

2017 annual report





Chairman's Message

On behalf of the entire Board of Directors, let me congratulate everyone on another year of exceptional performance brought about by what I believe is the best professional and direct support staff our region has to offer. The combination of professionalism, passion, and competency of our 850+ employees firmly places us as a leader in quality care.

In this annual report, you will find stories on the children, adults, and families People Incorporated serves, just a few of our achievements over the past year, and well-deserved recognition of the dedicated staff who work so hard to make it all possible.

If I had to sum up the year, I would describe it as what happens when vision meets drive. We accomplish so much when many hands come together for the cause of community and the service of others.

It is a privilege to chair this great Agency, and I look forward to working alongside the Administrative Management Team and staff of People Incorporated as we move forward together into 2018 to tackle new challenges and create even more opportunities for the people we serve.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Jeffrey Marques".

Jeffrey Marques
Chairman of the Board



President's Message

As we approach our 50th year serving Southeastern Massachusetts, I am proud to say that People Incorporated once again experienced exceptional performance and growth during Fiscal Year 2017. It was an exciting year for all of us too, as we worked together to open our Taunton office in the heart of downtown, add a beautiful new residential home in Fall River, and expand Day Habilitation services with the addition of two new program locations in Fall River and Taunton. Our Children's Services division also reached multiple milestones, including the full immersion of the education staff in our Preschool, Children's Center and Young Parents' Learning Center in the Social and Emotional Foundations for Early Learning model, and we received our 10,000th referral to Early Intervention during the early part of the year.

Successful expansion and high-quality service delivery requires not only smart and efficient management of resources but also the leadership of a passionate senior management team combined with dedicated, hardworking staff. At People Incorporated, we know it is our people who make us great and who ensure that all those we serve can achieve their true potential in the communities where they live, work, and learn.

I am incredibly proud to serve in a leadership role with this wonderful Agency and look forward to continuing our growth and success as we enter our 50th year of serving the children, adults, and families of Southeastern Massachusetts.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert Canuel".

Robert Canuel
President

70 Main Street
Taunton, Massachusetts

Taunton Office Increasing Our Reach

In March of 2017, our mission officially extended even further into the Taunton community with the opening of our new location at 70 Main Street. Approximately 50 elected officials, community leaders, staff, local guests, and stakeholders celebrated the grand opening with a ribbon-cutting ceremony. Among those attending the event were Taunton Mayor Thomas Hoyer, State Rep. Shaunna O'Connell, R-Taunton; State Sen. Marc Pacheco, D-Taunton; Taunton City Councilor John McCaul; and Kerrie Babin, President/CEO of the Taunton Area Chamber of Commerce.

One of the attendees of the event who was happy about People Incorporated's growth was Sheila Hennessy. Sheila began working for the Agency as a part-time receptionist and administrative assistant when the building opened March 1. "It is another growth opportunity," said Hennessy, who previously worked part-time as a receptionist at the Massachusetts Department of Developmental Services office on Spring Street.

Throughout the new location, beautiful artwork created by individuals who participate in art classes with Vania Viveiros through our Day Habilitation program is on display for everyone to enjoy. One of the artists is Paul, who was highlighted during the opening event for his artistic talent for watercolor painting, an example of which hangs on a wall in one of the building's rooms. ~

Anthony Finding His Path

One of the programs at our new Taunton location is Day Habilitation, which is staffed by a dynamic group of well-trained professionals including a registered nurse, occupational therapist, physical therapist, and a number of habilitation support personnel who work together with participants on their individualized path to opportunity.

Anthony participates in this program and has experienced remarkable personal growth. When he started, he was quiet and reluctant to engage in some activities. He has been working with a developmental specialist to improve his verbal skills and help him build new interpersonal relationships. Anthony is now very involved with the Life Skills program and regularly volunteers at Our Daily Bread, a soup kitchen in Taunton. He is learning to cook independently, attends community events and parties, and goes to the salon for frequent haircuts. Most importantly, Anthony has built his confidence and now actively advocates for himself.

Jerilyn Ingham, Vice President of Day Services, is proud of the positive effect of this new facility. "With the new Taunton location, we can offer even more programs and services for people in the Taunton area, ensuring that everyone has a viable path to opportunity!" ~



Tristan

On the Path to Success



Tristan was born at just over 36 weeks gestation and had difficulty with feeding; the local hospital referred the family to our Early Intervention Partnership Program. Tristan's mom Vanessa received home visits from a maternal child health nurse who provided her with information regarding child development, nutrition, resources and referral options. The social worker in the program was able to refer Tristan to our Early Intervention program when he was three months old; mom appreciated the smooth and seamless transition from one program into the other.

During his time in Early Intervention, Tristan received home visits from his service coordinator. He also received occupational therapy, physical therapy, speech therapy, and group services. Mom also received services from a mental health specialist who provided parental and family support. Mom felt these services helped both of her children overall. She gained resources and strategies to help both children reach developmental milestones and felt she developed more skills to better advocate for them and herself.

Tristan transitioned into the People Incorporated Preschool just before he turned three years old. He was able to make

this move with the help of his Early Intervention service coordinator and occupational therapist who provided visits at the Preschool as well as his home. Mom states she would not have chosen another preschool. When asked, "Why didn't you choose somewhere closer?" she replied, "Because I trust them!"

Our Early Intervention and Preschool staff are so happy to have the family here at the Preschool! Tristan is a bright, energetic three-year-old with an engaging smile, and he is a delightful extension of his mother Vanessa, who also has a warm smile. Michele Varanese-Lima, Preschool Director, can remember Vanessa's first day bringing Tristan to the Preschool, and the apprehension that showed on her face. Will he be ok? What if he cries all day? Can I call and check on him? All the questions a new mother has on her child's first day of school. Vanessa would wait in the hallway until she heard Tristan calm, and then she would start her day.



According to Michele and Kim Steward, Assistant Director, Tristan has truly blossomed in the time he has been with the Preschool. He has blossomed from being apprehensive and crying his first couple of days to now arriving with a big smile and a boisterous, "Hello!" Michele and Kim are so thankful to the family for being such a great addition to our Preschool and People Incorporated family! ~

People Incorporated Early Childhood Education

Children's Center
Preschool
Young Parents' Learning Center

peopleinc-fr.org



Sean

Expanding His Horizons

The Residential Services division of People Incorporated has been providing residential supports since 1969, evolving and changing over the years to ensure we continue to contribute to the absolute highest quality of life for each of the individuals we serve. Residential Services includes a wide range of living choices and supports that are individualized based on each person's particular strengths or needs, and are adaptable to reflect changes in each person's life.

Sean has been receiving vocational, employment and residential support from People Incorporated since 1988. He lives independently in the community in his own apartment and receives 30 hours per week of Individual Support from People Incorporated staff. One of Sean's life goals was to return to school to learn to read and to attain his HiSET (high school equivalency test) diploma.

This year Sean started down the path towards his educational goals with the help of Senior Case Manager, Marta Oliviera. He now attends Bristol Community College in Fall River every Tuesday and Thursday evening to take courses in English and reading, and he receives one-on-one support within a small class of two – only Sean and one other student. Part of the evening at school he works on a computer, and the remainder of the time is spent completing workbooks.

The excellent progress Sean has made in his college classes makes him very happy and encouraged. He is getting additional tutoring, and uses some of his staff support time for assistance on his school work using two applications on his home computer to work on assignments and practice exercises. 🐾



New Residential Home

Fall River

In June four of our residents moved into a new home that was renovated and personalized specifically for their needs. The newly renovated home located in Fall River is 2,600 square feet and has accessible features.

Karen Parker, Director of Facilities and Fleet Management, oversaw the \$57,000 home renovation, which included an Americans with Disabilities Act-compliant bathroom, a Hoyer Lift, and fully accessible ramping. "All of the renovations made to this home had these four residents in mind," said Parker. "We made sure that this would be a home that they would be comfortable in and have full access to every element."

The beautiful ranch style home includes an open floor plan with plenty of room in the dining and living area and interior design elements that add to warmth and togetherness for the residents. The home also includes four bedrooms, two bathrooms, central air conditioning and a generator.

"These residents needed a new home that would offer accessible features for their comfort as they aged. We wanted to get ahead of the residents' needs. For example, we installed a roll-in shower in case it was needed in the future," stated Parker. 🐾



Community Engagement

Building Brighter Futures

In partnership with the Fall River Public Schools, the Commonwealth of Massachusetts' Department of Developmental Services, BayCoast Bank, the City of Fall River Community Development Agency, United Way of Greater Fall River, and Mallard Printing, People Incorporated opened the Community Engagement Center (CEC) at the Resiliency Preparatory Academy (RPA), at 290 Rock Street, Fall River, MA.

The vision for the Community Engagement Center is to create a center within the Resiliency Preparatory Academy that offers high quality education, workforce training programs and supportive services that provide students with the skills necessary to go on to post-secondary education or secure/retain employment within the area's key industries of health and human services, building trades, and culinary arts. The goal is to provide students with industry recognized job training and work readiness skills.

In addition to the workforce training programs, the staff of the Community Engagement Center offers supportive services to students and their families to assist in addressing and removing barriers to academic and career success.

From December 2016 through June 2017, Community Engagement Center staff served a total of 114 students, of whom 83 students received supportive services including tutoring and MCAS preparation while 31 students took part in our workforce training programs that included Direct Support Professional, Certified Nursing Assistant, and Culinary Arts.

The Community Engagement Center's most significant success for the 2016-2017 school year was realized at graduation. The RPA graduated 52 students in June 2017, of whom 26 were CEC participants. 100% of the Community Engagement Center senior participants graduated.

The students of the Community Engagement Center had the following thoughts about the services they received:

Gabe, 2017: "The Engagement Center was the reason I graduated...."

Precious, 2018: "I am four classes closer to my goal of graduating due to the CEC."

Elliott, 2017: "After a family tragedy in the fall, the Center and RPA brought me back to life."

Aaron, 2017: "My Direct Support Professional internship opened my eyes to the struggles of the developmentally delayed. I hope to have a career in this field."

Arjaray, 2018: "I got a grade of a B in ELA this quarter; I have never gotten a B before!"



Without our partners' financial support, the Community Engagement Center would not be possible.

The Community Development Agency Fall River Public School District Mallard Printing people incorporated

Karen Parker

Employee of the Year

People Incorporated's 2017 winner for Employee of the Year is Karen Parker, Director of Facilities and Fleet Management, who received the award at our Employee Recognition Dinner held at White's of Westport on December 1st.

No matter what division of People Incorporated you work for, you've probably seen Karen at your site more than a few times. And when you see her, you probably breathe a sigh of relief because you know she is a problem fixer and will never settle for less than top quality work. Karen remains calm in crisis situations and always knows the best remedy.

Karen graduated from Massachusetts Maritime Academy with a bachelor's of science degree in facilities engineering and went on to earn her master's degree in facilities management from Wentworth Institute of Technology. She is also licensed as a construction supervisor in the Commonwealth of Massachusetts and holds a Fireman 2nd Class License for boiler operation.

Karen began her employment with the Agency in February of 2016. Prior to joining People Incorporated, she worked as chief engineer at Plainridge Park Casino and served as a multiple discipline engineer at Raytheon.

Karen is always quick to highlight her amazing facilities team, each member of which recently received certification in OSHA 10, a training program to promote safety and health in the workplace. 🐾



Stephen

Work Ethic in Action



It is 7 am on a busy road in Fall River, and the clamor of the workday is just starting. Most people are either comfortably indoors or commuting to work in the heavy nearby traffic. However, Stephen, an employee at Burger King, is just getting off the bicycle he rode to work to start his routine of cleaning the parking lot and the outside area of the fast food restaurant's building, making sure it is ready for its early morning customers.

Stephen loves to keep busy, and his job at Burger King meets his need to stay active. Whether performing outdoor maintenance, cleaning the dining room, breaking down boxes, filling the ice machine, or even doing some cooking, Stephen is not short of tasks and responsibilities during the workday.

Before Stephen's job with Burger King, he was employed at Toys R Us. Stephen credits this steady work to his employment specialist Irene Rodrigues, who started working with him in 2008 when the Department of Developmental Services referred him. Irene is often the focus when Stephen talks about his job. "She is great," he says. "Irene checks up on me. She tries to keep me in shape." Stephen is referring both to Irene's job of regularly monitoring Stephen's employment progress and her check on his physical health to make sure he is staying active.

It's not just his work ethic and his familiarity with all of the processes and procedures at Burger King that make Stephen a trusted employee. His affable nature and fondness for conversation make him quite popular with the customers.

Irene Rodrigues

30 Years of Excellence

"Stephen is very sociable," Irene notes. "And when he's not working, he is always out with friends or going to the store for his mother." Irene enjoys staying informed on the social lives of Stephen and all the individuals with whom she works. Irene's love of working with people and watching them advance keeps her coming to work every day.

As an employment specialist at People Incorporated, Irene focuses on developing employment opportunities for individuals with intellectual and developmental disabilities, a role that involves constant networking and marketing of the Agency's services to generate job leads. Irene develops career plans, provides individualized job counseling and coaching, and offers job retention services to ensure that individuals maximize their potential as employees including providing soft skill training.

People Incorporated has undoubtedly experienced substantial growth and seen its reach and program offerings vastly expand over 50 years of operation. Irene has been an employee here for 30 of those years, and she feels her professional growth has tracked right along with the Agency, noting her promotions and increasing responsibilities over the years. Before beginning her tenure at People Incorporated in 1987, she was a cook at a retirement home.

After 30 years in dedicated service, Irene has had many accomplishments. However, personal achievements are not what Irene considers to be the focal point of her vocation; she is quick to highlight the feeling of satisfaction when she realizes someone she has worked with is still gainfully employed five years or even a decade later. This gratification in seeing others succeed is what she values most from her job, and she is proud to make people happy by helping them realize their value as an integral part of the community.

Employment longevity is a quality that Irene and Stephen share. And there is no plan for Stephen to move to another job; he wants to stay and grow professionally at Burger King, getting further experience behind the grill and doing more cooking. Irene points out that while she constantly checks up on Stephen, he is a self-starter and always wants to push himself to do more. Stephen echoes her point: "I'm thinking of picking up hours on a Sunday." 🐾

Christopher

Finding His Passion

Anyone who has ever had the opportunity to meet Christopher knows how passionate he is about sports. Chris works hard every year to qualify for the Special Olympics summer games in Boston, which is a very special city for him as it is the home of all his favorite sports teams and idols. The effort he puts in every year has been a true inspiration to his friends, housemates, coworkers, staff, and family. While attending the Special Olympics games, he has made friends from all over New England and won medals in several different track and field events including turbo jav, shot put, and the ten-meter dash.

Chris was nervous the first time he competed in front of a large crowd. Cory Costa, a direct care professional who works with Chris, reminded him, "It takes much courage to be a true athlete. No matter what, we will all be very proud of you." Chris left the games at Harvard University that weekend, having won three medals – two gold and one silver.

Chris wrote about his experiences with the games:

"My first time in the Special Olympics I was very excited to go to Boston with my fellow athletes. I had fun competing at the Harvard University games with the team. We also went to dances, special places to eat like Raising Cane's and the NBA finals between the Cleveland Cavaliers and the Golden State Warriors. I've been there three summers in a row, and I'd like to continue many more years and get more gold, silver, and bronze medals."

Cory also enjoys attending the events with Chris:

"The opportunity to participate in these events with Chris has given me a great sense of pride, not only in his ability to thrive as an athlete but for what we all do to support the individuals for whom we provide services." 🐾



Nancy Bednarz

Leadership SouthCoast Graduate

People Incorporated is proud to have our own Nancy Bednarz, a recruiter in our human resources department, graduate in the 2017 Class of Leadership SouthCoast, which places class members in teams to develop and complete a project to benefit the community and address particular social, economic, and other needs.

Nancy explains, "I was with a group that was tasked with the planning, organization, and execution of an important one-day event that provided vital resources and services for 140 individuals and families who are experiencing homelessness, or are at risk for becoming homeless, in the New Bedford area." Nancy's group was comprised of people from a variety of professional backgrounds, such as media, education, economic development, and banking, a complement to Nancy's work in the nonprofit realm. The event they orchestrated offered services for the homeless and at-risk population, including free dental exams, flu shots, and housing support.

Nancy reflects on Leadership SouthCoast as a positive experience full of professional and personal development. "I am thankful for the opportunity to have successfully completed the Leadership SouthCoast program, and I would like to thank our Agency for sponsoring me. It was an amazing experience that allowed me to lead with authenticity and purpose. I was able to see that the small contributions made by individuals from different segments of the community can have a huge impact on public service projects." 🐾



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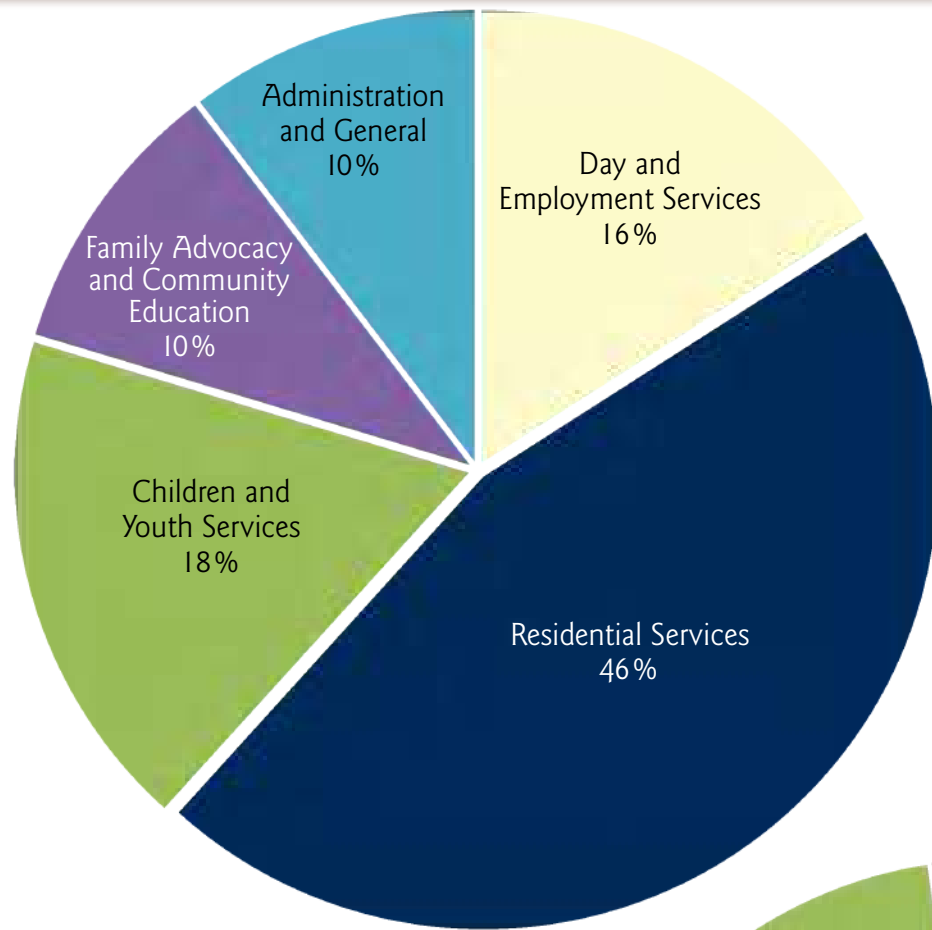
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Our Programs and Services

Acquired Brain Injury Services • Adult Foster Care • Autism Services • Behavior Services • Children's Center
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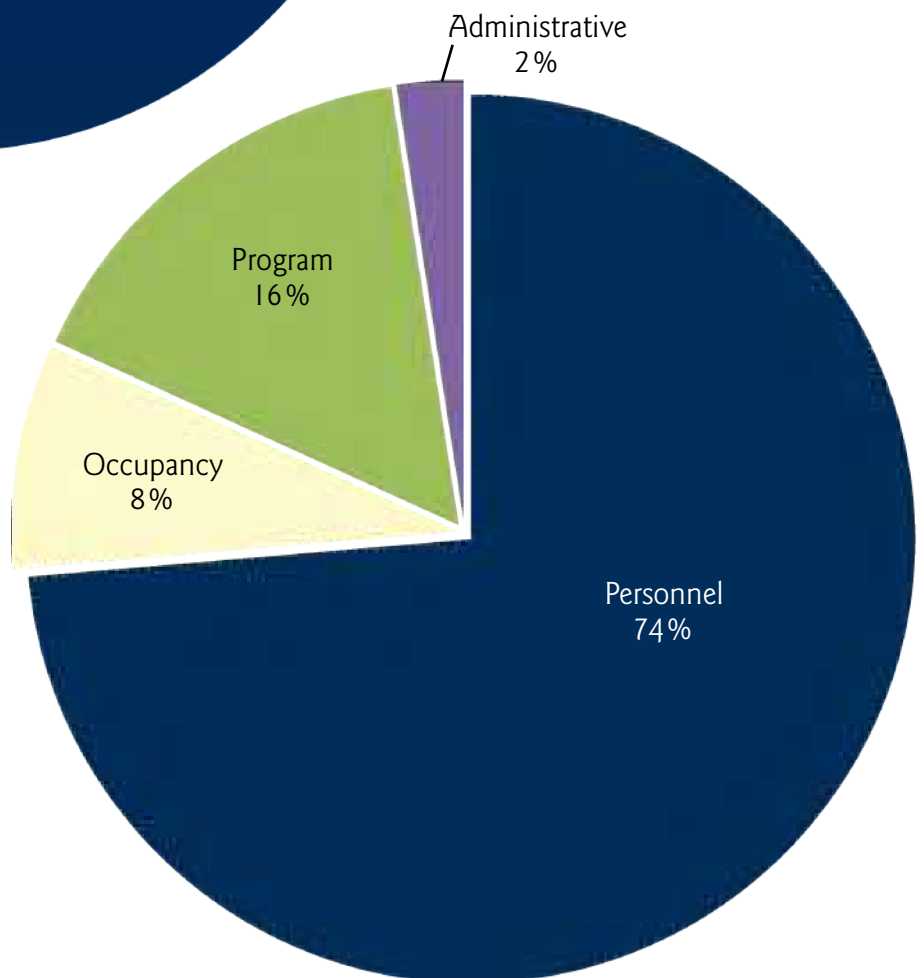
Operating Expenses

Fiscal Year 2017



Operating Expenses by Division
(\$34.2 million)

Operating Expenses by Category
(\$34.2 million)



Excerpts from Independent Auditor's Report on the Financial Statements of June 30, 2017.



Who We Are

We are a human service agency that is proud to provide premier services to the Southeastern Massachusetts community. At the core of our Agency is the belief that people of all abilities can benefit from the services we provide and deserve the highest level of quality support.

Our Mission

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

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OUR LOCATIONS

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skill develop
quality education
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