We are both so very pleased to bring you our 2017 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 17 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 120 home mods per year. Our payroll department cuts checks to more than 2,200 home care workers each week. Our home care supervisors manage caseloads of 60 to 70 consumers and drive hundreds of miles
throughout five 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 taxpayers. 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 2,100-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 counseling 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 the independent living philosophy and self-determination will never waver. 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 6th annual funding appeal, second 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 (CIL) in Arizona, and proudly celebrates 35 years of providing empowering programs and services to people with disabilities.

Ability360 is co-located with nine 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  Employment Services
Peer Support               Work Incentives Consulting
Information & Referral     Reintegration from Nursing Homes
Independent Living Skills  Early Intervention
Home Care Services         Empowering Youth in Transition
Sports & Fitness Center    Social and Recreational Opportunities
Home Modifications         ADA Services and Counseling
In its 5th year, Ability360’s Sports & Fitness Center served 2,099 members and served an additional 2,667 individuals attending the facility with a group or agency.

Monetary Donors

$1 - $99
John Beaubien
Judith Bihn
In memory of Jim Bihn
Roger Champaigny
Chmaj Mike
Kathleen Chun
Michael and Leslie Comly
Stephen Conrad
Paula Cooper and
Michael Bushell
Terry and Julie Cottington
Jennifer Crandall
Marlinda Glasman
In memory of
Bruce Amesbury
Andrea Gore
In memory of
Bruce Amesbury

Shelly Hage
Germain Jacquette
In memory of Lee Jacquette
Erika Jahneke
Karin Kearney
Justin Larson
Letter Suite Printing
Trent Maruyama
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David Moore
Ed Myers
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In memory of
Carmen Meyers
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Ryan Pinney
James and Carol
Reynolds
Nancy Rivetts
Nicole Stambaugh
United Way of Greater
Philadelphia & Southern
New Jersey
Vietnam Veterans Of
America, Inc.
In memory of Jim Bihn

$100 - $249
Paul Anderson
In memory of Beth de Rivera
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Arizona State Employees
Charitable Campaign
Bates Builder Of
Fine Homes
Care Providers Insurance
Services
John Cuprak
In memory of Jim Bihn
Ann Faith Davis
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HealthMarkets
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KB Kornhole Games
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In memory of Jim Bihn
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Brent and Julie Osborn
Daniel Peitzmeyer
Missy Powers
Julie Kaufman Prentice
William and Janet Putnam
Andrew Reilly
Ellen Russell
Kyra Schmidt
In memory of Carmen Meyers
Jerry and Kathie Siegman
Mary Slaughter
The Family Of Milo and
Mary Alice Bihn
In memory of Jim Bihn
Anne Unverzagt
In memory of David
and Weezie Reese
INVICTUS GAMES

Ability360 proudly supports our military service members by offering numerous programs for veterans, currently serving military and their families where we embrace the spirit of Invictus (Latin for “unconquered”) every day.

The Invictus Games, held in Toronto, September 23-30, are an international Paralympic-caliber event, envisioned by Prince Harry of Wales, in which disabled armed services personnel and veterans from 16 countries participate.

We congratulate Arizona’s own, retired Marine Sgt. Gabby Graves-Wake for her impressive showing in multiple events. This Paralympic athlete is training for Women’s Sled Hockey (2018), Swimming and Track & Field (2020).

Gabby’s photo has special meaning for us here at LivAbility. It was taken by Courtney Verrill.

This story was featured in LivAbility Magazine which is published by Ability360.
Brad and Laurie Ritt  
RUSH Foot  
Frank Sole  
Jim and Renee Solinsky  
Sunstate Equipment Co., LLC  
Amit Tank  
Teresa Adams Estate  
In memory of Teresa Adams  
Greg and Amy Thorell  
Jack Weiner  
Martha Woodward

$1,000 - $2,499
Artificial Limb Specialists  
James and Connie Binn  
Cigna Healthcare of Arizona  
Davignon Charitable Fund  
Enterprise Holdings Foundation  
Eventuris, LLC  
Fisher Industries  
Freeport-McMoRan Foundation  
Scott Jackson  
Jani-King of Phoenix  
K & E Transport  
Todd Lemay  
Magellan Health Foundation  
Ryan Memmott  
P3 Capital Management, LLC  
QUAD Foundation  
Scott and Susan Rehorn  
Donald and Thekla Shackelford  
In memory of Rhett and Chelsey Reese  
Louis and Daryl Weil  
Drs. Candyce Williams and James Hines  
David Willis

$2,500 - $4,999
Area Agency on Aging Arizona Community Foundation  
Arizona Coyotes Foundation  
Betty H. Fairfax Memorial Fund  
Christopher & Dana Reeve Foundation  
Jerry Colangelo  
Families USA Rapid Response Project  
Forever Young Foundation  
Hanger Clinic  
HBI International  
Hobbs Family Charitable Fund  
Wayne and Judy Kuhl United Access  
US Bank  
Brad Wemhaner

$5,000 - $9,999
Ability Center  
AZ Spinal Cord Injury Association  
Phoenix Suns Charities  
Rehab Without Walls  
The Charro Foundation  
The Surplus Line Association of Arizona Foundation  
Mike and Cynthia Watts

$10,000 - $19,999
Bank of America  
Lovitt & Touche Inc.  
MaxInMotion Foundation  
National Council on Independent Living  
The USAA Foundation, Inc.

Therapy Administrative Services LLC  
Vantage Mobility International

$20,000 - $49,999
Dignity Health  
JAAM

$50,000 - $99,999
Cowin Charitable Fund  
Dignity Health - St. Joseph’s Hospital and Medical Center  
Swift Charities  
Thurston Family Foundation

$100,000 - $199,999
The David E. Reese Family Foundation  
Thunderbirds Charities

$200,000+
Anonymous
Total number of consumers served: 19,788

- **52%** Ages 65+
- **44%** Ages 23-64
- **2%** Ages 18-22
- **2%** Ages 5-17

Gender:
- Female: 58%
- Male: 42%

Race:
- White/Caucasian: 57%
- Hispanic/Latino: 25%
- American Indian or Alaskan Native: 2%
- Asian: 4%
- Black/African American: 11%
- Race unknown: 1%

Disability:
- Physical: 72%
- Mental/Emotional: 11%
- Cognitive: 6%
- Multiple Disabilities: 9%
- Other/Unknown: .5%
- Vision: 1%
- Hearing: .5%
- Race unknown: .5%
The Socialization through Recreation program provided programs and activities for 17 new consumers, with a total of 920 duplicate consumers served. Volunteers contributed 146 volunteer hours.

The Reintegration to Community Living program helped 10 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 326 contacts with consumers (unduplicated). A total of 204 peer mentor hours were contributed to this program, with 28 mentor/mentee matches. A total of 60 community outreach meetings reached 842 participants.

Our Advocacy Specialist provided services to 277 unduplicated individuals. Ability360 offered 32 advocacy and community resource workshops for 712 participants, including topics on Medicare, transportation, guardianship and civil rights.

### REVENUE BY RESOURCE

<table>
<thead>
<tr>
<th>Amount</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1,248,994</td>
<td>Sports &amp; Fitness Center</td>
</tr>
<tr>
<td>$148,257</td>
<td>Home Modifications—Community Development Block Grants</td>
</tr>
<tr>
<td>$190,773</td>
<td>AZ DES/TANF—Vocational Rehabilitation Establishment Program</td>
</tr>
<tr>
<td>$70,357</td>
<td>Earnings on Investments</td>
</tr>
<tr>
<td>$387,867</td>
<td>Social Security Administration—Work Incentives Consulting (WIPA &amp; BOND)</td>
</tr>
<tr>
<td>$164,008</td>
<td>Arizona Governor’s Office for Children, Youth and Families</td>
</tr>
<tr>
<td>$635,383</td>
<td>Home Modifications—AHCCCS/ALTCS Long Term Care Plans</td>
</tr>
<tr>
<td>$39,743,846</td>
<td>Home Care Services—AHCCCS/ALTCS Contracts</td>
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<tr>
<td>$517,906</td>
<td>Social Security Administration—Ticket to Work/Employment</td>
</tr>
<tr>
<td>$202,321</td>
<td>All Other</td>
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<tr>
<td>$345,598</td>
<td>U.S. Department of Health &amp; Human Services—Title VII Part C</td>
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<tr>
<td>$80,674</td>
<td>AZ DES/TIML—Self Determination &amp; Advocacy Training Services</td>
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<tr>
<td>$1,321,657</td>
<td>Home Care Services—AZ DES/DDD</td>
</tr>
<tr>
<td>$438,036</td>
<td>Rental Income</td>
</tr>
</tbody>
</table>

Audited financial statements available upon request.
OdeSea in the Desert makes a splash

Nestled in the shadows of the McDowell Mountains is the 35-acre OdySea in the Desert complex. The site along the Northeastern Loop 101, owned by the Salt River Pima-Maricopa Indian Community, features three anchor attractions: Dolphinaris, OdySea Aquarium and Butterfly Wonderland.

A variety of restaurants, shops and amusements are set around a one-acre central courtyard featuring greenery, multiple water features and live entertainment. It’s an ideal spot for people-watching or regrouping after visiting one of the big attractions. The restaurants are a mix of local favorites and national chains. Not yet opened at the time of our visit, Polar Play is billed as “the coolest place in the desert.” This indoor playground for all ages is kept at 23°. We visited all three anchor attractions and spent some time wandering the complex to scope out accessibility. We found well-marketed accessible parking, although during peak times it could be full. There were well-marketed, easy paths of travel and staff eager to ensure everyone feels welcome.

Each of the anchor attractions has group pricing and unique areas to host events. There were some access issues but overall we found the venues eager to learn how to best serve all their guests and willing to make appropriate changes and accommodations for better experience for everyone.

This story was featured in LivAbility Magazine which is published by Ability360.

IN-KIND DONORS

Symbius Medical  Wine Competition
Foundation for Blind Children  PVA Publications
Arizona Technology Access Program  Pro Em
Dorene Mykol  Foothills Sports Medicine Physical Therapy
Patricia Amesbury  Clear Channel
Bonneville Media  Ellen Russell
New World International
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Michael-Ryan Patterson
Luann Pope
Harry Preston
Eva Proa
Albert Pullen
Nathan Pullen
Grace Radoycich
Hector Ramirez
Maria Ramirez
Andrew Reilly
Laurie Reinig
Eric Reister
Suzi Riley
Albert Ron
James Samson
Marion Scalise
Gail Schabow
Jack Schabow
Colleen Shannon
Mary Slaughter
Michael Sullivan
Char Summerfield
Tim Surry
Carrie Taylor
Damir Tursanovic
Brenda Unsworth
Lisa Wallace
Sarah Weller
Brad Wemhaner
Debbie Williams
James Winterton
Michael Wolfe
Jerri Zimmerman.
Our Independent Living (IL) Skills program served 52 new consumers this year and worked with 88 consumers monthly. The IL team facilitated 459 individual IL Skills training sessions and 22 group IL Skills classes, with 142 group class participants. Ability360 general volunteers, peer mentor volunteers and interns contributed a combined total of 9,792 volunteer hours.

Home Care Services employed as many as 2,366 personal care attendants who provided attendant care services to an average of 1,974 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.

When it felt like he had no one, his mother Susan Shields was always there.

About 65% of caregivers are family members. Most consumers prefer having someone they know to provide their care, and it would be almost impossible to keep up with the demand for caregivers without family stepping to the plate.

For Susan, helping her son was never a question of if, but how. When he was injured she had zero working knowledge of the various needs of someone with quadriplegia. It wasn't until after she completed 40 hours of training through Ability360 that she felt adequately prepared.

Becoming Michael's caregiver immersed her in the field that would become her passion. Frequent correspondence with the administration of Michael's high school led to a job in its health office, and she has been working in a school nursing office ever since. She recently enrolled in school to get a CNA license.

“It kind of forced me into nursing, but I have great compassion for people with disabilities and having seen some of the ways the medical field treats people has made me more of an advocate,” said Susan.

In his various dealings with workers in the medical industry, Michael has felt that many people aren’t in it for the right reasons. He says this makes him appreciate individuals like his case managers at Ability360 even more.

“Our case managers have been absolutely amazing. It’s never been a question about going anywhere else. If we’ve ever had any issues they’ve advocated for us… when you don’t have that it makes a big difference when you’ve been with [a company] that does,” said Michael.

When Ability360 got him set up with home modifications and voice-activated software that helped him take him his independence back, Michael felt that workers with similar disabilities had an advantage that able-bodied medical professionals didn’t have.

“You walk a mile in a man’s shoes and it changes your perspective, and when you don’t have that experience it’s hearsay and it’s limited. When I was first injured my mom was bouncing off the walls because she had to turn me every 4 hours, and when you have someone who has been through it and seen the other side who says ‘it’s going to be alright’ that’s priceless,” said Michael.

Michael is now pursuing a BA in Christian Studies from GCU, and has found camaraderie in the church.

“I’ve banded together with a bunch of men from the church who had been through a lot of the same stuff that I did. They just didn’t hit the brick wall like me,” said Michael.

For this mother-son combo, navigating the patient/caregiver relationship is still an occasional point of friction, but the advantages of having Susan’s help on and off the clock are enormous.

This story was featured in LivAbility Magazine which is published by Ability360.
EXPENDITURES BY PROGRAM

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Modifications</td>
<td>1.8%</td>
</tr>
<tr>
<td>Employment Services</td>
<td>1%</td>
</tr>
<tr>
<td>Independent Living Services</td>
<td>1.5%</td>
</tr>
<tr>
<td>Home Care Services</td>
<td>86.7%</td>
</tr>
<tr>
<td>Sports &amp; Fitness</td>
<td>4.5%</td>
</tr>
<tr>
<td>Social Security Work Incentives Consulting</td>
<td>1%</td>
</tr>
<tr>
<td>All Other</td>
<td>3.5%</td>
</tr>
</tbody>
</table>

Ability360 Employment Services (AES) screened, counseled or interviewed 467 individuals for employment services through the SSA Ticket to Work program. AES enrolled 44 new ticket holders and provided 326 individuals with comprehensive employment services.

The Home Modification Program completed 127 accessibility projects through Community Development Block Grant (CDBG) contracts and ALTCS provider contracts.

Swift Charities Champions

Swift Charities, the charitable arm of Phoenix-based Swift Transportation, raised $55,000 for Ability360 between its 2017 Rev’d up Poker Run Motorcycle Ride and Fantasy Fun Run 5k.

“To be sustainable in the community as a nonprofit organization is not easy and things fluctuate,” said Gus LaZear, Vice President and General Manager at Ability360. “As an organization, we feel very lucky for the relationships we have in the community and lucky that we’re one of the ones Jim [Stone] called back because we love what we do.”

Jim Stone, executive director of Swift Charities, said the Motorcycle Rally raised $25,000 and the 5k raised $30,000.

“This is the most monetarily that we’ve been involved with Ability360,” Stone said. “This year it was the Motorcycle Rally and the 5K. In years prior it’s just been through our community grants and as lead sponsors for the (Cactus Classic).”

Swift Charities has been the presenting sponsor for the Cactus Classic Stand Up Amputee 3-on-3 Basketball Tournament since the event began, three years ago.

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