



Career Resources Impact Report

FY 2017 (JULY 1, 2016 – JUNE 30, 2017)

"Happiness lies in the joy of achievement" – Franklin D. Roosevelt

Career Resources Corporation

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Reflections from the CEO

Dear Friends & Families of Career Resources Corp (CRC),

For almost 50 years, the mission of CRC has been to enhance the lives of everyone who receives our services. A significant strategy of carrying out this mission is focused on building and deepening the relationships people have within their community. Creating pathways for people to gain employment, explore their interests and become even more involved in social, recreational and other desired activities in their community, has enriched the lives of many people we support. Because of the dedication and expertise of CRC staff, people are in their communities, now more than ever. Some of these activities include attending art and music classes, learning to fish, participating in cooking workshops, enjoying a walking and photography group, taking weekly Taekwondo classes, volunteering at HC Media, attending knitting classes, and developing products to sell at local arts and crafts fairs in the Merrimack Valley. People are also supported in attending concerts, exploring museums, taking day and weekend trips across New England, and vacationing all over the country. Employment is also a significant focus. Working with employers such as Home Depot, YMCA, Best Western, Hillview Montessori and Southwick Industries, many people have found jobs that bring them meaning and purpose in the community.

As the world around us continues to change, from health care reform to increased reliance on technology, CRC must continue to adapt, plan and be proactive. In May 2017, we embarked on a strategic development process to help guide the agency for the next three years. As we get ready to celebrate our 50th year supporting the community, we will continue to be a forward-thinking organization. The agency has created new services including supports to youth transitioning from high school, veterans seeking employment and people who have experienced traumatic brain injuries looking to move from long-term care facilities to their own homes. Our commitment to meet the needs of people with disabilities and other challenges continues to drive our planning, innovation and willingness to be a leader in providing high quality services to our community.

Whereas many things in the future seem uncertain, one thing I can say with absolute confidence is that CRC will remain dedicated to improving the lives of people that we support.

Thank you for your past, present and future support of our mission here at CRC.



Brad Howell, Chief Executive Officer

“I don’t
need easy.
I just need
possible.”

-Bethany
Hamilton



Linking
people to
their
communities
since 1968!

OUR CORE

Mission Statement

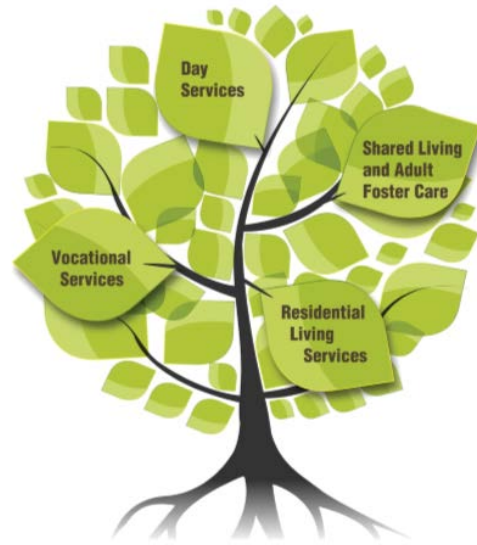
Our mission is to empower individuals with disabilities and other challenges to be as self-sufficient, self-determining and as successful as possible. People are supported in their own jobs and homes and integrated into community life; recognizing that they are unique, valued people and those communities are enriched by their participation.

Values Statement

We acknowledge and honor the fundamental value and dignity of all individuals. We pledge ourselves to creating and maintaining an ethical environment that respects integrity, accountability, diversity, traditions and enriches the experiences and quality of life for every individual.

Career Resources' Reach

Since 1968 the non-profit Career Resources Corporation (CRC) has been assisting people with disabilities to live, work, and fully engage within their communities. Career Resources



offers a wide range of support services to people with disabilities, including those with brain injuries and Veterans of the armed forces. With the most helpful and appropriate services available, across 4 programs, CRC provides opportunities for people to become participating, involved and valued members of their communities.

Vocational Services provides vocational training services, job placement, and ongoing job support. **Day Services** offers customized goal-oriented programs that promote independence and community membership. **Shared Living and Adult**

Foster Care are options for people who prefer to live at home supported by their families, or in a family environment. **Residential Living Services** are group residences (24/7), and Individualized Support Services (ISS-less than 24/7) to people needing healthy and supportive living environment in the community.

Below are the total numbers of people served by Career Resources in FY 17. They are calculated by each service received by all of our individuals. In some instance, we provide several services to one person.

- 40 Residents served in our 8 Residential Group Homes
- 10 Veterans seeking employment
- 47 Massachusetts Rehab Commission (Statewide Employment Services and Competitive Integrated Employment Services)
- 18 Individualized Support Services (ISS)
- 14 Adult Foster Care
- 16 Shared Living people supported
- 105 Day Services (Day Habilitation, ABI Day Services, DD Employment)
- 60 Rep Payee receiving support managing finances
- 1 Agency with Choice Participant
- 10 Financial Assistance
- 18 enrolled in our PRE- Employment Transitional Service Youth Internship Program

TOTAL NUMBER SERVED FY17: 339

**Our Professional
Side**

**Service
Organizations:**

Haverhill Kiwanis
Haverhill Rotary
Haverhill Exchange
Team Haverhill

**Professional
Affiliations:**

Greater Haverhill
Chamber of Commerce
Greater Merrimack Valley
Employment
Collaborative
Massachusetts Day
Habilitation Coalition
Association for
Developmental Disability
Providers (ADDP)
ANCOR- American
Network of Community
Options and Resources
Massachusetts Nonprofit
Network
Commonwealth
Workforce Coalition
Providers' Council

FY17 Work Plan Impact Summary

CRC's work plan tracks activities and accomplishments across the agency. Below are the highlights from Fiscal Year 2017:

- CRC secured a second contract with the state to provide Pre-Employment (Pre-ETS) services to transition-age youth.
- 18 transition-age youth in the Pre-ETS Program were placed in paid internships.
- 91% of people (32 of 35) seeking employment through our DDS Employment Program were placed in or received support to maintain community jobs.
- 66% of people (36 of 55) seeking employment through our MRC programs were placed in and supported to maintain community jobs.
- CRC was awarded a grant through the *Haverhill Cultural Council* to launch an entrepreneurial skills program- in which people create and sell their own products.
- 6 people were placed in AFC or Shared Living Settings
- CRC secured two referrals for ABI Shared Living services- two of only four such placements in the North-East Region.
- CRC began providing ISS services in the Lowell Area- now serving close to 10 people in that area alone.
- CRC employees participated in or sponsored more than 75 community events, expos, and volunteer opportunities.
- CDBS Program implemented LINKS (Learning, Individuality, Network, Kindness, Service) Program theme to better connect people with community activities and assist them in becoming valued members of their communities.
- Day Hab Program increased regular community participation of persons served to 70% from 43%.
- Across Day Services (DH and Emp), new community classes and activities included:
 - Fishing at Plug's Pond
 - Cooking Classes with Carolyn's Farm Kitchen, Uno's Pizzeria, and Sweet Affair
 - Yoga
 - Walking/Photography Group
 - Special Stars Singing and Performance Class
 - Tae Kwon Do classes
 - Knitting Classes
 - Be Imagine & Roman Music Classes
 - Shoe Town Art classes
 - HC Media Classes and Volunteer Activities
 - Nunan's Florist & Greenhouse
 - Home Depot monthly classes and demonstrations
 - Microsoft trainings at Microsoft location
 - Reading and Creative Expressions Groups at coffee shops
 - Earth Day Clean up at Winnekenni Castle
 - Gardening Groups
 - YMCA Exercise Activities

- Volunteering at Ruth’s House, MSPCA, Emmaus House, PCC, Chamber Events, DDS, Julie’s Day Care, etc.
- With the increase in community activities, we saw increased satisfaction levels across stakeholder groups. Satisfaction jumped 7% from 90% to 97% among persons served in one year alone.
- In Residential Services, we completed extensive repairs in 7 of our 9 group homes, increasing accessibility and comfort for residents.
- CRC Community Support Specialists assisted people in our Residential Programs to engage in numerous group and individual community activities- furthering our mission of community membership for those we support. Activities included:
 - Jazz and Blues Festivals
 - Knitting and Sewing classes
 - Corn Hole League
 - Great Wolf Lodge overnight
 - Day and Weekend Trips to Boston and Maine
 - Combined activities with Fidelity House participants
- CRC Employee Recognition in the Community:
 - Brad Howell honored as a *Jerry Loy Outstanding Director of the Year* by the Haverhill Chamber of Commerce.
 - Erica Mawby-Roche inducted into *YWCA Tribute to Women* and the Newburyport Chamber of Commerce’s *40 under 40*.
- CRC recruited two new members of the BOD of Directors; James Smith and Dr. Tehrani
- FY17 fundraisers generated close to \$55k in revenue to support program services. Events included:
 - Bocce Ball at the Sons of Italy
 - Timmy Grogan Memorial Golf Tourney
 - Spring Fling Event at Castleton in Windham NH



Steve, Ryann, Greg and Tom planting tulips in our Sensory Garden



Sam at Be Imagine Music Studios

Growth through the Years

1968 – 7 People served in a Sheltered Workshop

1994 - 85 People served in Vocational Services and Residential Care Program was added

2011 – 246 People served in Day Habilitation Program, Vocational Services and Residential

2014 - 303 People served in Day Habilitation, Vocational, Residential, and Veterans Program. Sheltered workshop closed.

2015 – 317 People served in all 4 programs. Opened 2nd office in Downtown Haverhill and completed 2nd ABI home

2016 - 320 People Served- Youth Internship Program with 10 Participant's. Awarded Cummings Foundation \$100K Grant

2017 – 339 People Served – Renewed focus across all programs for community membership.

1968 - Traditional Sheltered Workshop. Some vocational services

1974 - Became Independent Agency

1994 - Added Residential Supports to the existing Sheltered Workshop and Vocational Services

1996 - New partners - joined with Massachusetts Rehab Commission to offer more vocational services

2009 - Implemented the Day Habilitation program

2011 - Added Veteran's Employment/Vocational program

2011 - CRC moved to a new facility at Ward Hill Business Park

2013 - New ABI house in Salisbury opened.

2014 - CRC closed it's workshop in January. Plans move forward for our 2nd ABI home in Methuen.

2015 - Opened Landmark Offices for Vocational Services. Completed 2nd ABI Home in Methuen

2016-Started our first ever PRE- Employment Transitional Service Youth Internship Program with NILP Added second Community Support Specialist in Residential

2017- Awarded second PRE-ETS Contract
Developed two Shared Living Placements for people with ABI
Renewed focus on Community Membership across all of CRC

FINANCE AT A GLANCE

Total Assets increased approximately 7% from FY 2016 to FY 2017

Total Revenue and Support has increased 34% over the prior three years

98% of Revenues derived from direct program services

Compensation related expenses represent 68% of total expenses

Current ratio of 5:1 and Debt to Asset ratio of 0.52 indicative of sound financial position

Statement of Financial Position

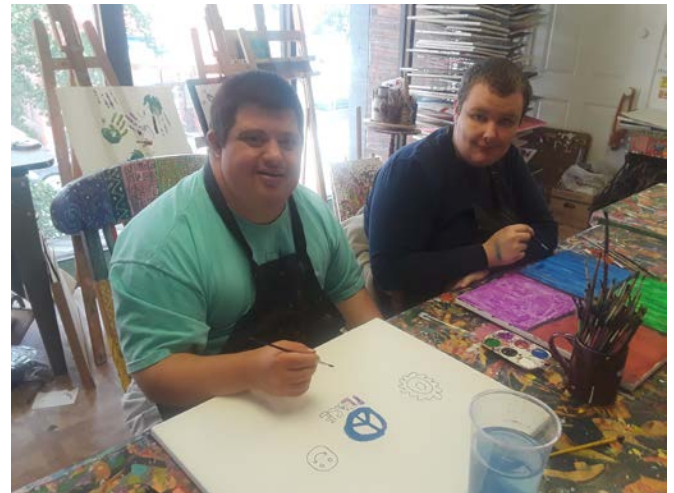
- Total Assets of \$6,328,280
- Total Liabilities of \$3,301,851
- Unrestricted Net Assets totaling \$3,715,199

Statement of Activities

- Total Support & Revenue of \$8,858,202
- Total Expenses of \$8,546,972
- Change in Net Assets (i.e. Net Income) totaling \$311,230



Jeff learning to fish at Plugs Pond in Haverhill



Shane and David at Shoe Town Arts



Cathy learning to create no-sew handmade pillows



"What you believe, you can achieve"
- Mary Kay Ash

Board of Directors (FY 2017)

President:

Emily Archambault

Vice-President:

Darlene Beal

Treasurer:

Chuck Walker

Secretary:

Sharon Licari

Directors:

Sheila Callahan

Robin McKeon

Walter C. Meyer

Janet Odenwelder

Glen Rogers

Justin Basius

Attorney Thomas Sullivan

Stuart Davis

James Smith

Dr. Abol Tehrani



Rec Club Scavenger Hunt to find YMCA...We made our own with Liz, Joe, Elizabeth and Kristen



Brittney and Shannon at the annual CRC Cornhole Tournament at our Salisbury Home

20 plus years

10 plus years

5 plus years

HR UPDATE

In May 2017, CRC renewed its membership with The Massachusetts Council of Human Service Providers, Inc. It is a statewide association of health and human service agencies. Founded in 1975, the Providers' Council is the state's largest human service trade association and is widely recognized as the official voice of the industry. Membership in the Council provides access to our new Internet-based staff training and development program; **Providers' eAcademy powered by Relias Learning**. We have developed a customized training website for CRC that will assist all staff to achieve ongoing training and CEU requirements. The system allows for Individualized training plans and helps us keep track of other employee requirements, such as CPR certification, professional licenses, etc. Currently, there are 161 employees enrolled in eAcademy. We are incredibly excited about our new "e-learning" program.

10 Years

James Goyette
Marjorie Pelletier

5 Years

Joseph Bianco
Nicholas Bianco
Janet Codair
Carmen Cruz
Gabriel Hozame
Rose McKibben
Danielle Sweeney
Carlos Zabala

Dedicated Staff

Marianne Abate-Day
Michael Afful
Melanie Allen
Melissa Allen
Afeez Atunde
Sophia Bachman
Paula Bianco
Rita Boateng
Shelly Bresilla
Dorven Bresnahan
Amanda Bronson
Angela Broussard
Damaris Caba
Yakaira Calderon
Beth Casey
Gianna Chavez
Minna Chipato
Katie Clancy
Rosa Collazo
Barbara Costa
Calvin Corthell
Luisa Deaza
MaryAnn Delvalle
Douby Desire
Leanna DiFrancesco
Lynne Donovan
Kelly Eaton
Emeka Enwere
Aracelis Escalera
Raul Feliciano
Antonietta Fish
Meghan Fisk
Lisa Foose
Lois Fornah
Sara Foster
Odiari Francis
Francisco Fabian
Judith Frederique
Vivian Frimpong
Catherine Gathura

Juanny German
Denise Getty
Koa Goode
Katelyn Griffin
Mathurine Guevin
Robert Hanson
Ricardo Heredia
Jillian Hernandez
Wilmarys Hernandez
Douglas Heyer
Bradley Howell
Beth Humphries
Diane Itasaka
Ryan Jackson
Viola Jallah-Wright
Umaru Jalloh
Lucy Kamau
Stanley Kamau
Hildah Kangethe
Lydia Kanu
Oluwatomi Keshiro
Tracie Lacourse
Danielle Lahaye
Cynthia Lamglolis
Taisha Lara
Heather Learned
Jennifer Lindsay
Vanessa Lugo
Sejemba Lwako
Lynnette Maciver
Ann Madden
Jamie Madden
Eletha Maiben
Andrew Maio
Jeanclaire Manjong
Erica Mawby
Rose Mburu
Ryann McGuire
Meghan McLaughlin
Deidre McLennan
Kathy McNally
Mavis Mensah
Anna Meza
Cheryl Michel
Mark Michel
Kerlande Michel
Sahr Mondeh
Kern Mondesir
Patrick Mose
Paul Mose
Peter Mugo
Samantha Mujuru
Stallone Mujuru
Nahashon Muriithi
Esther Muya
Pamphil Mwandau

Bernard Mwariri
Vanessa Nuttall
Mary-Ann Nichols
Rose Nkayamba
Susan Nunes
Friday Obasogie
Bryan Oteng
Daniel Ouellette
Edith Oworu Oqbonnaya
Jennifer Picone
Christopher Pienta
Katherine Powell
Shirley Rabel
Evelyn Ramos
Karen Richards
Gianina Rodrigue
Esther Rodriguez
Claribel Rosa
Angel Ruiz-Camacho
Joshua Ryder
Rasaq Salaudeen
Courtney Salerno
Nancy Salomon
Nicole Sammartino
Diedre Sanford
Maria Santitto
Miguelina Santos
Israel Scott
Stacie Soares
Derrick Sherman
Rachel Soletto
Seth Spector
Britni Spring
Martin Ssekalegga
Andrea Stoehr
Michael Sughrue Jr.
Shannon Sughrue
James Sullivan
Richard Sweeney
Stephen Swiger
Kristen Tarsia
Haniel Theuri
Benjamin Tran
Jose Vasquez
Jessica Vienneau
Mirtha Victor
Cosmus Wakaba
Eunice Wangeera
Elizabeth Welch
Tim West
LouAn White
Stephanie Wilson
Jonathan Woitkowski

Leadership Team

Chief Executive Officer: Brad Howell, bhowell@crc-mass.org

Chief Operations Officer: Kristen Tarsia, ktarsia@crc-mass.org

Director Vocational Services: Erica Mawby, Erica.Mawby@crc-mass.org

Chief Financial Officer: Jim Sullivan, jsullivan@crc-mass.org

Director of Quality Assurance: Josh Ryder, jryder@crc-mass.org

Director of Clinical Services: Courtney Salerno, csalerno@crc-mass.org

Director of ABI Services: Angela Broussard, abroussard@crc-mass.org

Residential Ops. Director: Meghan McLaughlin, mmclaughlin@crc-mass.org

Director of Development: Nicole Sammartino, nsammartino@crc-mass.org

Director of Human Resources: LouAn White, lwhite@crc-mass.org

Director of Shared Living and AFC: Sarah Foster, sfoster@crc-mass.org

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