



ANNUAL REPORT

2018



WCI'S mission is to empower and support Individuals with intellectual and developmental disabilities to achieve rich and meaningful lives at home, at work and in their communities.

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www.wearewci.org



Message From The Chief Executive Officer



CARF and DDS SURVEY & CERTIFICATION

This was an extremely busy year. We began the year preparing for our CARF and DDS Certifications, CARF occurred in November, 2017 and the DDS Survey & Certification occurred in January, 2018. Both were successful with WCI receiving the highest level of certification, a THREE year CARF Certification and a TWO Year DDS Certification. We want to thank all of our supervisors and staff for preparing and doing so well on these surveys.

DEVELOPMENT OF A NEW ACCESSIBLE HOME ON YORK ROAD IN NEWTON

Housing is so important to the people that we support. Therefore, WCI made a number of moves possible for people who needed more accessible, spacious living.

WCI leased a new home on York Road in Newton beginning in September, 2017 for four women who needed a more fully accessible home with an open concept kitchen, living room, dining room, widened doorways and hallways, four accessible bedrooms, two accessible bathrooms and two ramps to enter and exit the home. Judy Nichols coordinated and scheduled the Mayor of Newton, Ruthanne Fuller, to visit their home in December, 2017. The Mayor was extremely impressed and spent time talking with the women and the staff who work in the home. It was clear that the women were much happier with their new, accessible home.

OTHER MOVES AND RENOVATIONS TO ALLOW INDIVIDUALS TO LIVE IN BETTER ENVIRONMENTS

As a result of the women moving to York Road, the women living at Prospect Hill Road were able to move to Hatherly Road in Waltham, also in September, 2017. They are extremely pleased with their new home. This subsequently allowed the men living at Whittier Avenue to move into a newly renovated home at Prospect Hill Road in April, 2018. This home is now a five (5) person home with an open concept. The men who were showing significant challenging behavior in their former, much smaller home, are now showing much more positive interactions. Their challenges have diminished and they now are able to eat and enjoy meals together, when this was not possible in their previous home. Activities can occur in multiple areas. We want to thank Jim Gross, owner, of the home for renovating the first floor while WCI renovated the second floor and exterior to create a much more spacious, pleasant and accessible environment for them. The front entrance is now easier to navigate. The changes have made a dramatic difference in the men's lives.

Given some of the women living at Slade Street were living on the second floor and required a first floor home, they were now able to move in May 2018 to Whittier Avenue, which is a first floor home with all space on the first floor. They too are so happy enjoying their new home.



The home on Slade Street in Belmont was then available for two young Deaf women who turned 22 in December, 2017. They originally moved to a 2 bedroom apartment temporarily while waiting for their new home. The women transitioned at the end of May into their new home. They are now waiting for another woman to move in with them, and are very happy in their new home!

CAROLYN O'BRIEN CONSULTING

In the winter of 2018, WCI contracted with Carolyn O'Brien Consulting to review our Administrative Structure, Succession Planning and Space Initiative Plan. Interviews began with the Board, Executive

Message From The Chief Executive Officer cont.



Team and Department Heads, most Management Team members, our Major Funding Sources and a number of Peer Providers. The initial report recommended the first priority be the development of a Shared Vision and Strategic Plan with the Board and the Executive Team. We will begin the first goal in the fall of 2018, the Shared Vision Process with Adam Maurer of Positive Partners. Next steps are to figure out how to create the resources to implement the other suggested recommendations, add four (4) new positions, work on an organizational succession planning process and move forward with our Space Initiative. Reports on our progress will be forthcoming.

FAMILY AGENCY BARBEQUE

In August, 2018, we held another Agency Family Barbeque on a warm, sunny evening at the Arsenal Park in Watertown, which was once again a tremendous success. More and more family members and guardians attended this year so that everyone could socialize and get to know each other better. It was a wonderful time had by all!



FAMILY FORUMS

This year we held two successful Family Forums, one on Guardianship and one on Relationships and Sexuality Needs. The first had two (2) family members in attendance, with great conversation, discussion and questions. The 2nd Forum had five (5) family members in attendance, but over 32 participants online. In addition, about 250 have viewed it since on our Facebook page after the original forum date! We will continue Family Forums in the new year and include the online option.



WELCOME ISMAEL DASILVA, OUR NEW CHIEF FINANCIAL OFFICER

We are happy to announce the hiring of our new Chief Financial Officer, Ismael DaSilva. Ismael will be starting on October 1st and brings with him a rich and varied background in Finance as a CFO primarily in the non-profit sector. Ismael has an MBA, and degrees in Accounting and Computer science. In addition to his CFO duties, he has extensive IT experience and has been involved in transforming agencies over to more cost-effective systems. He has deep experience with government and private contracts as well. Please welcome Ismael to WCI; we are looking forward to working with him.

DSP RECOGNITION WEEK

We just finished celebrating the 2018 DSP Recognition Week. Each year, ANCOR, our national provider organization, works with the Senate nationally to proclaim the 2nd week of September DSP Recognition Week across the country to celebrate the hard work and efforts made by DSPs to support individuals with disabilities to lead meaningful lives at home, at work and in their communities. Once again, this summer, Governor Baker's office and our two Massachusetts Senators' offices were contacted to proclaim the 2nd week of September DSP Recognition Week in Massachusetts. They unanimously agreed! Therefore, organizations across Massachusetts celebrated the wonderful work of their DSPs, as it was announced by all of our Trade organizations, ADDP, the Provider's Council and The ARC of Massachusetts, on their websites and in ENewsletters and many providers.

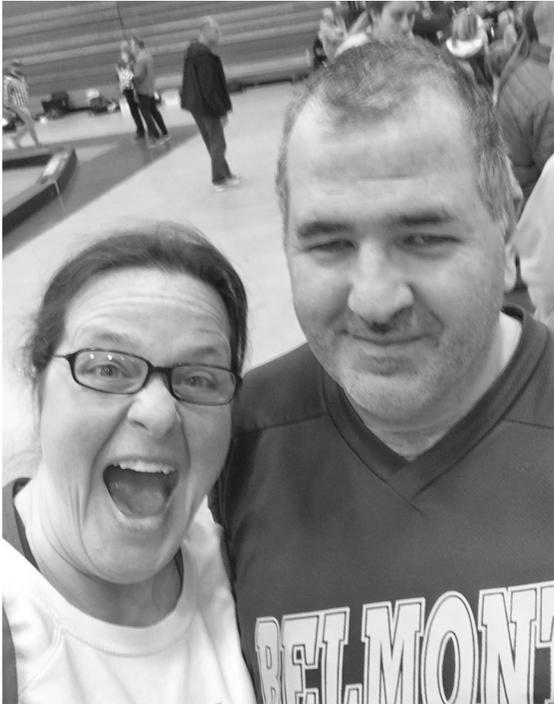
At WCI, we held Barbeques and Luncheons, had Raffle Drawings, recognition awards and gift cards in each of our Residential Divisions and Employment/Day programs. Stories were told about why our DSPs love their work. Congratulations DSPs! You deserve recognition for all that you do and your dedication to WCI's mission.

Nancy Silver Hargreaves, President & CEO

WCI Congratulates Jesse Farren-James, ANCOR DSP of the Year!



By Lucien Archambault



Jesse Farren-James won the **2018 ANCOR Direct Support Professional of the Year Award** for Massachusetts. Not surprising to anyone who knows her but, interestingly enough, she herself was surprised when she found out about it.

Jesse is a chronically upbeat and positive person who cares deeply for the people she supports and works with. I know this because I work with her and have seen this first-hand. Her deeds of caring and compassion occur on a daily basis. Even when faced with difficult issues, Jesse smiles and views problems from the other person's point of view, weighing the issues with caution and careful thought. Inevitably, Jesse is able to work out these issues pragmatically with positivity and determination.

Jesse came into this field, supporting people with Intellectual/Developmental Disabilities in 2006. She did not intend to work with this population as her college studies focused on helping troubled adolescents and teens. After graduating from Cambridge College in June 2002 with a BA in Psychology with concentration in juvenile justice, Jesse worked as a receptionist for a private company, doing work that was not related to her field of study. In 2006, Jesse was asked by a family friend to apply to WCI -

Work, Community, Independence, a non-profit agency, which is funded primarily by DDS, but also by MCB, MRC and DMH . She applied for a job with WCI and was hired into a supervisory position right from the start. Jesse thought that this job would only be temporary until something related to her college training came up. After a recent talk with Jesse, she explained that she fell in love with the work, the people she was working with, and never looked back. She has been with WCI ever since and continues to excel in her job.

Jesse's immediate supervisor, Paula Dunn-Meadows, Division Head for Social Supports, nominated her for this award. Paula cited numerous examples of how Jesse was able to help the Individuals she supports with achieving their goals.

For instance, one individual wanted to become more independent in his community and utilize community resources on his own. Jesse was able to work with this individual and his mother/guardian to show he could navigate the streets safely, find his way to and from destinations of his choice, and utilize good interpersonal and personal safety skills with strangers. Through travel training, Jesse role played scenarios with the individual which made him very comfortable. Now he is able to access the community independently and his mother is more at ease with his abilities.



WCI Congratulates Jesse Farren-James, ANCOR DSP of the Year! (cont)



Another individual wanted to learn more about Self-Advocacy and go to college. Jesse helped him enroll at Mass Bay Community College where he attended classes weekly with staff (who took notes for him). He was able to complete all of his assignments and graduated. He also met a number of new people and improved his self-advocacy skills.

Jesse also helped support two people, who have known each other for years, develop a significant relationship with each other. At first, Jesse helped them with dating which included how someone should ask another person out on a date, how to plan on what to do, and what conversation is appropriate when dating. Next she faded her level of assistance. Within the past year, Jesse helped with the purchase of an engagement ring and now this couple is engaged to be married.

These are just a few of many examples of how Jesse helps support the individuals with whom she works. Jesse describes her focus at work is to maximize each Individual's level of independence in areas of their own needs, preferences, and interests. She does this with a lot of enthusiasm and a positive attitude. It's hard to describe this quality in words, but if you met her, you'll know exactly what I mean. Jesse has a wonderful sense of humor and is very articulate, sometimes even outspoken. If I were to make an analogy of Jesse's personality, each day for Jesse is like the first real warm day in Spring for the rest of us. You feel good about yourself, your life, you're happy to be alive, and even the bugs don't bother you. It's a feeling, that even on a "bad day", things aren't so bad in the grand scheme of things. This feeling gives you a spring in your step. If you know Jesse and spend time with her, this feeling will rub off on you.

Jesse enjoys spending time with her family and includes her family life in some work activities. Her children and husband have involvement with the Individuals that she supports and they invite and are invited to many shared activities (parties, picnics, sporting events, holidays). The Individuals visit with her and her family at her home, on occasion.

Jesse also has a close personal relationship with the 8 long-term staff who she supervises. All of the staff work well together and enjoy what they do. If you ask any one of them, they will tell you that Jesse is a model of leadership, generosity, and compassion.

WCI extends its congratulations to Jesse in receiving the ANCOR DSP of the Year Award for 2018. It is well deserved! If we could only find a way to clone Jesse so we could share a spring in our step year round with all of the people we support!



Board of Directors

FY'2018



WCI's Board of Directors is an active group of twelve (12) Board Members. They meet about five (5) times a year and also have three running Committees and Sub-Committees. Some committees are Ad-Hoc and meet for a period of time and may start up again, such as Strategic Direction, Human Resources, Mission in Action Grants, Governance and others. Currently, the Board has an Executive Finance Committee, Development Committee, and Strategic Direction Committee. We are seeking new members in the area of Finance, Real Estate, Technology, and Public Relations. If you know of someone who would like to serve, please contact Nancy Silver Hargreaves, President & CEO at nshargreaves@wearewci.org or Ed Skou, Board Chair, at Edward.Skou@belmontsavings.com. On behalf of myself and the Executive Team, we wish to thank all of our Board Members for all of the hard work, effort and dedication that they give to WCI throughout the year.

Board Of Directors Roster

Edward Skou, Chairperson		Thomas Montanari, Vice Chair
Michael Sullivan, Treasurer	Matthew Sanders, Clerk	Nicole Starck, Assistant Clerk
Courtney Buckley		Chris D'Anna
Kevin Fahey	Sara Goddard	Ruth Harutunian
Rhonda LeSanto	Robert McMullen	Colt Navins

Board Of Trustees Roster

Maureen Keegan	Karen Osborn Shanley	Sue Ann Poitras
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In Memoriam



Charles "Chuck" Turner
4/27/1959 - 2/5/18



Robert DeRosier
9/1/1934 - 4/5/18



Wilfred "Willie" Mathews
7/18/49 - 7/8/18

Financial Summary

Year Ending June 30th, 2018



REVENUE \$18,686,387
EXPENSES \$19,526,442
NET RESULTS -\$840,055

Highlights:

In FY 18 WCI's revenue grew 4% and is expected to grow 1.43 % in FY 19. Commonwealth Revenue across all funding agencies has grown. DDS, MCB, MassHealth, DMH and MRC are the Commonwealth Purchasers.

WCI has implemented a Capital Plan that each location can track to know what improvements are slated to occur for the site.

The deficit of spending was related to higher Employee Compensation, Over-time, and Property Renovations, Furniture, Maintenance, and Household Improvements.

WCI's major sources of revenue were:

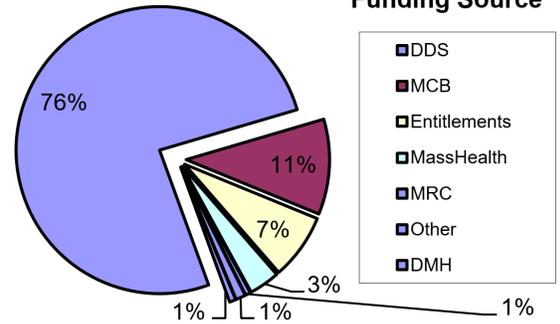
Department of Developmental Services (DDS) 14,202,309: 75.94% of total; Entitlement Income \$1,384,183: 7.40 % of the total

Mass Commission for the Blind (MCB) \$2,006,562; 10.73% of the total; and MassHealth (Day Hab) \$6444,258: 3.44% of the total.

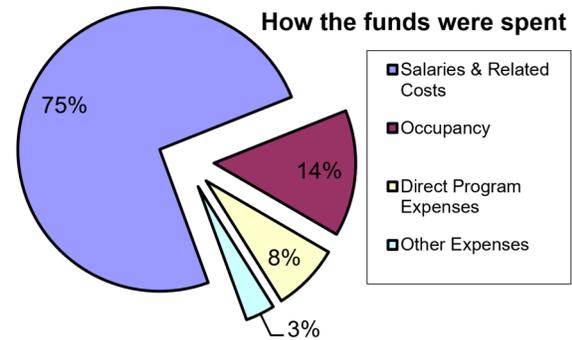
Mass Rehabilitation Commission (MRC) \$107,548: 1.12 % of the total; and Dept of Mental Health (DMH) \$133,962: .72% of the total.

Other revenues including Fund raising was \$209,213 1.12% of the total.

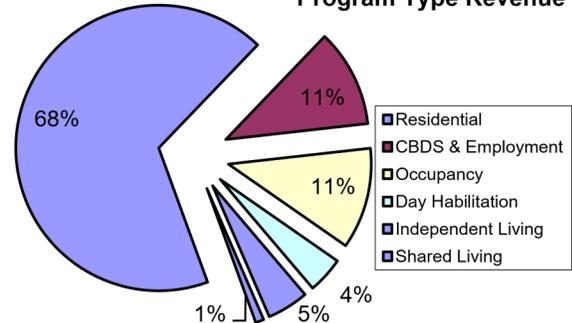
Funding Source



How the funds were spent



Program Type Revenue



FY'18 Executive Management Team



Ismael DaSilva

Vice President of Finance and Administration & Chief Financial Officer



Pam Laventure

Vice President of Human Resources



Nancy Silver Hargreaves

President & CEO



Joseph Donati

Vice President of Operations



Shannon McDonald

Vice President of Support Services

THANK YOU TO OUR STAFF



the Deal and the U.S. government, tend to be better drivers than hearing not entirely clear why this is the case, probably because driving is primarily a visual task. The ideal driving environment is one with low levels of noise. Plus, there's some evidence that people with better peripheral vision, which would be a good thing when driving.

2017 Awards

Legislator Of The Year

Senator William Brownsberger

Employer Of the Year

YMCA

Helping Hands Award

Philip Milner & Mary Colt Navins

Benefactors of the Year

USI

“Our Staff 2018”



As a human services agency, WCI is only as good as its employees and we have more than 300. Our workforce is uniquely diverse, coming from an assortment of home countries that include the United States, Nigeria, Uganda, Haiti, the United Kingdom, Cameroon, Liberia, Tanzania, the Ivory Coast, Moldova, Poland, Bangladesh and many more. In addition to English and American Sign Language, many of our employees are fluent in French, Haitian Creole, Spanish, Swahili, Polish and Romanian.

WCI employees proudly make a difference in the lives of the people we support. We actively promote self-determination and self-advocacy. We support people through the many stages of their lives. We celebrate when there are successes, respond to crises, compassionately support people when ill, and memorialize those who have died. The Individuals we support are an integral part of our lives just as we are in their lives.

WCI supports employees in their pursuit of professional development and encourages all employees to be life-long learners. WCI provides continuing education grants and tuition vouchers for many employees as they further their education. Other employees attend classes to develop and enhance their ASL skills. WCI has sponsored several employees in the Department of Developmental Services Direct Support Certificate program as well as the Provider Council’s Human Services Management Certificate program. WCI continues to support its employees with a generous benefits package, on-the-job training (including the trademarked HOTSS/DOTSS system) and opportunities for internal promotion.



For more information, contact Pam Laventure.

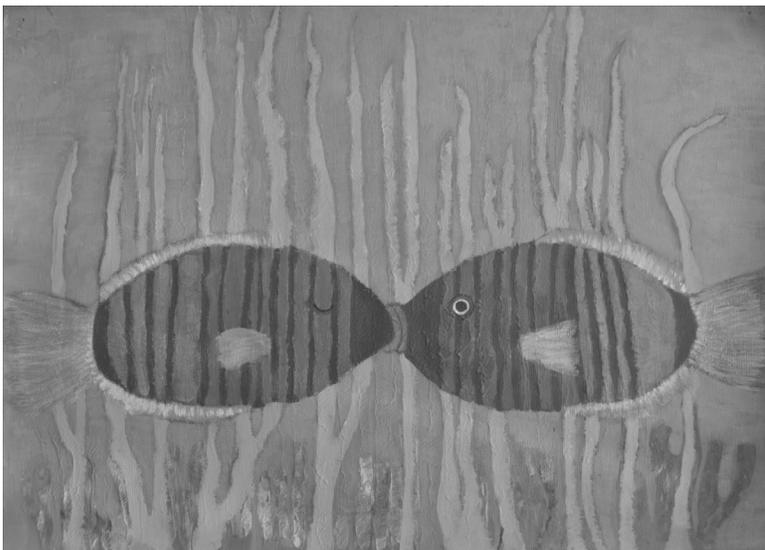
Committed To Our Individuals

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, and Newton 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.



Individual Success Stories



Deaf Residential Supports: Mary Prendergast

Mary Prendergast is an amazing woman. She has received supports at WCI for almost 2 decades, and the amount of growth she has shown is truly a testament to the support and efforts made throughout this time. Mary has historically had significant issues with emotional and behavioral challenges. She required extensive supports in all aspects of her life. Her access to the community was restricted. Her ability to be transported to work, doctor appointments, or other needed places, was dependent upon the availability of a 1:1 staff and a van. Mary demonstrated very little tolerance for other people and her circle of friends was minimal. This is not the Mary of today. Today, Mary is a social, active, involved woman who can go anywhere and everywhere, with no special arrangements for transportation or staffing. She has expanded her social network to include many friends with whom she enjoys spending time. She has a supportive family with whom she also enjoys spending time. She regularly accesses her community, and has a great time attending movies, going to concerts, going out to eat, shopping, and just walking in her neighborhood. She loves to dance. Mary has some verbal skills, but prefers ASL for communicating. She shows great patience with those who do not sign, and enjoys teaching them whenever possible. She has shown tremendous growth in developing coping skills to deal with frustration and anger. Mary is a great example of what can be achieved by an Individual when given the time, effort and supports needed. Mary works hard and wants to do well. Mary is amazing! Congratulations Mary on receiving your 2018 award!



24 Hour Supports: Jason Smallwood



Jason has lived at Clark Lane 1 in Belmont for several years.

During the past year he has been more independent in several areas of his daily life. With the support of staff he is eating healthy and has some weight loss to prove it. He is increasing his ambulation by walking more to and from Community activities as well as scheduled Medical Appointments. He continues to enjoy his weekends at his mother's house and his grandmother with who he has a great relationship.

At home Jason continues to choose his activities of interest. Reading magazines, looking at his pictures and watching sport games on the television. He likes the Red Sox and is looking forward to the beginning of the New England Patriots season. He is also helpful and will bring his diner plate and cup to the sink when he is done eating.

Jason is a quiet, friendly man who always has a smile on his face when he gets home after a day at work and will let us know when he gets home. Jason is speaking a lot more and one of his goals is to independently ask for a snack of his choosing which he does with staff assistance daily. We look forward to supporting his independence and all of his future goals. Congratulations on receiving the 2018 24 Hour Supports Award!

Employment Supports: Linda Sargent

Linda Sargent has been working towards a long term goal of finding a meaningful, integrated job in the community. On April 9th, 2018, she started a position at 3 Twins Production, a screen printing company in Watertown. Linda works as a Production Support Associate, Monday through Friday from 9:30 to 12:30 pm, under the supervision of her 1:1 support staff and with natural supports. Her job is to clean the used screens and other equipment. Linda has excelled at her new job. According to her manager, "Linda has mastered the basic responsibilities of her job and has gradually been given more tasks to complete." He also added, "She is my favorite employee. She shows up every day, on time, with a smile on her face. She gets right to work and works hard for her entire shift. Honestly, she is kinda making everyone else look bad." Congratulations Linda on your hard work, success at your job, and being the WCI Community Employment/Day Supports Success Story for 2018.



Deaf Supports: John (JJ) Sheridan



This has been an amazing year for JJ Sheridan. JJ moved to Boylston Street, Watertown in March 2017 from an agency in Illinois that was closing to be closer to his family in Melrose and Vermont. JJ has met every new experience with acceptance and enthusiasm. Historically, JJ had not been willing to participate in his former Day Program or many of the typical household tasks in his former program. Since joining WCI, JJ is happy to attend Deaf Employment/Day Supports every day to work and volunteer. At home, JJ is now assisting with cooking and many other household tasks. He is participating in many community and WCI events. He enjoys spending time with his father going out to lunch and shopping on a regular basis. One of his greatest accomplishments is his dedication to becoming healthier! JJ has lost over 40 pounds during this past year! He has given up some unhealthy snack habits and added daily exercise to his routine. JJ is extremely proud of his new dedication to be the healthiest he can be! Congratulations JJ on receiving the 2018 Deaf Supports Award!

Individual Success Stories



Life Skills: Susan Washburn



Susan is a woman who has worked her whole life in various jobs and finally retired. At home, she was starting to get bored and it was discussed with her if she would like to attend a day habilitation program. Susan came for a visit to WCI's Life Skills Day Habilitation Program and was not impressed with the thought of attending the program, because she had worked for most of her life and she did not want to continue working. In her mind she was retired. She expressed that she would like to come for a couple of weeks to see if she liked it. Susan attended the program once a week for 3 weeks and then requested a meeting with a Support Coordinator. She said that she enjoyed coming and would like to attend the program for two days a week so she started in February, 2017, attending twice a week. After a month, Susan requested another meeting to ask if she can attend the program 3 times a week. She really enjoys coming to the program, and has made friends with several people. She does volunteer work at Cradles to Crayons, Can pick up, Cat Connection and ART but does not see them as work. She sees them as fun and it makes her happy knowing that she is giving back to the community. Congratulations on receiving your 2018 Life Skills Award!

Individual Supports: Renee Allain

Individual Supports Division is proud to recognize Renee Allain as our Success Story! Renee is a long time member of the WCI family, and has worked at Walgreen's in Waltham for 20 years. Renee has excellent writing and email skills, so we invited her to write her own summary:

I have worked at Walgreens for 20 years! I am crazy busy. I love my manager. I like the people the most. I like my job.

I live by myself. I love my staff. Holly, JN, LA (Holly-May Doman, Jackline Najjuma, Leah Andrews) help me the most. They help me with everything. I like to email them and give them messages.

I was in Canada. I saw my cousins. Like 50 cousins! Maybe more. It was humid and hot but we were crazy busy. It was fun.

I like to be independent. It makes me feel good about myself. I know how to do things by myself. I like it, it's good!

Congratulations Renee on receiving the 2018 Individual Supports Award!



Social Supports: James Washburn



Success can be defined many ways: accumulated wealth and goods, feats of physical prowess, awards that celebrate literacy or educational feats, etc. For some of the people we support, success is this ability to get up every day and face life's challenges head on, and to do so with courage, perseverance and attitude that says "I can do this." It's not always easy - in fact, many of us would have given up by now. Jim Washburn has been facing medical challenges for a very long time now. Every time he comes close to being physically well, something else comes up to drag him down. His medical providers don't know how he continues to fight s card as he does. But fight he does! Every day Jim gets up and participates to the best of his abilities. Sometimes he may give attitude - not the "I can do it" kind of attitude, but rather the "You better do it right" type of attitude. If it is a day spent with his many, many medical providers, he goes to the appointments and does his best to cooperate with any testing or procedures involved. This is a marked improvement from historical visits where cooperation from Jim was unheard of.

Jim lost his Dad this year. He attended services and was as supportive as possible to his family.

Jim has his favorite people, and will take all opportunities to spend time with them. This past year Jim has enjoyed a number of vacations of Maine and New Hampshire with two of his favorite staff. These trips have provided him with the needed breaks to the daily pressure he faces. Jim has expressed his joy and appreciation to all who will listen.

We consider Jim to be a success. He gets up every day and faces a world that is not always what one would hope. It's not easy. Jim doesn't expect it to be. But he does it. Congratulations Jim on receiving the 2018 Social Supports Award!



24 Hour Residential Supports



24 Hour Supports includes seven (7) 24 hour homes with twenty-eight (28) Individuals living in Waltham and Belmont, and continues to shine strong!

The Individuals from Slade Street in Belmont moved to a single floor home at Whittier Road in Waltham to address increasing mobility concerns. The house looks beautiful with minor renovations and the ladies are enjoying their new home.

John D. moved into Sheffield Road from his family home in Waltham. He loves his new home and all of the activities he does.

Ken D. attended Camp Fatima in New Hampshire and had a wonderful vacation.

Lou M. had his annual trip to Florida to visit his family for a month, enjoying the warm weather in the middle of winter here.

Andrew G., Bill M. and John C. attended Camp Allen in New

Hampshire and had an amazing experience in the great outdoors.

There were numerous cookouts between the homes for holidays and birthday party celebrations.

John G. and Jason S. were able to express their grief and have closure with the loss of their two housemates with the support of their staff and participation in the memorial services. We want to recognize Philip Milner, who provided so much support and time to not only Will, but also his friends Kevin B. and Kevin F.

Michelle B. was diagnosed with cancer. Her staff supported her through radiation treatments and she is now cancer free. Congratulations Michelle!



Individual Residential Supports

This Division has sixteen (16) Individuals living in twelve (12) apartments on their own or with one other Individual, receiving less than 24 hour supports, and one (1) Individual living at home with a parent. 2018 has been a great year for Individual Supports!

Barbara G. celebrated her 65th Birthday with her friends at a huge Chinese food dinner and dance party at the WCI office.

Bob H. participated in a trip to California to attend a family wedding.

Kevin F. continues amazing success on his journey of weight loss and healthy living. He has lost over 20 pounds!



Kevin B. is loving his new day program! Kevin has handled a tough year very well, and has enjoyed family trips to Pennsylvania and Florida this year.

Lucy H. has learned how to manage her health concerns better, and is proud of being the WCI representative to MASS Advocates Standing Strong Metro monthly meetings.

Renee A. celebrated 20 years of work at Walgreens and received an award from the company.

Robert W. moved to a first floor apartment in Waltham from a second floor, which was critical for his health and mobility. He also has successfully completed treatment for two different forms of cancer this year.

Paul S. is celebrating 20 years of being a part of the WCI family! Paul is happy to have built upon his skills and abilities, and enjoys living quite independently in the Waltham community!

Our Programs



Social Residential Supports



Life continues to be fun and interesting for those who live and work in the Social Supports Division of WCI. The Division encompasses eleven (11) homes providing 24 hour supports and 1 apartment, where less than 24 hours of support are provided. Forty-eight (48) Individuals, and over 80 regular staff to provide the supports, live, learn and have a good time together. Remaining active and involved in our community continues to be a large part of our lives.

Four women moved from Hatherly Road to York Road in Newton in Sept 2017. It is a beautiful, fully accessible home. We even had the Mayor of Newton visit, who was quite impressed!

Four men moved from Whittier Ave to Prospect Hill Road in March 2018. It is a much larger home, with expanded common space, which accommodates the needs of the men so much better. It is

also conveniently located near Prospect Hill Park, a lovely area of Waltham, where the men really enjoy hiking and taking walks.

We traveled alot! People went on cruises, vacationed in Florida, spent a wonderful week in Jamaica, visited Foxwoods, lots of day trips to the Cape and other areas of MA. Maine was also a favorite place to visit.

This year 11 Individuals attended Camp. For 3 people it was a first time experience and they reported having a blast! All 11 have been invited to attend the fall retreat in October and are greatly looking forward to it.

Jesse Farren-James, Support Coordinator at Ellison Park, received the 2018 ANCOR DSP of the Year Award for Massachusetts.

Individuals participated in many sports with Special Olympics, Belmont SPORTs and Newton Recreation, including basketball, volleyball, swimming, floor hockey, football and skating. Many, many people have won multiple medals!

Many Individuals and staff continue to be active members of the Waltham YMCA, and many more joined the fun this year, regularly participating in exercise routines, swimming, or working with their personal trainers. A huge thank you to all of the Y staff, who are always friendly and helpful!

Shared Living hosted an Open House and Forum in July 2018. We met many great people who are interested in becoming Providers.

Shared Living will be expanding supports to another Individual in the fall of 2018 (total of 4 Individuals supported in this model). We look forward to further expansion this year. Extensive work on the structure of the program and the processes needed to promote solid matches and success has been completed.

People continue to work on being healthy. Nutrition continues to be a focus of each home. Diet and exercise remain a priority.

Quality of life and happiness is our goal. We strive to be actively involved in our communities, in activities and events of our choosing, as well as having good relationships with our neighbors and other community members, and being good neighbors ourselves.



Our Programs



Deaf Residential and Individual Supports

WCI's Deaf Residential Supports Division assists Individuals with intellectual and developmental disabilities, who are Deaf, Hard of Hearing and Deaf-Blind. The Individuals have a wide range of skills, needs and abilities. They are independent in many areas with some being able to live in their own apartment or condo with minimal supports to Individuals that need 24 hour supports and those with medical, psychiatric and behavioral health needs. WCI's Clinical Supports Team provides crisis responding, Behavior Plan Management and coordinating treatment with Psychiatrists and Therapists. Residential, Employment and Community-Based Day Deaf Supports are tailored to Individuals' needs and circumstances. In 1986, we began serving four people with sensory challenges. Since then, this Division has grown tremendously, now serving **45** people who are Deaf, Hard of Hearing or Deaf-Blind. They live in **12** homes and two (2) apartments and **35** of them are involved in our Deaf Employment/Day Supports Program at Rumford Avenue. Our mission is to promote the hiring of Deaf staff or staff who are trained in American Sign Language (ASL) so that Individuals have people who can both communicate and support them. Individuals and staff have access to technology (e.g., video phones, wireless systems, flashing light systems for the fire alarm, doorbell and telephone, vibrating alarms) that supports their independence. WCI educates its Individuals and staff in Deaf culture and provides full and part-time staff interpreters as well as contracted interpreters through the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH) for trainings and meetings.



Three women moved from Prospect Hill Road to Hatherly Road in Sept. 2018. The physical setting better meets the requirements of Individuals who are Deaf Blind.



A fourth woman moved into Hatherly Road in September 2018. She is very happy with the change, which allows for her to use her community resources much more frequently.

A young woman who turned 22 moved into Huntington Road in September 2018 from a Residential School and is now exploring life in the community.

One gentleman living in his own apartment finally achieved his long term goal of moving into a new apartment in May 2018. He is very happy with the change.

Amanda G. and Adriana P. moved to Jacqueline Road, Waltham in December from The Learning Center for the Deaf and then to their permanent home at Slade Street, Belmont in May. The transition to adult services has been an experience to become more independent and achieve new goals and have new experiences. They are both enjoying their new home.

The Individuals at Livingstone Lane were able to vacation for a week in Cape Cod in July at a totally accessible house. They enjoyed the beach, restaurants and cookouts and escaping the heat of the summer!

The Individuals from Central Street and Deaf Individuals Supports went on a cruise from Miami to Key West and Cozumel, Mexico! They experienced the food, pool and nightlife of the cruise ship as well as their off shore excursions.

John S. has had an amazing journey of weight loss and improved health this past year. JJ is making healthy food choices and exercising every day.

April C. had successful surgery to remove a very large cyst in July and is on the road to feeling great.

Overall, people have been much more involved in their community activities and events. Participation is up approximately 50%!

Our Programs



Employment/Day Supports



The Employment and Day Supports Division continued to grow with new referrals, new community experiences, and educational community partnerships. This year, 11 new participants joined the Employment and Day Supports Division. Employment First continued to be our focus in the three employment programs with positive placements in each program. Nine (9) Individuals were placed in community employment jobs and seven (7) new community employment sites were utilized for new job placements. These employers included, Home Depot, Waltham YMCA, Margarita's restaurant, Newton Boys and Girls Club, Three Twins Printing, Thrift Shop, and Marshalls.

In addition to paid opportunities in the community, Individuals participated in volunteer jobs at the Perkins Center, Arlington and Waltham Meals on Wheels, Newton Wellesley Hospital, Leland House, and Buddy Dog Shelter, to name a few.

Individuals in our Deaf Employment Program;

Sidney M., Robyn D., Donna D., and Nancy G., were recognized for reaching the 100 hours mark of volunteering at Newton Wellesley Hospital. Jason L., Melissa B., and Jennifer A. were recognized for volunteering at Leland Home. In July, the Deaf Employment Program

partnered with Northeastern University to share experiences with atypical signing styles. This partnership allowed the Individuals to make new connections in the community and to teach future Interpreters about the unique needs of Deaf Individuals with intellectual

and developmental disabilities. Other highlights of the Division included advocacy at the State House for fair pay for DSPs, growing veggies at Waltham Community Farms, partnering with the MBTA to provide hands on travel training to the Individuals in our programs, and doing Yoga at the Gymnasium in Waltham.



The Life Skills Day Habilitation Program continued to offer enriching skill building opportunities on site and in the community. Ongoing partnership with the Perkins Center, Cradles to Crayons, and Waltham Meals on Wheels allowed the Individuals to connect with people and contribute through volunteering. Attending Circus for the Senses, Decordova Sculpture Park, Apple Picking, and outings to the Café provided sensory enrichment and community integration. The program continued to offer favorite activities such as in house Yoga, Nature Connection, and daily Art Therapy. This year's focus in art has been on furniture refinishing, furniture painting and clay bead making.

This past year, the Art Program highlighted its goods and innovative ways to supporting our Individuals skills through such endeavors as furni-

ture refinishing, jewelry making, weaving, and clay bead making. The program displayed its goods at the Annual Wine Tasting, at the ADDP conference, and the Provider's Conference in Boston.



Mission Accomplished!



by Courtney Buckley, Devorah Smith and Ruth Hartunian

You get all these invites from WCI; Come to the wine-tasting and auction! Join our raffle to see the Red Sox at Fenway! Ever wonder what happens to the money raised?



Funds go directly to the individuals WCI serve! Individuals get monthly stipends (usually from Social Security or other federal and state funds) and their work checks. After paying their share of monthly expenses, such as rent and cable, they have just a little left over for personal expenses and fun. However, monthly rent charges come to just a percentage of the cost of serving an Individual.

Sometimes an Individual wants to have more fun and experiences than their savings or income allows. Sometimes they want to join with other individuals in a community activity.

How to accomplish that? Through MIA grants:

Each year WCI runs a program called Mission in Action (MIA) Grants. These are small grants used to fund projects, activities, and outings at WCI programs and out in the community. Funds for these grants are often gathered by fundraising efforts throughout the year. To acquire grant funds staff submit their proposals and project ideas to WCI's Board of Directors, Development Committee and subcommittee (the MIA committee) review and approve as many fun and well thought out plans as possible. 2018 has been one of the most creative and inspiring years to date!

We are happy to announce that we were able to approve a variety of grant proposals that include such things as; local walking groups where staff and Individuals served can spend some time exercising and socializing each week, city trips to New York and Boston where participants can be a tourist for a day and enjoy some really fun activities,



yoga classes for relaxation and exercise, farm trips, an incredibly cool photo booth for use at events, bunny proof gardens and gardening supplies! The trips are a great way to get out throughout the summer, create new memories and experiences! The projects and ongoing events that we funded for closer to home fun provide continual access to meaningful hobbies and help expand each person's horizons that gets to participate.

We have had more mission in action grant requests than ever before. So that means the board needs to up our funds raised so we can say "Go do it!" to more requests. If you can help please do! We always need volunteers and donations to our events!

The Board of Directors Development Committee looks forward to fundraising to continue to provide these opportunities and cannot wait to see what great ideas the WCI community can come up with next year! Have a safe and enjoyable season!



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July 1, 2017—June 30, 2018



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(Gifts greater than \$1,000)

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“Thank You” Donor/Corporate Members—Fiscal Year 2018



July 1, 2017—June 30, 2018

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(Gifts up to \$200)

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