



**Cooperative for
Human Services Inc.**
A passion for what's possible

Connecting Concepts

2023

Volume 2



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Our Administrative Office has a New Location

It has been just over ten years since we moved from Burlington to Bedford Street in Lexington. At the time it was a very good space for us and provided everything we needed. We had started to feel a little cramped in the space but were still able to make it work.

Beginning early this year there were subtle indications that things were about to change. We finally received an announcement from the property managers, the owners were going to sell the properties. Our lease was not going to be renewed. We would have to move.

We began working with long time friends, who just happen to be commercial realtors, and were able to identify several potential sites for our new office location.

We selected this location because of the amount of space it provides for future growth and expansion. Having more office space supports long term goals into the future and more conference space allows us to do more specific in-house trainings for our staff. We will also be able to maintain our bonds to the community of Lexington.

With a solid plan in place, we got an early start on Saturday, July 22. Our Administrative Office was loaded up and moved just around the corner and up the street to our new location.

We were finishing up before 5:00pm that same day and left knowing that our new office space was ready to open for business at 8:00am Monday morning.

Our phone number (781-538-4626), fax number (978-538-6950) and e-mails all remain the same.

The location of our Individual Supports Services office has not changed and is located at 110 Florence Street, Ste. 101, Malden, Massachusetts 02148.



Please take a moment to update your records. The new address of our Administrative office is:

24 Hartwell Avenue, Building A, Floor 2, Lexington, MA 02421

Creating Meaningful Days



It is common for most people approaching retirement age to look forward to changing their daily routine and participating in activities they find more interesting and engaging. There are many reasons individuals in our services are not returning to their traditional Day Programs, and one is that they want to decide what activities to participate in.

The Day Leisure Supports group was developed by Cooperative for Human Services Inc. to ensure people have meaningful outlets. This group offers a place to meet, to be with friends and participate in a variety of activities.



Art therapy is offered as a quiet and relaxing activity for those who like to be creative. The time spent can be especially enjoyable for people who experience anxiety, stress or behavioral challenges. Creating with clay, paint and other materials helps to calm the nervous system, acts as a distraction to anxiety and helps people practice focused attention. Expression through art can be a helpful means of communication, especially for those with limited verbalization. Sharing the finished work leads to increase self-awareness and builds self-esteem. Most importantly it's a lot of fun



Join our Team ~ 781-538-4626

Building Enthusiasm for the Great Outdoors

When Paul Morris joined CHS, he worked as an insurance actuary and had limited knowledge of the human services field. However, Paul is adventurous and decided to learn about it by becoming an overnight direct support staff for a group of young men living in one of our Lexington homes.

After about a year, Paul left the insurance world behind to work full time at CHS and continued to support individuals. He became the company's first Health and Wellness Specialist. In that newly created role, Paul's

deep passion for outdoor experiences, and caring advocacy could be combined and shared with individuals to help them enjoy outdoor activities as much as he did.

Paul knows that these experiences encourage physical, social, and emotional health and wellbeing for our individuals. Paul plans a weekly program calendar that includes community activities, opportunities for outdoor adventures, volunteerism, and on poor weather days, indoor hobbies and self-expression. Paul works one-on-one with individuals to achieve their fitness goals, leads small group activities and helps people stay fit indoors as well. Staying healthy can be fun!





Our Human Resources Team



A strong Human Resources department ensures that qualified, dedicated employees are hired and retained to support the mission of the organization. The Human Resources (HR) team at Cooperative for Human Services Inc. (CHS) is tasked with hiring caring staff with a calling to help others in need. These are people who will truly get to know and care for the individuals who depend on us. It is necessary for our HR team to look at employees and potential employees a little deeper. A position with CHS is not just a job, it's a vocation.

The CHS HR Team helps to build and maintain an environment for staff to thrive and feel appreciated. Our HR team is able to share with employees what our organization is doing to create a supportive work environment for each employee. The work done behind the scenes to promote employee success, offer higher pay rates, lower health insurance premiums and secure better dental coverage, is information our HR team is readily able to communicate. A large part of the Human

Resources role is to ensure that workers feel safe, respected and heard at all times, much of that is accomplished through great benefits and support.

Beginning in our New Hire Orientation, HR provides an introduction and overview to the CHS Mission, Principles and our passion for what's possible. Employee training begins with orientation and continues at the specific, assigned home, fully immersing the new employee in the CHS culture.

Our Human Resources team is led by Ivana Doucet, Director of Human Resources. Ivana previously worked with CHS from 2012 – 2019, recently returning. Her extensive knowledge of our organization has allowed her to make a significant and immediate impact in the Human Resources function. Ivana will work closely with all levels of Management to implement strategic plans benefiting our employees, enhancing our organizational performance, and expanding our capability, all while remaining loyal to our culture of teamwork, integrity, fairness, compassion and respect.



CHS License & Certification 2023

In May, Cooperative for Human Services participated with the DDS Office of Quality Enhancement to renew the company's license and certification to operate as a human service provider. This process documents the company's continuous improvement in the quality of the services to enhance the lives of the individuals served.

Because CHS achieved a high score in its previous (2021) survey, we were eligible, and elected to complete a self-assessment for the 2023 licensing cycle. The assessment, led by a CHS cross-functional team, found that the organization met 98% of all certification requirements and 95% of all license indicators. A focus on quality is built into all CHS processes and daily functions to ensure we continue to meet and exceed expectations for everyone in our services.



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

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THANK YOU!

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Cooperative for Human Services Inc.

**24 Hartwell Avenue, Building A, Floor 2,
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For more information call: (781) 538-4626

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