



Unique Potential Within Reach

2019 ★ 2020

IMPACT REPORT

Message from our Leaders

This year's COVID pandemic has affected all of our lives—and that included Vista's students, clients, families, and staff. In light of stay-at-home orders, we had to temporarily close all of our program sites, which meant that the individuals we support did not have the same access to the critical services they needed.

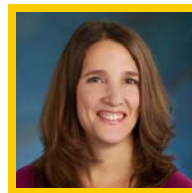
Vista met the challenge. Our staff worked hard to find new ways to provide educational and clinical support virtually. And while the temporary program changes came at a cost for the individuals we serve, your unwavering support of Vista ensured that we could continue to meet our mission. Vista had a greater need for devices and subscriptions to support telehealth services and distance learning. Increased cleaning supplies and personal protective equipment had to be purchased. Additional items and resources to support students and families at home were critical. It is YOUR donations that helped Vista through an incredibly tough time. Your generosity provided the resources necessary to ensure that we could keep our doors open, even if it meant virtually.

Before the pandemic imposed its challenges, Vista had some wonderful accomplishments. Throughout the past year, Vista had a successful first year with our new

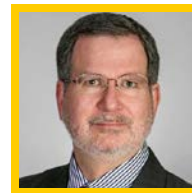
Consortium Vista Education program (what we call "CoVE"), new children enrolled in our early intervention program, and we launched a service to support adults in their own homes.

Vista's growth and the achievements of those we serve show that, even through uncertainty, our mission remains front and center: to advance and innovate, to improve lives and to inspire hope for individuals with autism and their families.

This report highlights the fantastic ways that you affected the lives of individuals with autism and their families. We have always valued the Vista community, but we are incredibly grateful for your support now more than ever. Together, we remain innovative, resilient, and adaptable, no matter what the challenges are. Together, we can ensure that individuals living with autism reach their unique potential, even during a global pandemic.



Alicia Burger
Interim CEO



David Fine
President, Autism Services



Andrew Ward
President, Adult Services

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Alicia Burger
Interim Chief Executive Officer

Patricia A. Verdon
Chief Financial Officer

Mission

Our mission is to advance and innovate, to improve lives and to inspire hope for individuals with autism and their families.



Vision

Our vision is to become obsolete in the lives of those we serve.





Dr. Olivia to the Rescue

When Olivia started at Vista, her interest in peers was minimal, and she had a difficult time recognizing and expressing feelings. Over several months, Vista staff worked with Olivia to increase her ability to value social interactions and understand simple emotions. One day in December, another child in the program felt a little sad and did not want to play. Olivia was very concerned about him because he was lying on the ground crying. She decided that he must be sick, so she got the toy doctor kit and attempted to give him a checkup to make him feel better. This heartwarming yet simple interaction showed Olivia's growth in many ways:

- 1) Her ability to appreciate and value social interaction with her peers;
- 2) Significant growth in understanding simple emotions in herself and what we look like when we're feeling a particular emotion;
- 3) Problem-solving through complicated feelings as she did when she pretended to be a doctor when her friend was crying;

It's Cool to Be Kind

Fransiel's social interactions have blossomed since starting with Vista's Early Intervention program. He has learned to enjoy doing small acts of kindness for his friends, like setting out their shoes before going home or arranging their lunch boxes at the table for lunch.



- 4) Bringing items together and creating a functional play routine.

All of these skills were minimal or non-existent when Olivia entered Vista's Early Intervention program just a year ago. Olivia is on track to reach her unique potential!

EARLY INTERVENTION



3
CHILDREN

successfully transitioned to Kindergarten in their home school districts



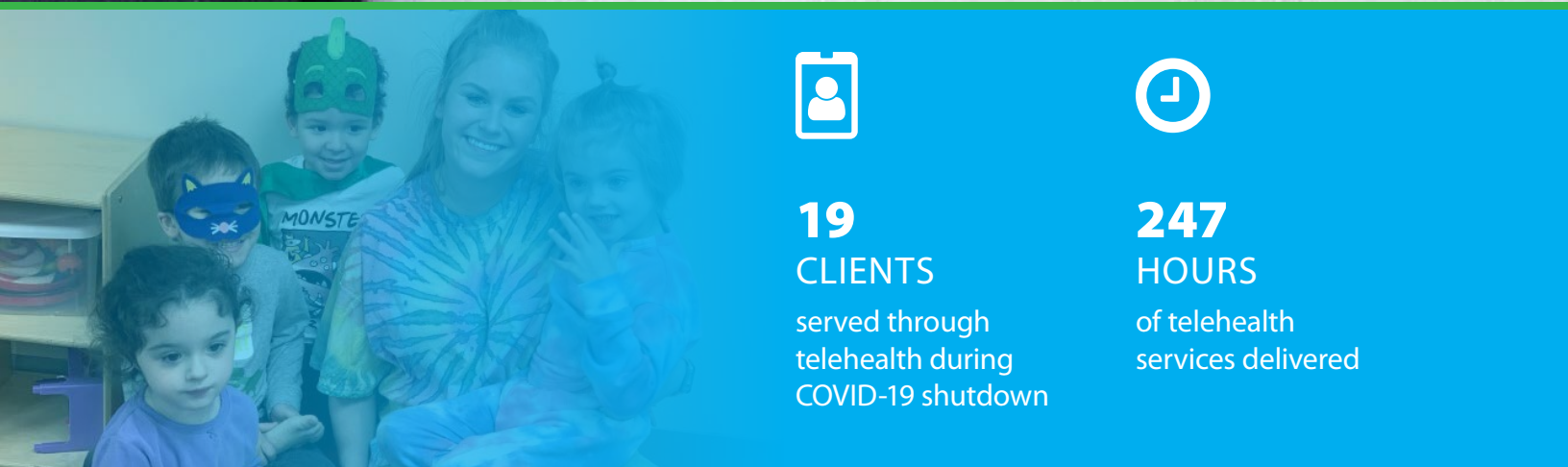
During the COVID-19 shutdown, telehealth and home-based services were offered.

It's a Family Affair

Following the shutdown, Vista's Early Intervention program began providing services through telehealth and eventually started offering home-based services. We anticipated that telehealth services would mainly consist of coaching parents, but to our surprise, several of the children were engaged participants. Additionally, we saw significant benefits working with our parents through telehealth and in the home.

In Leo's case, his whole family joined in on the telehealth sessions, including his older brother, who prompted Leo to clap his hands and stomp his feet while singing "If You're Happy and You Know It." Leo's experience is a prime example of how our telehealth sessions and in-home services allowed us to connect with the children and their parents in ways we were not able to before.

Our doors reopened on July 23, 2020, a little more than four months after we shut down. Things are going great, and everyone is happy to be back! The children have used their creativity and problem-solving skills to find new ways to play with each other. Whether they have to play through the plexiglass backing of a shelving unit or by pretending the new furniture set up is a maze, nothing will stop these children from having fun at Vista!



19
CLIENTS

served through
telehealth during
COVID-19 shutdown



247
HOURS

of telehealth
services delivered

Life is About Exploring Pasta-bilities

Several months ago, our staff began working with one of our Elementary students to increase the foods he ate, specifically pasta, but had little success. In November, he began participating in feeding groups - a playful approach to mealtime. The feeding group was funded by Vista's ATM, which provided the classroom with fun plates/utensils, toys to use with the foods, animal cutters for the foods, and money to purchase foods weekly.

During the feeding group on December 11, 2019, his team offered him apples, bananas, apple chips, banana chips, and a new item, spaghetti. To their surprise, he finished the whole bowl of spaghetti! This is a huge success for him and his family. Mealtime just got a little more variety!



Vista Takes On the Ballet

★ Last October, the Central Pennsylvania Youth Ballet invited The Vista School to an exclusive, sensory-friendly performance at The Whitaker Center. More than 50 students attended the event where they could enjoy an activity that students and families often don't get the opportunity to do.

THE VISTA SCHOOL®



109
STUDENTS
enrolled



3
STUDENTS
transitioned to
less intensive
school settings



6
GRADUATES



Dedication, Persistence, and Marshmallows

Jacob has shown little interest in technology over the years and typically becomes very upset when he sees a video playing. His adversity to technology was a concern for his family and staff members when the school closed. In fact, when distance learning first started, Jacob's sessions were not going well and led to a lot of crying and running away.

With his staff's dedication and a lot of hard work by his parents paired with

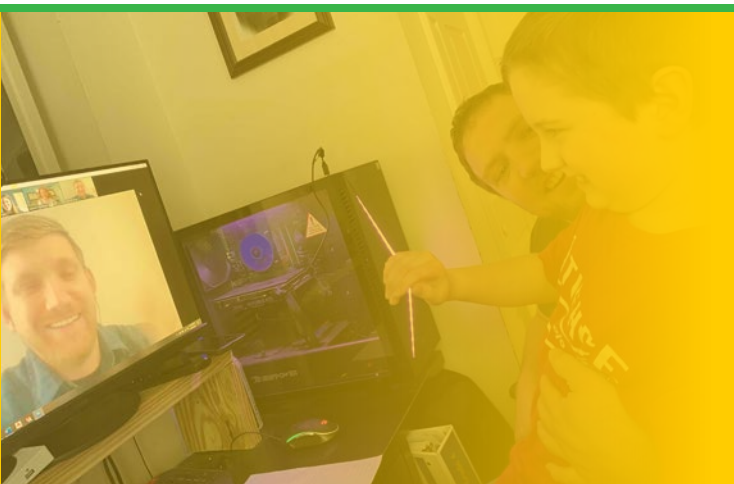
"This is a spot we never thought we'd be with Jacob. He's doing some amazing things."

a healthy amount of marshmallows, Jacob successfully began holding his tablet, interacting with staff, and actively participating in his sessions. "This is a spot we never thought we'd be with Jacob. He's doing some amazing things," says Jacob's teacher, Rachel Jockers.



School's Out for Summer

★ *Colin and Lucas enjoyed a unique sensory activity during the school closure for their classroom's dinosaur theme week. Simultaneously, Lucas is practicing tolerating sunglasses to use for safety glasses and protection from the sun.*



2886
HOURS

of telehealth
services provided



80%
OF FAMILIES

reported receiving guidance
through telehealth on new
ways to interact with their child



It's a Lunch Date

When Outreach staff member, Christina Reisch, started working with our 3rd-grade client, he predominately thought of himself and his needs only. Her goal for him was to work on understanding the characteristics of a good/bad friend. She asked him to invite a friend to lunch. Her goal was to provide a real-life scenario to teach him positive social skills. He would ask students to eat lunch with him, but they would always say no due to his poor classroom behaviors. Christina continued to work with him on his positive behavior skills, and he continued to show progress. Not losing sight of the goal, he persevered and found a friend to have lunch with him.

OUTREACH SERVICES



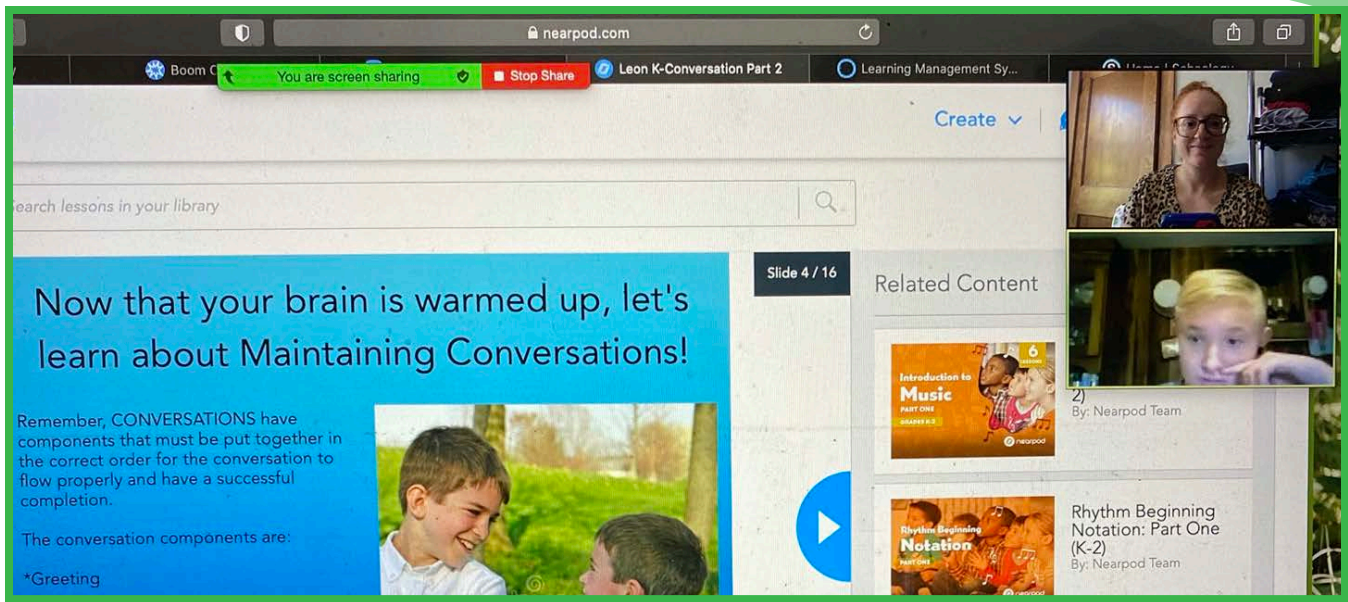
3,751
HOURS

serving students



102
STUDENTS

across two school districts
and three schools within
the Catholic Diocese



Distance Learning During a Pandemic

When school buildings closed in the Spring, distance learning proved to be a challenging adjustment for many students. One student, in particular, struggled with completing class assignments. Consequently, the case manager reached out to Vista's Outreach Support Specialist for some advice. At the time, her teacher posted all of her assignments for the week every Monday. It was overwhelming to see all the tasks at once, and the student began refusing to complete some of the assigned work. Vista's Outreach Support Specialist got right to work communicating with the teacher, case manager, and

parent to put a plan in place. To increase her success, they began scheduling each task for a specific day to balance out the week. Vista's Outreach Staff also provided her a visual checklist (daily schedule, embed breaks, assignments that she could cross off when completed, etc.). Additionally, they began virtual lessons on positive study skills and provided positive reinforcement for completing her assignments. After implementing the plan, Mom reported the student's complaints had decreased significantly, and her teacher indicated that she was submitting all of her work on time.



Scholarships for Success

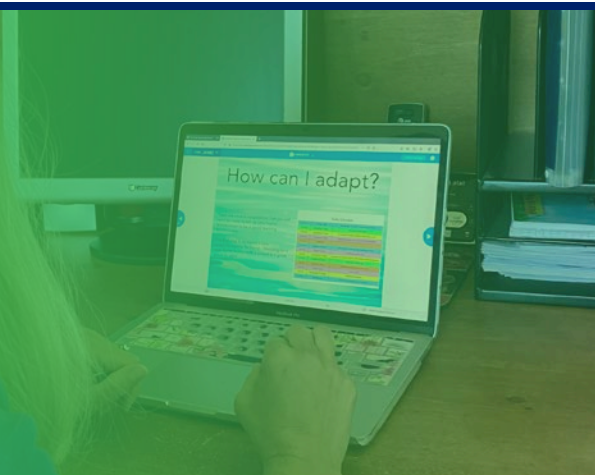
★ Vista is grateful to our corporate and individual donors that provide Educational Improvement Tax Credit (EITC) contributions. These scholarship dollars allow Vista to provide direct services to students in parochial or other non-public schools and scholarships to pre-k children so that they may attend The Vista School at no cost to them. These generous gifts ensure that children are able to obtain the supports needed to reach their unique potential.



35
STUDENTS
progressed to
needing less
learning support



100
STUDENTS
served through
distance learning

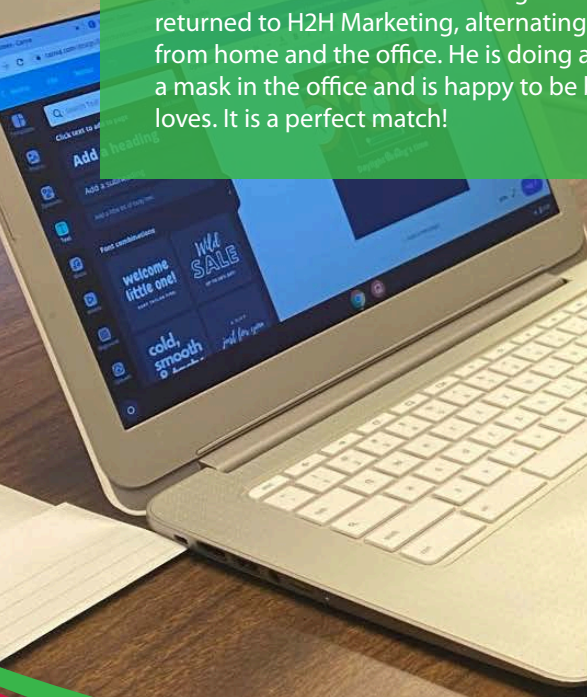


Love What You Do

Vista's Employment Services program continues to help students at Vista and in schools around Central PA find their unique potential by coordinating work trials for students and eventually gaining employment. While it can take time to discover an individual's interests and skills, and ultimately find an employment match, Jack's process went fairly quickly.

Jack had long enjoyed designing graphics and videos and often did so in his free time. When he reached the age to begin looking for employment matches, our staff quickly went to work looking for a local business that needed graphic design and video marketing support. When one of Vista's Career Developers met with H2H Marketing, they learned that the company recently created a new position designing social media posts.

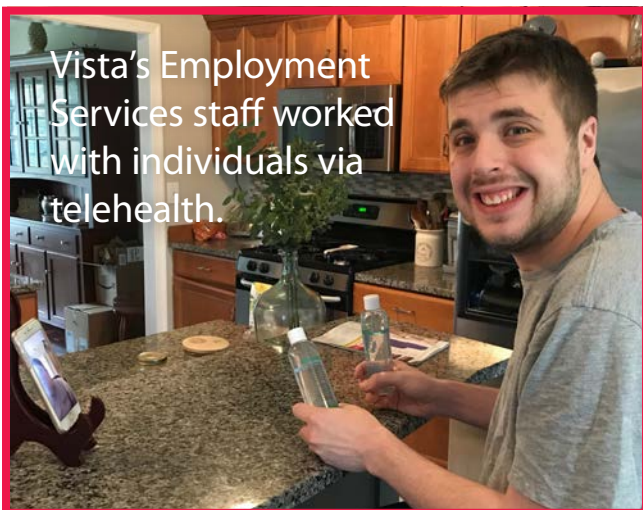
Once staff were able to help Jack understand that this skill he had enjoyed for so long was now for paid employment and that the projects had specific guidelines, he was ready to get started. He could not work during the shutdown but has since returned to H2H Marketing, alternating the weeks he works from home and the office. He is doing a great job wearing a mask in the office and is happy to be back doing what he loves. It is a perfect match!



EMPLOYMENT SERVICES



Keeping Up the Good Work



During the COVID-19 shutdown, all of our individuals were unable to work. But, that time did not have to go wasted. Instead, Vista's Employment Services staff worked with individuals via telehealth to practice handwashing and mask-wearing in preparation for when they could return to work. In other cases, staff members dropped off materials so that clients could continue to practice the tasks they do at their job.

When Employment Services were able to resume, CV did not skip a beat getting right back to work. With a higher demand for takeout at Pizza Grille, she folded 3x the boxes that she usually does! CV was so happy to be back to work that she baked cookies to share with her co-workers. The next day, she went back to her second job at NSDC, adding an hour to her shift without batting an eye.



17
BUSINESSES
hired Vista clients

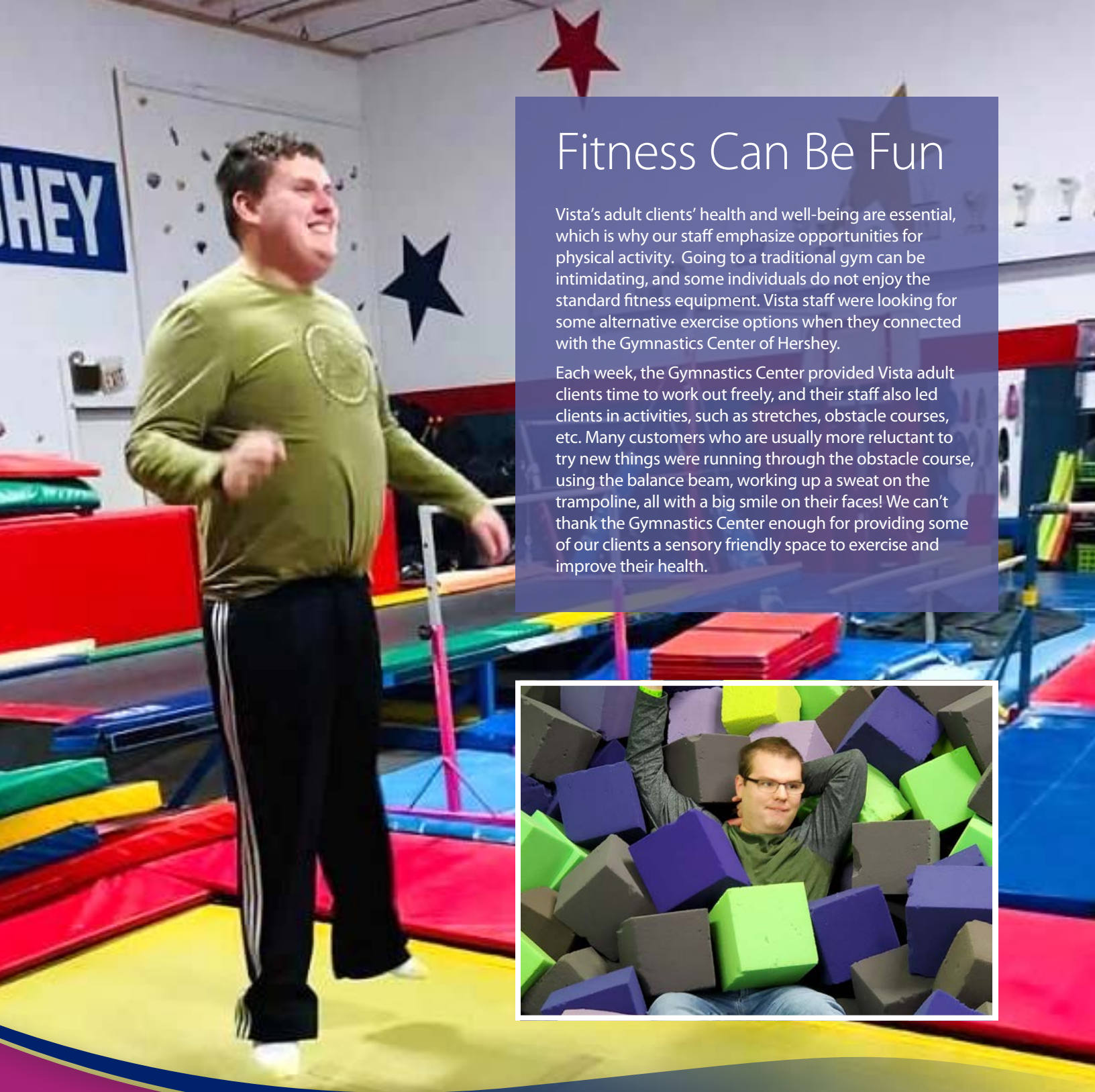


23
FULL-TIME
and part-time
positions held



16
CLIENTS
received telehealth
services during
program closure





Fitness Can Be Fun

Vista's adult clients' health and well-being are essential, which is why our staff emphasize opportunities for physical activity. Going to a traditional gym can be intimidating, and some individuals do not enjoy the standard fitness equipment. Vista staff were looking for some alternative exercise options when they connected with the Gymnastics Center of Hershey.

Each week, the Gymnastics Center provided Vista adult clients time to work out freely, and their staff also led clients in activities, such as stretches, obstacle courses, etc. Many customers who are usually more reluctant to try new things were running through the obstacle course, using the balance beam, working up a sweat on the trampoline, all with a big smile on their faces! We can't thank the Gymnastics Center enough for providing some of our clients a sensory friendly space to exercise and improve their health.

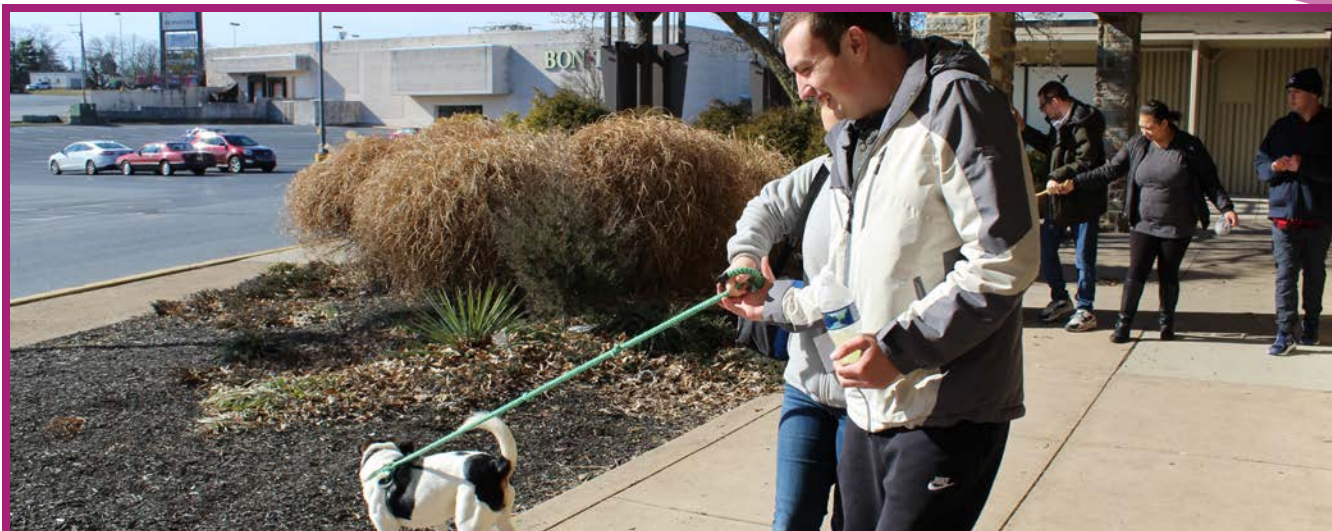


ADULT SERVICES



50
CLIENTS

served in Community
Day and Behavior
Support Services



NEW PROGRAM TO MEET THE NEED

Early this year, we started an intensive in-home program for adults with autism. As Vista has continued to grow and evolve, we identified there was a great need for individuals whose needs were too intensive for a day program but needed community. Vista's Adult Intensive In-Home program allows an individual to remain at home with their families while staff come into the home each day to work with the individual toward

For the client, it ensures that their day is filled with meaningful activities...

achieving greater independence and increased community access. For families of the clients, this service provides the needed

care for their adult child so that the family can continue to work. For the client, it ensures that their day is filled with meaningful activities while working on various goals such as daily living skills, chores/maintaining a setting, community access, socialization, etc.



★ EH volunteers weekly at Prairie Farms. One day over the summer, he was watching some of the kittens play when one of them fell behind a wall. EH immediately asked for "help!" and showed a staff member where the kitten had fallen. The staff at Prairie Farms were very grateful for EH's help to rescue the kitten.



2
CLIENTS

receiving Intensive
In-Home Services



Achieved Together Money

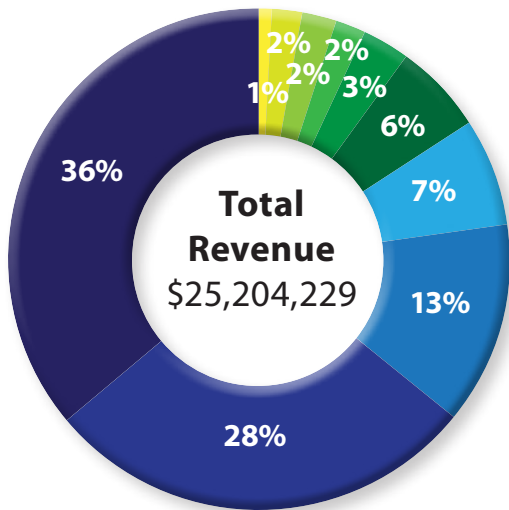
In the fall of 2019, Vista launched an internal grant program called the Vista ATM (Achieved Together Money). The ATM is funded by donor dollars so that Vista staff can fulfill a variety of needs for individual clients, their classroom, specific program needs, and even organization-wide projects. Vista's ATM fund has been incredibly beneficial to our staff, clients, and their families. Funds from the ATM have been used to purchase electronic devices for access to distance learning and telehealth sessions, iPads and computers, recreational equipment, software and application subscriptions, communication aids, grocery gift cards for Vista families in need, sensory items, and so much more.

Your donations over the past year have ensured that individuals with autism have the resources they need to meet their unique potential — regardless of what we're facing as a community. THANK YOU!

- Clothing and hygiene products for clients
- Gift cards for community based instruction
- iPads and other devices to support communication and distance learning within the classroom and at home
- Subscriptions, applications, and iTunes gift cards to support communication and learning needs
- Food and resources to expand student acceptance of different foods
- Resources to support staff mental health
- Vocational and task assembly items
- Classroom furniture such as white board tables
- Fitness equipment and adaptive bikes
- Technology equipment to support training
- Gift cards to help families in need with groceries
- Sensory items for program sites and at home
- Workbooks for students during distance learning
- Items to support the health and safety of staff and students

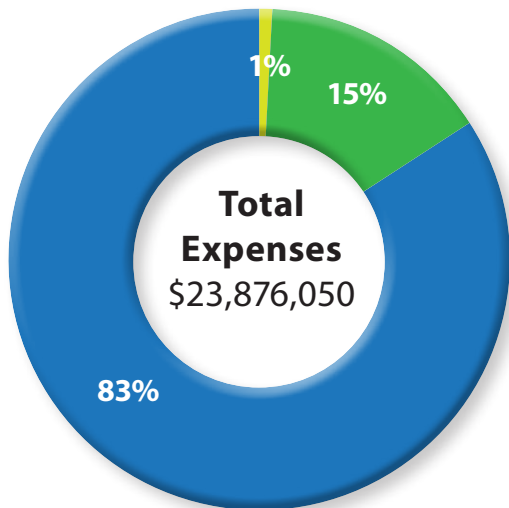


2019-2020 Financial Summary



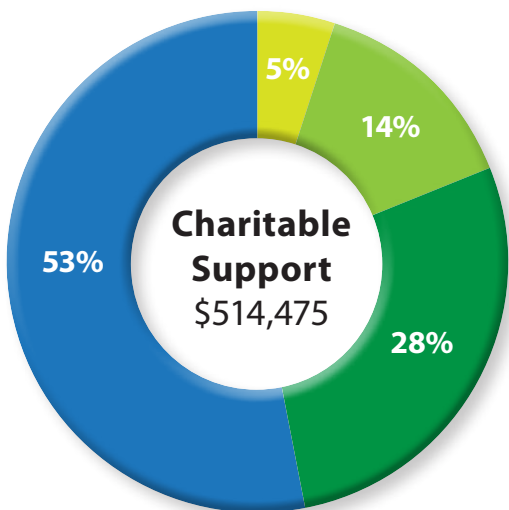
Sources of Revenue

- The Vista School Tuition \$9,070,404
- The Vista School Behavior Support \$6,940,551
- Outreach Services \$516,643
- Adult Employment Services \$1,501,878
- Adult Residential Services \$3,351,055
- Adult Behavioral Services \$842,957
- Early Intervention Services \$1,696,042
- Other \$229,061
- CARES Act Funding \$541,163
- Contributions \$514,475



Allocation of Expenses

- Program Services \$20,158,355
- Management and General Operating \$3,483,105
- Fundraising \$234,590



Charitable Support

- The Vista School \$142,605
- Outreach Services \$72,510
- Vista Adult Services \$25,000
- Unrestricted \$274,360



On behalf of everyone at Vista,
THANK YOU for your support in
2019-2020. We appreciate you!

Stars

\$25,000 to \$49,999

Avalon Insurance Company
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LFA Foundation
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Champions

\$10,000 to \$24,999

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Sustainers

\$5,000 to \$9,999

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Oak Tree Development Group, LLC
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Achievers

\$2,500 to \$4,999

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Kailey Zeager
Thomas and Julie Zinn



2019-2020 Tribute Gifts

Gifts to Vista can provide an enduring tribute to loved ones and friends. Thank you to the following donors for their gifts "in honor of" and "in memory of" during the 2019-20 fiscal year:



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