



JOINING PATHS. THRIVING TOGETHER.

FREQUENTLY ASKED QUESTIONS

We are excited to announce that effective July 1, 2022, Via Services will be affiliated with AbilityPath. We know there are a lot of questions about how the combining of our two organizations will affect not only those receiving our services, but our staff, families, supporters, and community partners as well. We hope our answers to some of the Frequently Asked Questions ("FAQ") will help provide you with more information on what opportunities and changes can be expected over the next several months.

Staff from both organizations have been working together to ensure the transition is as smooth and seamless as possible. A very important goal for our us is maintaining the same high-quality services for the individuals and families we serve. We will keep you updated as our two organizations move through the transition.

We strongly believe that we can better serve our community by joining forces and thriving together!

GENERAL:

- **Why did the two organizations choose to become affiliated?**
 - As a larger, single organization we have more financial resources to support our staff, programs and camp facilities, which allow us to better serve the needs of those in our community.
 - A combination of California's chronic underfunding of the developmental disability system, and a multi-year pandemic, have resulted in economic and staffing challenges. We believe that by affiliating our two organizations, who have a common shared vision of service to the developmental disability community, we can leverage our combined resources, which would strengthen the services we offer.
- **Will Via Services change its name to AbilityPath?**
 - At this time, we do not contemplate a name change for Via Services. As we explore future marketing and branding opportunities, we will keep you informed of any potential name or branding changes.

- **How will this change impact staff of both organizations?**
 - Programs for participants and families will remain the same.
 - The goal is for all administrative functions to operate out of AbilityPath's Redwood City office. We anticipate this move will take place over the next 3 to 6 months.
 - As a result of joining together, we will have 15 locations in Santa Clara and San Mateo Counties. This will undoubtedly provide new opportunities for staff.
 - We are investing in systems and technologies to increase operational efficiencies and to streamline our combined administrative functions. This should be a major benefit to everyone.
 - The affiliation will allow the combined organization to continue investing in our dedicated staff, with a focus on improving wages, providing supportive employee benefits packages, and providing additional opportunities for staff training and professional development.
- **What benefit does this affiliation bring to the individuals and families we serve, as well as the future of the combined organization?**
 - We will continue to invest in offering and marketing new and innovative programs. For example, we will explore expanding social recreational programs and additional offerings at Camp Via West in Cupertino.
- **How will this opportunity impact other organizational priorities and goals?**
 - One important area of focus will be to amplify our shared voice to advocate for the families we serve. Our unified voice will have a greater impact and highlight the need for California to improve funding for intellectual and developmental disability services and supports. To become an advocate, click [HERE](#) to sign up for our action alerts.
 - Our affiliation will expand our portfolio of services to provide a broader range of services throughout an individual's lifetime.
- **Will any programs close for either organization?**
 - We are committed to continuing services to the local communities where we currently have programs and we do not have plans to close any programs at this time. Prior to the Affiliation, due to increased costs and staffing challenges related to the pandemic, Via Services will modify weekend overnight respite camps to daytime-only respite, beginning this fall. The intention is to develop additional respite care options in the near future, with a goal of returning to full, overnight weekend respite sessions at a later date.
- **Who will be the CEO of the combined organization?**
 - Bryan Neider, AbilityPath's CEO, will lead the new, combined organization. Click [HERE](#) to view his bio.
- **Will the website, e-newsletter and social media channels stay the same?**
 - If you currently receive email or print communications from Via Services, you will continue to receive materials under the Via Services name until further notice. We will provide regular updates and reminders about any changes in advance, so you can stay informed.
 - Click [HERE](#) to sign up to receive the AbilityPath e-newsletter.

FOR PARTICIPANTS AND FAMILIES:

- **Will those who are currently receiving services from either organization have opportunities for new programming?**
 - We will explore ways to make all our combined resources available to families and participants. Our desire is to offer the best of both organizations and bring new programs to families and individuals we serve. Being larger allows both organizations to share these investments in programs with the community.
 - We will consider creating new inclusive programs for individuals of all ages.
- **What if we have regional center, school district, or insurance funded therapeutic services?**
 - Until further notice, you and/or your child's services will continue to be billed through Via Services with your current authorization. You will be notified in advance of any changes to your authorizations.
- **Will my private pay billing change for Children's Therapy Services?**
 - Until further notice, your child's services will continue to be billed through Via Services.

FOR BOARD, ADVISORY COUNCIL AND EXECUTIVE TEAMS:

- **Will there be changes on the Executive Team?**
 - Yes, Matt Bell, the Executive Director of Via Services will be joining the AbilityPath Executive Team. Matt's immediate focus will be to ensure a smooth transition of administrative functions and the rebuilding of Camp Via West following its two-year closure due to the Pandemic.
- **Will there be changes to Via Services and AbilityPath Board of Directors and Advisory Council?**
 - Yes, we will be adding several current [Via Services Board Members](#) to [AbilityPath's Board of Directors](#).
 - Some Via Services Board Members will also join AbilityPath's Board Committees.
 - As part of the Affiliation, we will be forming a new Via Services Board of Directors, which will have representation from Via Services and AbilityPath. In addition, we will be forming a new Via Services Board Committee focused on Respite and Via West Camp Programs
 - Once finalized the updated names and bios of the new Via Services Board and Committee members will be formally announced.

FOR SUPPORTERS (donors, volunteers, community partners):

- **Do both organizations have Auxiliaries?**
 - The AbilityPath Auxiliary has more than 150 members who volunteer their time and provide financial support to further AbilityPath's mission.
 - To learn more about the AbilityPath Auxiliary, go to [AbilityPathAuxiliary.org](#)
 - Via Services does not have an Auxiliary; however, they do have steering committees that host a very successful [Via Ball](#) fundraiser each year in September. We intend to

support and keep the steering committees engaged and actively supporting the Via Services programs.

- To learn more about the **27th Annual Via Ball on September 24, 2022**, [click HERE](#)

- **Will my donation support AbilityPath programs or Via Services programs?**

- Donors can always designate their contributions to specific programs or uses.
- After the two organizations are officially affiliated, if a donation is not specifically designated, contributions will support our combined programs.
- For tax purposes, please reference the organization name and tax ID number on your donation letter or receipt until further notice.

- **Where should I mail my donation?**

- You can continue to send donations to either location. We will update you on any future changes.
 - **Via Services, 2851 Park Avenue, Santa Clara, CA 95050**
 - **AbilityPath, 350 Twin Dolphin Dr., Suite 123, Redwood City, CA 94065**

- **As a Via Services volunteer or intern, will I need to re-apply to be a volunteer or intern?**

- For Via Services volunteers and interns, you will continue to have the opportunity to support Via Services programs. If you have questions, please contact Via Services at info@viaservices.org or (408) 243-7861

- **Who can I contact about ways to support the combined organization through volunteerism, donations, or corporate sponsorship?**

- To find out how to get involved with our organization, please email development@abilitypath.org.

For additional information or questions, please contact us at ThrivingTogether@abilitypath.org and one of our staff members will get back to you as soon as possible.

QUICK FACTS ABOUT BOTH ORGANIZATIONS

 abilitypath <small>INSPIRING INCLUSION</small>	 via services
<p>AbilityPath has been a cornerstone of our community for more than 100 years, providing a lifespan of services to individuals with special needs and developmental disabilities in the greater Bay Area. Our mission is to empower people with special needs to achieve their full potential through innovative, inclusive programs and community partnerships. With educational, therapeutic, vocational, and family support services, we are distinctive in providing support to an individual throughout their lifetime. We collaborate with businesses, third-party providers, local nonprofits, and various organizations to bring the highest quality services to the children, youth, and adults participating in our programs. Together, we are creating a world where people of all abilities are fully accepted, respected, and included in all aspects of life – in the classroom, the workplace, and in our communities. Join us in “Turning Disabilities into Possibilities.” For more information visit AbilityPath.org</p>	<p>Via Services has been serving the Bay Area and beyond since 1945. Via is a private, independent non-profit organization dedicated to helping individuals with disabilities and special needs achieve greater self-sufficiency and lead richer lives. Its First Step team offers speech and occupational therapy programs, and conducts 60% of the Early Start assessments in Santa Clara County annually. The Via West Campus offers year-round weekend and summer respite programs for both children and adults from its site in the Cupertino hills. For more information, visit ViaServices.org</p>
<u>VISION</u> <p>A world where people of all abilities are fully accepted, respected, and included.</p>	<u>VISION</u> <p>We envision an inclusive world in which individuals with disabilities and their families are living rich, joyful, and fulfilling lives, actively participating in the community, achieving their potential, and realizing their dreams.</p>
<u>MISSION</u> <p>Empower people with special needs to achieve their full potential through innovative, inclusive programs and community partnerships.</p>	<u>MISSION</u> <p>empowering people with disabilities and their families to grow, develop, and thrive by providing essential skill-building, therapeutic, and recreational programs.</p>
<u>YEARS IN SERVICE</u> <p>102</p>	<u>YEARS IN SERVICE</u> <p>77</p>

<u>2021-2022 REVENUE</u>	<u>2021-2022 REVENUE</u>
\$23M	\$5M
<u>SERVICE AREA</u>	<u>SERVICE AREA</u>
Serving residents of San Mateo and Santa Clara Counties in 13 locations: South San Francisco, Daly City, Burlingame, Redwood City, Sunnyvale, Mtn View, East Palo Alto, Half Moon Bay	Serving residents throughout the Bay Area with two locations in Santa Clara and Cupertino
<u>NUMBER OF STAFF</u>	<u>NUMBER OF STAFF</u>
225 and 20+ Interns	40 and 80 Seasonal Staff
<u>NUMBER OF INDIVIDUALS AND FAMILIES SERVED Annually</u>	<u>NUMBER OF INDIVIDUALS AND FAMILIES SERVED Annually</u>
2,600+	1,200+
<u>PROGRAMS</u>	<u>PROGRAMS</u>
<ul style="list-style-type: none"> Children's Therapy Services: Occupational, speech and physical therapy Family Support Services: Includes early childhood development assessments Learning Links Preschools: Inclusive learning setting Adult Services: Employment, community and site based, independent living services, cooperative living housing, services for stroke and brain injury 	<ul style="list-style-type: none"> Therapy Services: Occupational and speech therapy and early start assessments Year Round and Summer Camps Respite: Weekend and multi-day programs Social Enterprise: Camp rentals, STEM and outdoor education