

Associates for Human Services, Inc.



“Choice, Opportunity, Support”



ANNUAL REPORT

July 1, 2010—June 30, 2011





Mission and Values

Associates for Human Services, Inc. is a not-for-profit organization. We are dedicated to providing choice, opportunity, and support to the individuals we serve, their families and those we employ in order to enhance the quality of life in our communities.

Associates for Human Services, Inc. shall conduct itself according to the following core values:

- Personal responsibility
- Respect
- Fairness
- Integrity

Services

Associates for Human Services, Inc. (AHS) was founded 37 years ago to meet a wide range of human service needs in Attleboro, Norton and the Greater Taunton Area (Taunton, Raynham, Dighton, Rehoboth, Lakeville, Middleboro, Seekonk, Berkley). We provide support services for children, adults, and seniors experiencing developmental disabilities or delays, as well as families struggling economically. Today, we have five programs:

- **Early Intervention** serves children, birth to 3, with developmental disabilities or delays
 - * Developmental assessments
 - * Individual Family Service Plan
 - * Integrated Playgroups
 - * Parent support, training and education groups
 - * Home Visits
 - * Center individual appointments
- **Early Head Start** provides free comprehensive services to expectant families, as well as families with children birth to age 3, who meet income eligibility guidelines
 - * Weekly home visits
 - * Transportation
 - * Playgroups for parents and children
 - * Expectant Family Group
 - * Family Child-Care Collaboration
 - * Family Events and Field Trips
 - * Resource and Referral
 - * Parent Leadership Opportunities
 - * Family Goal Setting
- **Parent Child Home Program** is a home-based literacy program for families with children, 18 months to 4 years, at risk of educational disadvantage
 - * Twice weekly home visits
 - * Child/Parent Groups
 - * Resource and Referral
- **WISE Elder Services** is an Adult Day Health Program for adults experiencing health care related issues or whose ability to function independently is limited
 - * R.N. Oversight
 - * Nutritional lunch and snacks
 - * Transportation
 - * Community Experiences
 - * Social Services
 - * Individual Counseling
 - * Personal care
 - * Outdoor patio for activities
 - * Specialized and therapeutic activities
- **Residential Program** provides services to adults with developmental disabilities in integrated community settings
 - * Individual Service Plans
 - * Community Participation
 - * R. N. Oversight
 - * Medical, Behavioral and Psychological Coordination
 - * Case Management and Services Coordination
 - * On Call 24-hour crisis intervention



Notes from the Executive Director

Fiscal Year 2011 comes to a close for the agency, on June 30th. During the course of the past year, we provided supports to improve the quality of life for over 1280 individuals and families in our 5 programs. Hard work has paid off in many successes again this year, acknowledging and enhancing our mission in the community, including program reviews that commended our Early Head Start, Early Intervention and Wise programs, successful fundraisers and receipt of a variety of grants from the United Way, Bristol County Savings Bank, Ronald McDonald House, Rotary, the Mayor's office of Community and Economic Development, Taunton Chamber of Commerce and Staples. Specific achievements are noted in the pages of this report. Challenges were numerous, too! As concerning as the funding roller coaster can be, we are always optimistic that our programs will continue because of defined need, long-term cost efficiencies and strong advocacy. Many thanks to those who assisted in advocating for consistent funding. Additionally, I am always impressed with our staff who are willing to hone their leadership skills, representing the agency in many roles on state and local committees, promoting access to quality services for those in need.

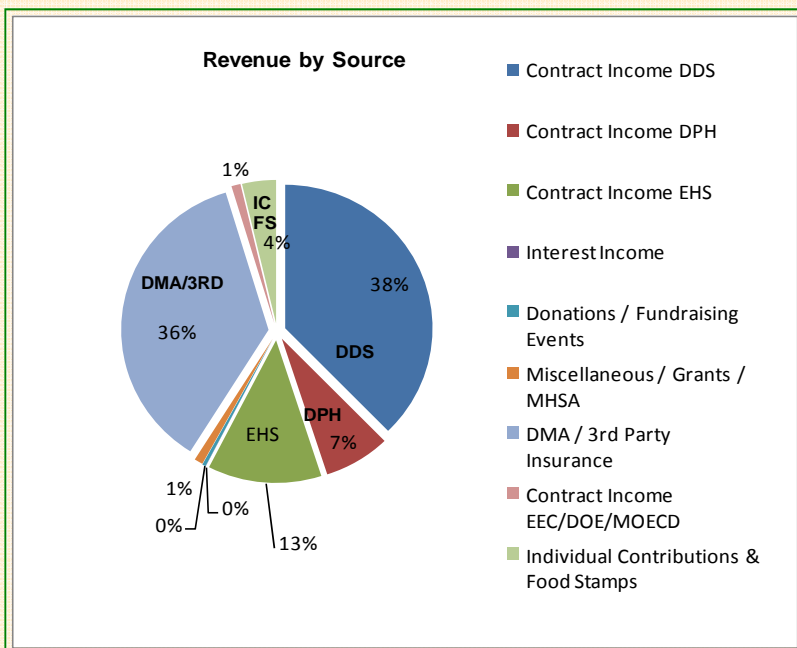


In planning for next year, we have designed goals and objectives to continue to enhance service delivery, improve staff recruitment and retention, secure funding and resources, heighten public awareness, and manage our facilities. Please feel free to call for a full plan.

In closing, my heartfelt gratitude to those who invite us to share in their lives through our programs, and to our dedicated board of directors for their ongoing support and encouragement.

— Kathleen M. Tunney, President & Executive Director

Statement of Support, Revenue & Expenses



Revenue

Contract Income DDS	2,733,900
Contract Income DPH	530,000
Contract Income EHS	911,900
Interest Income	1,500
Donations/Fundraising Events	29,000
Misc./Grants/MHSA	68,000
DMA/3rd Party Insurance	2,639,000
Contract Income EEC/DOE/MOECD	72,500
Individual Contributions & Food Stamps	268,800
Total Support & Revenue	7,254,600

Expenses

Personnel & Related	5,885,000
Contractual Services	110,600
Occupancy Cost	507,000
Other Expenses	707,000
Total Operating Expenses	7,209,600

Projected through 6/30/11 subject to audit



Achievements

Voted # 1 Small Business to work for in Massachusetts by The Boston Globe
Supported 1,280 individuals and families through the work of 193 dedicated employees

ADMINISTRATIVE

- 73% Staff Retention
- Added Flexible Spending account to generous employee benefits, increased 403b contribution and mileage reimbursement
- Continued Employee Recognition, Incentive, Wellness, Referral Bonus Programs
- Received over \$20,000 in grants and \$40,000 in-kind donations
- Held successful fundraising, award and recognition events

WISE ADULT DAY HEALTH PROGRAM

- Supported 50 participants
- Advocated successfully for rate maintenance
- Implemented new attendance regulations
- Maintained high monthly census and attendance rates
- Created private rest/counseling room and social worker office
- Commended for an excellent food service program
- Installed Safety Alarm system
- Purchased Hoya Lift to assist in personal care
- Increased Marketing
- Increased region-wide visibility of ADH through advocacy efforts and news articles

RESIDENTIAL SERVICES PROGRAM

- Purchased a van for Individual Support Program
- Hired and oriented new Program Manager
- Offered all mandatory trainings on site
- Awarded United Way Transportation Grant of \$3,750
- Participated in the first Direct Support Professional Conference
- Program Manager was selected for the Leadership in Turbulent Times Series
- Continued successful collaboration when transitioning to new homes
- Sponsored 2nd Annual Spring Fling Dance
- Coordinated vacations to meet unique needs
- Represented the agency on the DDS Training Committee, DDS Healthcare Committee, AHS Safety Committee, DDS Sexuality Initiative Committee and the ADDP Residential Forum



Achievements

EARLY INTERVENTION PROGRAM

- Provided supports to the families of 1,000 children with special needs
- Trained 3 staff in Music Therapy and designed a music-specific Child and Parent Group
- Implemented a Community Child and Parent Toddler Group in the Seekonk Library
- Trained and developed a Pilot Team using the Battelle Developmental Inventory Assessment Tool
- Hired and oriented a Resource Specialist in response to community need
- Received 100% compliance in all categories in the DPH's Annual Performance Indicators Analysis
- Implemented a Positive Feedback Supervisory Visit system
- Represented the agency in numerous leadership roles on state and local committee

EARLY HEAD START PROGRAM

- Supported 168 children, their families, and pregnant women
- Reviewed by the Administration for Children and Families for all communities with strengths noted and no outstanding areas of non-compliance
- Expanded services to homeless families living in motels and shelters
- Expanded visits by nutritionist to individual families
- Established socialization sites in all communities
- Developed taxi voucher system to accommodate transportation needs
- Program Director received certification as CSEFEL trainer and trained EHS staff and Family Child Care partners
- Trained staff in "Boundaries for Home Visiting", "FISH" team building and "Strengthsfinders II" training, PICCOLO observation tool and infant massage
- Developed tracking system for dental home and EPSDT visits
- Participated in state pilot for hearing screenings

PARENT-CHILD HOME PROGRAM

- Provided 607 home visits to 19 families
- Distributed 304 developmentally appropriate toys and books to increase parent/child interaction and developmental skills
- Assisted families in acquiring library cards for their children
- 87% of all home visits were kept
- 100% staff retention
- Awarded \$6,000 through the Mayor's Office of Economic and Community Development
- Distributed Summer Activity Packs to facilitate maintenance of skills



Wise Adult Day Health Services



“It pleases my brother and I that Linda is in such a friendly and loving environment. Thank you all.” — Beth

Linda is sixty-eight years of age with a diagnosis of Down Syndrome, a cardiac pacemaker, and several other diagnoses. These diagnoses along with her need for assistance with many daily living skills, safety concerns and her decline in function due to aging made her a candidate for ADH. A plan of care was developed by the Wise team, including family, physician and other professionals to meet her needs. Implementation of the plan helps Linda to maintain her highest quality of physical and emotional well-being. Nursing intervention helps her maintain healthy weight, monitors her heart health and signs of aging. When change presents a challenge, the R.N. and Social Worker work closely with the family to help them deal with behavioral and health issues. The availability of individual counseling and a support group enables Linda to understand and cope with a variety of feelings. Daily exercise designed by the physical therapist, yoga and a walking program helps her stay active, promotes well being, heart health and stress management.

Linda enjoys being busy and takes advantage of opportunities to socialize, participate in groups and activities. She waters all the plants and loves knitting and needlework. Linda enjoys much success at Wise, and the services have helped her stay content and well. Due to her daily attendance and involvement with Wise, Linda’s family is able to keep her at home, continuing with their own daily lives, knowing she is safe and benefiting from medical oversight.

Residential Services Program

“I like the services and support I receive. I am gaining more self-esteem and confidence. My housemate, Carmela says I’ve come out of my shell.”— Marcy

Little steps led to big accomplishments for Marcy, a thirty-nine year old woman, who lived with her parents in a loving and protective home until ten years ago. In 2001, she moved into a staff-supported apartment with another young woman. A big step! Marcy had been living in her apartment for about six months, struggling with many changes, and learning to live with a roommate when we met her. Her self-esteem and confidence were affected and she had begun to experience increased anxiety and physical symptoms. Thoughtful planning with her team led to an opportunity to move into an apartment with three other women and more staffing, continuing the process of little steps forward.

Marcy enjoys voicing opinions and ideas, actively participating in the daily management of her home, cooking and conquering her fear of the stove top. She is learning how to manage money through budgeting, using a bank account, and paying her own bills, more little steps. Recently, she challenged herself to get her learners permit! Marcy’s next goal is to master using public transportation to visit relatives and shop.

Soon Marcy will celebrate her fifteenth year of employment at Stop n Shop. Over time, the benefits of her job have included increased self-esteem and independence, as well as a promotion she worked hard to achieve! All these little steps have given Marcy the ability to believe in herself, make personal decisions, set and achieve goals, even when that means hard work.....according to Marcy, the struggle is worth the end result. Marcy’s dream is to one day have her own apartment. In the mean time she is happy to move forward, one step at a time!





Early Intervention Program



"Early Intervention has helped our family in so many ways. It helped me find a voice to advocate for my daughter....to go from distress to success; find solutions to problems we thought we would never solve. Our struggles are not over but I feel more secure knowing Early Intervention will be there for us. I cannot remember a milestone or happy occasion that was not shared with our EI family". — Alanna MacDonald

Mary is a 24 month old toddler. Yes, she walks with a walker, even though she has been diagnosed with a club foot and arthrogyriposis, a rare condition which affects 1 out of 10,000 babies, limiting range of joint motion and causing muscle weakness.

Following a multidisciplinary assessment of skills and review of medical records, when Mary was just weeks old, her services were designed with her parents and EI staff. Mary's Individual Family Service Plan has included weekly home visits with her Service Coordinator, Lorna Butler, a Physical Therapist. She also receives home visits from Occupational & Speech Therapists and attends a weekly Parent-Child group. She will be receiving hippotherapy, a treatment that uses the multidimensional movement of the horse to improve a rider's leg strength, posture, mobility, balance, and coordination, in the near future.

Mary has made significant improvement in her motor development, progressing from adaptive movements to crawling, sitting independently and walking short distances with support. Her social skills are a strength, as she engages everyone who looks her way, beaming that gorgeous smile!

Given the family's investment in following through on meeting her medical and developmental needs, Mary's future looks very bright!

Early Head Start Program

The family profiled here entered the Early Head Start program in September of 2010 – at that time mom was working occasionally at a nursing home and dad was also working occasionally. Both parents were sharing the care of the two children- one age 2 years, one age 4 months. The older child's behavior provided a challenge and mom had many questions regarding parenting a toddler. Goals for the older child, established between staff and the parents, included increasing her expressive language to make needs known without having tantrums and to help her manage her emotions, thus her behavior. For mom, finding child care so she could increase her working hours was a primary goal. The EHS program was able to help her access a child care income-eligible funding source as well as locate a family child care provider through our partnership with Commonwealth Family Child Care. Both children are now in full time care in quality homes while mom works full time. Dad continues to help with the care of the children and is also able to work more hours. As a result of mom learning to use consistent behavior management techniques that are in line with those used in child care, her older child has shown improvement in both speech development and the ability to control her behavior and emotions. Through our family child care model, EHS is able to remain with the family to continue providing support to both the children and parents as they continue to work on developing parenting skills, financial independence and school readiness.





Parent-Child Home Program

Adriana said her daughter has really “enjoyed her home visits with Celisa and knows exactly when she is coming.”

Delaila was 3 years old when she and her mom, Adriana, began receiving home visits with Celisa Ramos in the Parent-Child Home Program, focusing on literacy and school readiness skills. She has participated in the program for one year, and will continue for a second year. Celisa provided home visits twice a week for 30 minutes each, providing books and toys, modeling techniques for Adriana to engage her daughter in reading and verbal interactions, as well as concept development. She also helped Adriana understand some of the readiness skills Delaila needs to develop for educational success. Since her participation, Mom reports that Delaila has improved her speech and learned to solve problems better. Adriana really appreciated the extra supports of PCHP, especially the Cradles to Crayons program, an organization that provides essentials families need to feel safe, warm, ready to learn, as well as the Community Resources guide. She was happy that the Parent-Child Home Program could come to her home as she does not have reliable transportation. Delaila’s development has benefited from the one-on-one experience PCHP offers, helping her to get ready for school, providing a solid foundation for future educational success!





Leadership

“The dedicated staff in each of the programs that make up AHS embody our mission to provide choice, opportunity and support to the individuals and families we serve.”

- Kelly Hoye, Chair, AHS Board of Directors

“Our front line staffs, along with their supervisors and managers, inspire me with their work ethic. They are diligent, dedicated, professional and compassionate. I am proud and honored to be on their team.”

- Kathleen M. Tunney, President & Executive Director

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William D. Cuthbertson, Secretary

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Judy Thomas, Financial Officer

Terry Rodrigues, Human Resources Manager

Ronna Schaffer, EHS Program Director

Zulmira Allcock, EI Program Director

Debra Brower, Wise Adult Day Health Program Director

Ann Doyle, Residential Services Program Director



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