



2021 ANNUAL REPORT



people incorporated

The Path to Opportunity

- Acquired Brain Injury Services
- Adult Foster Care
- Autism Services
- Behavior Services
- Camp Jack*
- Children's Center
- Community Playroom
- Community Supports
- Day Habilitation
- Diabetes Association, Inc.*
- Early Intervention
- Early Intervention Parenting Partnerships
- Elder Services
- Employment Services
- Environmental Concepts
- Family Support Center
- Healthy Families
- Individual Supports
- Job Placement Services
- People Improving Communities and Neighborhoods, Inc.*
- Preschool
- Property Innovations, Inc.*
- Residential Supports
- Shared Living
- SouthCoast Mentoring for Learning, Education, and Service, Inc. (SMILES)*
- Transportation
- United Partnerships
- Urban Youth Collaborative
- Welcome Family
- Workforce Development
- Young Parents' Learning Center

A United Way Partner Agency



A message from our President & CEO

Looking back at our efforts during 2021, I am compelled to express the tremendous gratitude I have for our employees. Supporting our community this past year required countless acts of heroism. Being a hero consists of putting others first, even at your own peril.

Our essential staff certainly earned that moniker as they continually stepped forward to support those in need.

2021 also left me with a greater appreciation of the stability and strength of the Agency. As programs pivoted to new delivery methods, only to pivot once more to provide more traditional services, the Agency's supportive services teams – Fiscal, Human Resources, Facilities, and IT – retooled to ensure that the transitions were efficient. Program staff demonstrated tremendous flexibility in a year of seemingly constant changes. Their efforts allowed People Incorporated to not only continue essential services, but also to fulfill the Agency's mission of "strengthening our community" as we creatively repurposed resources to meet new challenges. An example of this was our ability to open in-person "learning pods" for young students. Working families benefited from having a safe place for their children to do their remote school lessons while receiving academic and emotional support from our staff.

The pandemic has certainly changed all of our lives in one way or another. It has also given me an even greater understanding of the important contribution our Agency brings to the communities that we support. We look forward to a return to more traditional services in the year to come. We will use the lessons learned in 2021, and we will never underestimate the value of our dedicated employees.

Sincerely,

Megan Stirk
President & CEO

A message from our Board Chair

When times are difficult, it becomes much clearer why community leaders are needed to support organizations working to provide needed services. People Incorporated has enjoyed many years – even decades – of steady growth. As Board members, we have seen many years of growth, and we all feel a sense of great pride. Being a part of opening new programs and adding supports at all levels of the organization is always a fulfilling experience.



This past year, as COVID-19 continued to disrupt typical Agency operations, the Board's typical operation changed as well. We became acutely aware of the impact of the pandemic on the organization. President & CEO Megan Stirk continually updated Board members and collaborated on decisions that were being made to keep employees safe and to ensure that essential services continued uninterrupted. Some of these decisions included downsizing or suspending services. The Board provided guidance and assisted with PPE procurement and how best to understand the details of the government support being provided to help sustain our vital organization.

These difficult times have given the Board an even greater understanding of the role People Incorporated serves in supporting the communities of the SouthCoast. On behalf of myself and all of the members of People Incorporated's volunteer Board of Directors, we thank the staff for all they have done to manage existing services and to respond to the new challenges and community requests for support. We look forward to the time ahead as a period of renewed execution of the Agency's mission as we endeavor to improve and expand our commitment to children and families receiving early education services, while we also continue to assist individuals with disabilities in becoming active members of the communities we serve.

Thank you,

A handwritten signature in black ink, appearing to read "Jason Rua".

Jason Rua
Chair, Board of Directors

Board of Directors

Jason Rua, Chair

Rua-Dumont-Audet Insurance

David Bedard, Past Chair

Comp-net Insurance

Rene Lachapelle, First Vice Chair

RALCO Electric & Generator

Janice Carrigg, Second Vice Chair

Bristol Pacific Homes

James Wallace, Treasurer

BayCoast Bank

Janna Lafrance, Clerk

Lafrance Hospitality

Joseph Baptista

Mechanics Cooperative Bank

Erin Bicho

Johnson & Johnson Medical Devices

William Burns

Southcoast Health

Matthew Desmarais

B.M.C. Durfee High School

Deborah Dutra

The Lopes Companies

Renee Howayeck, Esq.

Law Office of Gary P. Howayeck, P.C.

Kimberly Trahan

Alltrust Credit Union

EMBRACING OUR DIVERSITY

In 2021, People Incorporated made great strides in bringing diversity, equity, and inclusion to the forefront of its Agency-wide considerations. People Incorporated has always made efforts to be culturally sensitive and racially equitable in all aspects of its services. From marketing and recruiting to service provision and staffing, we have become increasingly aware of how our Agency must reflect and respect the various cultural backgrounds represented throughout Southeastern Massachusetts.

People Incorporated hired its first Diversity, Equity, and Inclusion (DE&I) Manager Ine Ogagan. Since joining the Agency, Ine has initiated a Lunch & Learn guest speaker series, introduced BIPOC and LGBTQIA+ resource groups, and organized the Agency's Embracing Differences Group, all presented in a conversational manner with the intention to foster brave spaces among our staff members.



People Incorporated recognizes the evolving nature of cultural awareness. While we are excited about the recent improvements we have made in service provision, staff recruitment, and retention, we look forward to continually expanding our focus in DE&I matters.

BUILDING OUR FUTURE



Like the hundreds of kiddos it serves, People Incorporated's Children's Division is growing quickly right before our eyes. While the return to in-person services presented an ongoing challenge in 2021 – even with some programs being forced to revert to remote offerings due to the uptick in covid cases – the staff of the Children's Division found nimble and innovative ways to make sure all transition was seamless and that there was no interruption in services for the youngest members of our community.

The Children's Center, the People Incorporated Preschool, and the Young Parents' Learning Center saw children return to the classroom.

Programs like Early Intervention, Healthy Families, and Welcome Family, welcomed the opportunity to work in-person, directly with the children and families they support, all with new knowledge of which services could still be delivered virtually.

With the Agency's purchase of land in the North End of Fall River, People Incorporated is in a prime position to expand its Children's Division. There are many exciting opportunities on the horizon, as we look to engage the entire community to increase preschool capacity for the children of Fall River.

INCREASING OUR MOMENTUM

The pandemic changed how we all lived, interacted, and supported each other. For those of us in the human services field, communication is the tool we use to deliver our services. We communicate with people by talking with them face to face, meeting them in their homes, and taking them into the community to do errands, have new experiences, and to work.

When we were forced to avoid contact with one another, our primary tool for delivering services was not available to us. Our contacts became virtual and more sterile as we wore masks and focused primarily on our own safety and the safety of those we support. For the adults, children, and families we support, the restrictions and adjustments they experienced were significant.

As we closed calendar year 2021, we were in the process of increasing momentum. The culture of seclusion dictated by the pandemic began to change, and people once again began to have more typical experiences in the community. Our home visiting programs returned to families' homes in person. Our day programs brought people back into services that had not been available to them. A larger number of children were admitted to our early education programs. Momentum began to build.

People Incorporated provides vital services to the communities of Southeastern Massachusetts. These services are delivered best when our dedicated staff can interact fluidly with those receiving services. When they can be creative and assist people in developing personal goals utilizing all of the resources in our communities. Momentum is finally building in this direction. We look forward to focusing on growing our services during the years to come and to helping those we support to build their momentum to live their best lives.



While staying safe, we were excited to get back into the community!





I am VERY IMPRESSED with all the services my children and I have received. I absolutely love how kind, patient, and very loveable the staff is to myself and my kids. I love every single staff member at People Incorporated. I want to say thank you so much for all your support to get my kids where they need to be.

“We have had a wonderful experience with every Early Intervention therapist and service coordinator we have had! Thank you!”

What are the people we serve saying about People Incorporated?

“I very much appreciate the residential services provided by the staff, especially during this pandemic. I'm forever grateful to have such wonderful people supporting and caring for my son. Thank you!”

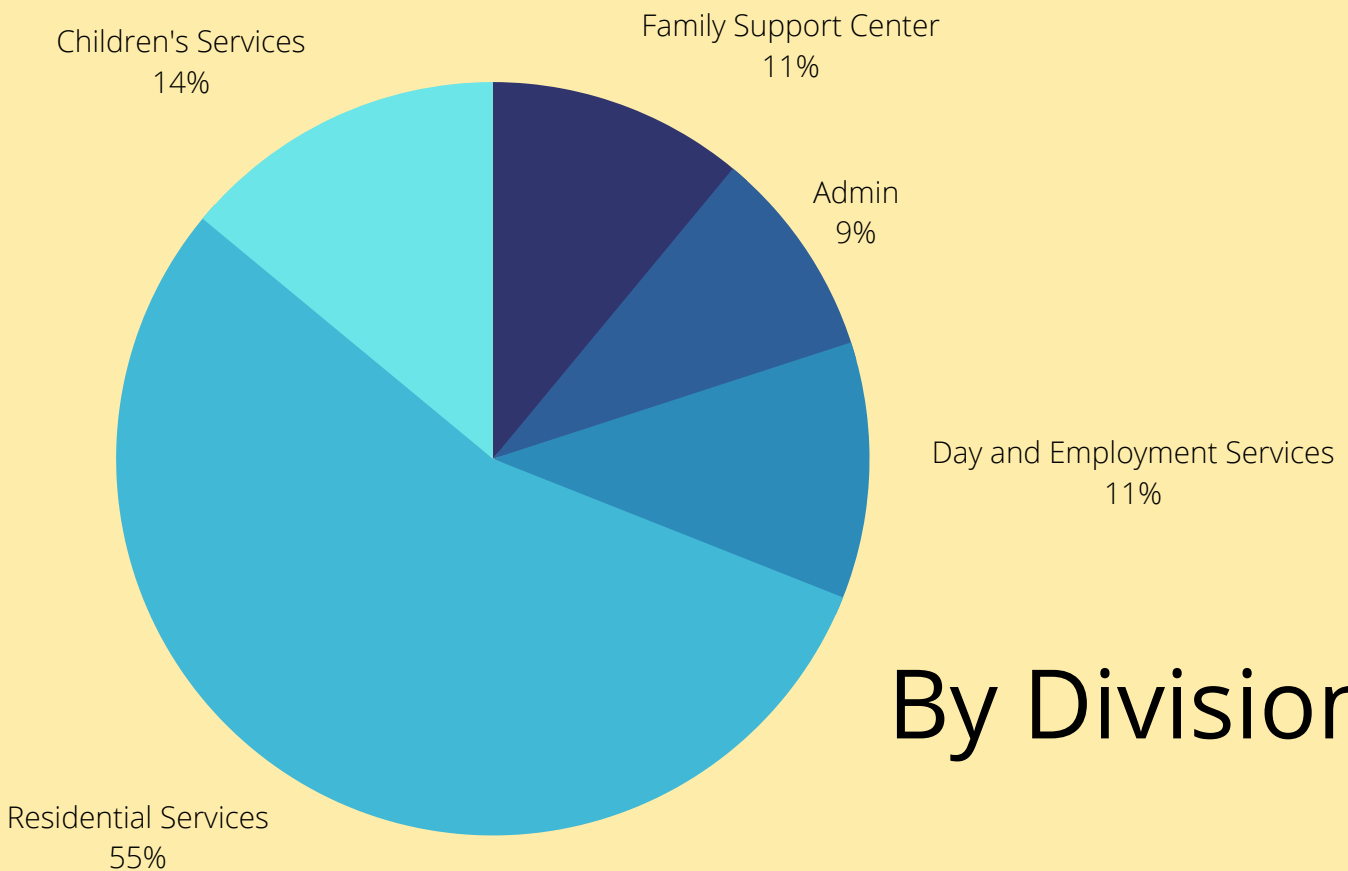
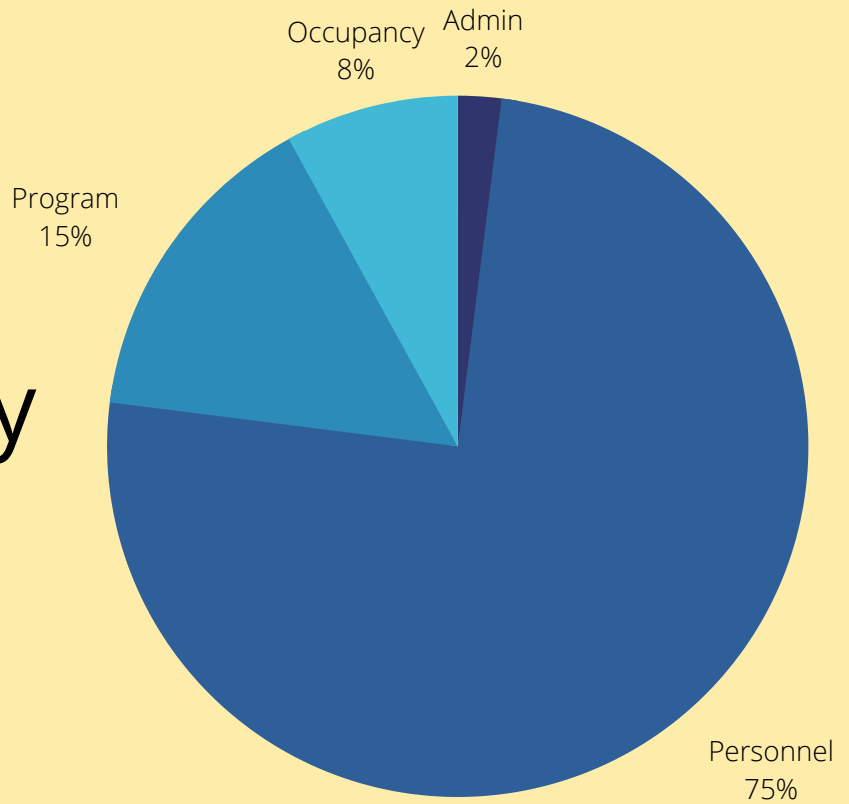
I am extremely pleased with the team that is overseeing my son's care both in the home and at work. I am always included in meetings and kept current on any issues. It is most reassuring to have these folks in his corner.

2021 Operating Expenses



(\$42M)

By Category



By Division



people incorporated

The Path to Opportunity

Our mission is to strengthen our community for each of its members by providing premier services for children and adults of all abilities in a collaborative and creative environment.

People Incorporated
2021 Annual Report

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