

▶▶▶ 2020 Annual Report

June 18, 2020

ADMINISTRATIVE SERVICES

789 Clapboardtree Street
Westwood, MA 02090
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www.lifeworksma.org





Empowering people with disabilities including autism through education, jobs and homes.

GUIDING PRINCIPLES:

- Is person-centered.
- Embraces individual choice and personal development.
- Builds collaborative relationships with families, friends, and communities.
- Promotes inclusion and participation.
- Creates opportunities for informed and responsible decision-making.
- Ensures and protects human and civil rights.
- Promotes supportive social environments and attitudes.
- Develops exceptional, supportive staff.
- Advances leadership through sound financial management and planning.

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Lifeworks Management Team

Daniel Burke, President/CEO

Christopher Page, Chief Operating Officer

Brenda Calder, Chief Financial Officer

Elizabeth Parker, Director of Human Resources

Danielle Warzecki, Vice President of Residential Services

Sarah Charbonneau, Vice President of Employment and Day Services

Pam Henderson, Sr. Director of Residential Services

Holly Goguen, Director of Residential Services

Jenny Jezak, Director of Residential Services

Laura Klinedinst, Director of Residential Services

Michelle Medas, Director of Residential Services

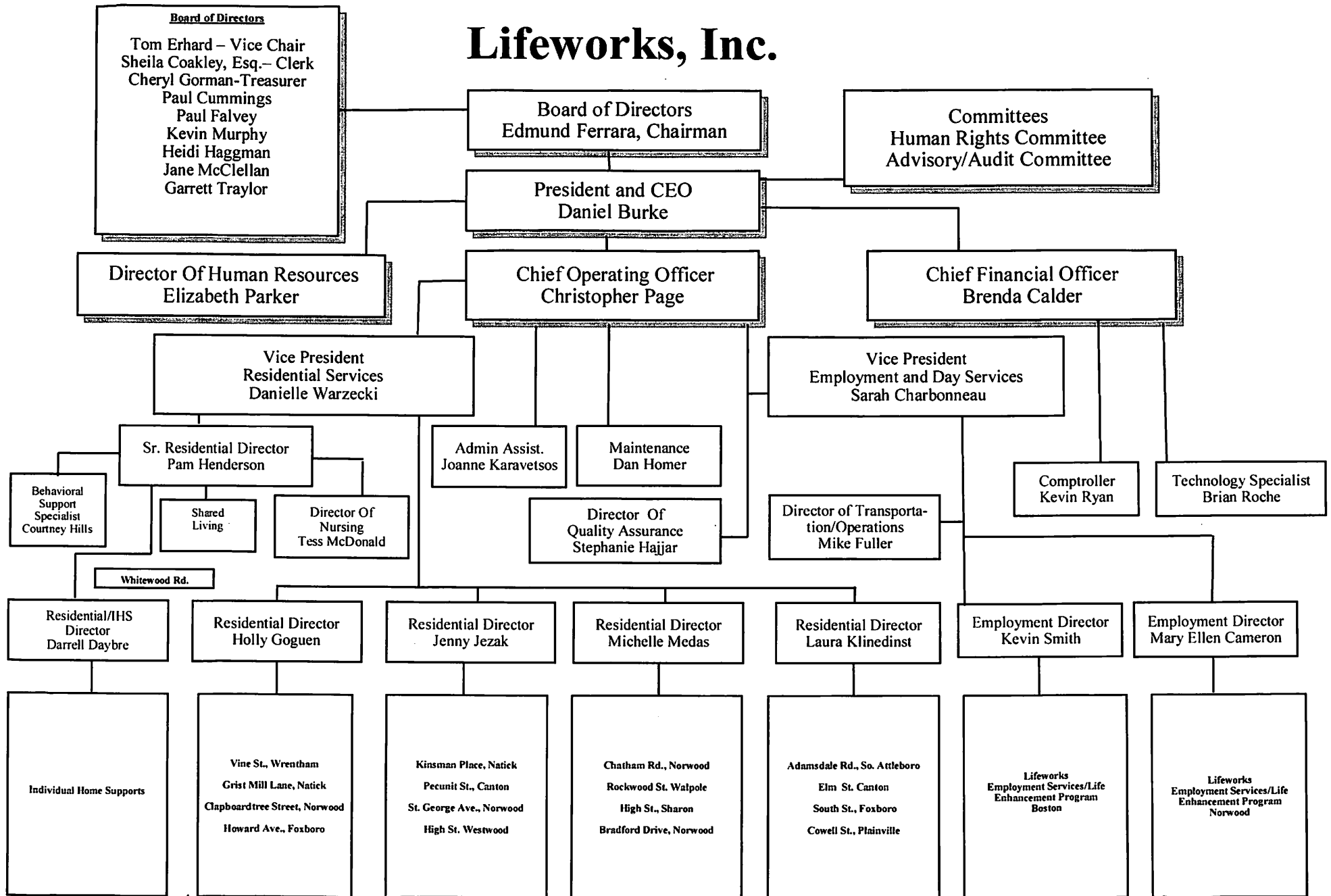
Darrell Daybre, Director of Individual Home Supports

Mary Ellen Cameron, Director of Employment Services, Norwood

Kevin Smith, Director of Employment Services, Boston

Stephanie Hajjar, Director of Quality Assurance

Lifeworks, Inc.



A Message from Our Leadership

We are pleased to provide you with the 2020 Annual Report from Lifeworks. Our agency continues to be a leader in supporting individuals with intellectual and developmental disabilities, including autism. Our services offer a diverse platform of supports in all areas of our agency. Our employment programs continue to provide a broad range of job opportunities that are included in our local communities. As a part of their services, we offer job development, job placement, and coaching. The Life Enhancement program focuses on community-based volunteer opportunities, educational experiences, exercise, and activities designed to support the individual employment goals and person-centered goals of the people we serve. Lifeworks also offers an array of residential services for those who live in homes supported by the agency. The Individual Home Supports (IHS) program provides services to people who live in their own apartments or homes. Shared Living is a service where individuals are placed in the homes of families in the community.

This has been a year with many successes and extreme challenges. As we continue to deal with the COVID-19 outbreak, we are again reminded of the many wonderful professional support staff employed by our agency. Both Lifeworks Day Services Programs, which include employment services and our community based day program; Life Enhancement, were closed on March 17th due to the pandemic. We immediately shifted our attention to our residential services, where people would be living 24 hours a day. We asked day program staff to shift to working in our residences, which many did. We also turned to our sister organization, The Arc of South Norfolk, to ask if any of their day program staff wanted to work in Lifeworks Residences, again, many did. Through all of this challenging time, staff of both organizations joined together to provide these essential support services to those served. We couldn't be more proud of these professionals working together seamlessly.

In July, Lifeworks moved our Employment Services and Community-Based Day Services (CBDS), which we call our Life Enhancement Program. This new state of the art building has 17,000 square feet of space and is located at 1580 VFW Parkway in West Roxbury. This building is shared with The Arc of South Norfolk. The Arc provides day habilitation services through its Connections Program.

This year Lifeworks broke ground in Westwood on a new five bedroom home. This unique model house is specifically for people with significant medical challenges. This home is being built as a collaborative effort with Lifeworks, the Department Of Developmental Services, Dept. of Mass Health, the town of Westwood and the Green Co. who donated the land. We anticipate opening this home by the end of June.

We invite you to review our Annual Report, and thank you for taking an interest in Lifeworks and our services. We are grateful for your support and input. Please feel free to contact either of us if you have any questions or thoughts on how you might be able to further support our services.

Sincerely,



Daniel Burke
President/CEO



Christopher Page
Chief Operating Officer



Community Residences

**Pecunit Street
Canton, MA**

The gentlemen at Pecunit have had a busy year. This past year has been challenging for them medically. They said goodbye to one of their beloved housemates, who passed away after a long illness. Just recently they welcomed a new housemate, who has brought life into the home. He has adjusted well, and has enjoyed becoming part of the Pecunit family. The house continues to decorate for every holiday and season. They continue to be great sports enthusiasts cheering on their favorite teams, such as the Red Sox and Patriots. When the weather is warm they enjoy spending as much time as possible outside on their patio and having friends and family over for cookouts. Even with the pandemic going on, they have remained active within their house, whether it be through Zoom calls with friends and family or games inside.

**St. George Ave.
Norwood, MA**

The South Norwood program is comprised of two apartments. In both apartments A and B reside two women and six men. This year they said goodbye to one of their beloved housemates, who passed away after a long illness. His housemates miss him and plan to keep his memory alive through stories and photos. All of the residents enjoy spending time together and participating in shared interests and outings in the community. They all enjoy going to dances, such as the Hip-Hop café, and attending The Arc's Sports Banquet. Five of the individuals enjoy and participate in the Arc's Sunday bowling league. Several of the folks choose to go on day and overnight trips with Trips R Us, a recreation provider, to various destinations. It was a great hit with the individuals, families, and staff. Even during the pandemic, they have remained active, with walks in their community and have even participated in Zoom meetings to keep themselves as active as possible.

**Kinsman Place
Natick, MA**

The individuals at Kinsman Place stayed busy with activities this year. They continue to enjoy weekend trips, whether it be horseback riding, walks along The Fatima or small backyard barbecues where they jam out to their favorite tunes played by a long-time staff. Kinsman continues to socialize and meet new people by going to local events that are put on by the town. Kinsman has remained very active during the pandemic, through Zoom calls with family and friends, going for walks around their area, and participating in group activities that can be done from within the home.

**High Street
Westwood, MA**

The gentlemen at the Westwood Residence had some ups and downs this past year. They participated in some exciting activities throughout the year, including visiting Cape Cod, Edaville Family Theme Park, and the Franklin Zoo. They recently had a new housemate move into their residence. He has brought a sense of humor and loudness to the house that is warmly welcomed. He has brought a sense of life to the house that has helped bring everyone out of their shells and spice up the dynamic of the house. During the pandemic the house has remained active with virtual calls to family and friends and have been getting outside as much as possible so they can stay active.

**Bradford Drive
Norwood, MA**

The Bradford program has four male residents who are retired and all attend Norwood Adult Day Health Center. Sadly, we lost one resident this past year, and our team did a wonderful job caring for him during his last days. The men still enjoy going to Plainridge Casino, Norton Farm, Harlem Globe Trotters, Car Shows at Patriot Place, and out for ice cream. With recent changes, one of the guys has taken a liking to cooking and baking, while the others have enjoyed taking care of and watching their tomato and basil plants grow. The staff continues to provide exceptional supports to all of the men at the house as they age gracefully.

**Rockwood Street
Walpole, MA**

The Rockwood house has three male residents; one attends AEI in Mansfield, the other two attend LES in Norwood. There are also two female residents; one attends The Arc in Westwood, the other attends A.S.A. in Wellesley and is also employed by CVS Pharmacy in Dedham. Rockwood has welcomed a new manager this past year. Everyone seems to be positively embracing the change. The residents at Rockwood enjoyed going to the Foxboro YMCA, bowling, basketball, yoga, and arts & crafts. In the nicer weather, they enjoy going for walks in the neighborhood, helping with the upkeep of the outdoor flowers, BBQ's and sitting out on their back porch, relaxing on their swing & hammock, and challenging each other at yard games.

**High Street
Sharon, MA**

The High St. program in Sharon houses five ladies. One of the ladies attends LES in Norwood, one attends HMEA Redemption Center in Plainville, Charles River in Needham, and two attend The Arc in Westwood. These energetic ladies enjoy gardening, doing yoga and zumba, arts and crafts, going to bookstores, library, church, nail salon, and one individual even does horseback riding! This past year they were able to celebrate Thanksgiving with their Chatham House friends & they also attended the Salem Witch Museum for the very first time!

**Chatham Road
Norwood, MA**

The Chatham program houses five ladies with a tremendous bond! Sadly, we lost one of the ladies unexpectedly. She really enjoyed looking at old family photos and playing Family Feud. Three of the ladies attend The Arc in Westwood, one attends LES in Norwood, and one is currently home, but her day is filled with sensory activities and gospel music. The ladies enjoy going out for walks in their neighborhood and also love to be pampered by getting their hair and nails done at a local beauty salon. A couple of the ladies continue to utilize Trips R' Us. The ladies celebrated Thanksgiving with the Sharon house this year and were also able to have their annual Christmas party, which they spent a lot of time decorating the house and making ginger bread houses.

**Howard Ave.
Foxboro, MA**

This home is nestled in the downtown area of Foxboro. Six men share the home and are referred to as “the brothers” by their neighbors. They enjoy weekly bowling leagues, trips to local restaurants, festivals in the downtown area, as well as the annual Christmas Open House, and Founders’ Day block party with the neighbors. A few of the men enjoy going out for walks one even joined a local gym and encourages others to get out and be active. This past year brought on some health challenges with one of the men but with the dedication of the hard working staff they were able to overcome these challenges and he is back to his happy, healthy self.

**Clapboardtree St. Apartments
Norwood, MA**

The Clapboardtree St. apartments currently support 12 individuals. Staff continue to assist each resident in maintaining their independence. Some of the residents have gone on great trips, which include: WWE wrestling events, Plymouth Plantation, and Comic-Con. All are looking forward to the summer months and outdoor activities. They enjoyed going to church, computer classes, Tuesday night dinners, bowling, soccer games, softball, basketball leagues, Pawsox games, walks in the park, movies, mini golf, video arcades and clubs, which include Leadership and Our Club. We welcomed two new residents this year. There was also sadness this year with the passing of a long time resident. He will be missed.

**Grist Mill Lane
Natick, MA**

Grist Mill Lane is home to five wonderful ladies. They are always out in the community keeping busy with fun activities they enjoy, hanging with friends, or just shopping at the Natick Mall. The house continues to host family get-togethers throughout the year so that families can connect, and everyone can spend some quality time together. Some things that they really enjoyed this year were going to breakfast with Santa, Dave and Busters, the Nutcracker, movies, and a Christmas play.

**Vine St.
Wrentham, MA**

The Vine St. home has four residents, two gentlemen and two ladies. They love to be active and outside getting some fresh air. They have gone to local parks to walk around and exercise. They also continue to enjoy concert on the common and walking along the water in RI. Everyone looks forward to Wednesday night dinner and a movie with the whole house. We were able to add an additional staff person to the schedule to help with the growing needs of the individuals.

Adamsdale Road Attleboro, MA

The five gentlemen at the Adamsdale program continue to make strides individually and as a group, both in the community and at the residence. The men enjoy spending time with each other as well as personal time and 1:1 activities. They continue to build positive relationships with staff and frequent places visited in the community. The gentlemen attended several hockey and softball games this past year and captured a lot of great moments in pictures. Covid 19 epidemic has delayed family trips to Virginia and Maine as of recent, but the staff and men are still hoping to take 1:1 vacations later in the year.

Elm Street Canton, MA

This was quite a year at Elm Street. Mark, David, Richie, Craig and Peter did a lot of exploring now that they are fully settled in their new home in Canton. The individuals have been enjoying the new neighborhood. Walking at Houghton's Pond has become a new favorite spot for many. We have continued with our daily Dunkin trips for coffee. Some favorite trips over the past year include the summer vacation in Newport and Portsmouth RI. Favorite memories from the vacation were the lobster boat tour, clam chowder by the beach, and the mansion tours. Everyone also had a great time this year at the Grinch Holiday Show at PPAC. Some of the individuals enjoyed Red sox games at Fenway, while others enjoyed WWE events or Cher concerts. Elm street staff's focus has been on assisting the individuals to live happy and healthy lives both at home and in the community.

South Street Foxboro, MA

South Street is the home of three men and one woman who have explored and enjoyed the food of many different lands in the past year. After finding out about different counties and their distinctive food, they have been able to look at various menus and recipes online and chose which type of cuisine appeals to them the most. Their choices have been both healthy and delicious. So far, they have had culinary trips to several areas, such as Asia (Chinese, Thai and Indian), the Near East (Turkish) and regions of the US (Colonial Pie from New England, Tex-Mex from the Southwest). They are all looking forward to continuing this culinary journey.

Cowell Street Plainville, MA

The residents at Cowell Street continue to do well and remain active in the community. Over the past year, they have kept busy by going to the bookstore to look at books and magazines, and to the arcade at the mall where they love to play games and win prizes. The whole group went to the Franklin Park to have a picnic and look at the sculptures while getting in their exercise walking around the park. Before the pandemic they stayed connected to their local community by visiting their favorite restaurants where the staff know them all, and old car shows at Gillette Stadium over the summer.

**Whitewood Road
Westwood, MA**

The four men and one woman at Whitewood have had a busy year in their home. They have hosted many events, including Thanksgiving, Christmas and an Easter brunch. They have had baby barnyard animals come to visit, barbeques, visits to the zoo, lots of time swimming at the YMCA and lots of trips to local attractions. The individuals have been doing a great job handling the changes in their life and schedules during the pandemic. The staff have been super creative coming up with activities such as make your own ice cream sundae kits, tye-dye t-shirt days, karaoke nights and lots of walks in the community.



Individual Home Supports

Individual Home Supports Program

The Individual Home Supports program (IHS) continues to successfully serve 36 individuals in the community, despite these challenging times. Prior to the pandemic, before the recent restrictions, IHS continued its many activities including weekly “pizza nights,” social gatherings, bowling, hiking, gym workouts, yoga, aerobics, weekend opportunities, and our annual trips to Sturbridge Village, La Salette, and our very popular week-long Cape Cod trip. Individuals also participated in many sports including basketball, softball, floor hockey, and bocce where countless medals were proudly won.

This was also a year of transition where two of our individuals who were in need of more services moved seamlessly into Lifeworks residences to enjoy their lives with greater support. Two more of our individuals decided to move in together into their own apartment as they were both eager to have roommates. IHS also has two new referrals who will begin services once the current restrictions are eased.

These challenging times have shown that wherever there is kindness and caring, the human spirit can rise above and create something even greater in the face of adversity. The Individual Home Supports program may look different right now, but we have never been stronger and more committed to providing a safe and thriving community no matter what comes our way.



Shared Living

Shared Living

Shared Living is a supported living arrangement that provides the individual with a sense of belonging to a family through the sharing of a home and life experiences. Shared Living provides independence and community integration, while also supplying the necessary support and personalized care an individual may require. Lifeworks introduces individuals to households that best suit their unique interests and personal support needs.

We have a Program Manager that oversees and provides case management for the program. As the Shared Living program grows, Teacher/Counselor positions will be added as necessary.

Lifeworks' first Shared Living family reached their four-year mark this spring! They continue to truly enjoy each other's company, they just moved into a new apartment that better suits their needs for location and space. Currently, we have five women and three men receiving services. Our Shared Living Coordinator continues to look for potential providers that we can connect with our referrals. It has been a bit challenging these past two months, but she has been very creative with zoom interviews and virtual walk throughs of their homes. Our current providers have been doing a great job keeping their individuals active and creative during these uncertain times. One of our gentlemen was able to visit NYC this past Christmas! This has always been a dream of his and with the help of his Shared Living provider he was able to save the needed funds and go for three days. He had so much fun!!



Lifeworks Employment Services

Lifeworks Employment Services

Lifeworks continues to have many successful corporate partnerships with various local companies. We offer group-supported employment opportunities at eleven sites. In addition, we had fifteen individuals placed in seasonal jobs. Two individuals worked independently at BJ's Wholesale Club during the winter holiday season. Six people worked at Ballin & Associates law office, and seven people did bell ringing for Salvation Army.

With the departure of one of the two job developers at the end of last fiscal year, we've restructured the Job Development Department to have one job developer assigned to each employment location. A new job developer was hired for the Norwood location at the end of July. Due to a variety of factors, the number of people typically placed in competitive employment was down compared to last year. The Covid -19 outbreak in the spring being a large contributor. Nineteen individuals were placed in new competitive employment positions; eighteen of these individuals maintained their positions beyond thirty days, achieving a 95% retention rate. The job developers continue to focus on obtaining additional group-supported sites. The Boston location has joined the Norwood crew in working at AmeriSource Bergen and has expanded the crew at the Wellesley College site by two individuals, and added one individual to the Babson College crew.

Between both LES programs, over 81% of the people served earn minimum wage or greater through either group-supported jobs or competitive placements. This number is up from 64% last year.

The LES Boston Program had the great pleasure of moving to a beautiful new location just yards down the street from their prior home. The new location offers a much larger space, multiple classrooms with smart technology, two training/conference areas, a computer lab, and a fully equipped kitchen to facilitate frequent cooking classes offering opportunities for both Norwood and Boston to participate in activities together.

Thirteen individuals residing in the Boston area transitioned from the Norwood program upon opening the new location making their commutes much shorter. LES Norwood accepted eight new individuals into the program within this past year, and LES Boston also accepted an additional eight new individuals beyond the thirteen that transferred from Norwood. Overall, both Employment programs provided services to 228 people.

Lifeworks continues to maintain valuable partnerships with local high schools, assisting with the transition from school to the working world. Our leadership team has had the opportunity to present at many family transitional nights and provided information to young adults and their families. We continue to enjoy providing regular tours of both of our locations to prospective new referrals.

As the employment landscape continues to change, our focus remains on “Employment First” and the expansion of possibilities for the individuals we serve through the Life Enhancement Program and LES.



Life Enhancement Program

Life Enhancement Program

The Life Enhancement Program (LEP) continues to be an integral component of Lifeworks Employment Services (LES) in both Boston and Norwood. LEP offers meaningful and productive activities for individuals and helps to support them in their employment goals. The program offers both on-site and off-site opportunities that build upon people's strengths and interests, providing them with the tools they require to seek jobs in the community.

Individuals fill out choice lists quarterly, which allows the program to build schedules around their interests, as well as their ISP goals. Some examples of offerings within the Life Enhancement Program over the past year include classes that are focused on: professional behavior, personal hygiene, conflict resolution, reading and money skills. There are a variety of groups that meet on a weekly basis including; book club, computer class, leadership group, art class, reading group, and cooking classes. We also provide hard skills training on-site to help build skills and increase the possibility of obtaining community employment. Some examples of this include: cleaning, bagging, labeling, sorting, inventory, restocking, folding, and hanging clothes. Customer service and cashier skills are learned at both employment locations through the "Hole in the Wall Café" and "Sweet Times" training centers.

Off-site LEP now has fourteen volunteer sites that have provided skill building opportunities for participants, including: Meals on Wheels prep and multiple delivery routes; activity assistant at a nursing home; Helping Hands at a food pantry; collaborating with a nonprofit to package nutritious meals for families who suffer from critical and chronic illness; and grounds-keeping at a local Abbey. The ALS foundation no longer needed our services, however, this past year we added three new volunteer sites. They include: Bradley Estate in Canton, The Habitat for Humanity Re-Store in Ashland, and an additional Meals on Wheels route in Stoughton.

Both Employment sites have memberships to community gyms allowing for opportunities to exercise, while integrated in the local community. Groups participate in dance lessons at a local studio and take jewelry-making classes. Our Norwood program continues to offer music appreciation with the addition of a piano, allowing for some new learning experiences. Norwood also offers a Drums Alive program with a certified staff. This class focuses on gross motor skills and the ability to follow directions through the use of drumming along to a variety of music choices.

The Bridge Program, primarily for people on the autism spectrum who benefit from smaller ratios and more structured activities, is taking place three days per week. The programming for Bridge has expanded to include onsite and offsite activities as well as a bi-weekly art component.

We have added a new position to assist the Life Enhancement Program. The Community Resource Specialist helps to develop curriculum and lesson plans as well as secures volunteer sites. This person also works to streamline our community-based activities to ensure that we are providing structured and informative opportunities for groups when they are out in the community. This has been a tremendous asset to the program, particularly during the temporary closure of LES due to Covid19. We have shifted to virtual based programming and the structured classes developed by the Community Resource Specialist has been an integral part of our ability to continue to provide meaningful services to the individuals served by LES.



Financial Reports

LIFEWORKS, INC.
Statement of Financial Position
As of June 30, 2019
With Comparative Totals as of June 30, 2018

	2019	2018
Assets		
Current Assets		
Cash, Cash Equivalents, and Money Markets	\$2,028,175	\$1,625,059
Accounts Receivable	1,646,150	1,739,628
Short Term Investments	4,453,829	4,574,443
Prepaid expenses	155,540	51,295
Due from affiliates	24,494	15,204
Other current assets	12,222	12,222
Total Current Assets	8,320,410	8,017,851
Property and Equipment	7,435,333	7,604,545
Other Assets		
Deferred compensation assets	375,170	373,672
Long-term investments	118,410	117,527
Total Assets	\$16,249,323	\$16,113,595
 Liabilities and Net Assets		
Current Liabilities		
Accounts Payable and accrued expenses	\$2,149,878	\$1,893,790
Current portion of long-term debt	124,200	97,159
Line of Credit	0	1,112,858
Total Current Liabilities	2,274,078	3,103,807
Long-Term Liabilities		
Deferred compensation liabilities	375,170	373,672
Long-term debt	4,167,416	3,186,779
Less: unamortized financing fees	(91,603)	(83,682)
Total Long-Term Liabilities	4,450,983	3,476,769
Total Liabilities	6,725,061	6,580,576
Net Assets		
Unrestricted	9,524,262	9,533,019
Temporary Restricted		
Total Net Assets	9,524,262	9,533,019
Total Liabilities and Net Assets	\$16,249,323	\$16,113,595

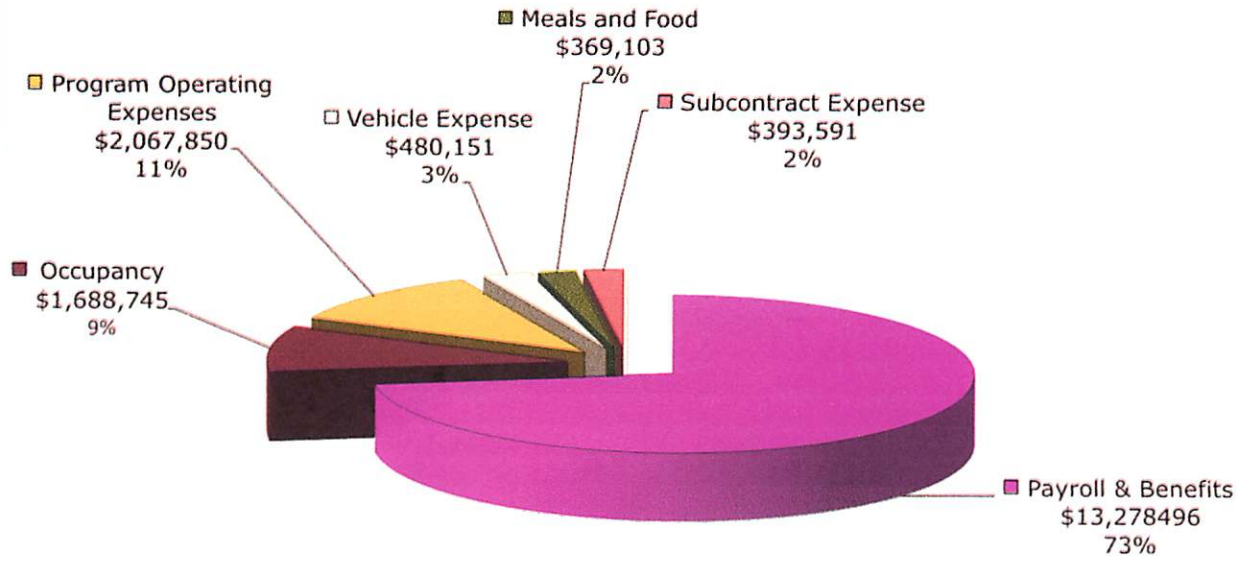
LIFEWORKS, INC.

Statement of Activities

For the Year Ended June 30, 2019
With Comparative Totals for Year Ended June 30, 2018

Revenues and Support	<u>Unrestricted</u>	<u>Temporary Restricted</u>	<u>2019 Total</u>	<u>2018 Total</u>
Program Fees	\$17,308,723		\$17,308,723	\$16,643,499
Contributions & Grants	89,068		89,068	19,358
Investment return	109,637		109,637	99,187
Commercial Products & Services	532,930		532,930	590,835
Other Revenue	78,274		78,274	40,378
Total Revenue and Support	<u>18,118,632</u>		<u>18,118,632</u>	<u>17,393,257</u>
Net assets released from restrictions				
Grand Total Revenue and Support	<u>18,118,632</u>		<u>18,118,632</u>	<u>17,393,257</u>
 Expenses				
Residential Services	11,614,013		11,614,013	11,003,918
Employment Services	5,118,284		5,118,284	5,128,326
Total Program Expenses	<u>16,732,297</u>		<u>16,732,297</u>	<u>16,132,244</u>
Management and General	1,545,639		1,545,639	1,388,074
Total Expenses	<u>18,127,389</u>		<u>18,127,389</u>	<u>17,267,397</u>
Gain or (Loss) on investments	150,547		150,547	252,921
Surplus (Deficit)	<u>(8,757)</u>		<u>(8,757)</u>	<u>125,860</u>
Net Assets at Beginning of Year	<u>9,533,019</u>		<u>9,533,019</u>	<u>9,407,159</u>
Net Assets at End of Year	<u><u>\$9,524,262</u></u>		<u><u>\$9,524,262</u></u>	<u><u>\$9,533,019</u></u>

Functional Expenses Fiscal Year 2019



Revenues for Fiscal Year 2019

