanding and patience. I could keep going, but I think you get the point.

Our Ability360 employees are truly amazing. Each day they fight for a community where dignity, equality, access, empowerment and choice exist for all persons with disabilities. Their commitment to these core values is why we’re so successful. Their commitment to Independent Living philosophy and self-determination will never waiver. As an organization governed, managed and staffed by and for people with disabilities, we will always remain committed to delivering the highest quality programs to people with disabilities in our community. On behalf of our Board of Directors and myself, I’d like to appreciatively thank all of our employees for all they do for Ability360 and those we serve!

Finally, we also want to thank the numerous individuals and corporations that donated to Ability360’s 5th annual funding appeal, first charity golf tournament, Arizona Gives Day, and general sponsorships that support the operation of the Sports & Fitness Center. As always, we deeply appreciate your generosity! We hope this report demonstrates the commitment that Ability360 has to improving the lives of people with disabilities.
WHO WE ARE
Ability360 is the largest Center for Independent Living in Arizona, and proudly celebrates 35 years of providing empowering programs and services to people with disabilities.

Ability360 is co-located with 11 other disability services organizations at the Ability360 Center, as well as the Ability360 Sports & Fitness Center, both owned and operated by Ability360.

MISSION
Ability360 offers and promotes programs designed to empower people with disabilities to take personal responsibility so that they may achieve or continue independent lifestyles within the community.

Programs & Services
- Individual & Systems Advocacy
- Peer Support
- Information & Referral
- Independent Living Skills
- Home Care Services
- Sports & Fitness Center
- Home Modifications
- Employment Services
- Work Incentives Consulting
- Reintegration from Nursing Homes
- Early Intervention
- Empowering Youth in Transition
- Social and Recreational Opportunities
- ADA Services and Counseling
“From our reception staff to the senior management team, everybody plays a significant role at Ability360.”

Stacey Zimmerman, West Valley Independent Living Advocate and Reintegration Specialist

Originally hailing from Chicago, Illinois and educated in Mankato, Minnesota in Recreation Leisure Services, Stacey moved to the Valley in 2010. As our West Valley Independent Living Advocate and Reintegration Specialist, Stacey works one on one with consumers, connecting them to necessary resources and providing support and encouragement. An outside enthusiast, Stacey golfs, bowls, rides motorcycles, hikes, kayaks and bikes. She enjoys singing karaoke and cooking. Stacey’s favorite quote: “We don’t stop playing because we grow old; we grow old because we stop playing.”
MONETARY DONORS

$1-$99
Marc Ashton
In honor of Tom and Gretchen Jacobs
John Beaubien
Kathy Bocken
Megan Bocken
Rowen Bonanno†
Adam Brooks
Jeffrey R. Brunton
Leslie Comly
Julie Cottington
Jennifer Crandall
Teresa Damwijk
Susan Debrocke
Asim Dietrich
John Donohue
Dorothy J. Fields*  
Suzanne Fisher and Sergio Contreras
Jerry Frangas
Michael Fries†
G and G Marine
Louise Gill†
AnnMargaret Haines
F. Lee Jacquette
Stephen and Victress Jenkins* 
Kolby Kearney
Ellanna Koontz
Rachel Korchin
Albert and Janet Larive*
Duane Lashbrook
Ramona Leibel*
Jennifer Longdon
Marguerite MacKrell
Dan Maley
Maria Madeline Project, Inc.
Kelli Martin
Lisa McAllaster
Clinton McDaniel
Lori McLeod
Kathleen Milner
David Moore
Keith and Stacie Morell*
Edward Myers III
Peggy Odendahl
In honor of Gary Corcoran
Gerald Parker
Natalia Protopopoff
Shelley Pullen
Jeffrey Ramage†
Carol Reynolds
Jill Sclease
Nathan Skotak
Mary Slaughter
Hary and Kay Thomas*
Patti Warnock†
Elliot Wernick†

In its fourth year, Ability360’s Sports & Fitness Center served 1,935 members and served an additional 1,984 individuals attending the facility with a group or agency.

Leann Wildberger and Rhonda Snow*

$100-$249
Bruce Amesbury
Paul Anderson
In memory of Beth deRivera
Jennifer Baynham
Adam and Eleanor Brandt†
Brandon Buck
John and Elizabeth Bunn†
Robert and Suzanne Cotsakos†
Karoline Davidson
Ann Faith Davis
Carol Donahue†
East Valley Democratic Breakfast Club
David and Barbara Ellis
Ez Bachand Memorial
Shanna Franks
David and Gale Ann Galle
Marisue Garganta
Ron Goldstein
Ernie and Brittany Grunwald†
Dennis Hanno‡
Tom Hedges
Bob and Hilary Jacobs†
Rebecca Johnson
James and Lori Kelly
Kristine Kyillo
Janette Lawrence
Joanna Leeds
Annie Lopez
Susan Lynch†
John Meyers
Regina Mitzel†
David Ouimette and Diane Mote
Musicology
Sheryl Rabin
Alex Redburn
Care Schmidt†
Alexa Schneider
Susan Scott
Our Information & Referral Specialist responded to 3,197 individuals, or 266 calls per month. Ability360 staff as a whole fielded 4,874 Information & Referral requests for a variety of issues related to living with a disability.

Viktoria Johnson, Senior Accountant, Ability360

Originally from Ukraine, Viktoria immigrated to Arizona in 2006 to marry her fiancé, Joseph. While pursuing her true passion of the outdoors and spending time with family and her dogs, she loves nothing more than to cuddle up with an Agatha Christie novel or indulge in old English detective films. Although she received a master’s degree in Mechanical Engineering from the National Technical University in her hometown of Zaporozhye, Ukraine, the harsh economic transition to the reforms of “Perestroika” called for a change in skills and training for the new economy. Returning to school, Viktoria obtained a degree in Accounting and Auditing from the State Engineering Academy in Zaporozhye. Viktoria has worked at Ability360 for three years.
**MONETARY DONORS (CONTINUED)**

**$500-$999**
- Ability Dynamics
- Alison Belkin
- Charles and Nancy Brickman†
- David and Carol Brooks†
- Care Providers Insurance Services
- Carstens Family Funds
- CJ White Foundation
- CP Force Foundation
- Christos and Tami Cotsakos†
- Elite Hope/Amp1
- Bruce Dixon and Janet Flaccus†
- Freeport-McMoRan Foundation
- Michael and Sheila Geddes†
- Timothy Gort
- Hopdoddy Burger Bar
- Keller Williams Biltmore Partners
- Kutak Rock LLP
- Phoebe Lewis†
- Lance Marten
- Larry and Peggy Marten
- Martin Bionics
- Ottobock
- Phil Pangrazio†
- Prime Lending
- Susan Rehorn
- Rodel Foundation of Arizona
- Saks Incorporated

**$1,000-$2,499**
- Jim and Carol Schmidt†
- Skipper-N-Crew
- Frank Sole
- Stacy and Witbeck
- Touchstone Rehabilitation
- USA Triathlon of Colorado
- Andrew Welty
- Martha Woodward
- Workers Compensation Company of America Inc.

**$2,500-$4,999**
- Arizona State Employees Charitable Campaign
- AZ Golf Association
- Jim and Connie Binns†
- BTK Communications Group
- Coloplast
- Courtesy Chevrolet
- Michael and Robyn DeBell†
- Mac and Susan Dunwoody†
- Fennemore Craig Foundation
- Roger Ferland
- Frank & Shireen Malouf
- Stuart Charitable Fund
- Freedom Innovations, LLC
- Nadine Hart
- Honor Health
- James Kaiser
- Robert and Allyson Kavner†
- Lee Shackelford Family Fund of The Columbus Foundation†
- Marine Corp Scholarship Foundation
- Mercy Care Plan
- Mercy Maricopa Integrated Care
- William and Allyson Monaghan
- John Musil
- P3 Capital Management, LLC
- Performance Mobility
- John and Ginny Plescia†
- Albert and Nathan Pullen
- Quickie Wheelchairs
- RUSH Foot
- Frank Sole
- Snell & Wilmer LLP
- SRP Valley Employee Boosters Association
- Sunrise Medical
- The Sundt Foundation
- United Healthcare Military & Vet Services LLC
- US Power Soccer Association
- Valley Metro
- Brad Wemhaner
- Paul and Rita Wernick†

**$2,500-$4,999**
- Ability Center
- Ak-Chin Indian Community
- Area Agency on Aging

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**Emily Lopex, ASPIRE Community Incentive Coordinator**

Born in Washington State, Emily Lopex grew up in Texas. Having lived in Arizona for 15 years now, Emily didn’t lose her Texan accent until she was in high school. Emily is currently finishing her bachelor’s degree in justice studies at Grand Canyon University. “The best part about my job is the people! I work with an amazing team of people who have encouraged me to reach my fullest potential,” Emily emphatically explains. When not working, Emily enjoys writing and spending time with friends.
Arizona Sports and Tourism Authority
Artificial Limb Specialists
Bridgeway Health Solutions
Caviar LA Inc
Cigna Healthcare of Arizona
Davignon Charitable Fund
HealthSouth Rehabilitation
Hospitals of Phoenix
Jani-king of Phoenix
Dr. Wayne and Judith Kuhl†
Sunstate Equipment Co., LLC
The Charro Foundation
United States Association for Blind Athletes
US Bank
VMI, LLC

$5,000-$9,999
Arizona Coyotes Foundation
Bank of America
Butler Family Foundation
Dignity Health
Jewish Communal Fund
Leatherwood Foundation
Silver Tree Special Needs Planning

$10,000-$19,999
Foothills Sports Medicine
Physical Therapy
Lovitt & Touché
MaxInMotion

$20,000-$49,999
Arizona Community Foundation

$50,000-$99,999
Cowin Charitable Fund
Dick’s Sporting Goods Foundation
Thunderbirds Charities
Thurston Family Foundation

$100,000-$199,999
Arizona Diamondbacks
The David E. Reese Family Foundation
Wounded Warrior Project

The Total Number of Consumers Served: 18,303

Ages 5-19: 3%
Ages 20-24: 3%
Ages 25-59: 36%
Ages 60+: 59%

Female 58%  Male 42%

White/Caucasian: 47%
Hispanic/Latino: 29%
Black/African American: 12%
Race Unknown: 6%
Asian: 4%
American Indian: 1%
Two or more races: 1%
Native Hawaiian or Pacific Islander: 0.3%

Disability:
- Physical: 74%
- Mental/Emotional: 9%
- Cognitive: 8%
- Multiple Disabilities: 6%
- Other/Unknown: 2%
- Vision: 1%
- Hearing: .5%
## IN-KIND DONORS

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<thead>
<tr>
<th>Company/Individual</th>
<th>Company/Individual</th>
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<tbody>
<tr>
<td>Adapt Solutions</td>
<td>Debbie Kieselbach</td>
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<td>Airpark Signs &amp; Graphics</td>
<td>Leasures Designer Portraits</td>
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<td>Arizona Coyotes Foundation</td>
<td>Longbow Golf Club</td>
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<td>Arizona Fairways Magazine</td>
<td>KC “Rowdy” Lopez</td>
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<td>Susan Back</td>
<td>Janelle McNemar</td>
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<tr>
<td>Barrow Brain and Spine</td>
<td>Tim Miller</td>
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<td>Louis and Traci Basile</td>
<td>John and Jodi Nett</td>
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<td>John Bergeron</td>
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<td>Nancy Bierworth</td>
<td>Arthur Odom</td>
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<td>Richard and Barbara Blasco</td>
<td>Oliver Smith Jewelers</td>
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<td>Gary Bretz</td>
<td>Nancy Persons</td>
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<td>Celia Burleigh</td>
<td>Marilyn Popish</td>
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<td>Kristen Challacombe</td>
<td>Penny Posedly</td>
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<td>Joan Clark</td>
<td>Gabriele Reil</td>
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<td>Coca-Cola Refreshments</td>
<td>Relentless, Inc.</td>
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<td>Shemika Coleman</td>
<td>Joie Roane</td>
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<td>Deborah Colon</td>
<td>Dr. Joseph Rubenstein</td>
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<tr>
<td>Susan Coolidge</td>
<td>Taylor Sheehan</td>
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<td>Douglas and Hellen Gurney</td>
<td>Shireen Stuart</td>
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<td>Florence Hitt</td>
<td>Richard Surprise</td>
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<td>Douglas Hocker</td>
<td>Tim Surry</td>
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<td>Saran Holmes</td>
<td>The Thunderbirds</td>
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<td>Aleida Howard</td>
<td>US Lacrosse</td>
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<td>Ron Jackson</td>
<td>Mary Williams</td>
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<tr>
<td>Kara Jenkins</td>
<td>Brenda Woody</td>
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<tr>
<td>Mark Kahnke</td>
<td>Suzette Zdanowicz</td>
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## IN-KIND PHOTOGRAPHY

<table>
<thead>
<tr>
<th>Photographer/Individual</th>
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<tbody>
<tr>
<td>Michael Eimer</td>
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<tr>
<td>Johanna Huckeba</td>
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<tr>
<td>Mark Angel Martinez</td>
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</tbody>
</table>

The Socialization through Recreation program provided programs and activities for 73 new consumers, with a total of 905 duplicate consumers served. Volunteers contributed 189 volunteer hours.

The Reintegration to Community Living program helped 5 consumers move out of nursing homes so they may experience less restrictive, more independent living arrangements, such as homes, apartments or assisted living centers.

Our Early Intervention Coordinator made 242 contacts with consumers (unduplicated). A total of 174 peer mentor hours were contributed to this program, with 23 mentor/mentee matches. A total of 53 community outreach meetings reached 734 participants.

Our Advocacy Specialist provided services to 392 unduplicated individuals. Ability360 offered 21 advocacy and community resource workshops for 137 participants, including topics on Medicare, transportation, guardianship and civil rights.
<table>
<thead>
<tr>
<th>Source</th>
<th>Revenue</th>
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<tr>
<td>Sports &amp; Fitness Center</td>
<td>$1,002,031</td>
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<tr>
<td>Arizona Governor’s Office for Children, Youth and Families</td>
<td>$72,572</td>
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<td>U.S. Department of Health &amp; Human Services—Title VII Part C</td>
<td>$344,820</td>
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<td>Home Modifications—Community Development Block Grants</td>
<td>$88,398</td>
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<td>Home Modifications—AHCCCS/ALTCS Long Term Care Plans</td>
<td>$701,351</td>
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<td>AZ DES/TIML—Self Determination &amp; Advocacy Training Services</td>
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<td>AZ DES/TANF—Vocational Rehabilitation Establishment Program</td>
<td>$126,764</td>
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<td>Home Care Services—ACCCS/ALTCS Contracts</td>
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<td>Home Care Services—AZ DES/DDD</td>
<td>$1,181,225</td>
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<td>Social Security Administration—Work Incentives Consulting (WIPA &amp; BOND)</td>
<td>$413,918</td>
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<td>Social Security Administration—Ticket to Work/Employment</td>
<td>$466,203</td>
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<td>AHCCCS – Work Incentive Information Network (WIIN)</td>
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<td>Rental Income</td>
<td>$479,087</td>
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<td>Earnings on Investments</td>
<td>$23,816</td>
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<tr>
<td>All Other</td>
<td>$137,186</td>
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<td><strong>Total</strong></td>
<td><strong>$43,160,159</strong></td>
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Audited financial statements available upon request.

**Brandon Bailey, CSCS, Fitness Specialist & Personal Trainer, Sports & Fitness Center**

Brandon is a southern gentleman from Social Circle, Georgia. He attended Georgia Southern University where he obtained an undergraduate degree in Kinesiology. While there, Brandon volunteered as a camp counselor for a variety of camps for people with disabilities. This led to him trekking to Arizona in 2013 to intern at Ability360 Sports & Fitness Center. After completing his internship, Brandon was hired full-time as a Fitness Specialist. When he’s not working, Brandon enjoys competing in CrossFit, lifting weights, playing drums and hanging out with friends. Although he was born and raised in the South, country music is his least favorite genre of music.
VOLUNTEERS

Birgitta Anderson  Aricia Davisson  Lee Jacquette  Traci Nelson
Heysi Arjona  Erin Delaney  Tyger Johnson  Jodi Nett
Alana Ayers  Gerard DeLaurentis  Kennedy Kadosh  Sal Nieto
Alison Baionno  Annette Denny  Kara Kanhke  Steve Norton
Wendell Barcelona  Daniel DePrater  Stephanie Kennedy  Rodrigo Olivares
Mary Baum  Joline DeTiege  Eric Kenning  Daniel Overman
Katie Beck  Laurie Dettinger  Devin Kirkley  Delanie Pacheco
Brooke Beidler  Cassidy DeVine  Alexander Konstantinov  Nicole Padilla
Allison Belkin  Asim Dietrich  Hannah Kruck  Cara Pagan
Ida Bender  Pam Duggins  Bradley Kunberger  Paul Paonessa
Joanna Bernosky  Rob Duran  Sarah Lambert  Ann Patenaude
Stephen Binnin  Alina Echemendia  Richard Lew  Angelica Pedroza
Emmanuel Binnin  Juan Estrada  Samantha Lieber  Luann Pope
John Bowen  Cindy Fjerstad  Sarah Lindvay  Harry Preston
Adam Bremen  Frank Fuchs  Jennifer Longdon  Eva Proa
John Brewer  Daniel Fulton  Sharon Malone  Tyler Pugh
Ashley Bridwell  Emily Gable  Joshua Martinkovic  Albert Pullen
Brook Brown  Julie Gallagher  Virginia Mate  Nathan Pullen
Jantell Cansler  George Garcia  Austin Maxwell  Joe Rachin
Kaitlyn Cardwell  Juan Garcia  Nikki McCants  Lindsey Radford
Paul Carnevale  Hannah Grabowsky  Sami McGinnis  Grace Radyocich
Ryan Casper  Megan Granata  James McRae  Hector Ramirez
Chris Catalano  Tracie Grape  Frank Meagher  Maria Ramirez
Christina Chavez  Katie Griffith  Carmen Meyers  Texas Reed
Peter Chong  Toni Grimes  Louis Meyers  Kathryn Reichert
Clinton Colantro  Linda Gudger  Levente Mihaly  Andrew Reilly
Kyle Coldwell  Camille Hays  Bruce Mitchell  Laurie Reinig
Mykl Cook  Emily Heard  Angelina Montgomery  Erin Riley
Mary Cornley  Samantha Heering  Jamie Moore  Paul Rodriguez III
Maria Craig  Suellen Hernandez  Teresa Moore  Albert Ron
Jay Dashefsky  Tracy Heuermann  Mike Mulroy  James Samson
Cristol Davis  Jerod Hodge  Ed Myers III  Melissa Ann Santora

Kathy Starr, Supervisor, Home Care Services

A rare native Arizonan, Kathy moved to Terry, Mississippi in 2002 to care for her mother, who was ill. Then in 2012, Kathy moved back to Arizona and came to work for Ability360. Kathy has four children, one son and three daughters, and four grandchildren. Kathy states that consumers welcoming her into their homes and making her a part of their families is what she loves most about her job. When not working, Kathy enjoys spending time with family, writing obituaries and producing memorial videos for family and friends.
In Memoriam
Jim Pearson &
Thomas Smith

IN MEMORIAM
Jim Pearson &
Thomas Smith

Our Independent Living Skills program served 55 new consumers this year and worked with 93 consumers monthly. The IL team facilitated 423 individual IL Skills training sessions and 18 group IL Skills classes, with 97 group class participants.

Ability360 general volunteers, peer mentor volunteers and interns contributed a combined total of 7,526 volunteer hours.

Home Care Services employed as many as 2,235 personal care attendants who provided attendant care services to an average of 1,968 consumers monthly. This program provides in-home, non-medical services to seniors and people with physical and developmental disabilities that might otherwise be at risk of living in a nursing home.

Eliu Ibarra, Homecare Services Supervisor

Born and raised in Eloy, Arizona, Eliu has lived in Texas and Oklahoma, four and two years respectively. Eliu is third to the youngest of nine siblings. When his father passed away, he quit school after the 8th grade to work and help support the family. With the assistance of a community program, Eliu was able to obtain his GED when he was 17. He subsequently attended Rhema Bible College. Born with a passion to help others, Eliu began working as a care provider in 2004, eventually making his way to Ability360 in October 2011. In January 2015, Eliu was promoted to Supervisor. “I strive to be one of the best supervisors and give the best care to my clients.”
### EXPENDITURES BY PROGRAM

<table>
<thead>
<tr>
<th>Program</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Independent Living Services</td>
<td>0.80%</td>
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<tr>
<td>Home Modifications</td>
<td>1.83%</td>
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<tr>
<td>Employment Services</td>
<td>1.08%</td>
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<tr>
<td>Home Care Services</td>
<td>90.64%</td>
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<tr>
<td>Sports &amp; Fitness</td>
<td>2.32%</td>
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<tr>
<td>Social Security Work Incentives Consulting</td>
<td>0.96%</td>
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<tr>
<td>All Other</td>
<td>2.37%</td>
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</table>

The Home Modification Program completed 144 accessibility projects through Community Development Block Grant (CDBG) contracts and ALTCS provider contracts.
Ability360 Employment Services (AES) screened, counseled or interviewed 502 individuals for employment services through the SSA Ticket to Work program. AES enrolled 43 new ticket holders and provided 326 individuals with comprehensive employment services.

Mike Norris, Personal Trainer, Sports & Fitness Center
Portland native Mike Norris graduated from Portland State University. He has been helping people grow stronger and healthier for almost 13 years now, the last five of which he has been focused on training people with disabilities. Mike is moved by the resolve and dedication in his Ability360 clients. “Clients truly see the benefits of what we are doing here.” When he’s not training others, Mike enjoys hiking, backpacking and mountain biking. He stays fit with boxing and jiu-jitsu.