



ANNUAL REPORT

2017



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

135 Beaver Street, Waltham, Massachusetts 02452

Telephone: (781) 899 8220

www.wearewci.org

www.waverleyredemption.org



Message From The Chief Executive Officer



Shared Living

FY'17 was another busy year. Under the leadership of Paula Dunn-Meadows, Division Head, we began the fiscal year with two Individuals moving into Shared Living, a new model for WCI where people live with a Shared Living Home Provider and their family or sharing an apartment with another person. It is a person-centered option where individuals determine their home and their supports. Also, this option is referred to as supported living, family care or life sharing. It provides a real home and a new type of relationship for people. It is built on relationships, not around a service delivery system. Deeper relationships are formed and more individualized support is provided including arranging medical care and providing treatment, personal care, facilitating leisure and community interests and activities, communication, teaching or facilitating participation in household chores and activities along with meeting new family and friends through the Shared Living Home Provider. A third Shared Living Provider and Individual who had been living together for 10 years in the Individual Supports model moved into the Shared Living Network in June. In addition, at the end of the fiscal year a new Shared Living Coordinator was hired, Talainya Thames, to begin supporting the three Home Providers. We welcome Talainya and are excited for her to be a part of the WCI Shared Living Team. All three individuals in this option are extremely happy and are so glad that they were able to make the change to Shared Living. WCI had it's first DDS Pre-Survey in July of 2017, which was very successful!



As we move forward with this model, it takes a great deal of work, planning and assessment, to find the right match in seeking new Home Providers and Individuals to live together. There is a thorough Application process, a home inspection, many meetings, visits and a review with the entire ISP Team. If you are interested in participating in the Shared Living program, contact Paula Dunn Meadows at 781.589.4322 or pdunnmeadows@wearewci.org, or Talainya Thames at 781.570.6464 or tthames@wearewci.org.

Newly Renovated Home on Kendall Park



Simultaneously, we purchased and renovated a new home on Kendall Park, in Waltham, a 5 bedroom, 1st floor accessible home, with an open concept kitchen, dining and family room, with widened doorways, a fully accessible bathroom, a modified accessible bathroom, 4 accessible bedrooms and an additional living room space. It also has two ramps, one off a deck in the back yard and one out the front of the home. There is one bedroom, an office and a half bath on the 2nd floor. Three women moved into the home in July, 2016 as they could not use stairs any longer where they were living in Arlington. Two men moved into the home and joined them in March, 2017. They are all now enjoying their new home together.

Message From The Chief Executive Officer cont.



A New Home leased for 4 Women in Need of a More Fully Accessible Home

WCI sought a new home for 4 women living at Hatherly Road, Waltham, that could be renovated to be more fully accessible for them. WCI and CIL entered into a partnership to locate, purchase and renovate a new home that WCI would then lease. In the fall of 2016, 4 York Road, Newton, was purchased in a quiet neighborhood by CIL and then renovated throughout the rest of the fiscal year. WCI leased the home from CIL with an option to purchase at any time after three years or the home will be transferred to WCI at the end of the lease. This 1st floor home has wide doorways, accessible bedrooms, accessible bathrooms, an accessible kitchen, dining room, family room, living room, two ramped egresses and an outdoor barbeque patio area. The staff office is on the 2nd floor as well as plenty of storage space. The ladies who are excited and love their new home moved in on September 6th, 2017.



Strategic Direction Committee of the Board

In FY' 16, the Board voted to develop a Strategic Direction Committee to make recommendations to the Board not only on a revision of WCI's Strategic Plan, but also to review and make recommendations to the Board on new service options and individuals served. Joe Donati, Vice President of Operations, was appointed as the facilitator of the newly formed Strategic Direction Committee of the Board of Directors. Board Members on the Committee include: Ed Skou, Chair; Mike Sullivan, Rhonda Lesanto and Sara Goddard, Board Members.

Shared Living, promoted in the DDS Metro Region and Statewide, became the first presentation created and presented by Joe

Donati, VPO, and Paula Dunn-Meadows, Division Head, to the Committee and the Board. The Board voted in favor of moving forward to begin this new service at WCI. Three new Shared Living Placements were made in FY'17. Next, Shannon McDonald, who had prior experience, provided a presentation and video on Acquired Brain Injury (ABI) to the committee. The Board voted in favor of developing a new service (24 Hour Home) for people with ABI in the spring of 2017. We then began and continued looking for potential properties to develop a 4-person, 24 Hour home, for people with ABI. We located two potential properties which have recently been approved by the Executive Office of Human Services. We look forward to developing a new ABI home.



Message From The Chief Executive Officer cont.



Other Activities in 2017



Family Agency Barbeque

In August, 2017 we held our Annual Family Agency Barbeque on a lovely summer night which was a great success. We are seeing more and more family members and guardians each year in attendance. It is a wonderful time to get together, spend time and get to know each other better in beautiful surroundings at the Watertown Arsenal Park.

Family Forums

WCI Holds two Family Forums a year organized by Jason Moss, Family Support Liaison. One forum was held in September, 2016 and one in June 2017.

DSP Recognition Week

The 2nd week of September is now DSP Recognition Week in Massachusetts and across the country with the efforts of ANCOR, a national organization of which WCI is a member. Every year I contact the Governor's office (Governor Baker) and our two State Senators (Senator Warren and Markey) to sign onto the DSP Resolution. The US Senate writes a Resolution, sponsored by Representative Cardin, Maryland, and Senator Collins, Maine. Governor Baker (who wrote his own Proclamation for Mass) and Senator Warren and Senator Markey (who Co-sponsored the US Resolution) proclaimed the 2nd week of September, 10-16, 2017 as DSP Recognition Week. WCI held breakfasts and luncheons by Division, had raffle drawings, recognition awards as well as gift cards which created festive activities for all. It is important to recognize the work that all of our DSPs do each and every day to support Individuals with whom they work. Erich Shafer, Social Media Coordinator, posted photos on our website and social media to commemorate the events, see them at www.wearewci.org, Facebook and other Social Media. Congratulations DSPs! You deserve recognition for your hard work and dedication to implement WCI's mission! In the past year WCI was able to develop new Salary ranges, including level of education, in order to create more competitive wages for DSPs, Supervisors and staff in all Departments. WCI's vacancy rate decreased this year dramatically. In addition, WCI has an Employee Recognition Committee that runs all year round providing recognition to employees every other month.



Nancy Silver Hargreaves, President & CEO

Nancy Silver Hargreaves

Board of Directors

FY'2016



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

Board Of Trustees Roster

Maureen Keegan	Karen Osbon Shanley	Sue Ann Poitras
----------------	---------------------	-----------------



Financial Summary Year Ending June 30th, 2017

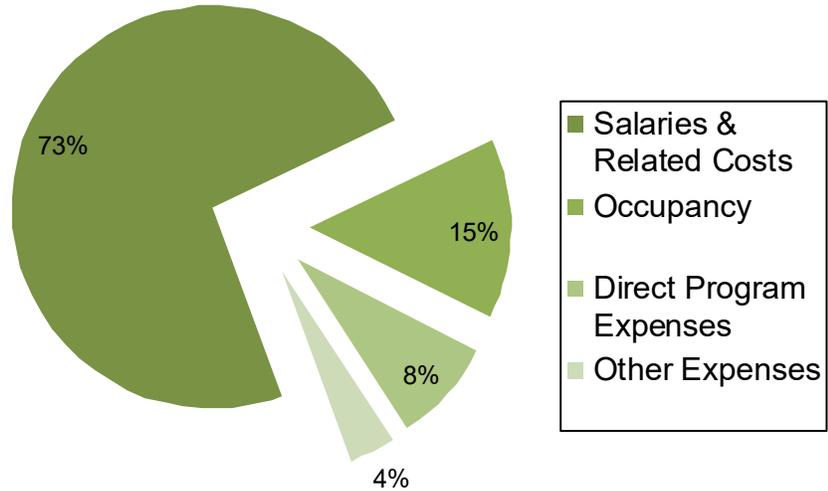


REVENUE \$18,059,681
EXPENSES \$17,754,756
NET RESULTS \$304,925

How funds were spent

Highlights:

In FY 17 WCI's revenue grew 4.42% and is expected to grow 2.5% in FY 18. Commonwealth Revenue across all funding sources has grown. DDS, MCB, MassHealth, DMH and MRC are our Commonwealth Purchasers. The full impact of rate increases under Chapter 257 have allowed WCI to increase salaries and benefits for its employees. For its properties, the last three years has seen major improvements in the quality of the housing stock offered to everyone. WCI has implemented a Capital Plan that each location can track to know what improvements are slated to occur for each home and work site. Capacity for each of WCI's programs is approaching full capacity. Expansion of additional resources to adequately meet the needs of the community WCI serves has required a Master Plan to be developed and implemented for each service.



WCI's major sources of revenue were:

Department of Developmental Services (DDS) 13,930,275: 77.13% of total; Entitlement Income \$1,229,414: 6.81% of the total; Mass Commission for the Blind (MCB) \$1,680,883; 9.31% of the total; and MassHealth (Day Hab) \$648,100: 3.59% of the total. Mass Rehabilitation Commission (MRC) \$63,223: .35% of the total; and Dept of Mental Health (DMH) \$131,688: .73% of the total.

Category	percent	
Salaries & Related Costs	73%	\$12,963,657
Occupancy	15%	\$2,561,103
Direct Program Expenses	8%	\$1,479,454
Other Expenses	4%	\$648,388
	100%	\$17,652,602

Other revenues (including Employment contracts, Fundraising, Interest, etc.) was \$172,437; .98% of the total.

FY'16 Executive Management Team



Robert Guinto

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

Clinical Director

THANK YOU TO OUR STAFF



2017 Awards

Legislator Of The Year

Representative Kay Khan, Newton

Employer Of the Year

Market Basket, Waltham

Helping Hands Award

Rhonda LeSanto

Benefactors of the Year

James French and Robert A. Clancy

“Our Staff 2017”



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.

Success Stories



Individual Success Story - Christopher Smith - Deaf Residential Supports

Christopher Smith moved to Huntington Street approximately 3 years ago. Being from the other side of the state, everything was new to him. He moved two hours away from his family and friends. Christopher is also Deaf Blind. He was in a new town, living with unfamiliar people, in a totally new Deaf environment. He was working in a brand new employment opportunity and was not used to working and having a job. Staff supported him across all environments. He required assistance with just about everything, which was brand new to him. Christopher had his work cut out for him as he set out to adjust to his new world, and he has adjusted very well!



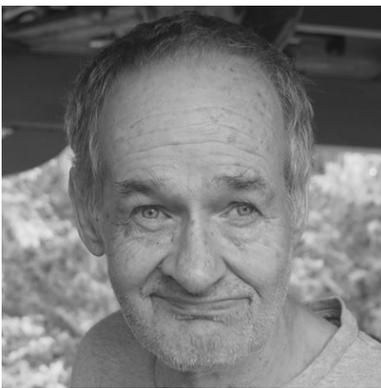
Christopher can express himself very well using tactile sign language. He knows what he wants and needs and can let people know. He is very aware of his environment – who and what are in it. He has been receptive to mobility training, which has made it easier for him to maneuver around his environments with ease. He has made positive relationships with people. He has explored Waltham and surrounding towns and now enjoys many, many activities. He does not tire easily when involved in activities that he likes and keeps the staff with him busy and engaged.

Christopher now works the great majority of the time. While this was a huge adjustment for him, he has made it successfully over time. Given the amount of activities he likes to participate in, it is a good thing he works!

One of the concerns Christopher had when he moved was building relationships with others. It was not something he was comfortable doing, so often he would not choose to take the risk of relationship building. He is working hard in this area and is building a network of friends.

Christopher has goals to do so much more with his life. The more he experiences, the greater his dreams. If the determination he has shown to adjust and be successful since moving to WCI is any indication, he will achieve them. Chris is Deaf Supports 2017 Success Story of the Year!

Individual Success Story - Robert Stearns - 24 Hour Supports



Bob Stearns moved to Townsend Street during an emergency placement in November of 2015.

Bob had been living in his own apartment in Waltham and was in need of more supports. All of his Team was apprehensive if Bob would like living in the residential setting after having been on his own for so long. Well, we are happy to report that not only has Bob adjusted to the major change, he is thriving!

There have been so many positive events in Bob's life during this past year and a half. Bob has become friends with his housemates and enjoys meal time, going to eat and participating in numerous community events with everyone. Bob began attending a Day Habilitation program in Waltham one year ago and looks forward to going every day. Bob traveled to Florida with a travel group and was able to go to Disney World, something he has wanted to do for many years. Bob is an active member of the 24 Hour Self Advocacy Group. He is extremely interested in local and national politics and voted in this past year's presidential election. Bob is always willing to talk politics and

share his party affiliation with anyone up for a rousing discussion!

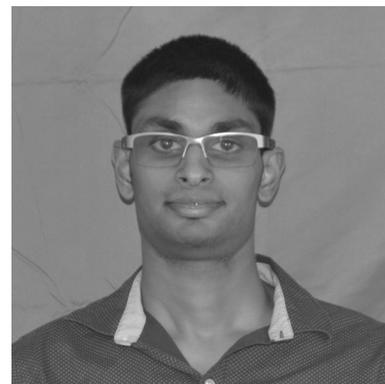
Of all of the successes Bob has had this year, one stands out the most, his improved health! When Bob lived on his own it was very difficult for him to manage his diabetes by eating healthy and adhering to his medication regime. With the support of his staff, Bob's health has never been better! He has lost weight and his glucose numbers are terrific! Of all the successes Bob has had this past year, one stands out the most, his improved health! Congratulations Bob on being 24 Hour Supports Success of 2017!

Success Stories



Individual Success Story - Aditya Kambadi—Employment Supports

Since June of 2013, Aditya Kadambi participated in WCI's Community Employment Program located at 3 Common Street. Since he enrolled, Aditya has worked with his peers, in Group Employment, at a variety of jobs in the community. While these opportunities provided him with valuable work experience, Aditya had aspirations to work independently at a job that matched his interests and appropriately utilized his skills. In September of 2016, Aditya was able to realize his long term goal when he began working as a Receptionist for WCI at the Main Office located at 135 Beaver Street. Aditya worked very hard to get this job.



During a meeting with the Job Developer in May of 2016, Aditya expressed his "frustration" at not being able to find a job that was right for him. During his meetings with the Job Developer, Aditya identified that he has strong computer skills and wanted to pursue a job that utilized them. After exploring jobs that might be a good match, Aditya and the Job developer agreed that Aditya should pursue an entry level Receptionist position. As luck would have it, WCI was hiring for a Receptionist at that time.

With help from the Job Developer and Employment Specialist, Aditya created a strong resume and drafted an excellent cover letter. Aditya submitted his application for the Receptionist position and was asked to interview for the job. Aditya researched common interview questions and participated in role-play to prepare for his interview. His preparation paid off. Aditya gave a strong interview and was offered a part-time Receptionist position with WCI.

Aditya's first day at his new job was September 7th, 2016. He was very excited. Initially, Aditya worked one day a week for a couple of hours covering lunch breaks. With 1:1 coaching from the Job Developer, he learned to use the phone, buzz in guests, and use the computer at the office. As Aditya became more comfortable with the responsibilities of his job, he added another day to his schedule. As he became more capable of completing his tasks independently, his job coaching faded. As his performance continued to improve, Aditya started to work longer shifts.

Aditya currently works as a Receptionist two days a week for 4 hours a day. He works as part of the Administrative Team with natural supports. His job responsibilities include answering the phone, forwarding calls, greeting guests and buzzing them into the office, typing meeting minutes, processing outgoing mail, and other clerical work as assigned. Aditya is very proud of his job at WCI, 135 Beaver Street. His ability to work independently at this job had brought with it further independence in his everyday living. He continues to grow and develop in his position. Aditya has had a very successful year at the Community Employment Program. Please join us in congratulating Aditya as WCI's 2017 Employment Success Story.

Individual Success Story - Alison Tucker - Life Skills



At the Life Skills Day Habilitation Program, Allison has overcome many health problems this year, she was absent from the program for over six months. When she finally came back, she was not at her baseline and her health issues continued to affect her on a daily basis. She followed plans set up by the Occupational Therapist, Physical Therapist, Speech Pathologist, Nurse, and Health Care Supervisor. With perseverance and determination, Allison is now back at the program full time and resumed her job with the clerical crew and Perkins. She is extremely proud of herself and welcomes the praise that she receives from others.

Success Stories



Individual Success Story - Kevin Fahey - Individual Supports

Kevin Fahey has really made a commitment to a new healthy lifestyle! This year, Kevin has made several changes that are really paying off.

Kevin selected a new day program. When he was touring them, he looked at which one had better gym equipment, and which ones were out and about in the community. He was really looking for more opportunities to be active.

Additionally, Kevin is an active participant in weekly Karate classes. Kevin walks independently to karate every Saturday! He has now also decided that he wants to join a gym. He and his staff, Amy, are planning on touring the YMCA, Work Out World, and Planet Fitness to see which Kevin would like to join. He is excited about this next step!

Kevin has taken a nutrition class with WCI's RN, Tiffany Malachowski, Nurse Team Leader. He now purchases a large amount of salad every Sunday, and divides it into 5 portions for lunch throughout the week. Kevin no longer selects sodas, but really enjoys flavored bottled water. Kevin asked the Director of Supports, Leah Andrews, to help investigate healthier options at his favorite local restaurants, such as which breakfast sandwich at Dunkin Donuts is the best option. Now Kevin has more information and is able to select healthy choices.

Of course, Kevin enjoys fun activities such as going out to watch Red Sox games at a local restaurant, but even then he knows to ask for lighter options! Kevin's weight, blood sugar, and blood pressure are great according to his doctor. Kevin is walking around better, and is, of course, looking great!



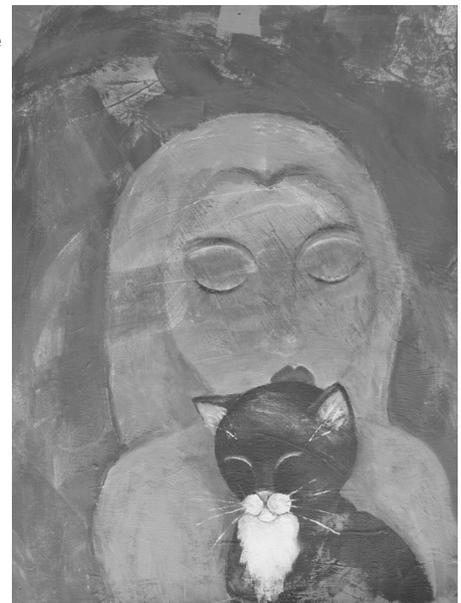
Individual Success Story - Frank Brazie - Social Supports



Frank Brazie lives at Ellison Park. He has been a member of the WCI community for many, many years. He's a great guy, well-liked by just about anybody who meets him. He has been a member of the WCI Human Rights Committee for over 10 years. He was on the Board of Directors for many years as well. Overall, you would say he has done alright for himself over time.

This year has been life changing for Frank. It started off rough. The company that he had worked at for a dozen years had closed. For the first time in a very long time he found himself unemployed. It was an anxious time for Frank and he responded like most of us would like to think we would. He took a short vacation. Then he got to work and started looking for a job. He found a job, completed the process and was hired within a month. If you happen to be at Market Basket in Waltham, look for him and say, "Hi!"

Another significant life event for Frank had been in the works for a few years. There was a woman he was interested in that he saw at parties and dances. The relationship grew and they talked on the phone. His interests became more serious over the years and luckily, it was reciprocated. In the last 6 months they started seriously dating. The real kind! The one where you call, make plans, go out and spend quality time together. In June, he proposed and she accepted! Frank, and his now fiancé Kim, are very happy together. Frank is the 2017 Social Supports Star this year.



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

Our Directors of Supports, Lenause Bouloute and Leah Andrews, have been working hard to ensure that all of the sites are ready for Survey and Certification this winter. One of the major focuses for 24 Hour Supports has been to make sure that all 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 of our Individuals. Some Individuals are attending the music groups by Ridgewood Arts, some are part of the choral group from Lexington that performs at Nursing Homes and Ball Bames and some love to listen to the music played at the Concerts on the Commons and at musicals 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 house spent a week vacationing in Cape Cod, three Individuals from one house went to Disney World in Florida, and one Individual went on vacation in New Hampshire.

At the end of this summer major renovations began at Clark Lane by the Belmont Housing Authority with the driveway and entry ways. With little preparation for staff, we were able to make the best of a difficult situation. We needed to relocate the Individuals to the Residence Inn in Watertown due to one of the two accessible egresses being unavailable; and, therefore, not meeting safety codes. The staff at WCI's main office, Maintenance and our Director of Supports, Leah Andrews, did an amazing job to coordinate for a temporary move. Relocating these Individuals with accessibility needs and behavioral concerns when facing changes was not an easy task, but the staff from Clark Lane 2 did an outstanding job and have been recognized for their efforts on a couple of occasions by WCI. The completed outcome looks great and has increased safe accessibility for all. Thank you to everyone involved for being so flexible!



Individual Residential Supports

This Division has nineteen (19) Individuals living in apartments on their own or with one Individual, receiving less than 24 hour supports. 2017 has been a great year for Individual Supports! Leah Andrews, Director of Supports, and her Support Coordinators, Holly Doman, Proscovia Kasemiire and Serge Maignan, continue to provide outstanding support and opportunities for the varied group of Individuals. One of the most admirable facets of Individual Supports is the ability of the staff to adapt and adjust their focus to where it is most needed any given day. There has been some minor changes in some of the Support Coordinators' case-loads this year to ensure that we most efficiently used everyone's time. The result has been that some of the Individuals have gotten the chance to work with new Support Coordinators having variety in their supports. It has been appreciated by all.

Individual Supports continues to meet the ever changing medical needs of our Individuals. In general, the Individuals have mostly been fairly healthy this year thanks to the supports that are being provided. Several of the Individuals that had previously been resistant to attend appointments have improved their attendance and the results have been an improvement in their overall health.

The Division has recognized this past year increasing retirement and changes in finances and insurance as our Individuals age and retire. We have been thrust into some new territories to help our Individuals navigate Assisted Living and MassHealth benefits. Hopefully, we can apply some of this newly gained knowledge of these systems to others prior to getting to their retirement age, giving them with a smoother transitions.



There has been a move to a more conveniently located apartment for one Individual. As of July 1st, 2017, we have ended working with two Individuals that live in their own condominium in Waltham, as it was identified that the men needed more medically based case management.

The Individuals continue to be involved in a wide array of activities in the community. Some are active in their religious affiliations. One Individual is a member of the regional Self-Advocates Committee. Most everyone attends the WCI Self-Advocacy group. Our Individuals have traveled to Florida, Cape Cod and Tennessee this past year. Thanks to a grant from WCI, a large group from Individual Supports was able to go to Canobie Lake for a fun day of rides, food and entertainment.

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 10 homes providing 24 hour supports and 2 apartments where less than 24 hours of support are provided. Forty five (45) 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. Again this year, Jenn Lopes, one of our Directors of Supports, organized a WCI Team for Clean



Up Day in Waltham. Everyone worked hard and also enjoyed each other's company. No Social Supports event would be complete without at least a small party at the end. People continue to volunteer at local community events and food pantries. Many Individuals are members of sports teams – basketball, volleyball, soccer, and swimming are among the many sports that people really excel. Attending the Special Olympics has yielded too many medals to list! We are very proud of all of the effort and energy that each and every Individual puts into their chosen sport.

People continue their quest for healthier lifestyles. Local fitness centers and the YMCA provide a healthy environment for many people to exercise. They enjoy the company of friends and neighbors from their community as an added benefit of going. Whether its riding the bike, walking the treadmill, or any other activity, everyone remains conscious of

safety while working out. For most people, pairing up with a staff member has been beneficial. As recommended by most fitness gurus, it provides a buddy to help you stay motivated (in our case it also provides a ride). Many homes have adopted menu plans that are low in sugar, salt, fat and processed foods. Many people have lost weight. Some are struggling, but are determined to get there. Towards this goal, the staff of Social Supports, as well as their fellow coworkers in all other Divisions of WCI, have been taking the state training on Nutrition.

Parties continue to be our Specialty in Social Supports!!! The annual Fourth of July cookout moved to Kendall Park this year, so the women and men living there could show off their new home. It was attended by many including Individuals from Social Supports, family members and neighbors. Thanksgiving Feast and Christmas dinner are always highly anticipated events, and this year was no exception. Holidays are always a good reason to celebrate each other! We also continue to attend events anywhere and everywhere. People have enjoyed WHEELS of WCI dances and Events, Belmont SPORTS events, birthday parties, dances, bowling, Concerts on the Common, fairs and festivals around the state, Six Flags and day trips to Maine and New Hampshire. Individuals have gone on vacations to places such as Florida, Foxwoods, and Canada. Others have gone to camp over the summer, where they reconnect with friends they don't get to see very often. Social Supports enjoys living life in a healthy, safe and fun way and we are good at it.

Social Supports also actively participates in the statewide Cultural Diversity Committee. Cutie King, one of our Directors of Supports, is a very active member. She does a great job getting all of Social Supports, as well as anyone else at WCI who is interested, involved in any events, trainings or conferences that are offered.

Life is not always a party (unfortunately). Overall it has been a very successful year for the great majority of people within Social Supports, as they have worked on personal goals and growth opportunities. Some people have worked hard to gain further independence in their home (home alone time) or in their community (independent travel). Others proudly plan, shop for and prepare meals. Budgeting is a part of everyone's life and people have been seeing the results as they are able to participate in more of the things they enjoy.



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 44 people who are Deaf, Hard of Hearing or Deaf-Blind. They live in 13 homes or apartments and 31 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.



Within Deaf Supports, Individuals have varying needs for support. One home where individuals are Deaf and Blind, they require a 1:1 or 1:2 staff to Individual ratio due to needing sighted guidance and physical assistance for most tasks and two overnight staff (one awake and one asleep), given their medical needs and need for physical intervention to evacuate. We also support two Deaf women who have owned their condominium since 1994. At one point in time, these women received 24-hour staffing; however, over time, as their independence and skills greatly increased, they were able to gradually decrease supports. These are just a few examples of the wide spectrum of supports offered. Most of the Individuals live with one to four housemates and have 1-2:4 or 1:3 staff to Individual ratios.

This past year has been an exciting one with opportunities to increase awareness in the community and the ability to expand our ability to support Individuals in the community. We participated in the planning and presentation of a statewide conference increasing awareness in the provider community about best practices working with Deaf adults in the Commonwealth. This was done together with multiple providers across Massachusetts as well as with the Department of Developmental Services and has helped to bridge relationships to facilitate more connections for the Individuals we support as well as the staff. We have also had the pleasure of successfully transitioning a Deafblind Individual living in Illinois to their new home here with WCI supports. We have had a gentleman move in to 19-21 Central

Street, bringing the house to full capacity. Deaf Supports continues to enjoy many community activities and participates in Deaf Culture activities in and around the Boston area. The oversight of this Division is unique as it is the only WCI Residential Division that shares the management between two Division Heads. Both of the Division Heads have many years of experience in the field and many of those years have been spent here at WCI. The Directors of Supports in this Division are both skilled professionals that have worked their way through the ranks here at WCI over the years and have time and time again proved themselves to be capable professionals from the Deaf Community. WCI has enjoyed these successes and more and looks forward to further successes in this Division.



Employment/Day Supports

WCI's Employment/Day Supports Division continued to grow over the past year. Six new Individuals joined our Division; one at Social Skills, one full time in Life Skills, three in Deaf Employment/Day Supports at Rumford Avenue, and one in Community Employment at Common Street. We currently support ninety (90) people in the Employment and Day Supports Division. In addition to accepting new Individuals into our programs, we continued to expand our services through community outreach, staff education and curriculum development.



Once again our Life Skills Day Habilitation Program, Deaf Employment/Day Program, and Community Employment Program were awarded Mission in Action Grants through our Development Committee of the Board of Directors. These grants allowed the programs to develop gardens at Waltham Community Gardens on Beaver Street and at Central Street. In addition, the Deaf Employment/Day Program hosted a Silent Lunch, exposing and connecting hearing WCI employees with Deaf employees and Individuals in a fun atmosphere with games, learning, and food. Lastly, Individuals in our Deaf Employment Program and Life Skills Program are enjoying Yoga classes, both on site and at Gymnasium gym in Waltham.

The **Social Skills Program** offered programming and supports to 26 Individuals during the past year. The Individuals continued to receive supports in paid jobs, volunteer opportunities, and skill building groups which took place at the Rumford Avenue location as well as in the local community. Paid opportunities included sorting recyclables at Re-Stream, delivery of newspapers for PCF distribution, sorting cans and bottles at Waverly Redemption Center, and doing light cleaning jobs at 45 Rumford Avenue. Volunteer work, which offered the Individuals community exposure, job skills, and sense of accomplishment, included the Leland Home, Cat Connection of Waltham, Waltham and Arlington Meals on Wheels, and Can Recycling at four community locations. Can Recycling provided funding for such activities as trips to local museums, birthday celebrations, as well as holiday parties. In addition to the benefits of learning valuable job skills, volunteer opportunities provide the Individuals a connection to the Waltham Community. The Individuals have made friends at the Waltham Senior Services and the Leland Home where they are sought out by the seniors for whom they deliver food.

Deaf Employment/Day Supports is also based out of Rumford Avenue. This specialized program offers a fluent ASL environment and supports 23 Individuals over the past year plus an Individual that works full time within the WCI Maintenance Department. Three new Individuals have joined the program in the past year. Eight of the Individuals in the program also participate Part-Time in the Life Skills Day Habilitation program. The goal of the program continued 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 at WCI homes, Salt Mixture Delivery for various WCI homes, and picking up items from Bed Bath and Beyond stores through the Gifts in Kind/Good 360 Program. In addition to these enclaves, the program continued to support Individuals in community jobs. These jobs included working at the Bear Spot Farm in Acton, the Boys and Girls Club in Newton, Liberty Tax in Waltham, Salvation Army during the holiday season, and Cross Fit in Watertown. Individuals also participated in a seasonal job with Boston College where they did bag tying for their football program. One Individual started a new competitive job at PeaPod in October 2016. Her main responsibilities include checking inventory, cleaning shelves and organizing food items.



In addition to the paid work opportunities, the Individuals volunteered shopping for the Perkins School, delivered meals to the elderly through the Meals on Wheels program in Arlington and Waltham, provided cleaning at the Buddy Dogs society in Sudbury, bagged lunches at Community Servings in Boston, and recycled at Newton Wellesley Hospital. The Deaf Employment/Day Program continued to run the Gifts in Kind/Good 360 Store, sorting donations and supporting anyone who came to shop. The store offers the Individuals the opportunity to learn how to keep the store neat and organized as well as tracking what is taken out and stocking new items on a weekly basis.

The **Community Employment Program** at 3 Common Street provided Individual and Group Supported Employment services to 12 Individuals during FY' 2017. The Individuals work together, in enclaves, with staff supports, or individually, with natural supports, at a variety of paid and volunteer jobs. In addition to these employment opportunities, the program provides job training and job development services to the Individuals.

Our Programs



This past year, the Individuals at the Community Employment Program have earned paychecks processing recycling at Re-Stream in Waltham, delivering flyers for PCF, Inc. in Brighton, and cleaning menus at Union Street Restaurant in Newton. They have also worked for WCI cleaning Residential homes, completing mailing projects, cleaning at the WCI Main Office and delivering Salt and Sand to WCI homes. The Individuals have also completed volunteer work in the community. They have volunteered processing food donations for the American Red Cross Food Pantry in Boston, delivering books to the elderly for the Watertown Public Library, feeding feral cats through the Cat Connection, delivering flyers for Belmont World Film Festivals and processing donations at More than Words in Waltham. They also volunteer collecting recycling for the WCI Recycling Program and gardening at WCI's garden plot at the Waltham Fields Community Farm.

Three Individuals in the Community Employment Program started new jobs this year. One Individual worked with a job coach at TJMAXX in Waltham for the holiday season during November and December of 2016. Two Individuals are currently working independently with natural supports. One Individual started a new job working as a bagger at Market Basket in Waltham in September, 2016. Another Individual started a job as a Receptionist at the WCI, 135 Beaver Street Main Office in September, 2016. Initially, he utilized job training services and was supported by a job coach. He now works independently answering the phones, greeting visitors and performing other office tasks.

The **Life Skills Day Habilitation Program** supported forty-seven (47) members in this past year. The curriculum of the Life Skills Day Habilitation Program continued to focus on such areas as Communication Development, Sensory 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 Waltham community. The on-site activities, which change every day, range from Occupational Therapy Groups, Physical Therapy Groups, Communication Groups, and Functional Fine Motor activities, such as beading or sorting. In addition, the program offers Human Rights Groups, Relaxation Groups, Art Groups, and Music Therapy and Horticulture Activities which occur once per week. New this year is Yoga. Individuals have an opportunity to partake in a Yoga class every week. The program also continued to utilize its community and local resources for ongoing skill building. Every week a group of Individuals and a staff member go to the Perkins School and volunteer alongside Therapists in creating adaptive equipment. The program continued to utilize its extensive Recycling program which consists of picking up cans in local communities, washing, sorting and packaging them and taking the cleaned and sorted cans to be redeemed. The funds from the Recycling program fund the Individuals' other skill building activities, such as community outings to Butterfly Museum, Equatorium, DeCordova Museum or making purchases at a local café.



The **Art initiative Program** continued to offer therapeutic activities which included painting, weaving, knitting, and jewelry making to the Individuals in the Life Skills Day Habilitation Program, Social Skills Program and Deaf Employment/Day Program. A new activity added this year was furniture refinishing and painting. This activity, although new and in its early stages, has become a favorite for many Individuals. Once again, the program had successful sales at the Annul Wine Tasting at the Gore Estate, and at its 8th Annual Art Show, which took place at the Lincoln Arts Project in Waltham.

The Employment and Day Division continued to expand its services over the past year. Its successes are directly attributed to the dedicated staff who work tirelessly to ensure that each day is safe, meaningful, and fun for every Individual that we support.

The **Waverley Redemption Center (WRC)** which has been recycling bottles and cans from area consumers for nearly two decades is currently located in convenient, downtown Waltham. WCI entered into a business partnership with WRC in 2011 to begin by relocating the site which is now located at 23 Summer Avenue. WRC accepts any quantity of MA redeemable cans, plastic or glass. It is easily accessible and assistance is available for any size order. Expanding further with the recycling mission, the WRC supports a cleaner, greener and healthier environment by reusing aluminum to produce a variety of products for sale. WRC partners with various businesses through donations and can drives for local charities. WRC's customers come from a wide area, including Watertown, Belmont, Lexington, Arlington, Lincoln, Newton and Weston. The WRC is a self-sustaining business.

The WRC currently recycles about 3.5 million containers a year; provides competitive employment and benefits to 15 employees with disabilities (three of whom reside at WCI and have been working for more than 15 years at WCI); accepts all major brands; pays the full MA bottle deposit; partners with more than a dozen non-profit organizations on targeted donation programs and provides assistance with Can Drive Fundraisers for schools, clubs and local civic organizations. WRC also provides competitive opportunities to its employees in the local community.

“Thank You” Donor/Corporate Members—Fiscal Year 2017

July 1, 2016—June 30, 2017



Chairman’s Club

(Gifts greater than \$1,000)

Maia Battaglino
Formal Oil & PR Douglas
Randy Plante, Dunkin Donuts
USI Insurance
Robert Weyman

Charles Cicalis
James French
RCN
Waltham Rotary Club

Robert A. Clancy
Bhuren Patel
Re-Stream
Jean Weyman

President’s Club

(Gifts of \$500 to \$999)

Cambridge Trust
Pattie Marrin
Francis Vanaria

Duffy Brothers Management
Sarah A Matthew & James Gross
Waltham Lions Charitable Trust

Rhonda Lesanto
Pintabone Landscaping

Advocate

(Gifts of \$201 to \$499)

Alexandar, Aronson and Finning
Hal Bersani
Greer Brown
Charcoal Guido's Restaurant
Tony De Mello
Joseph Donati
Ecomised Time Service
Sara Goddard
Ruth Harutunian
Home Town Ledger
Maureen Kean
Tom Lyons
Michael C. Markowitz
Judith Mello
Mary Colt Navins
Ann Poitras
Eileen Reardon
Joseph Shulman
Michael Sullivan
Watertown Savings Bank

Patricia Baker
Better Life Food
Brown & Brown
Chateau Restaurant
Esther Doggett
Angie Doucette
Enterprise Fleet Management Trust
Robert Guinto
John Harutunian
Interior Resources
Jeff Krieger
Serge Maignan
Patricia Marrin
Tom Montanari
Bill Osborn
Rosemary Procanick
Sally Roach
Simons Family Living Trust
Steve Tise
Women's Action Alliance

Belmont Savings Bank
Brasco & Sons
Victor H. Carpenter
Citizens Bank
Lesanto Doggett
Sharon P. Duda
John Fantasia
Nancy Silver Hargreaves
Tara Hayward
Judy A. Johnson
Thomas Leblanc
Cheryl & Robert Marcou
Jeff and Cindy Mello
Rita Murray
Mark Ostrowsky
ProTech
Lucy Sarkissian
Edward Skou
Thalia Vitikos

“Thank You” Donor/Corporate Members—Fiscal Year 2017



July 1, 2016—June 30, 2017

Patrons

(Gifts up to \$200)

Betsy Adams	AmazonSmile	Lucien Archambault	Ceicle Aucianr	Donald Aucoin
William Beaulac	Ann Blades	Patricia Bolduc	Diane Buonomo	Christina Chiang
Charlaine Corsini	James Cross	Sarah Dagostino	Linda Dayette	Wandir A. De Souza, Jr.
Karen Dederyan	James Depalma	David Deyette	Linda & David Deyette	Bill Durkee
William W. Durkee	Charles Erwin	Donald Freedman	Rose Garabedian	Bernadette Genulka
Denise Gilbert	Jane Gillespie	Virginia Giordano	Melissa Giunta	Herbert C. Guy
Louise Hamilton	Aneta Hazen	Allison Hill	Ted Horn	Linda & Julius Hull
Jeanne Hyde	Mark Jefferson	Mark Kavonian	Anne Kellogg	Mildred Lamacchia
Donald Leone	Kelly Lignos	Michelle Lund	Chuck Lunford	Stefanie Madanian
Laurie McManus	Robert McMullen	Donna Mcnulty	Lauren Michel	Thomas Montanari
Jean Morrow	Nature Springs Water	Peter Navins	New Frontiers	Judith Nichols
Paul Oates	Stacy O'Loughlin	Susan Osborn	Donald Parker	Gwen Parker
Harry Parsekian	Naomi Prendergast	John Reardon	Alan Shuchat	Donna Silverio
Barbara Simon	Viryran Sarup Sood	Jean Sutherby	Betty Sykes	Stan & Lori Tagarelis
James Washburn	Stephen Washburn	Michael Weeks	Work, Inc.	Amy Zeytoonian

Good 360 (Formerly Gifts in Kind)

Bed Bath and Beyond in Somerville and Dedham

WE ARE WCI

