



ANNUAL REPORT

2010



**WCI empowers and supports people with disabilities
to achieve rich, full lives at home, at work and
in their communities.**

135 Beaver Street, Waltham, Massachusetts 02452
Telephone: (781) 899 8220
www.wearewci.org (Visit our newly designed website)

Financial Summary

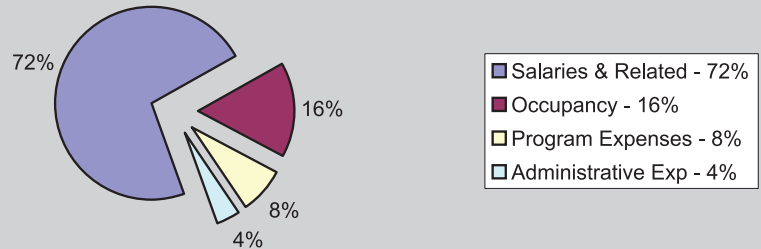
FINANCIAL RESULTS - YEAR ENDING JUNE 30, 2010
SUBJECT TO FINAL AUDIT REVIEW

FINANCIAL RESULTS - YEAR END JUNE 30, 2010

SUBJECT TO FINAL AUDIT REVIEW

REVENUE	\$11,541,627
EXPENSES	\$11,327,939
NET RESULTS	\$213,688

How the funds were spent



NOTES:

WCI's major sources of revenue were: Department of Developmental Services (DDS) \$8,735,975, 76% of total; Mass Commission for the Blind (MCB) \$951,967, 8% of the total; and MassHealth (Day Hab) \$354,953, 3% of the total.

In Fiscal Year 2010, WCI's overhead percentage (percentage of General and Administrative costs in comparison to the Program Operating expenses) was 11.26%. The Net Results were equal to 1.89% of the total expenses. Providers are allowed to have Net Results up to 5% of the total expenses during a single year and 20% cumulative.



FY'10 Executive Management Team

From Left to Right

Nancy Silver Hargreaves (President & CEO), Robert Perry,
(Vice President of Administration & Finance/CFO), Judy
Nichols (Vice President of Human Resources)



Message from the Chief Executive Officer



FY'10 was a busy year at WCI. We worked on several projects that focus on our agency's Strategic Goals.

BENTLEY SERVICE LEARNING PROGRAM

In September of 2009 and January, 2010 through Bentley's Service Learning Project, Taylor Barlow, Team Leader and Bentley University students came to WCI to provide not only our staff with Computer Skills Training at WCI's Main Office on Beaver Street, but also our Individuals functional academic skills, such as reading and math at our Competitive Employment and Volunteer program at 3 Common Street. Several students each semester provided computer training to our Coordinators, Directors and Clinical staff so that they could more efficiently do their jobs. At the same time, the Bentley students received course credits towards their degree. We will welcome the students back in January, 2010. Thank you Bentley University, Service Learning program for all that you do for WCI.

MISSION IN ACTION GRANTS

For the past two fiscal years, the Development Committee of the Board of Directors has promoted a "Mission in Action" grant program, eligible for any of our staff and Individuals to apply. Small grants are approved following an application and review process. This past year, we want to commend Sharon Dexter, Division Head for Individual Supports and 24 Hour Supports, and LaShon Allen, Director, for implementing their grant to "Create Healthy Life Styles." They developed an 8 week course in which six people from Middlesex Circle participated. The program can easily be duplicated and covered topics, such as health, nutrition, diet and exercise. It was so successful that it is being implemented again in the 24 Hour Division this fiscal year. In addition, Paula Dunn-Meadows applied for a grant to "Beautify Homes," which allowed Individuals the opportunity to interact with Brandeis Students and create beautiful plants to decorate four of the homes in the Social Supports Division. We thank the "Mission In Action" Sub-Committee for all of their efforts to make this program a success.

ADA ANNIVERSARY

As the 20th anniversary of the ADA approached, we initiated a project to install a wheelchair lift to improve our Life Skills Day Habilitation program at 45 Rumford Avenue, Waltham funded through the Office of Long Term Care and Mass Health. Monday, July 26th marked the 20th anniversary of the Americans with Disabilities Act (ADA), a landmark federal civil rights law that protects individuals with disabilities from discrimination in areas of employment, transportation, telecommunications, public accommodations and services and provides full inclusion in education and other aspects of society. We needed the program to become more accessible to more people in need of services; and it was a requirement of the Office of Long Term Care that the building be accessible according to the ADA. In October, 2009, we expanded the program to the second floor. Currently, all participants can use the stairs, but new people coming into the program will benefit from a lift. Therefore, we researched companies and found Garavanta, New Hampshire, to put in the lift and Frank Vanaria, Contractor, to build the shaft that encloses it. This project took longer than expected given the need for architectural drawings (completed by Albert Costa, Architect) and the City of Waltham's approval. We appreciate everyone's support and cooperation in expediting the completion of the project. We are also excited that it is due to be completed the first week of October, 2010. Once completed, we will obtain an official license to operate the lift through the State. A ribbon cutting ceremony will be held soon thereafter.

NEW HOUSING

Another one of our Strategic Goals is to create new housing for the Individuals that we support. We had been looking for a home for four men for about six months who lived on Lyman Street in Waltham, who had to move as the owner of the home wanted to move back into her house after 15 years. The men were attached not only to the home, but also the neighborhood, where the shopping and bus line were so close to Main Street. The men spoke to us about what they wanted in a new home and after much searching, they finally found the ideal home. It is just four blocks from their old home on Ellison Park, in the same residential neighborhood with the same amenities nearby. However, the new home has a large front and back yard where they can have barbeques and parties, a renovated basement which acts as a separate living area for them and a brand new kitchen with an open dining area for great entertaining. In addition, WCI



*Peter Filosa, Frank Brazie, Eric Royal and
Ronnie Thebado outside their new home at
77 Ellison Park in Waltham.*

just purchased the home as the men wanted it to be something that they could live in for life. This was extremely important to them. They moved in on June 29th after all of the renovations were done and are so pleased. They can walk to their favorite stores and restaurants, and catch the same bus to get to work in the morning. Soon they will be having an Open House and inviting all of their friends, family members and neighbors. There is also one open bedroom for a new housemate.

WCI

Another similar Strategic Goal for WCI is to search for first floor accessible housing for people who are aging and require more accessible living. In early 2010, we began looking for a new home for three people who currently live in Brighton and wanted to live in a more residential neighborhood. They need their home ramped, all of the bedrooms on the first floor and an accessible bathroom, which was not feasible in their current apartment. We were lucky to have connected with Gretchen Morse, a realtor and guardian, who assisted us to locate a new four bedroom home in Waltham for her sister and her two housemates on Hatherly Road. They will also be looking for another housemate to move in with them. The home needs renovations and the move will probably be in late December or January.

ANCOR CONFERENCE & LEGACY LEADERS AWARD

ANCOR had its Governmental Affairs & Direct Support Professional (DSP) Conference along with its Legacy Leaders Reception on 9/12-14 in Washington, DC. I had the opportunity to attend with Cecelia Norman, Director, 24 Hour Division, our 2009 DSP Award winner. Since our 2010 award winner, Karen Dooley, was unable to go to DC, we afforded CeCe the opportunity which she stated was educational and eye opening to the field of intellectual and developmental disabilities and the development of the workforce. CeCe and I attended the Legacy Leaders Reception together at the Smithsonian, Self-Portrait Museum, where I received an award from ANCOR for my participation in the field and in ANCOR, which was a tremendous honor. CeCe and I were able to go to the Hill and meet with our Representatives' and Senator's aides. We actually did get to meet Scott Brown and snap a picture. Our efforts were to speak on the topic of Workforce, specifically the DSP Wage Bill and to educate them on the status of the workforce nationally.

HAITI RELIEF FUND

This past January, Haiti was struck by one of the worst natural disasters any of us have ever seen. A 7.0 magnitude earthquake struck, crumbling the majority of Haiti's infrastructure killing and injuring thousands. Over 20% of WCI's employees are from Haiti, making it the largest sector of WCI employees from one country of origin. As time went on, our fellow WCI employees faced financial hardship. It was decided that WCI would provide monetary grants to those in need. Over the course of the next two months, 42 out of 250 employees requested assistance from the Haiti Relief Fund. Although a total of \$14,600 was raised from WCI employees, former employees, Board Members and Family Members, the requests for assistance were far beyond what we had available to give. Judy Nichols, Vice President of Human Resources petitioned the WCI Board of Directors to assist our employees by utilizing \$11,000 from the WCI's Fundraising account. With this assistance, a total of \$25,600 was available to provide all 42 employees the assistance they requested. We thank all of those that donated during this crisis.

WCI LAUNCHES NEW WEBSITE

In May of 2010, WCI launched its new WEBSITE. Please check it out at www.wearewci.org. We want to thank Jon Tapper of Melwood Global and Trish and Steve Di Tunno for assisting us with this project.

A DEAR FRIEND

Just as I am ending this writing, I want to recognize our dear friend, Barbara, who passed away on September 28th. She had been a part of the WCI family for 21 years. I knew Barbara for that length of time. I want to acknowledge her family and friends who memorialized and celebrated her life. People knew her as fun loving person; enjoyed life and her independence; the color red; all animals; Jack, the therapy dog; and her stuffed bears. There were many other stories to tell which we will all cherish. She was truly loved and will be missed by all of us who knew her.

NANCY SILVER HARGREAVES, PRESIDENT & CEO

"Barbara was a very special and well-loved lady. No matter what your mood was being around Barbara was able to improve it. She was always feisty and always funny. She loved joking with her friends and caregivers. There is already a void that will never be filled. She was one in a million and we all loved her so much!"

- Amy Kuczmiac, Director of Supports

In Memory



Barbara Candeas
October 3, 1941–September 28, 2010

Message from the Board of Directors

WCI

The Board of Directors works directly with the administration maintaining communication and the flow of ideas to plan for the future of WCI - Work, Community, Independence.

During our 36 years of providing services for adults with intellectual and developmental disabilities, many changes have occurred including an increase in the people we support, aging and health issues and communication skills.

As our population at WCI ages, provisions in housing have included modifying homes to accommodate physical disabilities, attaching a lift for wheelchair access, providing new housing, expanding medical services, and a curriculum promoting a healthier life style.

With the increase in technology in our world, the WCI administration and Board have encouraged the use of more electronic devices. By the implementation of computers in every home, cell phones, blackberries, video phones, and updated website and newsletters, we have served to open communication between staff, family members, guardians, Individuals, our funding sources and other outside participants. These services have increased the awareness of the diverse services available to our Individuals.

In an effort to provide more comprehensive and unified services, the WCI Employment/Day Program has relocated with expanded offerings. To better assist each Individual to reach his/her potential, residential and employment staff may now more easily exchange information to accommodate Individuals' needs.

As these changes continue to evolve, the Board of Directors remains committed in support of the administration and staff to enhance the lives of our Individuals. We applaud the WCI community, including our Direct Support Professionals, for their diligence, stamina and commitment in embracing change as an integral part of providing services.

Board Membership 2010



From Left to Right: Rhonda LeSanto; Nicole Starck; Colt Navins, Clerk; Judy Mello; Ruth Harutunian, Chair; Kevin Fahey; Nancy Silver Hargreaves, President & CEO; Bob Perry, Vice President of Administration & Finance/CFO

Absent: Frank Brazie; Dan Messina, Treasurer; Karen Osborn Shanley;
Tom Montanari, Vice Chair; Audrey Savikas

THANK YOU TO STAFF

WCI

WCI and The Board of Directors would like to thank all of the staff who support our Individuals to reach their goals. The tireless efforts of Direct Support Staff, along with the Administrative Staff, help to create WCI's success.



Karen, Justin and Elena enjoying dinner and dancing at the 2009 Staff Holiday Party.



Staff gather after receiving awards and door prizes at the Annual Staff Holiday Party.



ADDP Annual Convention March, 2010
From Left to Right: Lauren Pollard, Joe Donati, Anne Ndunda, Paula Dunn-Meadows, Governor Deval Patrick, Nancy Silver Hargreaves, Frank Rich, Lucien Archambault

2010 AWARDS

Human Service Advocate of the Year

Gary Blumenthal

Employer Of The Year

Union Street Restaurant and Bar

Helping Hands Award

*Service Learning Program
at Bentley College*

Benefactor of the Year

Robert Clancy

“OUR STAFF”

The logo for WCI, consisting of the letters 'WCI' in a bold, teal, sans-serif font, set against a light teal circular background.

We are a diverse group of more than 300 people. Our countries of origin include the United States, Nigeria, Haiti, the United Kingdom, Cameroon, Liberia, Tanzania, Moldova, Poland, Bangladesh and many more. Examples of second languages we speak include American Sign Language, Creole, Spanish, Swahili, Polish and Moldovan. Collectively, we are a microcosm of the global community who have dedicated ourselves as workers to supporting another diverse population of adults. On average, we have worked for WCI for approximately five years.

We're proud of the difference we make in people's lives. We promote self-determination and self-advocacy. We've helped to memorialize an individual in the manner in which she lived her life, helped people get married, reunited people with long lost extended family, supported people to live with mortal illness and die with dignity, introduced people to their culture and cultural activities, and assisted people to learn how to drive, self-medicate, read and manage their own money.

Some of us are supported by WCI in our professional development. WCI provides grants and tuition vouchers for us to further our higher education. Others of us (who are not native speakers of American Sign Language) have attended ASL classes. Several of us have been sponsored by WCI to participate in the Department of Developmental Services Direct Care Certification and Supervisory Training programs of the Massachusetts Community Colleges and ADDP. In addition, we enjoy a generous benefits package, on-the-job training (including the trademarked HOTSS/DOTSS system) and internal promotion opportunities. For more information about us, contact Judy Nichols.

“COMMITTED TO OUR INDIVIDUALS”

We celebrate our diversity as a group of nearly 200 people with a wide range of individual skills, strengths and challenges. At WCI we are respected and valued for our uniqueness, ideas, dreams, and goals. WCI staff support us to live and work within the communities of our choice, Waltham, Belmont, Watertown, Arlington, Newton and Malden with independence and dignity.

WCI staff help us to achieve success by providing us with quality services, and seeking to improve accessibility, accountability, and coordination of these services among professionals, care-givers and across agencies. Staff support us to live as independently as possible on a daily basis. They listen to us, talk to us and read our behavior. They are our eyes and ears for some of us. They are our family, teacher and coaches. These supports range from day to day assistance with reading, cooking, and budgeting to hands-on daily personal care needs. We participate regularly in selecting our goals and evaluating our progress. Specialized services are here for our growth so we might become more skillful in communication, relationships and self-discipline.

Maintaining relationships with those people in our lives who are important to us is just another way WCI staff help us navigate through social systems: groups, organizations, community and society. They help us to cultivate new friendships and get involved in community activities. Many of us go on vacations together, attend adult education classes, sports activities, and participate in cultural events, spiritual services and a variety of other community events. Our lives reflect our preferences, values, desires, lifestyle and goals. We are WCI.

SUCCESS STORIES

WCI

INDIVIDUAL SUCCESS STORY - JACK WALLINGER



Jack Wallinger resides in our 24 Hour Supports Division at a beautiful new home in Waltham. This year, Jack has had an exciting transition to his new Day Habilitation Center at TILL in Watertown, which is just a ½ mile from his home. This move allowed Jack to be paired with his long time friend, Alan, and has given him the opportunity to make new friends.

Jack is a long time member of the Abilities Club at Fernald. He is also a member of Work Out World where he exercise three times a week. Jack also enjoys music and is a member of Sing Along Singers where he enjoys performing for elderly individuals living in Nursing Homes in the area and at Holiday events.

Jack is a volunteer at the MSPCA in Brookline where he walks dogs each Friday afternoon. Jack has a love for animals and has been doing this volunteer work for many years.

Jack enjoys spending time visiting his father on the weekends and doing such activities, as going to Suffolk Downs for the dog and horse races and visiting local restaurants.

Jack Wallinger is truly a happy and genuine man. It's always a pleasure to see Jack at WCI events as he is always smiling and enjoying himself. Jack is to be commended for his healthy and active lifestyle and for advocating to continue doing the activities that make him happy. Congratulations, Jack!

INDIVIDUAL SUCCESS STORY - AIDA COSTA

In this past year, Aida Costa has been a wonderful example how one person can grow and develop. In the past, Aida has been known to have a challenging time accepting limits and being able to be patient waiting for her turn to access others' attention. In addition to this, she was known to be impulsive while dealing with her frustration on a regular basis. In the instances that she was able to communicate her frustration, she was very hard to understand and very demanding.

This year she has become a new person. She has been able to prioritize her needs and set up times to discuss important matters. Her ability to communicate her needs and desires in an appropriate manner has drastically improved. She is able to rationally discuss issues with her Team at all times without acting out in an inappropriate way. Aida has been demonstrating the ability to be calm, patient and appropriate at all times. It has been one of our great joys to see her develop in this manner and we could not be more proud of her accomplishments. Congratulations, Aida!



INDIVIDUAL SUCCESS STORY - RACHEL O'KEEFE



Rachel O'Keefe had a fantastic year in the Social Supports Program this past year. Rachel's success was marked by consistency in daily achievements and her ability to focus on things that are meaningful to her. Rachel has been a regular employee of the Meals on Wheels program that delivers food to the elderly in Cambridge and Somerville. She also maintained her employment on the Maintenance Crew where she cleans residential homes for WCI. In addition to several paying jobs, Rachel also volunteers every week at the Waltham Cat Connection. While working, Rachel demonstrated great attention to detail, ability to complete her tasks with minimal supervision, and ability to learn new tasks with verbal and visual demonstrations. Once Rachel learned a task, she was able to complete it accurately with minimal supports.

She also demonstrated that she is able to accept supervision and to improve her work performance to satisfy the job requirements and provide quality work.

In addition to being successful in employment situations, Rachel has been very successful in maintaining her friendships and connections with her peers at work and at home. She continues to be a supportive friend, often guiding her peers through challenging situations. She remains a strong spokesperson for her and her friend's needs, advocating for such things as more vacation time. She has shown that she is able to walk away from stressful situations, with or without staff supports. She has managed her stressors very positively and has been a motivator for others to do well. She is friendly, shouting 'hellos' to everyone who comes into work. She is funny, outgoing, and a good friend to her peers. She is a pleasure to know and have at our new Social Skills Program at Rumford Avenue. All staff and individuals are very proud of her success and we look forward to another successful year with our favorite 'girlfriend.' Congratulations, Rachel!

SUCCESS STORIES

WCI

INDIVIDUAL SUCCESS STORY - FELICIA SWENSON JONES



Self-determination: the belief that people with disabilities have the right and ability to choose and control their own quality of life, their own goals and dreams, and what services they need to support them.

Self-Determination has been a focus of those with intellectual and developmental disabilities for a number of years. Small steps have been taken by a relatively small number of people across the Commonwealth, who wish to exercise control of their own lives and destiny. Felicia Swenson Jones has proudly joined this group.

Felicia has been supported at WCI through the Social Supports and Employment Supports Divisions for the past 7 years. Beginning when she was only 18 years old, she had lived in a number of different homes prior to settling in at Charles Street. The home on Charles Street provided the stability and structure that Felicia needed to succeed. She worked hard on money management skills, domestic responsibilities, such as meal planning, cooking, household tasks, laundry and health and wellness skills. Perhaps most importantly, she learned to take care of herself, not only physically, but emotionally. In other words, she “grew up”.

Felicia was always vocal about her goal to be reunited with her family and to some day, live with her mother again. For a very long time, it did not feel like an obtainable goal. However, with hard work, and determination, dreams and goals can come true. On April 2, 2010, Felicia moved to Worcester to live with her mother and 2 sisters. She still receives Individual Supports with WCI. Daily, staff meet with her and her family members, and provide tailored supports that are designed with and by Felicia and those important to her. She may work on money management skills, medication management, health and wellness, and the day-to-day household tasks that are important in every household. Interpersonal skills always seem to be a need, regardless of who we may choose to live with. The most important aspect of the supports is that they are determined by Felicia and those important to her, and are designed to maximize Felicia’s abilities and success.

Felicia is happy with her choice. She is determined to succeed. She knows it will take hard work and support. WCI and the Social Support staff will be there to provide that support. Congratulations, Felicia!

INDIVIDUAL SUCCESS STORY - KEVIN BROWNE

Kevin Browne has not only had a successful year, but continues to live successfully with his two best friends. Kevin Browne truly lives WCI’s Mission through his active lifestyle within the community, home and work. He is a high spirited gentleman who resides in our Individual Supports program in Watertown. Kevin has been with WCI for over 25 years and has lived with his two longtime housemates and friends for over 20 years. Much of Kevin’s success resides from the close relationship he has with his two housemates.



Kevin is employed with the Boston College Supported Employment Program where he has worked for over 22 years in the Boston College Law School Cafeteria. Kevin is a valued employee as he is punctual and is willing to take on any task given.

Kevin enjoys a wide variety of interests. He is a member of the YMCA in Newton, Best Buddies Boston College and the WCI Self Advocacy Group. Kevin currently is working on improving his reading skills through weekly tutoring. In Kevin’s spare time, he enjoys reading the local newspapers, frequenting the Library and visiting friends in the area.

Kevin has traveled extensively both within the United States and to Italy during a family vacation. Kevin has caught the travel bug and enjoys taking advantage of vacation opportunities and day trips through Alternative Leisure. This has provided him the opportunity to see such places as the sunny beaches of Bermuda and the Caribbean, New York City and the Nation’s Capital.

Kevin enjoys visiting with family in Pennsylvania and is especially proud of his nieces and nephews. Kevin spends Holidays with his family and treasures the time with them.

This Success Story has been along time coming because Kevin has had multiple successes over his lifetime and should be commended for living his life to the fullest. Congratulations, Kevin!

OUR PROGRAMS



WCI

24 Hour Supports

24 Hour Supports provides services for 44 Individuals in 11 homes. Each home has staff support 24 hours per day.

Throughout their lifetime, Individuals supported in 24 Hour Residential Supports are assisted to identify ISP Goals that are meaningful and will bring them a sense of accomplishment and self-worth. Individuals are supported in a multiple of areas, such as personal care, household tasks, meal preparation, shopping, laundry, social behaviors, money management, arranging medical treatments, self medication, travel skills, home alone and other emergency skills, community integrations, relationship building and many others.

Some examples of successes and highlights this year were:

The 24 Hour Supports Division made an effort to become involved members of the community and making volunteer work a priority. When not working, attending a day program or volunteering, the Individuals in 24 Hour Supports all took vacations to various destinations throughout the area. The Division also had quite a few Individuals transition to the Life Skills Day Habilitation Program at Rumford Avenue. John Gillespie, Donald Rubin, Donald Housepian and Juanita Dones all had successful transitions and are enjoying the program.

Michelle Gorman and Marie Dorval volunteered for the 3 Day Breast Cancer Walk. Michelle and Marie, along with the Individuals that live at Clark Lane #1, Clark Lane #2 and Hardy Pond Road also volunteered at Gaining Ground in Concord. Gaining Ground allows you to harvest and prepare food for the Food Bank of Boston. Everyone enjoyed the entire process.

During the Holiday Season, Robert DeRosier and William McEvoy also volunteered for the Salvation Army, Bell Ringing. The Individuals at Watertown Street did raise money for Lupus by participating in their annual walk.

Many vacations were enjoyed by Individuals over the past year, including those who live at Grove Street and Slade Street, as they all went to Cape Cod. Slade Street and both Watertown Streets went to Wells, Maine for a nice getaway. Clark Lane #1 and Clark Lane #2 vacationed at the Mount Washington Omni Resort and Larry Mack went on vacation with his brother to Virginia. Charlie O'Hara enjoyed time this past Summer at Larowold Camp in Maine. Charlie and his housemate, Elliot Middleton, also attended the Alumni Weekend at the Perkins Center.

Although 24 Hour Supports provides assistance to Individuals in all aspects of their life, this year we wanted to highlight the Individuals volunteer work and sense of community along with the importance of enjoying their well earned vacations.

Social Supports

Social Supports provides 24 Hour Residential Supports to Individuals with clinical challenges. Social Supports has become a Division of 9 homes and one Individual Support (less than 24 hour) living situation. This Division supports 33 Individuals. Individuals are supported in a variety of areas, such as personal care, household tasks, meal preparation, shopping, laundry, social skills, money management, arranging medical treatments, self medication, travel skills, home alone and other emergency skills, community integration, relationship building and many others.

Some examples of successes and highlights this year were:

Michael Smith moved from Whittier Avenue to Charles Street. While Michael enjoyed living at Whittier Avenue with his housemates, he moved to Charles Street to live with a friend from work and to be "closer to the city". His transition to his new home went very smoothly and he is enjoying a very active life with his new housemates, while maintaining contact and social connections with the gentlemen who live at Whittier Avenue.

Rob Friedlich, Tom Gosselin and Felicia Swenson-Jones enjoyed spending a long weekend in March at the Worcester Crown Plaza Hotel, where they competed in the Special Olympics. In addition to really enjoying special dinners and dancing, their basketball team took home the Gold medal! This group is no stranger to sports glory. In June 2009, they had spent the weekend at BU for the Special Olympics and their team took the Gold medal in Volleyball. Congratulations!

Jeffrey McNeil is the newest member to join the Social Supports family. Jeff moved to Whittier Avenue in March from the North Shore. Jeff, who is Deaf, has been actively teaching staff members at Whittier Avenue his communication style. Staff are also taking ASL classes. The approach seems to be working, as Jeff is making many new friends and staff are proudly exhibiting their new skills.

Frank Brazie, Peter Filosa, Ronnie Thebado, and Eric Royal have a new home! The gentlemen have moved to a lovely home on Ellison Park that has been purchased by WCI. All of the guys are very excited with their new home and are now enjoying it very much.

In July 2009, a number of homes were host to students involved in the Brandeis summer program *Genesis*, and had a planting day. Individuals at Trapelo Road, Norcross Street, Park Street and Charles Street worked side by side with the students, who came from all over the country to attend this program, potting and planting. They then all kicked back and enjoyed social hours, enjoying refreshments provided by the Individuals. There was also some serious competition going on at many homes as the Uno and SORRY games came out. The day was great and enjoyed by all, and the results from the plantings were beautiful! The flowers and plantings were the result of a WCI Mission in Action Grant supported by the Board's Development and Fundraising efforts.

OUR PROGRAMS

The logo for WCI (Waltham Community Initiative) is located in the top right corner. It consists of the letters "WCI" in a bold, teal, sans-serif font, set against a light teal circular background.

Employment/Day Supports

WCI Employment/Day Supports Division consists of sites at 45 Rumford Avenue, where the Social Skills Program, Deaf Supports Program, and Life Skills Day Habilitation Program are located; and the 3 Common Street location where the Competitive Employment and Volunteer Program is located. Over 60 Individuals were served in its various program options during the past year. All programs have a different focus that enables WCI to provide individualized Employment, Volunteer, Community, and Day Habilitation services. The theme that resonated throughout all of the four programs was change and the goal to build better programming for the individuals that are served. This was achieved through increased staff training, such as Tactile Communication Training that was offered at the Life Skills program to improve communication with Deaf and Blind Individuals. Directors, Support Coordinators and Staff have done an outstanding job in challenging themselves to deliver quality services to our Individuals, their families, and our funding sources.

Social Skills

Our Social Skills Program, which moved to 45 Rumford Avenue in October 2009, continued to grow and develop over the past year. The 19 individuals who attended the program last year are exposed to a wide range of paid work, volunteer opportunities, community connections, and skill building therapies. The Art Initiative program continues to be a strong identity of the creative and individualized approach that the program has adopted for each participant.

Paid opportunities that were available to the Individuals in the past year included an off site maintenance crew that cleaned WCI homes, Fernald recycling program, office work, and two Meals on Wheels programs in the surrounding communities of Cambridge and Somerville. All the Individuals in the program had the opportunity to earn a paycheck on a weekly basis.

Volunteer work, which offered the Individuals community exposure, job skills, and sense of accomplishment, included the Cat Connection of Waltham, and delivering of meals to the elderly in Waltham and Brighton.

The Art Initiative Program continued to be very successful in the past year. In October, the program sold over thirty paintings to Mt. Auburn Hospital in Cambridge. The sale was very successful and helped to propel the program and further advertise its works to a huge audience. The proceeds from the sale have helped to expand the art program to include photography. In addition to the work being displayed at the hospital, paintings continued to be shown at such locations as coffee houses, banks, and specialty stores throughout northeastern Massachusetts.

Thanks to the community outreach by the Art Specialist, Jerome Hogan, and the Job Developer, Robert Lynch, the program continued not only to sell and display its paintings, but also it had an ongoing demand for its beautifully packaged Note cards. In August 2009, the program hosted its Annual Art Reception, at the Gore Estate in Waltham. This wonderful event brought recognition and exposure to the numerous great artists that made the exhibition possible.

As of January 2010, the Social Skills program began expanding its service to include a community based Life Skills Day Habilitation program. As part of the Day Habilitation curriculum, the Individuals are offered daily oversight by a Registered Nurse, and at least weekly support and quarterly evaluations, staff training, goal development and identification of adaptive equipment by part-time Physical Therapists, Occupational Therapists, and Speech Therapists. The program will offers weekly Music Therapy, Exercise and Communication Groups. Even though the focus continued to be on therapeutic, skill building goals, the setting for teaching these goals was extended into the local community. For example, Individuals are learning about the value of money while making a purchase at a local convenience shop. The program currently serves five (5) Individuals and has been growing by at least one new member per month.

Deaf Employment Supports

Deaf Employment Supports is also based out of Rumford Avenue. This small, specialized program offers a fluent ASL environment and it supports 11 Individuals. The goal of the program continues to focus on providing the Individuals with meaningful work and skill building opportunities in the community. During the past year, Individuals had the opportunity to earn a paycheck through paid jobs that included Landscaping and Housekeeping for WCI homes, delivering items for the Gifts in Kind Program, working at the Bear Spot Farm in Acton and the Boys and Girls Club in Newton. One of the Individuals supported by the program is competitively employed by WCI and works in the Maintenance Department. Volunteer opportunities included working with the West Suburban Elder Services, and Waltham Cat Connection. The program continued its collaboration with the Social Skills Art Initiative program by designing and creating jewelry for sale.

In addition to work focused skill building, six individuals participated in a swimming program at the Fernald Pool. They will be transferring to the Waltham YMCA when Fernald closes. All individuals had the opportunity to learn about and utilize the Library in Waltham as well.

The Deaf Support program also expanded its service to include Life Skills Day Habilitation programming. Just as in the Social Supports group, most of the skill development and goal achievement is designed to take place in the local community. There were two individuals who received Day Habilitation Supports in the past year.

OUR PROGRAMS



Competitive and Volunteer Program

The Competitive Employment Program, located at 3 Common Street, supported 12 individuals in the past year. Four of the individuals were competitively employed in the community and received individualized job coaching supports at Welch and CVS. The remaining eight individuals were employed in a variety of community based jobs including the Balera Ballroom Dance Studio, Union Street Restaurant, the Crescent Suites Hotel and at WCI.

The Community Employment Program also handled the majority of copying, collating, and assembling projects for WCI in the past year. The Individuals repeatedly demonstrated that they can deliver quality work in a timely fashion.

The dedication to quality and customer service has made them the go to mailers for such organizations as the American Cancer Society, Watertown Community Housing, WATCH and Company One.

The Community Employment Program continued to offer volunteer opportunities to Individuals at the American Red Cross in Boston, Watertown Public Library, Belmont World Film, The Cat Connection and the Springwell organization.

The Community Employment Program in April 2010 was formally recognized by the Trustees of the Watertown Free Public Library for their volunteer work as part of the In Home Bound Service program that the library coordinates.

In the past year, The Competitive Employment Program at 3 Common Street has partnered with the students from Bentley University through the Bentley Service Learning Center to give Individuals tools to succeed in any potential work place. The students worked with Individuals at the program in mathematics and literacy. The skills attained through the participation in this program are hoped to prove useful to any prospective employer.

3 Common Street remains the location of The Uncommon Store, which offers items received from the "Gifts in Kind" Program. Program participants are trained to record and store items, stock merchandise, manage inventory, put together items for display and package items for transport and customer service. The items are donations available to WCI homes and Individuals only.

Life Skills Day Habilitation Program

The Life Skills Day Habilitation Program, located at 45 Rumford Avenue, continued to offer therapeutic, goal based services to its 22 members. The curriculum of the program focused on such areas as, Communication development, Sensory and Physical development, Health, Independent Living Skills, and Self Advocacy. The individuals were supported and assisted in working towards their goals both at the site and in the community. The program's staple has been to teach skills through an observable and product oriented approach. Thus sensory integration was achieved through taking care of plants or through assembling pourpouri sachets which were sold to the public. Furthermore, fine motor skills were challenged through making book marks and/or threading can tops to assemble bracelets. Individuals continued to raise funds for their program's needs through an extensive recycling program. They also made and donated dog biscuits to a local dog shelter. It is through the hands on approach and the creative way of teaching basic life skills that this program has thrived over the past year.

Individual Supports

Individual Residential Supports provides three (3) hours a week to 24 hours a day of support to each of its 20 Individuals. Staff provide support in assisting the Individuals to meet their various goals in the areas of reading and interpreting their mail, meal planning, nutrition, diet, exercise, arranging medical services, planning leisure time and weekends, problem solving, money management, budgeting, and paying bills, housecleaning, maintenance and addressing other individual needs.

Some examples of successes and highlights this year were:

Bruce Roberts and Grace Durkee were the Keynote Speakers at the Legislative Town Meeting that WCI hosted in conjunction with Beaverbrook Step, Eliot Human Services and GWARC in March 2010. Many of the Individuals attended the event in hopes to educate their Legislators and urge them to restore all funding. Quite a few of the Individuals from both Individual Supports and 24 Hour Supports held up signs supporting Representative Tom Stanley of Waltham in his bid for re-election. The Individuals at Dana Terrace hosted a dinner for Representative Hecht of Watertown.

Ray Plouffe, Nancy Guy Plouffe and Bob Hoffman attended and completed the Waltham Citizen's Police Academy. Ray Plouffe, Bruce Roberts and Bob Hoffman were also the focus of an Article in the Waltham News Tribune about the closing of the Fernald Center. All the Individuals that live in the Garden Crest Apartments in Waltham joined their neighbors in a food drive. Ray Plouffe, Nancy Guy Plouffe, Paul Geary, Bob Hoffman, Grace Durkee and Bruce Roberts also joined the Tenant's Association and continue to attend monthly meetings.

Individual Supports also welcomed a new Individual this year. Tom Sheehan joined WCI and has had a successful transition into his new home and Employment program. Welcome Tom!

OUR PROGRAMS

The logo for WCI (Wells Community Initiative) is located in the top right corner. It consists of the letters "WCI" in a bold, teal, sans-serif font, set against a light teal circular background.

As reported last year, our Individuals are committed to leading a healthy lifestyle through diet and exercise. This goal has continued through this past year as evidenced by George McLaughlin. George lost weight through exercise and portion control. George also transitioned into a WCI Employment/Day Supports Program at 45 Rumford Avenue, 2nd Floor, and is doing great and now joins the copying crew at the WCI Main Office four days a week.

Lastly, many of the Individuals were able to take many vacations throughout the year. Mary Chaisson went to sunny San Diego, while Lucy Haroutunian visited family in Arizona. Renee Allain went on a family cruise and Barbara Gionis and Charlie Durkee enjoyed Colorado for a week. Bob Hoffman also went on a trip to Denver and Bruce Roberts and Grace Durkee enjoyed a week in Wells, Maine. Darlene Cormier went with her family on vacation to California and Kevin Fahey attended the Down Syndrome Conference at Walt Disney World.

The other Individuals in this Division continue to be successful in their many endeavors at home, work and in their community.

Deaf Residential Supports

Individuals are linked to services and programs that promote independence and growth. Deaf Supports has 10 homes providing 24-Hour Supports and four (4) apartments in Individual Supports with less than 24 Hour Supports serving 38 individuals in the Deaf Supports Division. Staff assist the Individuals to access their community and build relationships in many ways. They teach them personal care skills, chores/housekeeping, menu planning, shopping, arrange healthcare treatment, self-medication, personal activities and participating in community events. WCI will also help Deaf Individuals to understand letters, bills, important documents, provide interpreters for appointments, meetings and assist Individuals to negotiate other social service delivery systems by applying for Food Stamps, Social Security and Medical assistance.

The level and intensity of support and supervision WCI provides varies from home to home and is commensurate and based on the ability/specific needs of each Individual. For example, an Individual may require support to learn or fine tune their personal care skills, such as showering, brushing their teeth, or shaving, while learning the skills they need to be more independent in an area. Others may require more support, supervision and a teaching plan to increase their independence in areas of daily living. In other cases, a person may explore the use of assistive or adaptive technology to facilitate independence. Individuals who are Deaf (15% of total WCI community), are supported by staff who have basic ASL skills, at a minimum to fluency. Other areas focused on are: nutrition, exercise, diet and cooking, shopping, money management, social relationships, community activities and vacations to name a few.

Some examples of successes and highlights this year were:

The individuals of Central Street went on vacation to Florida with the support of a Support Coordinator and a Director in Deaf Supports. All five had a great vacation going to the theme parks, dining out and sightseeing. This was the second time that Jay and Peter have been able to make this trip and it is something they looked forward to for a long time and continue to talk about.

Nancy Gallant has been working on increasing her home alone skills and through practice and consistent improvement she has been able to reach 2 hours of spending time alone to be more independent. She plans to continue to grow in this area and increase her time.

Jeanne Beaulac, Peter Caporale, Kerri McNaulty and Joan Benoit of Gay Street have been steadily increasing their Community involvement and activities in this past year. They have been attending religious services, walking in the community, donating unused items to charities and attending many social events. This has been a great success.

Deaf Individual Supports was able to go on a cruise this past year for a seven day trip to Bermuda. All of the Individuals went and had a terrific time. They all came back with wonderful memories that will last a lifetime. They went with a Support Coordinator and a Support Specialist that have been with them for years and they all came back with plans to do it again.

All of the Individuals of School Street and Barbara Terrace went on a trip to North Conway this past year to do sight seeing, dining out and lots of outlet shopping. The two groups were very active while there, seeing all there was to see and came back with many stories of all the foods they enjoyed while being out and about. The ladies and gentleman all wanting to know where they can go for the next vacation.

William Hinman and Matthew Fitzgerald made a decision to go searching for a new apartment in the Watertown Square area. They saw a few apartments but settled on Charles River Road and therefore moved from their apartment of 8 years in Belmont to Watertown Square. Both wanted to have more access to public transportation and a nicer, newly renovated apartment. The new location is in a beautiful home with a three minute walk to all of the major bus routes in the area. This has shaved the travel time to their jobs in half. Both gentlemen love their new home. Enjoy William and Matthew!

"Thank You" Donor/Corporate Members - Fiscal Year 2010

July 1, 2009 – June 30, 2010



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