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:

FAIRNESS
INTEGRITY
PERSONAL RESPONSIBILITY
RESPECT
Associates for Human Services, Inc. (AHS) was founded 44 years ago to meet a wide range of human service needs. Currently, we serve families and individuals in Attleboro, Brockton, New Bedford, Norton and the Greater Taunton Area (Berkley, Dighton, Lakeville, Middleboro, Raynham, Rehoboth, Seekonk and Taunton). We provide support services for children, youth, adults, and seniors experiencing medical conditions, developmental disabilities or delays, education-risk factors, as well as families struggling economically. Today, we have four programs:

**EARLY INTERVENTION** provides services to families of children, birth to age 3, with developmental disabilities or delays. Services include:
- Developmental assessments
- Individual Family Service Plans
- Integrated Childgroups
- Parent Support, Training and Education Groups
- Home Visits
- Center Visits
- Resource and Referral

**EARLY HEAD START** *Home-Based Model* provides free comprehensive services to expectant families, as well as families with children birth to age 3, who meet income eligibility guidelines, including:
- Weekly Home Visits
- Playgroups for children and parents
- Parent Support Groups
- Parent Education Workshops & Trainings
- Child Screening & Assessment

**Center-Based Model** provides free comprehensive services and supports to families with children birth to age 3 who meet income eligibility guidelines and are enrolled in one of our partnership child care centers, including:
- Increased Infant Toddler Development Teacher Credentials & care systems for Health & Safety
- Child Screening & Assessment
- Lesson plans & curriculum for optimal outcomes
- High quality classroom furnishings & equipment
- Free diapers, formula and wipes while attending
- Family Activities
- Parent Education Workshops & Trainings
- Bi-Annual Home Visit

**TAUNTON AREA SCHOOL TO CAREER (TASC)** works to “Empower Youth to Succeed – by Bridging Business and Education to Improve Tomorrow’s Workforce.” It offers students life-changing, career development education opportunities such as:
- Student Internships and jobs
- Career Mentoring
- Bridge to STEM Employment Program
- YouthWorks summer work program
- College & Career Readiness assistance
- Career fairs, industry tours, other career exploration events

**WISE ADULT DAY HEALTH** is a program for adults experiencing health care related issues or whose ability to function independently is limited. Services include:
- R.N. Oversight
- Nutritional meals and snacks
- Transportation
- Individualized Care Planning
- Social Services
- Individual Counseling
- Personal Care
- Outdoor Activities
- Specialized and Therapeutic Activities daily
- Entertainment
- Daily Exercise
Thank you for taking the time to peruse Associates for Human Services’ FY’18 Annual Report. It’s brimming with updates on programs, along with pictures that also tell a story. Please take the time to read about the amazing things we’re doing!

And how about an overview on the amazing things we’ve accomplished this year? Quality services were provided to over 2,200 individuals and families, services that had a significant impact on their lives. Children and families, assisted by their dedicated staff, have made consistent progress acquiring developmental milestones, school readiness skills, and family self-sufficiency, achieving their goals, small or large. Sometimes baby steps are what matter most. Youth were offered many exciting opportunities, paving the way to careers and/or post-secondary education, facilitated by their resourceful and enthusiastic staff. Sometimes motivation at the right time is all it takes. Frail adults and seniors were provided daily medical oversight, therapeutic activities, and nutritious meals by their devoted and caring staff, maintaining and improving quality of life. Sometimes meeting everyday needs takes just the right balance of skill and planning.

It’s been a successful year. And that’s a great way to end a fulfilling and rewarding career as Executive Director of AHS. I know how fortunate I’ve been, to do the work that I love at AHS, for the past 34 years, the last 20 as ED. I more than appreciate this very special honor and will miss everyone! The clients, the staff and, of course, the board of directors, and our community supporters. You will always have a place in my heart. As I look forward to the next phase in my journey, I wish all at AHS continued success. May your dreams, as have mine, come true! The agency will be in very good hands, under the leadership of Zulmira B. Allcock, my successor. In the coming months you will learn more about her, her goals and vision. Be well my friends.

“AHS staff excel at our mission: choice opportunity support. This very talented team exceeds expectations, facilitating improved quality of life in the greater Taunton area! Take a walk through the programs; see it for yourself. I am so proud to have been a member among their ranks!”

– Kathleen M. Tunney, President & Executive Director
Leadership

BOARD OF DIRECTORS
Martin Kenney, Chair
Kathleen M. Tunney, President
Kelly Hoye, Vice-chair
Michael Suneson, Secretary
Lucille Provazza, Treasurer

DIRECTORS
Carol Sullivan
Leonard Sullivan
Marcy Couitt
Jeff Marques
Michael Reilly
Jerry Plouffe
Kayla Durkee,
Vin Bucci, Director Emeritus

SENIOR MANAGERS
Kathleen M. Tunney, President & Executive Officer
Judy Thomas, Chief Financial Officer
Amy Conley, Human Resources Director
Georgianna Ouellette, Early Head Start Director
Zulmira Allcock, Early Intervention Director
Daniel LeBrun, TASC Director
Nancy Pereira, Wise Adult Day Health Director

“I continue to be amazed by the tireless work you do on behalf of children, teens, families and older adults. You help them at three critical stages of their lives; early childhood, adolescents transitioning to adulthood and adults and seniors. You are a remarkable group of individuals who are really the unsung heroes for the work you do every day.”

– Martin Kenney, Chair
Early Intervention

“We are so grateful to AHS for their support, generosity, and most importantly, commitment to John’s success during his early childhood development”, states John’s family.

On June 24, 2016, John Daniel was born. While still in the hospital, John failed his newborn hearing screening, and his family was told he would need an Auditory Brainstem Response (ABR) test to determine his ability to hear. At his first pediatrician’s appointment, he was diagnosed with congenital torticollis, a condition that qualified him for a physical therapy evaluation through Early Intervention. Thus, John’s journey with Associates for Human Services (AHS) began.

Within a month of John’s birth, the family met with a team of professionals from AHS’ Early Intervention Program. His service coordinator was assigned, as well as a physical therapist who recommended at-home exercises for John’s torticollis. He also received services from a Certified Massage Therapist who demonstrated and modelled infant massage techniques for family implementation. During this time, John had his first ABR which confirmed he had bilateral sensorineural hearing loss and would require additional services through AHS, as well as hearing aides.

The family reported that the diagnosis was a shock - there was nothing indicating hearing loss in their family history.
Early Intervention Program FY ’18 Accomplishments

- Provided supports to the families of 1284 children with special needs, 6.15% increase
- Received 100% in all categories of DPH’s Annual Performance and Transition Survey Indicators
- Increased in all three Family Satisfaction Outcomes indicators
- Implemented procedures and trained all staff in using a newly formatted Individualized Family Service Plan (IFSP)
- Established and implemented Parents Interacting With Infants (PIWI) evidence based model; trained two staff in becoming PIWI supports to oversee the process, and provide guidance and training to staff on all components
- Provided additional staff requested trainings on Department of Children and Families collaboration best practices, Autism resources, EI Health Standards, working with bilingual families, Nutrition, etc.
- Developed an assessment schedule to allow each staff to participate in assessments; to be implemented FY’19
- Collaborated and facilitated a family group with Triumph Early Head Start
- Expanded EI to include additional office, classroom, meeting and file space
- Developed new position: Child Care Coordinator, to be implemented in FY’19
- Represented the Agency/EI on numerous local and statewide leadership committees: Interagency Coordinating Council, Leddy School Council, DPH Early Childhood Outcomes Stakeholders Group, Massachusetts Early Intervention Consortium, Trauma Informed Leadership Team, Coordinated Family Community Engagement, Healthy Families, DCF Advisory Board

and that, at first, it was difficult to believe he had hearing loss, as he responded to his family in ways most newborns often do. John’s family realized that the first few months of life are crucial to development, especially language and speech, and they understood the importance of connecting him to appropriate services, and hearing technology, to successfully meet developmental milestones.

By the Fall of 2016, John was fitted for and wearing hearing aids during all waking hours, and began participating in a Parent/Child Group for children who are under 19 months of age. This group is designed for children who are not ready to separate from their caregiver, but offers a wide range of social and developmental experiences with other children their age. In early 2017, John began receiving services by a Listening and Spoken Language Specialist. In July of 2017, John began regular sessions with a Physical Therapist, to address crawling, walking and muscle tightness. In the Fall of 2017, John was enrolled in a bi-weekly toddler class at Clarke Schools for Hearing and Speech. All these services and opportunities have been provided to John through the Early Intervention Program at Associates for Human Services.

John’s service coordinator reports it is inspiring to work with the whole family. They recognize their role as the most important part of the team, and they work diligently, incorporating strategies to facilitate John’s development within their everyday life.

John is now a 22-month-old energetic, loving, and curious toddler who enjoys playing outdoors, reading books, swimming, listening to music, and…learning something new every day!
Early Head Start: Home Based, Joya and Ashlee

“If it weren't for my PCA at EHS, I wouldn't have thought about a job, especially a job that I get to bring my daughter to everyday!” ~ Ashlee

Ashlee and her daughter Joya enrolled in the EHS program in July 2017 when Joya was 6 months old. From the first day, Ashlee has been very involved in all home visits, eager to learn, always asking questions. As a first-time Mom, Ashlee had plenty of worries, but she knew she wanted to be a strong advocate for her daughter, wanting to learn all that she can to focus on raising Joya and meeting her needs.

Home visits take place every Friday, with Ashlee an active participant, playing with Joya on the floor and encouraging longer and longer tummy time, to develop gross motor skills. Mom has always been receptive to all ideas, and was thrilled when our EHS nurse came to the home for a breastfeeding consultation, and eased her concerns regarding Joya’s nutrition. When Ashlee learned Joya was underweight, she requested the EHS nutritionist come to the home and help with healthy weight gain ideas. Ashlee is very appreciative of EHS providing so many professionals as resources to her family.

Ashlee wanted to find a job, however, she did not have transportation, or much experience and wanted a place she could potentially bring her daughter. She couldn’t bear to separate from her daughter for an 8 hour work day. After many discussions with her Parent Child Advocate (PCA), and much research, Ashlee now works at a daycare, and Joya, who attends day care there, has bonded with her new teacher and classmates. Ashlee is so happy to have a job that she loves.

Ashlee wanted to continue Friday visits, so she and her PCA worked out a schedule to conduct home visits before her work shifts. As a young Mom, Ashlee is motivated to continue services for her child.

Ashlee achieves whatever she puts her mind to. She is a strong advocate for her daughter, works fulltime, and has recently put her car back on the road. She is also researching apartments closer to her Braintree job, to fulfill her family goal of moving out of her parent’s home. Joya is now a walking 15 month old! She is climbing, exploring, and at the beginning stages of talking.

There is nothing these two cannot accomplish...they will go far!
Early Head Start FY ’18
Accomplishments

- Provided services to 112 children in Child Care Partnership Model (CCP) and 81 in Home-Based Model with 7 expectant mothers
- Provided services to 63 children with documented special needs
- Provided services to 42 homeless children
- Maintained full enrollment in CCP model of 70 children and 42 children in home based model
- Expanded to a second classroom in collaboration with Trinitarian Church in Norton, to provide a high-quality socialization site for Home-Based children and families
- Continued collaboration with Wise Adult Day Health Program to provide transportation to 25 home-based children
- Provided EHS services and supports to 18 child care classrooms in CCP model
- Completed 2nd full year of enrollment for CCP program with 4 Child Care Centers: 2 in Brockton and 2 in New Bedford
- Provided diapers, wipes and formula to all CCP model children while attending partner center
- Provided “Play With A Purpose” Parenting Training Workshops
- Improved Parent Family and Community Engagement (PFCE) outcomes reporting tool
- Increased manager proficiency and staff usage of PROMIS database system by Cleverex
- 28 CCP teachers received their Child Development Associate National Credential
- Supported 2 home-based staff to attend college courses towards a Bachelors Degree
- Provided safety items to families through the AHS Safety Grant: electric outlet plugs, window guards, car seats, gates, cabinet locks, toilet locks etc.
- 55% increase in children who accessed dental care by a dentist

EHS Child Care Partnership: Xzayvier and Alixzander Gibau

“I always knew I could rely on my Parent Child Coordinator for information, supports, and referrals when needed.” – Sonya

Sonya is a married mother of 3 children, with one step child. She was introduced to Early Head Start (EHS) through the Child Care Partnership program at Days of Discovery in 2016. She enrolled toddler Xzayvier and later enrolled her infant Alixzander.

Sonya began working with her Parent Child Coordinator (PCC) developing family and school readiness goals for both children. Xzayvier’s goals focused on typical toddler development including the social-emotional skills of following rules, routines and establishing boundaries with his peers. Xzayvier has demonstrated growth, developing happy, healthy peer relationships and is able to play cooperatively. For Alixzander, goals included developing self-soothing skills and forming attachments to new care givers at EHS. He has developed into a toddler with positive bonds with his caregivers, and has increased his overall development.

Family goals, including her continuing education, were very important to Sonya. Her work with her PCC, and the ability to participate in an internship with Early Head Start at Days of Discovery, opened her eyes to new possibilities and gave her the strength to overcome her anxiety. This gave her confidence that encouraged her to accept a challenge. Sonya had been interested in the internship because of the focus on family well-being, not just the child. She subsequent completed her educational goals and achieved her Human Services Bachelor’s degree. Sonya is excited about interviewing for a para professional position at the NB school department, and will also be interviewing for a teacher position in a preschool room. Sonya believed in the EHS program and all the benefits and supports offered to families and children. She is grateful for the introduction and experiences as well as a meaningful internship that has paved the way for a promising career. She is now an advocate of Early Head Start and the successes, for families and children, it can help facilitate!
ALEX MASON, a senior at Taunton High School, took part in YouthWorks 2017 – a summer jobs program for eligible youth, which offers participants 125 hours of paid work experience, and 15 hours of job readiness training.

Within YouthWorks, Alex was part of a small Jams & Jellies culinary workgroup - an entrepreneurial work experience, created and staffed by TASC. Past student participants have given this seasonal, social enterprise the business name, “Fruitylicious Jams & Jellies.”

From the outset, Alex took on a leadership role in Jams & Jellies. Not only was he an employee, but he went the extra mile to help another workgroup student who had special needs, and supported the student’s work experience. Whenever Alex worked with this fellow participant, he was always positive and patient, skills not many teenagers routinely exhibit. Alex gave this co-worker the space and opportunity to do all the tasks that were asked of them, and would never try to overwhelm or take over.

Alex was also a superstar in the “sales department’ of the Fruitylicious Jams & Jellies business. He talked about the products they made with confidence and pride, and he was fearless in speaking to potential customers at the weekly, local Farmers Market; or at AHS during a two-hour tasting and sales event in August, successfully selling many Fruitylicious jars, in a variety of tempting flavors, to agency employees.

According to his work supervisor, a Taunton High culinary instructor during the school year: “Alex was a great worker - very motivated - always took initiative and was extremely polite and customer service oriented! He was knowledgeable, eager to learn and creative - making up several new jams and jellies flavors.” Apple Sage and Strawberry Kiwi are two yummy examples.
As for Alex, he talks about YouthWorks as having provided him with many great experiences, both fun and helpful, including: going to the Papa Gino’s corporate headquarters and meeting one of their top Chefs, as well as going to a local soup kitchen where he helped serve food.

Alex reports his YouthWorks job was “well rounded,” because he learned some marketing and sales strategies, which he believes will be beneficial to him with anything he wants to do in life. And, he adds, “It helped me discover my own unique taste of food. I know what I like and now I have a good understanding of food and recipes. “

Alex will be attending Roger Williams University in fall 2018. He plans to major in Mechanical Engineering, and is interested in aerospace engineering. He hopes to be involved on campus. From all indications during his Jams & Jellies 2017 YouthWorks experience, it seems likely he will find both, get involved and achieve continued success!

TASC FY ’18 Accomplishments

- Recruited 63 business and other professionals from 35 companies for signature Career Mentoring services, matched these volunteers 1:1 during the year with 65 students from three partnership high schools: Bristol County Agricultural, Taunton and Taunton Alternative High Schools; organized and offered, to all career mentors and their mentees, 30 tours of local businesses and colleges, as well as 7 seminars such as “Dress for Success”, Toastmaster International and Financial Literacy

- Brokered employment at 16 worksites (private, public, and non-profit) for 39 low income teens as part of Taunton YouthWorks 2017, a summer job training and paid work experience program

- Found, facilitated or supported work experiences - paid/unpaid internships and part-time jobs, including Project Intern at Bristol County Agricultural HS, and Work-Study Program at Taunton Alternative HS, for over 120 high school students, utilizing the MA Work-Based Plan to assess skill levels displayed by the youth during their work period

- Continued 3-year Bridge to STEM Employment Program, at Taunton High School for 27 juniors, offering monthly meetings, presentations by local industry representatives, company and college tours that helped participants explore STEM-related careers (in Science, Technology, Engineering and Math)

- Reached over 700 high school youth at Taunton HS and Taunton Alternative HS with individual, group, and classroom career development education activities, work readiness training, and/or job search assistance

- Organized or supported multiple Career & Job Fairs, allowing 400-500 students to explore and gather information about a variety of post-secondary education and career paths, involving over 50 businesses, colleges, and trade schools

- With support from the TASC Council, held the most successful Business Recognition Dinner (22nd) and Business Education Spelling Bee (14th) fundraisers in TASC history
“We are just thrilled to have Roger and Lorraine as part of our program,” reports Program Director Nancy Pereira. “They are such an engaging couple and truly benefit from all aspects of what an adult day health program has to offer, from the medical care to activities and socialization.”

Lorraine and Roger are a sweet married couple who have been attending Wise Adult Day Health for over a year. Lorraine, age 73, and Roger, age 78, have intellectual disabilities and met at a sheltered workshop where they both worked. Roger thought Lorraine was pretty and knew right away he wanted his parents to meet her. Both Lorraine and Roger’s families approved of them dating and it wasn’t long before Roger popped the question asking Lorraine to marry him! Lorraine happily accepted. Their parents supported the wedding which was held at St. John’s Church in Attleboro, in May of 1987. Lorraine reports they took a train and honeymooned in Florida with support from Lorraine’s uncle who resided there. The newlyweds moved into an apartment in Attleboro, living independently with supports from the Department of Developmental Disabilities. Roger worked as a janitor at a fabric company in Taunton and Lorraine continued to attend her daily workshop. The couple are proud and happy to report that they have been happily married ever since, celebrating their 31st anniversary this year!

As the couple got older, Lorraine and Roger developed more complex health concerns that their care team felt required full
time supports. The couple then moved into their current residential group home in the Taunton area, and receive their day time supports at Wise Adult Day Health.

The Wise Adult Day Health program provides Lorraine and Roger with daily therapeutic activities, socialization, nursing oversight and any personal care they require throughout the day. Roger is on tube feeding, requiring complex nursing care which is available to him, as needed. The couple attends the program 5 days per week and receive transportation to and from the program on the agency vans. Roger reports that he really enjoys coming to program every day and that he likes all the staff who work with him here. His favorite activities at the program are bingo and lucky slots ball, and he loves watching game shows during lunch time, while Lorraine is eating. Roger is also an active committee member of the Wise Family and Participant Advisory Council and gives thoughtful suggestions on ways to continue to enhance the participants’ experiences here. Lorraine is an outgoing and friendly woman who loves to socialize and greet new people. She is proud to display her feats of being double jointed and is very spiritual and complimentary to others. She loves to dance and is always excited when we have entertainers at the program. When asked what she likes best about attending Wise Adult Day Health, Lorraine reports being together with Roger every day and looking out for each other.

Wise FY ’18 Accomplishments

- Provided high quality day supports to 47 medically involved individuals, in lieu of nursing home placement
- Re-structured employee orientation to incorporate an Educational video series
- Awarded a Department of Transportation grant to procure 3 new handicapped accessible vans, to increase wheelchair capacity and passenger comfort
- Updated program policies and procedures
- Introduced new entertainers to enhance programming
- Hosted 5 C.N.A. students from Bristol Plymouth Vocational High School
- Hosted 1 high school senior intern from Taunton High School
- Collaborated with Council on Aging to establish a Dementia-Friendly Taunton coalition
- Initiated collaboration with the Citizens for Citizens Senior Employment Program
- Established monthly presence in local newspaper, providing care giver support resources
- Modified kitchen door, improving access while maintaining participant safety
- Facilitated higher attendance at Wise Connections networking group via time change
- Continued representation of Associates for Human Services and Wise Adult Day Health on Massachusetts Adult Day Service Association, Southeast Alliance for Elders, Bristol Norfolk Networking Group, Alzheimer’s Association, Taunton Emergency Task Force, etc.
Administration FY ’18 Accomplishments

- Received over $228,600 in grants and donations, over $66,771 in fundraising events and over $56,000 in in-kind donations

- Updated website; increased presence on social media (Facebook, Pinterest and Instagram)

- Continued to expand email distribution for newsletters, flyers, calendars

- Identified new Corporate Sponsors

- Hosted a very successful Ribbon Cutting Ceremony and Business After Hours Event

- Conducted a seamless transition to a new venue for our Annual Wine Tasting Event

- Continued generous employee benefits, including an agency match contribution of up to 4% to 403b retirement

- Awarded an incentive to eligible employees with a potential payout of up to 6 week’s salary

- Increased salary by providing a 4.0% raise to eligible employees

- Voted number 27 in the small business category in Boston Magazine’s Top Places to Work

- Maintained Employee and Volunteer Recognition, and Referral Bonus Programs

- Offered morale building events, i.e. Employee Themed Luncheons, Thanksgiving Gift Cards and Monthly Employee Activities
Statement of Support, Revenue & Expenses
July 1, 2017 - June 30, 2018

REVENUE
Contract Income DDS/TASC 382,800
Contract Income DPH 839,600
Contract Income EHS 1,665,000
Contract Income EI, TASC UWGAT 40,000
Interest Income 2,000
Donations / Fundraising Events 105,000
Misc.- EI SSP/Grants/MHSA/Rents/ TASC Corp Sponsorships 642,000
DMA / 3rd Party Insurance 4,640,000
Contract Income DESE 27,000
Total Support & Revenue 8,343,400

EXPENSES
Personnel & Related 5,601,300
Contractual Services 1,229,300
Occupancy Cost 424,500
Other Expenses 993,000
Total Operating Expenses 8,248,100

Projected through 6/30/18 subject to audit
All contributions are deductible for income tax purposes.