

CHS Community News

Editor:

Carole Tagg

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A Message to Family & Friends from the Executive Director

Welcome to the first edition of CHS Community News. We hope to share with you organizational developments, information and interesting highlights throughout the year.

Inside, learn about CHS activities and our plans and achievements as we strive to continuously improve services for the more than 200 people we serve with cognitive, developmental and other related disabilities.

It is truly a pleasure for us to bring this newsletter to you. In our first edition we have provided an overview of our core indicators. We hope that you take a few minutes to read and consider the core indicators as we think it will give you valuable insight into how we plan and support our work.

One of the unique qualities about our organization is our unwavering commitment to meeting both the current and future needs of the people we serve. We know that people's needs can quickly change, so we must anticipate, plan, or-



ganize and be ready to respond. During the last several years we have placed a tremendous amount of effort into strengthening healthcare systems, building staff skills and enhancing our home environments. I hope you have seen the progress.

While we continue to face many challenges (funding reductions, escalating costs, etc.), I remain confident in our ability to build on our success while remaining true to our mission and values. We look forward to your support!

Kevin J. Leahy, Executive Director

Strategic Initiatives — Highlights

Strategic Overview

The CHS blueprint for success is articulated in our multi-year strategic plan.

We develop our long and mid term goals using a dy-

namic strategic planning process that is organized by the CHS Core Indicators and involves our stakeholders.

Each Core Indicator of the organization represents an essential element, and com-

bined, the core indicators create a comprehensive framework to achieve distinction in the field of human services.

(Overview — continued on page 5)

Board of Directors

Established in 1981, the Cooperative for Human Services, Inc. is a private, non-profit organization that provides services to over 200 individuals with cognitive and developmental disabilities in the Greater Boston & Metro North communities.

We are governed by our Board of Directors, a group of dedicated volunteers who devote their time, expertise and resources to further the Mission and Goals of the organization.

Many thanks are extended to the Board of Directors for their role in the organization's success.

Fred Misilo, Jr., Esq., Chair
Fletcher, Tilton & Whipple, PC
Chair, Elder Law & Special Needs
Practice Group

Helen Cushman, Clerk
Religious Educator
Family Member

Stephen Darr, Treasurer
Mesirow Financial Consulting, LLC
Senior Managing Director

Lori Maida
Shore Educational Collaborative, Inc.
Director of Human Resources

Carol Tulley, CPA, JD
Wolf and Company, P.C.
Director of Tax Services

Kathia G. Manzi
Wheaton College
Senior Development Officer

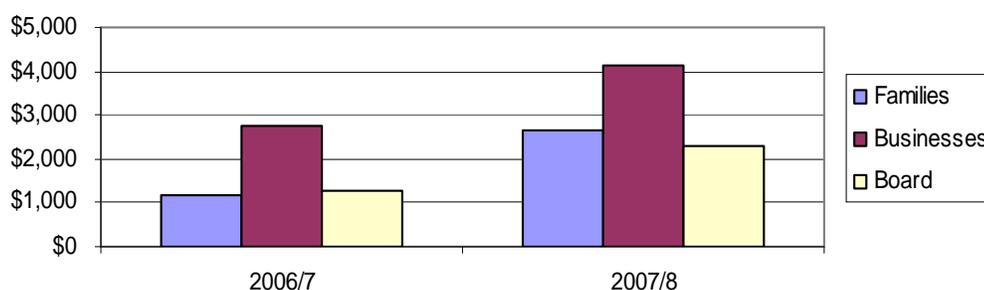
Annual Appeal Update

The Board of Directors of the Cooperative for Human Services, Inc. (CHS) announced that the 2007—2008 Annual Appeal raised \$9,105—an increase of 74% over the 2006-2007 fund drive.

Fred Misilo, Chairman of the CHS Board of Directors, and Kevin Leahy, Executive Di-

rector, extend their sincere thanks and appreciation to all donors.

These funds make a difference in the everyday lives of the individuals we serve, paying for personal goods or recreational activities that otherwise would not be available.



Special Thanks to:

Benefactors: (\$500 — \$1,000)

Fred Misilo, Fletcher, Tilton & Whipple, PC
Carol E. Tully
Wolf & Co. PC
Donna & Edward Sullivan
Ann W. & David N. Perkins
Kirkland & Shaw, Inc.
Norman & Margie Wilson
Michele & Victor Ramirez

Patrons: (\$200 — \$499)

Anonymous
Mr. & Mrs. Richard J. Forsley
Ann & Daniel Powers
Arise Consulting Services
Edgeworth Appliance Co.
Helco Electric Co.
Ride-Away Corp.

Friends: (\$5 — \$199)

Helen Cushman
Robert Coleman
Carl Kazanjian
Crystal New
George Coleman
Marie & Roger Tulin
Marianne Vezerian
Elizabeth Parsons
Estelle Greenberg
Patty Nicastro
Anne DiMattia
Joanne Levingston
Katherine Fitzgerald
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Haig Hedison
Cathy Smith-Conover
George Coleman
Simone D'eon
Leona Grell
Mary & Conrad Bardwell
George Murphy
Anita & James Farrell
Melrose Glass Co.
Fellsway Service Station
Faulkner Brothers, Inc.
Harris Fire & Safety
Lexington Auto Service
Robertson Landscaping
Olivadoti/Johnson's
Transmissions



A new outdoor area at Liberty Ave.

"CHS has a demonstrated history of providing high-quality, community-based services for individuals. This funding will really help enhance those services and make a difference in the lives of CHS residents. We are pleased to be able to assist with this effort."

Mark Crandall,
President, TD Banknorth of MA



Liberty Ave's new accessible area.

\$10,000 Grant Award from TD Banknorth

"Right in My Own Backyard"

The TD Banknorth Charitable Foundation, awarded a grant of \$10,000 to the Co-operative for Human Services (CHS), to support our "Right in My Own Backyard" project.

The "Right in My Own Backyard" project improves the handicap accessible, outdoor areas at three CHS residential properties. The homes selected were on Liberty Ave. in Burlington; Massachusetts Ave. in Lexington, and Forest Street in Lexington. Many of the residents in these homes have complex health care needs, so design elements for the project included construction of relaxing outdoor areas that promote rest and healing. The grant also paid for supplies and equipment to introduce hobbies, such as bird watching, butterfly identification and container gardening for residents who are non-ambulatory.

CHS Executive Director, Kevin J. Leahy, thanks Vice President, Ann McCormack from the TD Banknorth office in Burlington for her tremendous assistance with the grant process. Ann toured the Liberty Ave. home recently and was very pleased with the project results. CHS also thanks Steve DiOrio, Family Educator at Temple Shalom Emeth in Burlington, who sent 3 members, Debra & Stephanie Avtgis of Billerica and Laura Standley of Woburn to help with the project. These volunteers worked Sunday, May 18, 2008 with Liberty Ave. staff and residents, cleaning up yard debris, spreading new mulch, and planting flower and vegetable gardens. Volunteers from the Lexington Field and Garden Club also visited and helped residents plan new gardens at the 2 Lexington homes. CHS will seek funds to bring "Right in My Own Backyard" to new sites next year.

Self Advocates at CHS Celebrate New Name for DMR

After nearly a decade of advocating to change the name of the Department of Mental Retardation, success finally arrived when Governor Patrick signed the FY 2009 MA Budget on Sunday, July 13, 2008. The new budget included a provision changing the name of DMR to the Department of Developmental Services (DDS). The name change will officially take effect on June 30, 2009.

Self Advocates at CHS were among the thousands of individuals across the Commonwealth who lobbied for the name change. The Massachusetts Advocates Standing Strong (M.A.S.S. is the State Chapter of local Self Advocate groups) thanks everyone involved in this effort, particularly our MA State Legislators and The Arc of Massachusetts who championed this cause! Congratulations to all!

Additional Resources

Department of Mental Retardation www.mass.gov/dmr

Arc of Massachusetts
www.arcmass.org

Arc of US
www.thearc.org

Disability Law Center
www.dlc-ma.org

Social Security Administration
www.ssa.gov

Cooperative for Human Services
www.cooperativeforhs.org

CHS Receives the Highest Level of Certification from DMR

"In summary, Cooperative for Human Services, Inc. is a progressive organization, which exudes high energy and enthusiasm for promoting its mission and providing quality support services to its customers. The organization is congratulated for achieving a Two-Year License and is certified with Distinction."

2008 Executive Summary Report

As a result of our January 2008 survey, CHS was awarded the highest level of licensure and certification, 2 years with Distinction, from the MA Department of Mental Retardation, Office of Quality Management and Quality Enhancement.

The survey was conducted by a 5 person survey team from the Northeast Regional DMR Office. The Survey process evaluated CHS on DMR's 5 Quality of Life Areas (Rights & Dignity, Personal Wellbeing, Individual Control, Community & Social Connections, and Personal Growth & Accomplishments) as well as specific organizational standards.

Over the course of the 30 day survey, the team completed evaluations at each one of our community residences. All homes were evaluated in the areas of human rights, health, safety and organizational outcomes. In addition to these essential safeguards, the survey team randomly selected individuals from our Residential and Individual Support Programs and conducted comprehensive reviews in all of the Quality of Life Areas.

CHS is (excerpts from the 2008 Survey & Certification Report).....

- Exceptionally Committed
- Accessible
- Thoughtfully Planned
- Highly Effective & Supportive
- Progressive
- Passionate & Enthusiastic
- Dynamic & High Energy
- Exemplary High Quality Service
- Flexible & Responsive
- Creative
- Mission Driven
- Commendable
- Enriching & Empowering
- Action-oriented

CHS is proud of its team of committed direct support and management professionals.

We extend our sincere appreciation and gratitude to each employee for their hard work and personal contributions in enhancing the lives of the people we serve.

CHS Board of Directors & Executive Management Team



MA State Budget FY 2009: Highlights Important to CHS

Advocates have been working overtime this year to insure that services to people with disabilities are adequately funded. The final budget passed by the MA Legislature was favorable to disability services, however, Governor Patrick vetoed several important DMR line item appropriations prior to signing it.

Advocates were successful in convincing our State Legislators to override some of the Governor's vetoes. These overrides reinstated the \$1M appropriation for the Autism Division and the \$600,000 needed for additional residential services. Finally, in his signing letter to the new budget, Governor Patrick also indicated that a close watch of revenue and expenses would prevail in his administration. He would be willing to consider making Chapter 9C emergency cuts if the MA economy continues to worsen.

(Editor's Note: At the time this publication went to print, the Governor's office indicated that 9C cuts will be made; they are reviewing the budget. There were no other details. We will keep you posted.)

Strategic Overview (continued from page 1)

Each Core Indicator has a definition and an organization wide goal. **CHS Core Indicators:**

Service Quality concentrates on the design and delivery of services as aligned with our mission and values and includes areas such as direct supports, strategies, clinical approaches, healthcare services, adaptive technologies, environmental considerations, and continuity of care with a goal to **anticipate and respond flexibly to the unique needs of the persons served with insight, inspiration, and innovation.**

Workforce Development recognizes that competence and performance is influenced by morale, opportunities for advancement, equitable compensation and benefits and includes areas such as recruitment, training, performance appraisal, professional development, and trustworthy management practices with a goal to **establish the organization as a premier employer in the provision of services for people with disabilities.**

Communications and Marketing reflects the organization's intentions and actions through a planned and multidimensional response that includes our stakeholders and the organization's internal and external environments with a goal to **create public trust and recognition through the development of community relationships.**

Information Management and Technology provides the linkage between knowledge, data collection, analysis, decision-making, action, and outcome through the practical application of technology with a goal to **connect our employees, programs, and operations through readily accessible information and technology.**

Finance manages the systems and processes related to capital, assets, cost, price, volume, alignment, and revenue flow with a goal to **generate financial growth and stability through service expansion, revenue enhancement, and capital acquisition.**

Looking Ahead -

October: **Family & Guardian Satisfaction Survey**

As part of the organization's ongoing efforts to include the input and suggestions of our stakeholders and continually improve our services, the Family & Guardian Satisfaction Survey will be mailed by the third week of October. Please take a few minutes to respond and share your thoughts with our executive management team.

November: **Annual Appeal & Fund Drive**

Help us to reach our goal of \$20,000 this winter (or anytime). Your donations provide much needed funds to support services and activities for the people we serve. For information on charitable giving, contact Kevin J. Leahy.

December: **Holiday Party**

It's the time of year to celebrate the joy of the season and plans are underway for our annual holiday party!

Congratulations!

CHS congratulates Andrew Orderi on his promotion to Division Manager! We look forward to his continued success!

Welcome!

A warm welcome is offered to Steve Corder and Ken Preston as new Division Managers!

Andrew, Steve, and Ken have joined our Residential Services Management Team. Each of them bring many years of residential management experience and a shared "passion for what's possible" on behalf of people with developmental disabilities. We are excited to have them join our team of professionals!

For more information about current career or volunteer opportunities in your area -

Contact:

CHS
Recruitment Office
17 NE Executive Park 3rd Fl
Burlington, MA 01803

(t) 781-273-2124

(f) 781-238-6163

(e) humanresources@cooperativeforths.org

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 \$_____.

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, 17 New England Executive Park, 3rd Floor, Burlington, MA 01803

Telephone: (781) 273-2123 Fax: (781) 238-6163 THANK YOU!

Cooperative for Human Services, Inc.
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Burlington, MA 01803
www.cooperativetohs.org