

A MESSAGE FROM OUR CEO

As the seasons change and a new year approaches, I find myself reflecting on the incredible journey we've shared at Aspire Living & Learning. After much thought, I have made the decision to retire in July of next year. This decision comes with a mix of emotions, as Aspire has been an integral part of my life for many years. The work we have done together, and the deep connections I've made with each of you, will forever hold a special place in my heart.



When I think back on our time together, I am filled with gratitude for what we've achieved as a community. We created a unified organization, weaving together the best of each part to build a whole that is greater than its parts. We cultivated a culture of care, always striving to see and understand the unique strengths of every person we support. Our shared curiosity has guided us, helping us learn from one another and deepen our commitment to person-centered care. Through the challenges of the COVID-19 pandemic, we rebranded, built new initiatives like our workplace learning and fundraising departments, and designed a more seamless onboarding process for our newest team members. Together, we prioritized the well-being of our staff, focusing on salary increases for those who serve in a direct service capacity. These accomplishments, and so many others, fill me with pride and hope for Aspire's future.

As we look ahead to the next chapter, I am fully committed to ensuring a smooth and thoughtful transition in leadership. The Board of Directors has already formed a Succession Planning Committee and is taking the first steps toward finding Aspire's next CEO.

I have great confidence in Aspire's future and the remarkable strength of this community. I know that, together, we will continue to build a place where each person feels seen, heard, and valued. There is still important work to be done in the months ahead, and I am excited to continue alongside you as we carry our mission forward.

Thank you, from the bottom of my heart, for your dedication, passion, and unwavering commitment to Aspire's mission. It has been an honor to be part of this journey with you, and I will always hold this time and this community close as I move into the next chapter of my life.

With deepest gratitude,


Lou Giramma
CEO

BOARD OF DIRECTORS

- Heather Higdon, Board Chair
- Katie Franco, Secretary
- Jennifer Emens-Butler, Treasurer
- Larcina Carrington-Wynn
- John MacLeod
- Christine Meehan
- Susan Sheckley
- Arlene Silva

Fiscal Year 2024 Financial Results

Expenses:

Salaries, Fringe & Provider Payments	\$71,933,046
Occupancy Costs	\$5,479,604
Technology, Advertising & Office Expenses	\$2,701,224
Travel & Vehicle Expenses	\$2,344,398
Professional Services	\$1,033,420
Client Expenses	\$1,003,450
Interest, Depreciation & Misc. Expenses	\$724,486
Conferences & Education	\$452,077
Insurance	\$395,614

Total Expenses: \$86,067,319

LOOKING BACK: FY24 KEY ACHIEVEMENTS

EXPANDING SERVICE OFFERINGS



Service Coordination:

Launched in New Hampshire and Vermont, this service provides personalized guidance to help people connect to the resources and support they need to thrive.

Children's Behavioral Health Services:

Introduced in Connecticut and Vermont, this program focuses on the emotional and mental well-being of children and their families, offering tailored care to help them build resilience and a brighter future.



STRENGTHENING THE WORKFORCE

The dedicated employees at Aspire are the heart of our mission, and this year, we made significant strides in supporting their growth and development.

- **Mentorship Programs:** We launched mentorship initiatives that empower employees to enhance their skills and expertise, ensuring they're empowered to deliver compassionate, high-quality care.
- **Culture of Belonging:** We fostered a culture of inclusion and growth through initiatives like our Internal Mobility Policy, which encouraged employees to grow with us, and the Diversity, Equity, Inclusion, and Belonging (DEIB) committee, which dedicated itself to ensuring that all voices were heard and valued.
- **Partnerships:** By collaborating with national organizations and state agencies—including a key partnership with New Hampshire Department of Health and Human Services—we've strengthened training and service delivery, enabling us to better support the unique needs of those we serve.



GOING ABOVE & BEYOND

Our commitment to personalized care shines through in the positive feedback from the people we support, with satisfaction survey results that exceed National Core Indicators—the national benchmarks for quality in our field.



Choice & Decision-Making

- 95% of adults reported having choices or input into their daily schedule, enabling them to live life on their own terms.



Community Inclusion & Belonging

- 99% of adults shared that they are empowered to go out and participate in activities they enjoy.
- 90% of adults reported having a best friend and not feeling lonely, highlighting the importance of meaningful relationships and social connections.



Respect & Rights

- 96% of adults reported that employees treat them with respect, ensuring dignity and understanding are at the core of every interaction.

TRANSFORMATIVE IMPACT

The real impact of Aspire's work is reflected in the lives of those we serve. This year, more lives were transformed across our programs and services in multiple states.

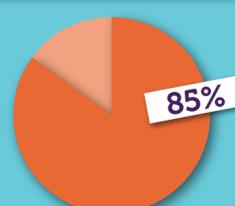
People Served



Across all regions, people took steps towards their personal goals:



76% OF ADULTS MADE PROGRESS TOWARD THEIR CLINICAL OBJECTIVES, WORKING TOWARD GREATER INDEPENDENCE AND PERSONAL ACHIEVEMENT.



85% OF CHILDREN SHOW SIGNIFICANT STRIDES IN REACHING THEIR EMOTIONAL AND BEHAVIORAL GOALS, SETTING THE FOUNDATION FOR A BRIGHTER FUTURE.

MOVING FORWARD: VISION FOR THE FUTURE

The future we envision is one of meaningful growth, innovation, and deeper impact where communities are stronger because people realize their passions, potential, and power. Here's how we plan to make that vision a reality:

- **Expanding Our Reach and Services:** By actively listening to the voices of those we support and understanding community needs, we're prioritizing the expansion of our shared living and employment support programs.
- **Innovating for Impact:** By embracing person-centered technology and data-driven approaches, we'll continue to enhance our programs to better respond to and support the unique needs, goals, and aspirations of each person we serve. To spearhead these efforts, we're welcoming a Director of Adaptive Technology to implement advanced tools that support each unique journey.
- **Empowering Aspire's Workforce:** The backbone of our vision is Aspire's dedicated employees. We're investing in their on-going development and well-being to ensure they continue providing compassionate, high-quality support.
- **Building Stronger Communities:** We will deepen our partnerships with local organizations, families, and state agencies, fostering collaboration that strengthens community bonds and empowers the people we serve to thrive.

