



INSPIRING INDEPENDENCE

2021 IMPACT REPORT

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OUR MISSION

AIM Services, Inc. is a 501(c)(3) non-profit organization dedicated to supporting the “power of potential” in people of diverse abilities. Through residential and community-based services, advocacy, and education, dedicated professionals focus on supporting people in achieving their personal goals, while promoting self-confidence and independence.

As one of the leading service providers of customized, person-centered support for people with developmental and intellectual disabilities in our area, AIM allows those we serve to impart meaning in their own lives, on their own terms.



In addition to the basic needs of health, safety and security, we believe that everyone should have access to enhanced opportunities that allow for choice, dignity, and respect, while also creating deeper connections within the community.

OUR APPROACH IS NOT “ONE-SIZE-FITS ALL”

The generous support from our community allows us to provide a model that adapts to the uniqueness of each person. We offer personalized support to people of all ages and abilities, with more choices for their services and enhanced access to experiences that will give them the greatest individualized opportunities for independence.





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*Chief Development and
Communications Officer*

Dear Friends,

To be “inspired” is to be encouraged to do or to feel something, especially to do something impactful and creative. In 2021, we were endlessly inspired by the outpouring of support we received from our community and by the opportunities that have been created for the people we serve, thanks to your continued partnership.

Our programs have grown significantly, our network of support has expanded, and our vision for what we can accomplish has been nurtured by the meaningful connections we have formed over this past year. We are grateful for every encouraging word, every donation and each new connection that creates a broader network of support and advocacy for people with developmental and intellectual disabilities.

Last year was not without its difficulties. We remain affected by the workforce crisis, and we continue to adapt accordingly to meet the needs of our dedicated support professionals while ensuring that there is no interruption in support for the people we serve. We strive to find innovative ways to recruit and retain employees, even re-inventing the way we approach workforce culture and development initiatives, including expanding our team and our outreach.

Yet, even in the midst of some challenging times, we hosted our most successful fundraising initiatives in AIM’s history, and we forged new relationships with funders that will allow us to create even more meaningful opportunities that inspire independence and personal growth for the people we support. We expanded the community’s awareness of AIM, spoke out as advocates and created new ways to bring the community into our mission.

Most importantly, we are supporting more people with challenges than ever before, truly helping folks impart meaning in their lives on their terms.

As you look through 2021’s annual impact report, we hope you are as fueled by inspiration as we are, so that we may continue working together to make a difference in the lives of the people we serve.

Thank you for your ongoing support, and we look forward to an exciting 2022!

Sincerely,

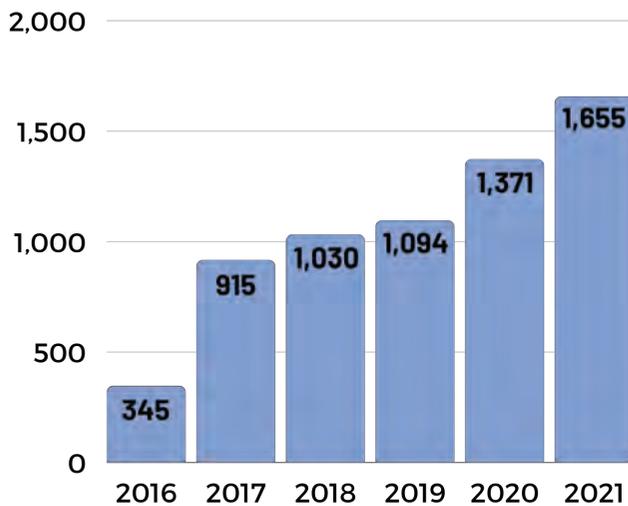
Brian Gwynn
President, Board of Directors

Christopher R. Lyons, Esq.
Chief Executive Officer

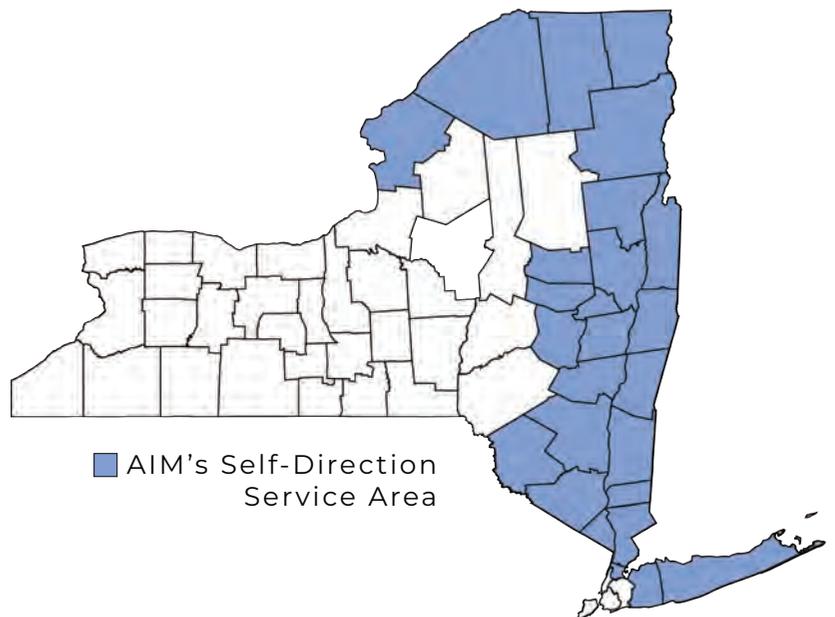
INSPIRING GROWTH

Self-Direction provides individuals with access to more personalized options and choices to select their own support services. This is AIM's largest program and continues to grow each year.

In addition to AIM being one of the region's most sought-after providers, we have also been chosen as an agency representative for New York in a National Learning Collaborative that will help further enhance and empower self-direction's role in the lives of the people we support.



Number of People Served in AIM's Self-Direction by Year



Self-Direction is AIM's largest program, and is still successfully growing, serving nearly 1,700 people and reaching participants as far south as Long Island, New York.



PAVING HIS OWN PATH

Andrew is a leader and social connector for people with disabilities in our community. Through the support he receives from Self-Direction, he has built an independent life that he loves. He is currently employed as a community support professional, advocating for people with autism and literally making friends everywhere he goes. Andrew lives in his own apartment, loves traveling and

hanging out with his friends. He's passionate about fostering connections with his neighbors and making a difference.



INSPIRING OPPORTUNITY



More meaningful partnerships mean more engagement opportunities for the people we support within our community.

An exciting surprise \$50,000 donation from **Business For Good Foundation** will benefit our Employment Services programming and our goals of creating a career center, complete with computers and access to classes and specialized skills-trainings.

Our Common Roots Community Garden was appropriately reinvigorated by our partners at **Common Roots Foundation** in the Spring of 2021.

We're thrilled to keep it going as a hands-on job skills training site, as well as to provide an awesome community-engagement opportunity for 518 Day in partnership with **United Way of the Greater Capital Region**.



Our Community Habilitation and Teen and Adult Recreation Teams enjoyed some unique experiences in 2021, including a ride on a Lake George Steamboat and a visit to The Wild Center in Tupper Lake.



We also partnered with **Universal Preservation Hall** for their Dinosaurs in Motion exhibit, giving the folks we support an awesome day of dinos they will never forget.



INSPIRING ACCESSIBILITY

Independence is enhanced by accessibility. In 2021, we secured funding and carried out projects that increased mobility and improved pathways to communication and engagement amongst the people we support.

Completed renovations include accessible bathrooms, kitchens, flooring, ramps, driveways, and decking. These improvements aid residents in safely and independently navigating their homes.



Our housing options provide personalized support for each individual choosing their ideal living environment.

23 SUPERVISED RESIDENCES



Supervised Residences provide 24/7 supports. Each person is supported in making informed choices, being a part of their community, and fostering personal growth.

12 SUPPORTIVE RESIDENCES



Supportive Residences provide supports, as needed. A Supportive Residence is a natural stepping stone to leading a more independent life.

2 FAMILY CARE HOMES



In **Family Care**, the person we support lives in the home of a certified provider in the community. Each provider offers individualized supports and services derived from person-centered planning.

A new partnership with **BOCES Advanced Manufacturing Class** helped us create sensory boards for the people we serve at our Infinity Day Program. Sensory Boards help enhance overall communication, and we also had fun visiting the BOCES Campus in Queensbury! These types of partnerships with students and faculty are crucial for creating more awareness in our community.



Our Day Habilitation program, Without Walls (WOW), offers extensive experiences that provide meaningful connections out in the community, including volunteerism, hands-on learning, and social skills-building through a multitude of activities. These engagement opportunities create access for moments of personal growth that enhance independence and build relationships.

INSPIRING CONNECTION

One of the greatest things about 2021 was that we were able to begin coming back together. We created a lot of memories and provided more access to meaningful opportunities, all of which were made possible with the support of our community.

We called it our “coming out of COVID party”, and we can honestly say it was one of the best days ever! We are so grateful for these kinds of events that bring everyone together and wouldn't be possible without your kindness.



We lined the sidewalk with trees decorated by each residential home and program, and we made the season merry for so many! It was a magical night that bolstered our spirits and could not have happened without you!

Out and about! We made sure that we sought out every opportunity to be social and connected once we were able to. We know that the people we support thrive when they are connecting with others and are able to experience new and exciting adventures. Access to these opportunities are provided by our donors and funders.



INSPIRING GRATITUDE

It is the dedication of our staff that makes the day-to-day mission of AIM come to life. Our Direct Support Professionals (DSPs), our Clinical and Behavioral Services, and our Program Teams have all continued providing personalized support with unwavering commitment during the pandemic. Thanks to them, our community is a happier and healthier place!

NATIONAL DIRECT SUPPORT PROFESSIONAL RECOGNITION WEEK

Every year in September, we celebrate the selfless work of our DSPs. They support the people we serve, always ensuring that their wellness, personal growth and independence are at the forefront.



INSPIRING WELLNESS

We were grateful to have been chosen by Saratoga County Public Health as a Point of Distribution for COVID Vaccines in 2021. Our nursing and compliance staff always provide the utmost professionalism and organization to make healthy initiatives like this a success!

Not only did we administer nearly **500 vaccines** to our AIM community and the community-at-large, we have also become a thought-leader in the region for best practices for hosting successful and accessible clinics.

All of our staff have done an amazing job at ensuring the health and safety of each person we support, while also adapting to their individual needs and desires.

FUELING OUR INSPIRATION

Supporters of AIM's fundraising efforts have learned first-hand how we are making a positive impact in the lives of the people we support. It is our fundraising dollars and our community outreach that allow us to provide access to life-enriching opportunities and also help us raise awareness and increase advocacy for the work we do. We are empowered by the unwavering commitment from our donors, as it enhances our purpose and lets the people we serve know that they are seen, heard and validated.

I AM AIM

In 2021, we launched a successful outreach campaign to raise awareness of our core values and brand.

Our message resonated, and the community jumped on board to help us spread the word by being walking billboards for AIM.



CROQUET ON THE GREEN

Our eighth annual event at Gavin Park surpassed any post-quarantine expectations we could have had! The sun was shining and the generosity was flowing, as we raised a record of nearly \$70,000. We can't wait until August 2, 2022 for our next round of this one-of-a-kind event in our area!



VIN LE SOIR

We switched up this event in 2021 with a hybrid version, which allowed us to host an intimate, in-person gathering at Longfellows, while still offering the take-home option. We also kicked off our year-end campaign and the season of giving, raising funds for winter, holiday and unexpected emergencies. We hit another record, with almost \$60,000.

GIVING TUESDAY AND YEAR-END GENEROSITY

You helped us raise just shy of \$30,000 from November 3-December 31, 2021, which will positively impact the families we support to help with holiday assistance, winter needs and unexpected expenses!

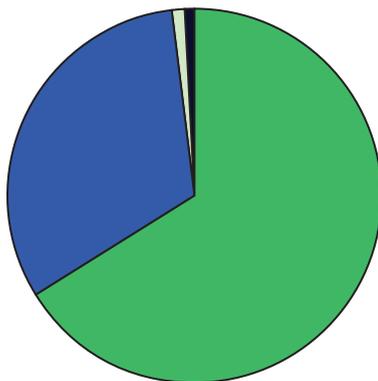
FINANCIAL REPORT

For Year Ended December 31, 2021

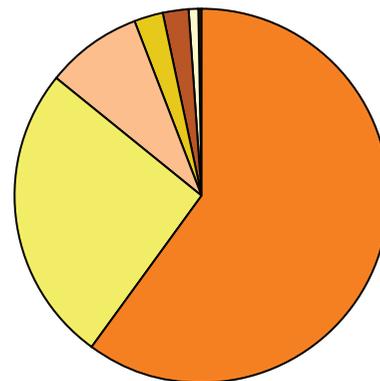
Our financial stability and growth continued in 2021, allowing us to serve more individuals, especially as we extended our reach in Self-Directed Services. Revenue is derived from federal and state fees for services, grants, and program participant fees.

Fundraising dollars continue to be a crucial part of how AIM enhances the lives of the people we support. As we strive to create meaningful access and exposure to life-enriching experiences, our fundraising revenue is how we create these opportunities that would not otherwise be possible. The diversification of our funding sources also allows us to “dream big” as we navigate future growth and forward-thinking expansion.

REVENUE



EXPENSES



REVENUE

■ Self-Direction Income.....	\$ 43,496,619	66.2%
■ Medicaid and Fee Income.....	\$ 20,990,118	32.0%
■ Fundraising and Contributions.....	\$ 678,400	1.0%
■ Miscellaneous.....	\$ 499,402	0.8%
Total Revenue.....	\$ 65,664,539	100%

EXPENSES

■ Self-Direction.....	\$ 38,370,862	60.1%
■ Residential.....	\$ 16,461,912	25.8%
■ Management and General.....	\$ 5,278,832	8.3%
■ Supportive Employment/Community Habilitation.....	\$ 1,758,028	2.7%
■ Day Habilitation.....	\$ 1,270,274	2.0%
■ Department of Health.....	\$ 561,504	0.9%
■ Fundraising.....	\$ 158,805	0.2%
Total Expenses.....	\$ 63,860,217	100%

DONORS

\$25,000 & UP

CDPHP
Saratoga Eagle Sales & Service

\$10,000 - \$24,999

Bobear Family Foundation
eVero Corporation
Saratoga National Bank & Trust

\$5,000 - \$9,999

DA Collins Construction Co.
Jaeger & Flynn Associates
Gregory & Dawn Mengel
Pioneer Bank
Wilcenski & Pleat PLLC

\$2,500 - 4,999

Amsure
Marshall & Sterling, Inc.
Peregrine Market Access
Saratoga Springs Rotary Club

\$1,000 - 2,499

Adirondack Financial & Planning Services
Adrian Applebaum
Appolo Heating
Sean Belair
Capital Bank
CASmith Environmental Services
Davis Ulmer
Enterprise Holdings Foundation
Fyfe Consulting LLC
Martin Glastetter & Catherine Shiffert
United Group of Companies

Frank & Delores Parillo
Richard & Donna Perry
Phinney Design Group
Patty Riggi
A.C. Riley
Kenneth & Susi Ritzenberg
Richard Wissler

\$500 - \$999

Ascent Wealth Partners
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Roy & Angela McDonald
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Law Offices of Kimberly A. Crocetta
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Yepsen & Pikulski, LLC
Planetarium, LLC
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PNJ Technology Partners

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Wesley Health Care Center
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\$250 - \$499

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Congressman Paul Tonko

**THANK YOU TO ALL OF
OUR IN-KIND DONORS!**

GRANTS & FOUNDATIONS

Business for Good
Cerebral Palsy Association of New York
Charles R. Wood Charitable Foundation
Christopher Dailey Foundation
City of Saratoga Springs
Cloudsplitter Foundation
Common Roots Foundation
The Community Foundation
GE Foundation
Glens Falls Foundation

Hawley Foundation for Children
The Kimberly Beth Kennedy Family Foundation
Music Movement
Network for Good
Price Chopper's Golub Foundation
The Sandy Hill Foundation
Saratoga Casino Hotel Foundation
The Selective Insurance Group Foundation
Stewart's Shops Holiday Match
Theresa Alessandro Russo Foundation

INSPIRING THE FUTURE

NEW IN 2022



SEE ME

See Me is a 2022 initiative to raise awareness and shift perspectives, encouraging people to see through the stereotypes, so that people with disabilities can be seen for who they really are. The campaign will feature narratives about individuals supported through AIM.

CARNIVAL

Carnival is a new signature fundraising event held at Vapor Night Club in the Saratoga Casino, to benefit AIM's arts initiatives. This event will help us raise the tens of thousands of dollars that are utilized annually to provide access to life-enriching arts programming desired by the people we support.



INSPIRING OTHERS

Donor Spotlight: Jeff Vukelic, Saratoga Eagle



If you were to meet Jeff Vukelic at a dinner party, you would definitely walk away from the introduction thinking, "Wow, what a great guy!"—because he is.

Not only is Jeff an incredible father, a wonderful husband, and a great friend to many, he's also a brilliant business leader, a generous philanthropist and an active community contributor. We are so thankful to have his generosity behind us and his wisdom and kindness among us, as the current Vice President of our Board of Directors.

Since 2020, Jeff has contributed more than \$50,000 to AIM Services, with another \$25,000 pledged for 2022.

As the President of Saratoga Eagle Sales & Service, he and his company have supported AIM through time, talent and treasure, and we couldn't be more grateful for his commitment to our mission and the people we support.

With his deeply personal connection for supporting people with developmental disabilities, Jeff says he just wants to make a difference in people's lives and help us here at AIM to keep doing great work. We feel very fortunate to have him as one of our most steadfast partners. Thank you, Jeff!



SARATOGA EAGLE
SALES & SERVICE

MEANINGFUL CONNECTIONS ENRICH LIVES

Get Involved.

-  Donate
-  Become an Annual Sponsor
-  Check with Your Employer for Matching Gift Programs
-  Donate in “Memory Of” or in “Honor Of” Someone Special
-  Donate to the “Ray of Sunshine Fund” to Support Recreational Activities
-  Donate to the “Jen’s Joy Fund” to Support Any Unfunded Dreams
-  Attend an AIM Event and Donate an Item for Raffle
-  Join the AIM Team - Explore Our Employment Opportunities
-  Give through Planned Giving - Continue your support into the future with a planned gift through your estate or toward an endowment or capital project
-  Participate in our Appeals - By responding through our annual appeals, you can help us raise thousands of unrestricted fundraising dollars for our programs



Thank you for being a part of the AIM Family!

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