

CHS Community News

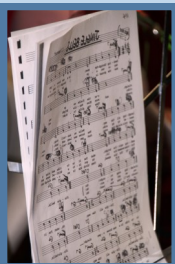
Spring, 2014

Volume 1, Issue 8

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Please make note of our current address & contact numbers

Cooperative for Human Services, Inc.
420 Bedford Street, Suite 100
Lexington, MA 02420

Telephone: 781-538-4626
Fax: 781-538-6950

Editor:

Carole Tagg

Photography:

Ivana Knara

Layout, Design & Production:

Barbara Mague

Message from the Executive Director

Dear Friends,

I hope your year is off to a great start. At CHS we are off to a fast beginning! We are looking forward to a year of promise and achievement. This year will bring positive changes and greater opportunities for those we serve, their families and our staff. Building on our accomplishments in 2013 we will further develop the technology systems and staff supports needed to not only meet the current needs of the individuals we serve but position us to meet the needs of individuals with disabilities and their families in the future. We know that government funding will continue to tighten. Needs will no doubt out pace resources at an accelerated rate. Still, if we stay focused on our core areas and ensure that each person served is at the center of our effort, we will continue to thrive.



This year there will be new initiatives to increase consumer and family choice, greater control and access of services. Managed care initiatives under the new U.S. Affordable Care Act should further empower families to develop creative, personal solutions that are designed to reflect each individual's own life vision. New technology, creative housing solutions, new service rates and expanded home-based, long term support services will allow CHS to continue to partner with individuals and families to deliver personalized, quality supports and services that are value driven, responsive and inclusive. CHS is ready and we will continue to improve and progress in 2014. Our most notable achievements (listed below) provide reason for our confidence and fuels our enthusiasm.

- ◇ **Expanded our ability to serve people with significant, progressively complex health/medical needs, as well as people with autism, behavioral health and dual diagnoses.**
- ◇ **Opened three new homes, renovated five of our locations and developed creative housing supports for Turning 22 students and families.**
- ◇ **Increased staff recruitment by 30% and successfully planned for Affordable Health Care Reform.**
- ◇ **Created web-based communication campaign; all agency publications are online and in print.**
- ◇ **Launched the Sibling Network and hosted many family events and celebrations.**
- ◇ **Launched CHS Google Drive & Intranet Sites to enhance Human Resource, staff training & scheduling.**
- ◇ **Increased revenues via centralized collection**
- ◇ **Reduced staff overtime costs while increasing capacity.**
- ◇ **Through careful planning, total revenues increased by 10% to \$12.6 M with fundraising revenues increasing by 150% in the past two years.**

Please see next page

Message from the Executive Director - continued

Continued from page 1

CHS will continue to initiate and achieve new strategic goals and objectives in all five of our Focus Areas, developing innovative and progressive services over the next several years. We look forward to serving more people, and introducing new services in these needed areas:

- ◇ **Day Services**
- ◇ **Residential, Health Care and Clinical Services**
- ◇ **Self Advocacy and Guardianship;**
- ◇ **Recreation and Leisure;**
- ◇ **Creative Housing Options: Autism Spectrum, Turning 22/Transition Services; and**
- ◇ **Family Support Services.**

We also plan to develop an organization-wide volunteer program that matches and links volunteers to persons served based upon shared interests; strengthen clinical and behavioral services; and maintain CHS' achievement of the highest level of State Certification/Licensure.

Our strength is our dedicated and well trained staff. CHS will continue to enhance our recruitment strategies; increase the wages for our direct support workforce and front line managers; expand our state-of-the-art staff education program; and expand our employee wellness program.

Over the next few years, CHS will explore additional Google capacities and functions to enhance communications, electronically manage and analyze data, access on-line training videos and reduce reliance on "paper management" processes. We will also continue to enhance our employee Intranet system.

CHS will continue to develop and diversify funding sources through program expansion, new service development and fundraising.

So, stay tuned for another productive and progressive year ahead. Please let me know about your thoughts and concerns. I can be reached at kleahy@cooperativeforhs.org or at 781-538-4626 x 211.

Sincerely,
Kevin J. Leahy
Executive Director



AGING WELL WITH AUTISM (55 AND OLDER)

On July 25, 2013 the NLM Family Foundation and The Heller School for Social Policy and Management at Brandeis University co-sponsored a special one-day workshop, "Aging Well with Autism (55 and Older)." Discussion focused on several unique challenges faced by the growing population of individuals with autism after age 55, including access to medical and health care services and senior life planning initiatives. Of particular note was discussion of the power and promise of community and connections within newly emerging planned multi-generational communities as a successful alternative to institutional care.

Presentations from Rehabilitation Research and Training Center's Director, Tamar Heller, PhD and Associate Director for Research, Beth Marks, PhD, RN are featured in the "Aging Well with Autism (55 and Older)". A summary of the presentations and discussions can be viewed on the Foundation's website: www.nlmfoundation.org

Housing Workshop Held at CHS

On October 16, 2013, CHS hosted "The Housing Workshop: Creating a Financially Sustainable Home for your Son or Daughter." Cynthia Haddad, John Nadworny and Alexandria Nadworny from Special Needs Financial Planning of Winchester, a division of Shepherd Financial Partners, were guest speakers.

Focusing on students Turning 22 and the transition process from school to adult services, over a dozen family members gained valuable insight and specific information about planning and funding residential services and community supports for their loved ones. Factors reviewed included information about government benefits, financial & legal factors, emotional considerations and family-centered planning.

For more information, please contact Cooperative for Human Services at 781-538-4626 or Special Needs Financial Planning at 781-756-1804.

Cooperative for Human Services, Inc.



CHS Intranet – Employee Resources & Training

CHS, Inc. Training Resources:

Shared with everyone at
Cooperative for Human Services, Inc.

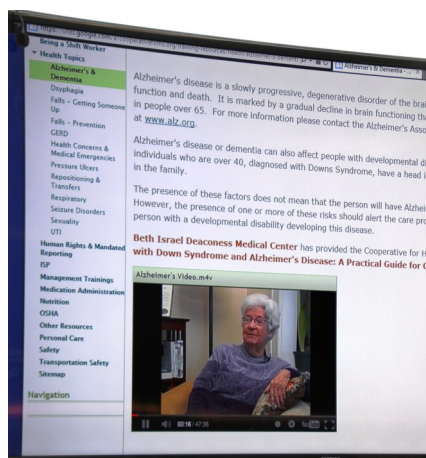
Human Resources:

Shared with everyone at
Cooperative for Human Services, Inc.

CHS Google Drive

My Drive ▶ CHS Google Drive

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<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Business Office Forms Shared
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Employee Certifications Shared
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	ISS Shared
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Residential Management Manual Shared
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Trainings Shared



In order for the organization to continue to provide quality-driven services, we must continually explore how technology can connect our employees and improve outcomes for the people we serve.

During the past year, CHS has expanded its use of Google products from the basics of using G-mail and the electronic calendar to using other applications and services. These services create instant access to critical information and resources. Recently, Google announced that 7 of the 8 Ivy League schools are using these same products to remotely manage information and build a collaborative environment.



CHS has created its intranet using Google Sites.

During the past year, we have created two websites:

CHS Training Resources site & the **Human Resources** site.

These sites contain a wealth of information designed to improve employee engagement and to enrich their understanding; providing our staff with the knowledge and resources to effectively support the people we serve, each and every day!



Google Drive provides cloud-based data management; this means that we manage all of our business and service forms electronically and securely in one single location. Employee access is controlled through CHS assigned user names and passwords and limited to assigned security levels. This advancement in data management allows employees access to CHS forms and information (anytime and anywhere)!

Our **Training Resources** site (image to left) provides a multi-media learning experience for all of our employees. Employees are granted access and can view our trainings as frequently as desired and can choose from a variety of topics ranging supporting people with dignity and respect to understanding very complex health care needs. The online access and convenience ensures all of our employees receive the training they need.

**THE Cooperative FOR
Human Services**
A PASSION FOR WHAT'S POSSIBLE

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Thank You to All of Our Donors!

CHS thanks all of our Annual Appeal donors who helped us raise a total of \$15,565 last year. Each donation helps CHS to greatly enhance services to the 300 men and women with intellectual and developmental disabilities served each year. Funds are used for additional recreation, leisure and community activities that otherwise would not be possible. We are very grateful for each gift and extend sincere appreciation to each one of you. **Thank you so very much!**

Sponsors: (\$1000-\$5000)

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Norman, Marjorie and Steven
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Benefactors: (\$500-\$999)

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Roland Gregoire
Stephen Kirkland
Wolf and Company Charitable Fund



*"We make a living
by what we get;*

*We make a life by
what we give."*

Winston Churchill

ATTENTION STATE & FEDERAL EMPLOYEES

CHS is an approved non-profit organization for both Federal and State employees who contribute to their respective Combined Charities Programs. If you, your friends or other family members are employed by a State or Federal agency, your contribution can be directed to Cooperative for Human Services, Inc. by indicating our provider number on your pledge card.

Our MA Combined Employee Campaign Number is 700417.
Our Combined Federal Campaign of Eastern MA number is 42522.

Thank You!

CONSUMERS BENEFIT FROM CHS PARTNERSHIP WITH TD BANK

They listen honestly and intently to our staff discuss the work they do on a daily basis. They take the time to understand its positive impact on the 300 people with disabilities served by Cooperative for Human Services, Inc.

TD Bank employees are strong community advocates, promoting banking services and products that meet the unique banking needs of the individuals served by CHS. They provide personalized banking products that meet the specific needs of the individuals.

CHS has an on-going and very successful partnership with TD Bank of Burlington. Working closely with our commercial lending representative, Anne McCormack, for the past several years has allowed CHS to grow and prosper.

Anne and the experienced commercial bankers from TD Bank's Healthcare and Not-for-Profit Group have helped our organization develop the financial resources to open new



residential programs and create services, expanding the number of individuals CHS serves.

TD Bank has also proven to be an outstanding community partner in many other ways. TD Bank staff take a very special interest in helping CHS achieve its mission to serve individuals with intellectual and developmental disabilities.

Some examples include:

- Volunteerism - TD Bank staff have conducted volunteer days with CHS individuals.
- They honored our staff with a luncheon when we achieved top licensing and certification status with MA Department of Developmental Services, Office of Quality Enhancement.
- Bank officials have assisted CHS in securing 2 grants of \$10,000 each

from TD Charitable Foundation for capital projects to improve services to the people we serve.

Recently, a delegation of officials from TD Bank catered a special luncheon for CHS staff at our new office in Lexington. Bank officials included Melissa Blanchette, Vice President Regional Operations; Paul Saia, Vice President, Retail Market Manager; John Hackett, Senior Vice President, Regional Manager Commercial Lending; Marshall Sugarman, Regional Vice President; and Anne McCormack, Vice President, Commercial Lending.

A lively discussion ensued and many new and exciting partnership initiatives were planned for 2014 and beyond. These topics included meeting CHS' future banking needs, assistance with new grant initiatives and expansion of joint volunteer projects.

All of us at CHS sincerely thank TD Bank for being a great community partner!

CHS Individuals Give Back

This past Holiday Season, individuals in our residential and individual support services programs were involved in more than 30 community projects - Giving Back to their communities. For example:

- ◆ The folks at our Amory residence baked and delivered cookies to the Maynard fire fighters in appreciation of all they do for the community. They were rewarded with hugs and thanks from the surprised firefighters. The next day the firefighters returned the empty pans arriving on the Maynard Fire Company's Hook and Ladder truck!!



- ◆ Individuals from other residences tie dyed scarves for cancer patients and delivered them to the Dana Farber Cancer Institute in Boston. The Dana Farber staff were deeply touched and appreciative of the generosity. As an expression of gratitude our individuals were treated to a tour of the Dana Farber sports collection with Red Sox and other Boston sport teams memorabilia.



CHS Opens 2 New Residences

This past fall, CHS opened 2 new residential homes for adults with intellectual and developmental disabilities, one in Lynnfield and one in Melrose. Both homes provide modern amenities, spacious rooms, handicap accessibility and back yards with barbecues.

- ◆ The four men living in the Lynnfield home were re-located from a former CHS residence in Everett. They are enjoying their new, spacious home tremendously.
- ◆ The Melrose home is also large, accommodating 5 gentlemen including 3 individuals who are new placements. They are all active young adults who love to go out into the community.

Welcome Home!!



CHS HAPPENINGS—EVENTS FOR ALL SEASONS

CHS SPORTS NIGHTS

Each week CHS sponsors a sports night for the individuals in our services. Everyone is invited to participate and join in on the fun. The activities vary depending on the weather from fitness training to participating in outdoor activities like hiking, flag football, basketball and frisbee.



CHS CHORUS DEBUT PERFORMANCE A HIGH SUCCESS

The Individual Support Services (ISS) Chorus held their very first concert for parents, siblings and friends on July 18, 2013. The debut came after the twelve member chorus spent weeks in rehearsal, led by ISS Coordinator, Alyssa O’Keefe (who is professional musician) and two fellow musicians, Zachary Bridges and Chris Eddeleston who volunteered their time and energy to coach the aspiring vocalists.

Generously hosted by the men who live at our Hempstead residence during a CHS Family barbeque, the event was a smashing success. Approximately fifty friends and family members

came together to support the chorus.

Song choices included many Beatles’ classics, the one hit wonder “Buttercup” and many other oldie hits. After the concert the grill was fired up and everyone enjoyed a marvelous dinner. Please keep a lookout for our group, “The Voice” contestants have nothing over them.



CHS HAPPENINGS—EVENTS FOR ALL SEASONS



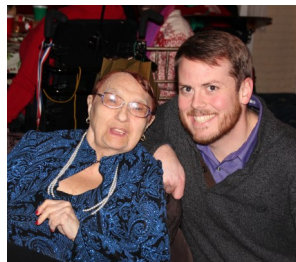
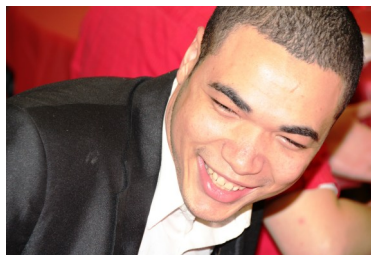
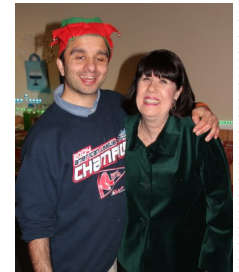
CHS HUMAN RIGHTS CONFERENCE

Over 100 self advocates attended the CHS Annual Human Rights Conference, “Celebrating Our Passion” held at CHS’ office in Lexington. Workshops were varied and included training in human rights, self advocacy and peer support. Participants enjoyed a buffet dinner and also expressed their opinions and satisfaction with their services at CHS.



CHS HOLIDAY ACTIVITIES: CELEBRATIONS GALORE!

CHS chose to have smaller, more intimate parties for the 2013 holiday season instead of one very large party at an event facility, as was done for the past several years. This change allowed individuals served to participate more fully in the planning, preparation and hosting of their own events. Each party was a unique expression of the wishes and preferences of CHS participants. Of course, each party had decorations, great food, entertainment and gift giving too.



Please Contribute

Cooperative for Human Services, Inc. A PASSION FOR WHAT'S POSSIBLE

____ YES, I/we want to help the Cooperative for Human Services continue its mission to provide quality residential, independent living, guardianship and other support services to individuals with developmental disabilities. Please accept my/our tax deductible contribution of \$_____. (You can also contribute on-line at www.cooperativeforhs.org)

Name: _____

Address: _____ City: _____ State/Zip _____

E-Mail Address: _____

Gifts can also be made in memory, in honor, or in celebration of a special person or occasion.

In Memory of: _____

In Honor of: _____

In Celebration of: _____

Please make check payable to Cooperative for Human Services, Inc. and mail to:
Cooperative for Human Services, Inc., 420 Bedford Street, Suite 100, Lexington, MA 02420
Telephone: (781) 538-4626 On-line donations: www.cooperativeforhs.org THANK YOU!

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