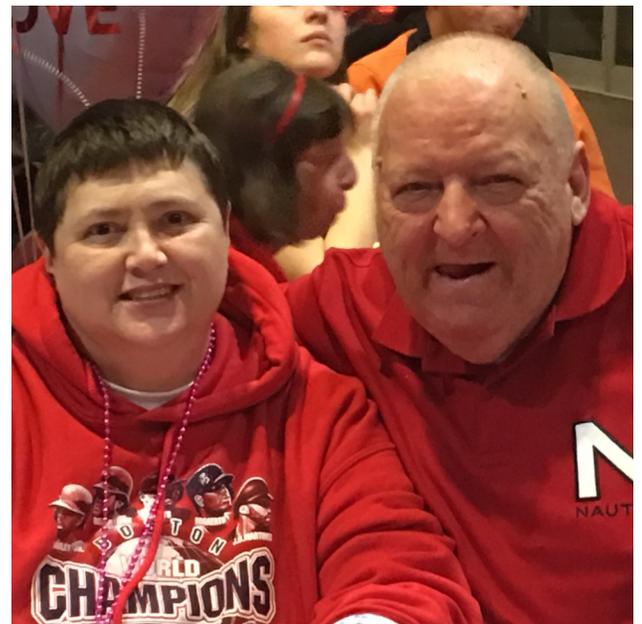




ANNUAL REPORT

2019



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.

135 Beaver Street, Waltham, Massachusetts 02452

Telephone: (781) 899 8220

www.wearewci.org



Message From The Chief Executive Officer



WCI CELEBRATES 45 YEARS!

WCI is excited to celebrate 45 years this year. We are positive and proud to explain and proclaim WCI's mission, "to support and empower about 200 people with intellectual disabilities, Autism and Acquired Brain Injury to lead rich and meaningful lives at home, at work and in their communities this year". WCI was incorporated as a non-profit organization in Massachusetts in 1974. Its first home was developed back then as a result of a paradigm shift that people with intellectual disabilities living in institutions were entitled to services in the community. The first person moved into the home on Townsend Street in Waltham in April, 1975. The house was home to eight individuals at the time, who needed 24 Hour Residential Supports. Six individuals resided at the Fernald Developmental Center, in Waltham and two were living with their parents who could not care for them any longer. These individuals later gained the skills to move into their own apartments requiring less than 24 Hour Supports. They primarily needed staff support intermittently to assist them with shopping, cooking, money management, mail and problem solving. Today WCI is a vibrant community agency and proud to be serving approximately 115 individuals in Residential Services, 19 Individuals in Individual Supports, 4 in Shared Living and 115 Individuals in Employment and Day Programs. Please celebrate with us at our Annual Wine Tasting & Silent Auction on October 24th at the Paine Estate and our Individual Awards Banquet in December at the Hellenic Center. Contact Jamie Cooper, jcooper@wearewci.org for tickets and details.



DSP RECOGNITION WEEK



Workforce is one of our most important issues in our field as there are less and less people available to do the work of Direct Support Professionals (DSPs). However, WCI, now 45 years young, just concluded celebrating 2019's DSP Recognition Week, 9/8-14/19. 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 tireless efforts made by DSPs to support individuals with disabilities to lead meaningful lives at home, at work & in their communities. Once again, Nancy Silver Hargreaves, President & CEO, contacted Governor Baker's office and our two Massachusetts Senators' offices (Warren and Markey) to accept and proclaim the 2nd week of September DSP Recognition Week. Provider organizations across Massachusetts celebrated the wonderful work of their DSPs as it was announced by the trade organizations, ADDP, Provider's Council and The ARC of Massachusetts on their websites, Social Media and in ENewsletters by many providers.

At WCI, we held Barbeques and Luncheons with Raffle drawings, recognition awards and gift cards in each of our Residential Divisions and Employment/Day Programs. Stories were told about why our DSPs enjoy and love the work that they do. Congratulations DSPs!!! You deserve recognition for all that you do for individuals that WCI supports, showing your dedication to our mission.

WELCOME ANNA COLE, OUR NEW CHIEF FINANCIAL OFFICER AND PAUL ARRIGHI, CLINICAL DIRECTOR

WCI spent most of FY'2019 carefully scrutinizing its finances and ended up at the end of the year with approximately a \$60,000 surplus. Given last year's large deficit, this was a tremendous accomplishment.



Message From The Chief Executive Officer cont.



In January, we hired and welcomed our new CFO, Anna Cole, who assisted us in maximizing our contracts and increasing our bottom line. Anna had previously worked with other non-profits in the field of Human Services and was familiar with most of the services that WCI provides. She and our Finance Director, Anne Ndunda, worked diligently to watch every expense with our Executive Team and all of Operations. We greatly appreciate Anna's fresh ideas to finance as she meets with all of the Departments & Divisions throughout the agency to communicate and review their Budgets, to educate them on how our finances work. It has allowed everyone to learn the Budgeting and Contracting process and ensure that we are all communicating on a regular basis with each other, while watching the bottom line.

In addition, Paul Arrighi, now Clinical Director, was promoted in January, 2019 to lead the Clinical Department including two Behavior Analysts.

WCI ADDS NEW BOARD MEMBERS AND REORGANIZES ITS COMMITTEE STRUCTURE

WCI welcomes four new Board members in FY'19, Devorah Smith, Psychologist & Family Member; Michael Carotenuto, CFO at Cambridge Trust, Shannon McDonald, a Clinician and former employee of WCI, and Kenneth Marcou, a local businessman. They were involved in an Orientation process developed for new Board Members. At the same time, WCI created a new Committee Structure including a new Finance, Property & Real Estate and Nominations Committee. The purpose is to have Business leaders, more focus on Committee work, develop Executive and Management relationships with the Board and educate the Board on necessary topics.

WELCOME STEPHEN ROACH, OUR NEW PROPERTY MANAGER AND JEFF PHILOGENE, OUR MAINTENANCE DIRECTOR

In 2019, WCI had a change in management of its Maintenance Department, which is now under Joseph Donati, VP of Operations. We want to welcome Stephen Roach, who came from another provider agency, and Jeff Philogene, who are now leading our property and maintenance department at WCI.

USI, our Insurance Broker, approached WCI that they would like to assist us with a volunteer project this year. Joe Donati, VP of Operations and Stephen Roach, our Property Manager, came up with the idea for them to assist in replacing the old fence at Crestview Road, which was greatly in need of replacement. Over 15 employees of USI volunteered for three full days in August. This was extreme physical labor in 90 degree weather. We applaud USI and appreciated the time, hard work and dedication to build this new fence for the women who live at Crestview Road. The fence is now safe and creates a beautiful space for the women to use with friends and family for years to come.





Message From The Chief Executive Officer cont.

NEW HOME OPPORTUNITIES FOR THOSE IN NEED

After making several homes more accessible last year, we were able to create a new home for 3 women who are Deaf who now reside at Slade Street in Belmont. They are currently searching for a 4th housemate to share their home.

In addition, several people in our Individual Supports program (less than 24 Hours) found new apartments for themselves. One of them now lives in the WCI Condo in Watertown, which is much more affordable and stable for him, as rents in Waltham are rising dramatically.



DEVELOPMENT OF AN ABI HOME IN MAYNARD

WCI's Board of Directors voted early in 2019 to develop an ABI home in Maynard for people with Acquired Brain Injury funded by DDS. We are working with CIL, a non-profit that builds homes for people with disabilities to meet their need for accessibility. WCI worked with CIL in 2017 to renovate a home in Newton for 4 women requiring accessibility for mobility, an open concept, floor plan with wider hallways & doorways, accessible bathrooms and ramps for entering and exiting. Therefore, we have once again entered into an agreement and lease with CIL to build and renovate a home in Maynard. CIL contracted with Group 7 Design, an architectural firm to design the 5 bedroom home. CIL then purchased the home in the summer. Building and renovations are now underway. In addition, we are working with the DDS Northeast Region on the development of the services for the men who will be residing in this home. We are excited and looking forward to providing a newly, accessible home for these men in a community of their choice.



ABI is an area of service that is greatly needed in Massachusetts. There are many individuals living in Nursing Homes with Acquired Brain Injury who could benefit from receiving services living in the community. WCI hopes to continue to provide these services in the next few years as funding is available through the Hutchinson Lawsuit to meet their needs.

CEO AWARDED LEADERSHIP IN PROVIDING SUPPORTS & SERVICES TO PEOPLE WHO ARE DEAF BLIND

In March, Nancy Silver Hargreaves, President & CEO, was awarded the Paul McDade Distinguished Leader Award at the Focus on Vision Conference, primarily for her 30 years of work to support people who are Deaf Blind to lead rich and meaningful lives at home, at work and in their communities.

FAMILY AGENCY BARBEQUE

In August of 2019, once again, we held another Agency Family Barbeque on a warm, sunny evening at the Arsenal Park in Watertown, which was a tremendous success. More and more family members and guardians continue to attend so that everyone can socialize and get to network and know each other better. It was a wonderful time had by all! We thank Buffetway for providing the delicious barbeque with plenty of food for everyone!

Nancy Silver Hargreaves, President & CEO

Board of Directors

FY'2019



WCI's Board of Directors is an active group of thirteen (13) Board Members. They meet about five (5) times a year and also now have five 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 Committee, Finance Committee, Development Committee, Property and Real Estate and Nominations 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, Courtney Buckley, Nominations Chair, or Ed Skou, Board Chair, at Edward.Skou@peoples.com. On behalf of 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	Sara Goddard, Clerk
Courtney Buckley	Michael Carotenuto	Kevin Fahey
Ruth Harutunian	Rhonda LeSanto	Kenneth Marcou
Shannon McDonald	Robert McMullen	Devorah Smith

Board Of Trustees Roster

Karen Osborn Shanley	Maureen Keegan	Sue Ann Poitras
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In Memoriam



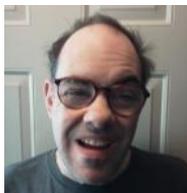
James Washburn
4/3/1960 - 4/13/19



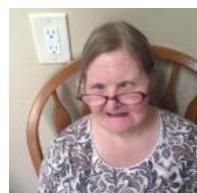
Susan Delaney
5/10/1966 - 3/15/19



George McLaughlin
4/29/1941 - 5/23/19



James Thurber
10/13/1968 - 7/13/19



Charlene Craig
6/12/1961 - 11/29/18



Joan Benoit
5/20/1962 - 8/14/19



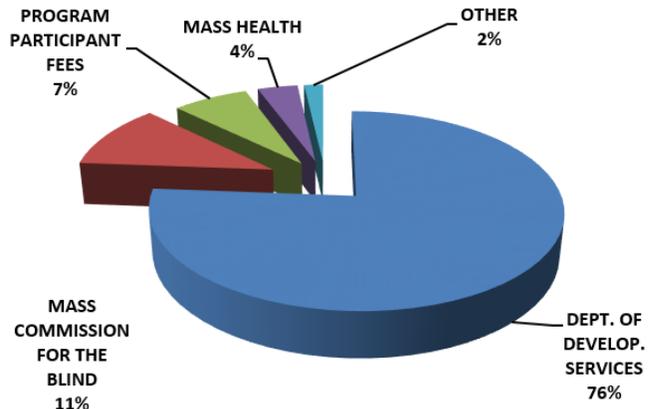
Financial Summary

Year Ending June 30th, 2019

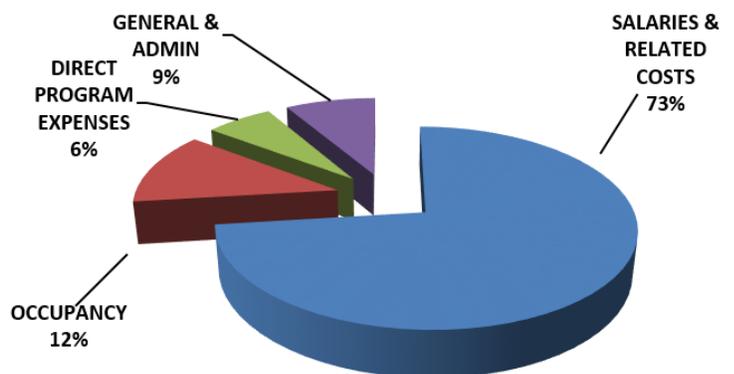
WCI ended FY' 2019 with a Surplus of \$59,299. Revenue grew by 2.35% and is expected to grow by 2.7% in FY' 2020 as WCI plans to launch its first ABI Home coupled with rate increases in some of the Employment/Day Programs.

The Commonwealth of Massachusetts continues to be the major funder of WCI's programs, which include the Department of Developmental Services (DDS) \$14,575,127; Massachusetts Commission for the Blind (MCB) \$2,115,749; Program Participant Fees \$1,367,165; Mass Health \$724,528 and All Other Income \$343,700, which includes Fundraising of \$36,281.

Revenue – FY 2019 **\$19,126,269**



Expenses – FY 2019 **\$19,066,970**



FY'19 Executive Management Team



Anna Cole

Chief Financial Officer



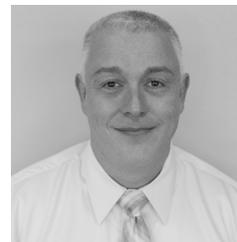
Pam Laventure

Vice President of Human Resources



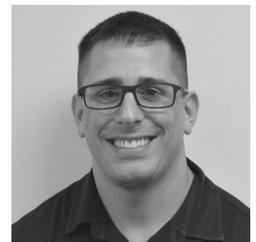
Nancy Silver Hargreaves

President & CEO



Joseph Donati

Vice President of Operations



Paul Arrighi

Clinical Director

THANK YOU TO OUR STAFF



2019 Awards

Legislator Of The Year

State Representative Christine Barber

Employer Of the Year

Plato's Closet

Helping Hands Award

USI

Joseph Alongi

Volunteer Organization of the Year

Buddy Dog Humane Society, Inc.

Benefactor of the Year

Patricia Marrin, Steadycare

Years of Service Award

Mitch Sanborn, Former Director, Deaf Blind Department,
Mass Commission for the Blind



“Our Staff 2019”

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 passed away. 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.



New Fence Opens Opportunities For WCI and USI!



WCI – Work, Community, Independence has had the great pleasure of working with USI for the last 5 years meeting our insurance needs. In the past, WCI had been very fortunate and appreciative of financial donations from USI during our fundraising campaigns. Through WCI's ongoing relationship with Jeff Fox, CPCU, ARM at USI, WCI learned that USI had a Community Investment Program where USI associates donate their skills, effort and time to give back to the community. The project USI assisted WCI with was the replacement of a fence for one of the homes in the community supported by WCI's Social Supports Division. The project lasted for 3 days with a different work crew from USI each day. Their contribution was greatly appreciated as this was done in the middle of August in some of the hottest days of summer, but you would have never known it. The USI associates were so upbeat and wonderful and were just out there to make a difference. WCI wants to thank the USI Team for all the laughs, sweat

and support over these 3 days. The 5 women living here will now be able to enjoy their beautiful backyard where they can choose to relax and enjoy the outdoors or host barbecues for their friends and family.

Thanks USI from all of us here at WCI!



Thanks to Alexander Aronson Finning CPAs!

Sorie Kaba, Partner at AAF and Nancy Silver Hargreaves, President & CEO are photographed with two wheelchairs donated by AAF, WCI's auditing firm. The company had their employees work on a project to help people with disabilities. This year it was to build wheelchairs. We were asked by Sorie if we could use a wheelchair. Nancy reached out to Aneta Hazen, Division Head for our Employment/Day Supports program and our Residential Division Heads, Paula Dunn-Meadows and Sally Roach, to see if we could use a wheelchair. They immediately said that it would be great to have two wheelchairs on hand. Many of our Individuals have unexpected falls and need them while recuperating or waiting for their own customized wheelchairs. Therefore, we decided it would be extremely helpful to have one be assigned to 45 Rumford Avenue and one to the Main Office for our Residential homes when they may need one. Sorie surprised us by bringing us two wheelchairs.

Thank you AAF and Sorie Kaba for thinking of WCI and for donating two wheelchairs to us.



Individual Success Stories



Individual Supports: Nancy Guy-Plouffe



Nancy Guy-Plouffe has had a wonderful year! She has been attending Zumba almost every Friday at the Waltham YMCA. She really enjoys that she gets to do Zumba with our CEO, Nancy Silver Hargreaves! Nancy Guy-Plouffe has been working on losing weight, and should be very proud of her accomplishments.

Nancy had worked at Dunkin Donuts for over 20 years. She travels independently to her job by using public transportation. Nancy is a fixture at Dunkin Donuts and really enjoys her work.

This year, Nancy and her husband, Ray Plouffe, celebrated their 18th wedding anniversary. They had a party and invited many friends and staff. Everyone had a great time, with great food and dancing.

Nancy and her husband had to move apartments twice this year. Nancy was amazing during the moves! She worked with her staff to reduce the amount of clutter and said that it felt really good to throw out clothes that she didn't like. Everyone was very impressed with how hard Nancy worked during the transitions.

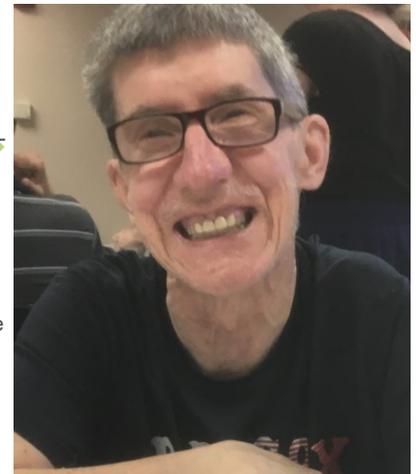
24 Hour Supports: Kevin Browne

In November of 2018, Kevin Browne moved to Townsend Street. For Kevin, this meant leaving the familiarity & comfort of a home in Watertown where he lived for many years to join a home filled with 4 male housemates with diverse and colorful personalities in a busy neighborhood near Main Street in Waltham. The idea of gaining 4 new housemates, a new home, a new room, and new staff in a new town can be overwhelming. Kevin's staff, family, & Kevin all took this reaction into account. Kevin had concerns he may not keep relationships he formed over the last decade with the move, and that he would find himself bored without frequent day trips or vacations. He remained cautious & slightly dubious about his fast-approaching move.

Thankfully, any thoughts of doubt or concern from anyone in Kevin's life (including Kevin) soon dissipated: Kevin fit right in at Townsend Street! He visibly enjoyed the company of his new housemates, even bonding with his "next door neighbor" over their mutual love of the Red Sox & Dunkin Donuts. Kevin has participated in several activities including an art class, Zumba, & Bocce Ball. Kevin continues to attend WCI events: Movie Night, Self-Advocacy groups, Wheels of WCI Halloween Dance, the Holiday Banquet and most recently the Annual Family Agency Barbecue.

Even during Kevin's many medical appointments & extensive treatments during this summer alone, Kevin has shown great strength & perseverance in meeting all obstacles on a daily basis.

It's wonderful to see Kevin continue to thrive in a new home with new friends!



Employment Supports: Richard Schwalm

Richard started out as a volunteer with the YMCA 3 times a week with full Job Coach supports. After some time, he was able to minimize his need for supports using a fading system where in the end he needed the Job Coach to provide transportation and do periodic check-ins. Richard loves working at the YMCA, and it was evident in his interaction with his employers, supervisors, and members. After about a year, the YMCA was pleased with Richard's commitment and dedication to his volunteering and offered him a paid position with the company, which Richard readily accepted. Richard has been working as a paid employee for the YMCA for about a year and 4 months now. He has done a great job helping with cleaning duties, greeting members, and general upkeep of the facilities. In addition to his passion for working at the YMCA, he became involved with the YMCA's fitness challenge programs, participated in their 5K race, and ran on their team in the Terrain event. YMCA has incorporated Richard into their roster and made him a part of their

family, which is a huge success for Richard in finding a place where he found his passion in working with sports and people.

Individual Success Stories



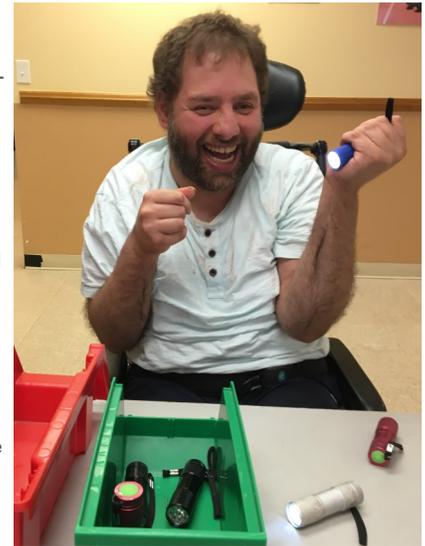
Life Skills: Jose Mateo

Jose is an observant 36 year old man who has a great sense of humor and animated expressions which ingratiate him to others. Jose transitioned to WCI's Life Skills Day Habilitation Program on June 15th, 2015. Jose initially came to the program exhibiting behaviors that limited his attention span and limited his communication with others.

Jose is non-verbal and his primary mode of communication is through body language and gestures. This makes it difficult to fully understand Jose and what he is expressing.

However, over the past year, Jose has expanded his expressive language. Jose's increased attention and decreased interfering behavior, as well as his increased interest in communication with natural gestures and pointing, he appears better able to express his needs, interests and wants at a basic, functional level. Jose now shows an understanding of simple turn-taking, preference, refusals, choosing, and simple problem solving and social greetings. His attention has improved to maintain interest in his scheduled activities with prompts and guidance. Jose is now observed having a sense of humor by laughing when playing ball with a staff member, playing with his preferred activity (flashlights) and laughing at a peer.

We, the people who support Jose, are very proud of him. Jose is a pleasure to see daily at Life Skills and he looks forward to another successful year.



Social Supports: Karen Lamacchia



Karen Lamacchia, also known as KK to her friends, has been supported at WCI for over 15 years. She had lived at a variety of homes until she settled down with four other women in a house on Norcross St in Arlington. It took her a while, with some significant behavioral challenges, to fully accept the supports that were offered from WCI. Change has always been very difficult for Karen – any change large or small. When the women were moving to Waltham, to a newly renovated home, we all – her very supportive family included – held our breath, but Karen did great with the transition. She loved living in Waltham and being closer to her mom; she loved attending a church she was familiar with, and she loved the community of Waltham in general. She even tolerated a longer ride to her day program (which she also loves). When her best friend moved into Shared Living, we all worried for Karen – that she would be lonely and have trouble adapting to living without her friend being there every day, but Karen has thrived and come into her own – Karen and her friend speak frequently and they go on vacations together, but Karen has gone on to form new and different relationships with her housemates as well. Karen has always had a very close relationship with her mother. For the longest time, she visited her mother at the family home every weekend and every holiday. As it happens as we all age, this be-

came more difficult for her mom to manage over time, and the visits started to become further apart or for a shorter time. Eventually, her mom experienced her own health issues and had to move to a more supported environment for her own health and safety. Karen has been able to accept this. She has been very tolerant and supportive of her mom moving a number of times as her mom struggles to find the environment that is right for her. She continues to visit her mom, as her mom can tolerate. And speaking of vacations, Karen has very successfully gone on a couple of vacations this year. She went to Florida, flying without an issue. She went to camp for a week and had a great time. Camp counselors can't wait for her to come back again. Karen is a success as far as we in Social Supports are concerned, and she and everyone close to her, agrees.

Deaf Residential Supports: June Bournazian

June Bournazian is a 57 year old woman who shares an apartment in Watertown with a housemate. June has had an extremely successful year advocating for herself! June is very independent and able to let staff and her DDS Service Coordinator know what her vision is for herself in her future. June has been working at Stop & Shop in Watertown for over 20 years! This past year she decided that she would like to earn more money and with staff support she requested to increase her hours and her manager was able to meet her request. June had always wanted to get a very specific tattoo- a lion. This past year she budgeted and planned for it and now has the tattoo that she always wanted. She acquired a three wheel bicycle this year and is safely riding the bike all around Watertown and Waltham. June vacationed in Maine this year at Old Orchard Beach and had a great time.

What is most impressive about June is that she has hopes, dreams and desires and is not afraid to go after what she wants! She is planning more trips and tattoos, look out world- June is in charge of her destiny!



24 Hour Residential Supports



24 Hour Supports is composed of seven (7) homes supporting (27) Individuals with intellectual disabilities with physical and medical needs.

24 Hour Supports continues to shine strong! Our homes look wonderful, aesthetically pleasing and extremely inviting! This summer's lovely weather has made it possible for there to be cookouts at many of the homes allowing the Individuals to socialize, show off their homes and the cooking expertise of the staff! Birthday celebrations have been huge this year with Clark Lane 2 taking the festivities to a whole new level!

Our Directors of Supports Lense Bouloute and Leah Andrews have been working hard to ensure that all of the sites are ready for Licensing and Survey this winter. One of

the major focuses for 24 Hour Supports has been to make sure that all of the Individuals had ISP goals that were truly reflective of what was important to them and that the goals could be measured and data recorded in the most reliable manner. Increased training for Support Coordinators in HCSIS and Therap has contributed to these improvements.

Staying active and involved in the community is an everyday part of life in 24 Hour Supports. Music continues to be a focal point for many! Some Individuals attend the music groups at Rumford Avenue, some are part of the choral group from Lexington that performs at Nursing Homes and ball games; and some love to listen to



the music played at the Concerts on the Commons and musical shows in the community. Many of our Individuals workout at their local gym. We have attended the Department of Community Recreation's fairs to learn how those with sight and physical limitations can enjoy our local parks. One home spent a week vacationing on Cape Cod, three Individuals from one house went to Disney World in Florida, and one Individual went to camp in New Hampshire.

Individual Supports



Individual Supports has (14) Individuals living in various arrangements: single bedroom apartments, two bedroom apartments, respite care and at home with a parent. We are able to address the unique needs of each Individual and provide the different level of support hours that is required to live as independently as possible. 2019 has been a year for changes in our Division!

WCI closed Dana Terrace this year as two Individuals who had lived there required more supports, moved into 24 Hour Supports and are doing great.

We said goodbye to George M. who passed suddenly in May. We had a heartfelt memorial ceremony for him at Brigham House where many of his friends, staff and some family members shared stories and comforted each other.

Ray and Nancy P. celebrated their 18th anniversary with a party at the WCI office for all their friends to share in the celebration. They also enjoyed a week at the Salvation Army camp during the summer. They also volunteered at the YMCA 5K, handing out water to the runners and walkers.

Barbara G. moved to a lovely new apartment on Adams Street where Lizzy R. also had moved into a one-bedroom apartment.

Bob H. spent another amazing vacation in California with his family!

Lucy continues to be an active member of the Metro Region's Mass Advocates Standing Strong.

Murphy B. had moved into an apartment in Watertown and has been working at the Home Depot in Waltham. He loves the fact that he is now close to his favorite library. Murphy's health has been very stable this past year as he continues to walk whenever he can!

Paul S. continues to work at the Army Labs in Natick where he is competitively employed.

Darlene C. visits her family in Tennessee once or twice each year.

Bob W. has had a number of health issues this past year and continues to participate in his appointments and treatments as he receives support from staff and as we help him navigate his health needs.



Our Programs



Social Residential Supports

The Social Supports Division is comprised of ten homes which provide 24 hour supports and one apartment that provides less than 24 hour supports. Forty-two Individuals receive supports of all kinds – from assistance with personal care and behavioral supports to learning about money and how to manage it, cooking, general food management skills, and day to day household task management. Community and being good neighbors continue to be areas we like to grow and get better at, mostly because we like to play and socialize and go out and have a good time. As always, health, safety and happiness are our main goals.

In the Social Supports Division, 2019 may be remembered with great joys and great sadness. For many, it included time to celebrate the good times in life, and included vacations. Ten people from 7 different homes spent a week having a great time at camp. People have been happily telling stories of swimming, boating, crafts, archery (yes, archery – bows and arrows and all it entails), good food, campfires at night, and meeting new friends. For one Individual, it was a first time ever experience, which she greatly enjoyed and cannot wait to do again. Three Individuals spent overnights at the Foxwoods Resorts and Casino. The experiences included eating, watching some pretty great bands play, shopping, and of course a little gambling. We had parties for birthdays and all of the holidays. We danced, ate, and enjoyed each others company at each event.

We also lost some great friends. We said good bye to Charlene (ChaCha, Muffin) Craig from York Road, Susan (Sue) Delaney from Lincoln St., James (Jim, Jimmy) Washburn from Hardy Pond Road and James (Jim, Jimmy) Thurber from Kendall Park. While our times together varied in length of years, our memories of all will stay with us, and we miss them greatly.



Shared Living



Shared Living is alive and well at WCI. We expanded supports to include one more person, bringing the current total of people supported to (4). The Individuals supported, as well as the wonderful providers who support them, are a very diverse group. What brings them together – aside from their annual trainings and a very nice holiday gathering – is the desire to share homes and support each other. This provider group includes families, with grown and/or school age children, and single individuals. Providers own their own homes or may live in apartments. Some work full time jobs, and some do not. What works for one Individual and Provider may not work for the next. It is a process of working together to make it work for the whole unit. Three of the four Individuals supported went on vacations with their provider to such places as Florida, a cruise, Maine, New York and the Cape. One Individual decided to do his vacations as time away by himself. The beauty of Shared Living is, again, that there is the flexibility to design what works for everyone involved with each situation. We are currently in the process of expanding our Shared Living Supports to include 2 more Individuals and are actively seeking more providers.

Our Programs



Deaf Residential and Individual Supports

The Deaf Residential Supports is divided into two clusters. The cluster overseen by Sally Roach and Jessica Rich consists of Boylston Street, Bruce Road, Central Street, Livingstone Lane, Slade Street and the two apartments in Deaf Individual Supports. There are four (4) Individuals in Individual Supports and seventeen (17) Individuals in the 24 hour homes.

It has been an active year for our Individuals. One Individual traveled to visit family in Taiwan. One Individual spent a week at Camp Allen in New Hampshire. One Individual spent a week on Cape Cod with their family. Another Individual went to Canada to see family and a WWW wrestling match.

We are very actively looking at referrals to fill our current vacancies. One Individual moved into Slade Street to increase the number to three young women. We are working with another young woman at Slade Street to fill our one vacancy. We are currently transitioning an Individual into Boylston Street to be at our capacity of two.

We sadly said goodbye to Joan Benoit in August. She was living at Livingstone Lane at the time of her sudden passing and had been part of the WCI family since 1994. The staff from Livingstone Lane held a beautiful memorial for Joan at WCI, filled with balloons (her favorite) and stories from both past and current staff that were moved by her fun loving personality.

This year the residential homes in the other half of Deaf Supports (i.e. Huntington, Heard, Barbara Terrace, Virginia, Hatherly & Jacqueline Rd.) made community inclusion and community fun their mantra. Individuals at all of the homes significantly increased the amount of opportunities they engaged in, whether it be in the community of Waltham, or playing somewhere else in the Commonwealth. Activities included sampling the menus of many of the local Waltham eateries (a particular favorite past time of just about everybody), joining the neighbors at the Concerts on the Common, going to the movies (Individuals enjoy the WCI movie nights as well as going to the local theatres), browsing at the malls and maybe doing some shopping, and visiting the many fairs and

festivals that were held. There were cookouts and parties, well attended and thoroughly enjoyed. There were also quiet walks around town, just to enjoy the neighborhoods. One gentleman even became involved with a local softball team. People participated in Deaf events such as 6 Flags and the Red Sox, both of which are favorite annual activities and greatly looked forward to by all who attended.

And let us not forget the vacation taken by everyone from Barbara Terrace and Virginia Road. They spent time on Cape Cod and had a great time! They visited all sorts of attractions and even went whale watching! Pictures were sent regularly by staff so we could all live vicariously through them, while they enjoyed scrumptious breakfast buffets and some pretty amazing looking dinners.

It was overall an enjoyable year, and people are looking forward to more of the same and expanding their choices and opportunities. Given the enthusiasm of this crowd of people we think next year will see even more.



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 and Arlington Town Hall with local Legislators for fair pay for DSPs, growing veggies at Waltham Community Farms, partnering with the MBTA to provide hands on travel training 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.

Our Programs



This past year, the Art Program highlighted its goods and innovative ways of supporting our Individuals' skills through such endeavors as furniture 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.

The Employment and Day Supports Division continued to focus on WCI's mission of providing meaningful opportunities for the Individuals at work and in the community. This year, five Individuals were placed in competitive community jobs and have maintained their jobs for the duration of the year. Six other Individuals were placed in new group employment opportunities which also have lasted for over eight months. In total, Individuals across all three employment programs participated in 27 different paid jobs, and in 36 different volunteer opportunities during the past year.

Individuals in all three employment programs were recognized by various employers for their contributions. Paul G. was recognized by More Than Words for his volunteer work. Newton Wellseley Hospital recognized Robyn D., Donna D., Nancy G., and Sidney M. for their volunteer work in the Recycling Program. Minutemen Senior Services recognized Jennifer A., Jason L., Stephen M., Melissa B., Allison K., Lou M., and Racheal O. In addition, Leland Home in Waltham also recognized Melissa B., Jennifer A., and Jason L. for volunteering over 100 hours.

Individuals in all programs continued to build their community connections at the Caring Force Rally at the State House, at the Legislative Breakfast in Arlington, at Waltham Business Expo, at various employment job fairs, and at the Waltham YMCA. This year, one Individual from the Deaf Employment Program and many WCI staff ran in the YMCA 5K. In addition, many Individuals volunteered at the race passing out water and other treats.

Life Skills Day Habilitation Program continued to offer its therapeutic services through in house and community programming. Individuals continued to volunteer at such favorite sites as the Buddy Dog Shelter in Sudbury and Cradles to Crayons. They continued to utilize their local community for walking excursions, for shopping skills acquisition, and for socialization opportunities at local cafes. The Art Program continued to be an integral part of the Day Habilitation schedule. This year, the focus continued on furniture refinishing, succulent plantings, weaving of scarves and gloves, and of course on paintings. Offerings created by the program were displayed at the ADDP conference, at the WCI Annual Wine Tasting, and at the Women's Action Alliance Craft Fair.



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July 1, 2018—June 30, 2019



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