



# Staying Connected

## Annual Report | FY-2020



**Community Connections Inc.**

Opportunities for People with Disabilities

**Our mission is to provide life-enriching services that promote optimal independence for people with disabilities.**



### **Day Habilitation**

Helps individuals overcome obstacles that stand in the way of their goals.



### **Life Skills**

Promotes an independent way of living with skills for self-sufficiency.



### **Employment Services**

Provides placement supports, interview assistance and job coaching.



### **Pre-Employment Services**

Offers individualized services to match each student's abilities and goals.



### **Supported Living Services**

Provides one-to-one services through therapies and activities.



### **Flower Angels**

Uplifts spirits of elderly and disabled at nursing facilities across Cape Cod.



Community Connections is an affiliate of The Arc, a national organization that advocates for people with intellectual and developmental disabilities.



*Community Connections, Inc. is an equal opportunity employer and committed to inclusion and nondiscrimination. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status.*



## FY-2020 BOARD OF DIRECTORS

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## EXECUTIVE TEAM

**David Botting**  
President & Chief Executive Officer

**Joseph Krajewski**  
Chief Operating Officer

**Rob Mucha**  
Chief Financial Officer

**Sue Reardon**  
Vice President Human Resources

Dear Friends,

2020 marks 35 years of delivering on our mission: To provide life-enriching services that promote optimal independence for people with disabilities.

A few highlights for this fiscal year include:

**Flower Angels became a part of Community Connections** and continues to uplift the spirits of the elderly on Cape Cod.

**Our Annual Pasta Dinner adapted to a meals-to-go effort** with the support of BayCoast Bank and Simply Simons.

**A grant from The Cape Cod Foundation supported the purchase of personal protective equipment (PPE)** and the remote delivery of programs on Cape Cod.

**Other funding provided art supplies, exercise equipment, and sensory rooms** to deliver therapies that promote the health and well-being of the people we serve.

2020 has reminded us that no one can predict the future.

And yet, our dedicated staff has done an incredible job at adapting, while sustaining our programs and services.

We can rely on our staff to ensure the health and safety of the people we serve. That was predictable and that is our future.

The commitment. The compassion. The caring. The experience.

With the kind of people who work here and the quality of services and supports that we provide, Community Connections is an organization that is trusted to find solutions.

We continue our advocacy efforts with associations and legislators with a goal of increasing inclusion for the people we serve.

Thank you for staying connected to Community Connections. We look forward to your continued support in 2021!

With gratitude,

Dave Botting

## Devon Puts All the Pieces Together

### What kind of work do you do?

It's a lot of woodworking to create mattress frames. There's a bin with different wood pieces. One by one, I pick them up and put them on the metal table. Then, I put the wood pieces in the marked spots. I staple the wood pieces together. When I'm done, I'll stack them aside. I'll build anywhere from 80-100 mattress frames in a day's work.

### What do you like most about your work?

I always liked building things. I used to go to woodworking class when I was little. And in high school, we had a woodworking class where we used wood burners and saw cutters. So, I was already experienced in woodworking. Vital Wood Products did have to train me on using the high-powered staple gun because the recoil is all over the place. The staple gun is really strong and you need to control it. It's tough, but some people are let go because they can't keep up; they can't control the staple gun. It's a dangerous thing. You have to pay attention; it's not for everybody. To build the mattress frames, it's like a clock - everything's connected; everybody does a different part. Everyone has to pitch in or else it won't get done.

### How do you get to work each day?

I take the bus to work. One of the things I'm trying to do right now is to get my driver's license. For a while, I wasn't interested. Now, everyone's getting their license, so I want mine now. I like doing things on my own. I don't like relying on people to do things for me. I like to do things independently. I've been taking the bus for a long time and I got used to it. But I don't want to do that for the rest of my life.

### How does it make you feel to work at Vital Wood Products?

I'm glad and grateful that I have a job. I did a lot of internships in high school. I worked at retirement homes. I worked in retail. I worked in a kitchen. Not everybody has a great work ethic and can come into work every day which surprises me. But everyone's different. I'm happy to come into work every day. I try to be happy about the small things. I'm just happy that I have a job and that I make enough money for me. I'm just happy where I am.

### When you first started working at Vital Wood Products, what were you most worried about?

My worry at the time was obviously if I could do the job. I had experience, but it had been a long time since I had done woodworking. At Vital Wood Products, they liked my personality and my work initiative. I hoped that I could do the job. I wanted to be where everybody else was. I wanted to be a part of it. I wanted to be able to keep up like everybody else.

### Due to the Governor's mandate in Massachusetts at the start of the pandemic, businesses like Vital Wood Products had to close temporarily. What was that like for you?

Horrible. The closing was around Easter. The first thing I did when I got out of work was buy the biggest chocolate bunny I could and I ate it on the way home. I was so upset. On top of that, just being in my house all day. I adopted a kitten to keep me busy. I've never had that long of a period of not working. I'm the type of person that has to keep busy, even at home. I can't be in a room doing nothing. I like getting things done.

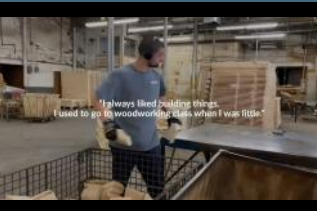
### What's the kitten's name?

Milo. He's older now, but he's still not one year old yet. He got big fast.

### What advice would you give to other clients about getting a job through Community Connections?

It takes a little while to find the right job for you. Have patience. Not everybody who comes here is going to get a job right away. But I believe that people will get a job. Everything in life, you need patience. It's not just this. Anything.

## DEVON AT WORK



View video of  
Devon at work.

“I like doing things  
on my own. I don't  
like relying on  
people to do  
things for me.  
I like to do things  
independently.”

For 3 years, Devon  
Ferreira has worked at  
Vital Wood Products  
in Fall River,  
Massachusetts.

Devon builds up to  
100 mattress frames  
in a day's work.

Devon has autism and  
he likes that he can  
just focus on his job.

# Employer-Partner Awards

## Sportsite Health & Racquet Club Jack Kelliher, General Manager

In 2007, Jack Kelliher hired Community Connections client, Rob Hardy, to work at Sportsite Health & Racquet Club in Sandwich, Massachusetts. Rob has worked at Sportsite ever since, with nearly 14 years on the job.

Sportsite is a large facility on Cape Cod, with over 17,000 square feet that requires hours of cleaning and maintenance. In operation for 33 years, the health club's cleanliness has always been a high priority, especially now with the prevalence of Covid-19.

When Jack had an opening in his Housekeeping department, he met with Robby (as he is known at the club), his parents, and Laurel, an Employment Specialist at Community Connections.

After discussing job tasks and expectations, it was clear that Robby could take on this employment opportunity. Under weekly guidance from Robby's Community Connections job coach, Robby emerged as an asset to Sportsite's talented team of employees.

Teamwork has been key to Robby's success, involving consistent and close contact with Community Connections employment services staff, Sportsite managers and shift supervisors, and Robby's parents.

Over the years, Robby's job responsibilities have expanded and his performance benefits everyone at the health club. The management, staff, and club members are appreciative of Robby's abilities and his contributions to the success of the health club.

Robby's own ambition and drive, bolstered by job coaching from Community Connections, has resulted in Robby achieving a level of independence that everyone at the club can see.

Thank you, Sportsite and Jack Kelliher, for providing a welcoming work environment for people with disabilities.

## Vital Wood Products Kevin and Scott Vital, Owners

Located in Fall River, Massachusetts, Vital Wood Products has been in business for 25 years.

The company provides wooden mattress frames to manufacturers and has developed a system of wooden bed coils, which is beneficial for better sleep.

Community Connections has been working with Vital Wood Products owners, Kevin and Scott Vital, since April 2017, when the first Community Connections client, Devon Ferreira, was placed there.

The owners were open to hiring someone who needed a bit of extra support. Vital Wood Products has continued to support Devon throughout his three years of employment, including training him to use the high-powered staple gun to staple the mattress frames together.

Devon has excelled at Vital Wood Products. Since starting the job, Devon has become more social with his supervisors and coworkers and will initiate conversations with them. He has even started joking with them. He has become an expert in putting together the mattress frames, far exceeding expectations and quotas.

When the Massachusetts lockdown ended, Vital Wood Products hired another Community Connections client, who needed even more support at first and gave him the time he needed to be successful.

Vital Wood Products has also served as a site for vocational situational assessments, allowing Community Connections to evaluate the aptitude and skills of clients who are interested in assembly work.

Thank you, Kevin and Scott Vital of Vital Wood Products for your continued commitment to people with disabilities.



## Jillian Would Be Bored at Home

### What do you like to do in the community?

I like to go shopping. Providence Place (mall in Providence, Rhode Island). Places like the beach. Myles Standish Park and the boardwalk (New Bedford, Massachusetts). My favorite thing on the boardwalk is when Nicole brings her dog, Molly. Molly is so cute. [Nicole Jones is Jillian's One-to-One Developmental Specialist at Community Connections.]

### Why do you think you have such a great bond with Nicole?

Nicole always helps me. Always there when I need her. Nicole is a great person to be hanging around with. Me and her do everything together. Everything in common. We like the same food. Our favorite food is watermelon. We like the same music.

### What type of activities do you like at the Fairhaven Day Center?

Because we're on our own (one-to-one), we're still going out. We're safe. We have hand sanitizer. We keep socially distanced. Other than that, we've been doing arts and crafts.

### What kinds of arts and crafts do you like best?

I like painting, ceramics, coloring with markers. I like kinetic sand (for sensory activity).

### What's kinetic sand?

It's really cool. It looks like sand but you can squish it and it slowly falls apart. It de-stresses you. It's awesome. It comes in different colors like lime green. I have the purple/blue.

### What do you like to do outside of Community Connections?

I use my phone, my iPad, my laptop at home. I do that all the time at home. YouTube. Games. Netflix. Typing my stories. Private stories. I just make stories up.

### Any favorite shows or movies on Netflix?

Right now, I'm watching a scary movie that I don't even know what it's called. I watch comedy. I just watched Enola Holmes. (She's supposed to be the younger sister of Sherlock Holmes.) That's a good movie.

### What are some life skills you're learning at Community Connections?

Before COVID, we used to do a lot of cooking. I miss that. Finding healthy recipes, shopping for the recipes, and cooking the recipes. There's also sensory activities. Learning how to deal with stress when you're anxious.

### What healthy recipes are your favorites?

Turkey meatloaf. Chicken corn chili. Strawberry and banana smoothies.

### How does it make you feel to come to Community Connections?

Happy. I love it here.

### Since coming to Community Connections, how has life changed for you?

Awesome. It makes me happy. I met my fiancé, Matt, here. He just walked into the room. He looked at me and thought, "Wow! This is the person for me."

### What do you like about your fiancé, Matt?

Everything. His eyes. His face. He's a good person. He's nice to me. He's just a really nice person.

### What do you like best about coming to Community Connections?

I've made friends here. I'd be bored at home. I wouldn't have met any of these people. If I hadn't met any of these people, I wouldn't know what to do.

Jillian Marckini (right) with Community Connections One-to-One Developmental Specialist, Nicole Jones, and Molly, the Shih Tzu.

**"I've made friends here. If I hadn't met any of these people, I wouldn't know what to do."**

In 2010, Jillian Marckini joined our Life Skills program in Fairhaven, Massachusetts.

Prior to moving into a group home, Jillian was in adult foster care. Jillian is legally blind and has a learning disability.

Because of a history of falls and seizures, Jillian has a One-to-One Developmental Specialist with her at Community Connections.

# Tekahn Likes to Make People Laugh

**"Everybody is equal here because we're all disabled. No one is better than anyone else. Just be yourself."**

## **What do you like about living on your own?**

The quiet. Sometimes, it gets too loud. So when I go home, I usually just enjoy the quiet for a little bit. Then, I put on cartoons. Minnie Mouse.

## **Any other favorites on TV?**

Disney Channel. Nickelodeon. Sometimes, The Hallmark Channel around Christmas. And Investigation Discovery.

## **What do you like about the Investigation Discovery channel?**

It's something my brother and I used to do together.

## **Do you have any favorite memories of growing up with your brother?**

I remember watching the sunset. Because the sunset was so beautiful and the ugly mess that I was in. I grew up in a not-so-nice home. There was abuse.

## **How has your life changed since coming to Community Connections?**

I had agoraphobia. I hadn't left my house in 7 years. At first, I came to Community Connections two days a week. All the staff were friendly and I made friends. So I started coming every day. I have a whole lot of friends here.

## **What do you like to do at Community Connections?**

Make people laugh, help my friends, or drive the staff crazy. When I hear them in the hallway or if they make an announcement, I'll put my two cents in.

## **How do you help your friends?**

Because I'm deaf in one ear and I have a hearing aid in the other, I have a sign language teacher. Some of my friends don't talk, so I use sign language. My best friend, Guy, doesn't talk, so I make sure that he's okay. (Guy has cerebral palsy and uses a wheelchair. Guy doesn't speak. Tekahn and Guy are like a team.)

Not all my friends are here, so it's hard to see them all. I miss them. Talking to them through the screen. It's OK. I can hear them. But giving high-fives to them or holding hands; we can't do that. Giving the staff hugs. It's hard not to hug them, when I can hear them.

## **What do you like to do outside of Community Connections?**

I like doing arts and crafts at home. I like anything that I can feel and that I don't need the staff's help with. I like taking care of my "babies". These Ashton-Drake dolls. I like taking care of them. Growing up, I never got a doll. I got my first doll at Community Connections. I have four Ashton-Drake dolls now.

## **What are Ashton-Drake dolls?**

They look like newborn babies for people who can't have kids. There are all different kinds of dolls. I have Simon and I renamed him Simone. She's one of the staff here at Community Connections. We do a lot of artwork together. I do my therapy with Simone. The girl's name is Skylar but her real name is Jasmine. There's Nicholas. And Faith that I got from Community Connections.

## **What do you like best about Community Connections?**

I'm shy when I meet new people or people that I can sense they have bad intentions. I don't talk to them. Community Connections got me into counseling again. I'm more able to express myself.



Tekahn Mills (above) has been coming to our Davol Street Day Center in Fall River, Massachusetts since April 2016.

As a child, Tekahn was bounced around the foster care system.

As an adult, Tekahn was anxious and shy, when she joined the Day Habilitation program for two days a week. Now, she's here Monday through Friday because of all the friends she has made. Tekahn is visually impaired, hard of hearing, and knows sign language.

**"I had agoraphobia. I hadn't left my house in 7 years. At first, I came to Community Connections two days a week. All the staff were friendly and I made friends. So I started coming every day. I have a whole lot of friends here."**

# Employment Services By the Numbers for FY20

We believe that people with disabilities who want to be employed are employable in jobs at competitive wages.

New Placements  
in FY20

**39**



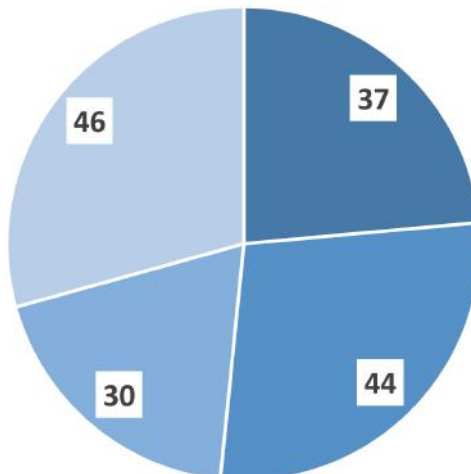
Number of Clients  
Served

**308**



## Employment Longevity of Clients

- 0-2 years
- 2-5 years
- 5-10 years
- 10+ years



Our Employment Services Program is certified at the highest level by the Massachusetts Department of Developmental Services Office of Quality Enhancement.



# Greg Ensures Everything's in Order

## What kind of work do you do at BJ's Wholesale Club?

I started off as a cashier a little over a year ago (May 2019). I may need to fill in for someone who's out. Now, they have me doing just about everything – supervising the floor and making sure everyone and everything is in order.

## What do you like most about your work?

Yesterday, I was covering someone's shift as a supervisor. I like feeling useful. As a cashier, I'm just standing there, ringing up people's stuff. But if I'm supervising, I'm helping everyone out. That's what I like about it.

## What kind of problems do people run into that they need help?

I usually cover the self-checkout area and help cashiers whenever their lights are flashing. I go over and see what they need help with. I'm usually fixing whatever is messed up on the order. Whether it's a problem with the computer or self-checkout, it lets me work my brain a little bit more.

## How long does it take you to drive to work?

It's an easy enough commute. I drive 8 minutes from Fairhaven to North Dartmouth.

## Beyond commuting to work, where else do you like to drive?

I don't really drive people around too often unless I'm really close to them. If I'm driving people around, it's usually within a 30-mile radius. I like to just drive on my own usually. If I feel like going somewhere and my car can handle it. My car is probably on its last legs right now. I actually need a new car.

## What kind of car do you drive?

2011 Mazda. It's seen better days. When I got it, it was already pre-owned. Now, it's not faring much better. I like to find hiking trails whenever I can, but that usually entails a really bumpy dirt road with lots of holes. The car doesn't appreciate it very much.

## Over time, have your concerns about driving changed?

Yeah. I'd say so. The usual concerns of other drivers notwithstanding and fearing my car is going to break down at any second. A few years ago, I did drive my siblings – we split the driving – up to Six Flags in Agawam (a suburb of Springfield, Massachusetts). Last week, I split driving responsibilities when we went up to New Hampshire. 12-lane highways. It was terrifying.

## Where did you go in New Hampshire?

Albany in northern New Hampshire. Up to a place called Huttopia in the White Mountains. It was a glorified camping ground (glamping). It was pretty nice. It was 20-30 degrees the whole time. You stay in a tent that doesn't have any insulation. It was just canvas. It was fun though. I'm well-prepared for the cold.

## If you think back to when you first started working at BJ's, what were you most worried about?

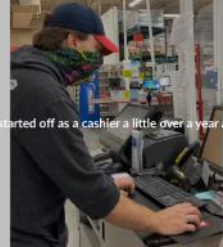
Probably the higher focus on handling money. I feel like a previous job prepared me for that. Mike (Mike FitzGerald is an Employment Specialist at Community Connections) makes sure that everything is alright with site visits.

## What advice would you give to other clients about getting a job through Community Connections?

Listen to what they tell you. Work through whatever social awkwardness you have and put on your game face.

"I like feeling useful. If I'm supervising, I'm helping everyone out. That's what I like about it."

## GREG AT WORK



## View video of Greg at work.

Greg Cabana has worked at BJ's Wholesale Club in North Dartmouth, Massachusetts since May 2019.

He assists BJ's members in the self-checkout area and cashiers who need help.

Greg is on the autism spectrum, wears hearing aids and reads lips, which can be a challenge with people wearing face masks.



# Employee of the Year

## Michelle Pinkoski



*Michelle Pinkoski has all the ingredients for a virtual cooking lesson.*

As Developmental Specialist II at our North Main Street Day Center, Michelle Pinkoski is truly dedicated. When something needs to be done, she never complains. Michelle is a great asset to the program and the people we serve.

Michelle lends a hand by making wellness calls, ensuring she receives an answer from clients, caregivers, family members, and residential providers to confirm calls are completed on her list.

To ensure clients are participating in virtual activities, she has assisted with Google Classroom (online classroom).

Michelle also shops for supplies for our clients, including paints, markers, sketch pads, adult coloring books, and other materials. After making these purchases, Michelle delivers the supplies that the clients have requested.

Thank you, Michelle, for being a caring, dedicated, and hardworking employee at Community Connections. We greatly appreciate you!

Congratulations, Michelle!

## SERVICE AWARDS 2020

The average tenure of a Community Connections employee is 9 years. We recognize the experience of our employees who provide consistency of care for the people we serve.

### 30 Years of Service

**Maria Miranda**, Employment Manager, FRES

### 20 Years of Service

**Amanda Dillon-Abrantes**, Case Manager, FHLS

**Doreen Correa**, Assistant Manager, FRHS

**Kevin Jones**, Director of Program Administration

### 15 Years of Service

**Marie Lopes**, Nurse, FRLS

**Vicki Baxter**, A/R Billing Specialist, Finance

**Alison Faria**, Habilitation Manager, FHHS **Helene**

**Boutin**, Developmental Specialist, FRLS **Martha**

**Cusick**, Employment Specialist, CCES

### 10 Years of Service

**Steve Walker**, Driver, GNBT

**Michael McDermott**, Driver, CCTS

**Robert Gonsalves**, Driver, FRTS

**Lisa Tavares**, Driver, GNBT

### 5 Years of Service

**Robert Jeffrey**, Driver, GNBT

**Jolene Amaro**, Developmental Specialist, FHLS

**Janine Davis**, Case Manager, MCCH

**Clinton Doyle**, Driver, GNBT

**Jessica Mullin**, Developmental Specialist II, PHS

**Vanessa Gomes**, Developmental Specialist Lead, FRHS

**Linda Gifford**, Aide, FRHS

**Dawn Maurelli**, Developmental Specialist, FRLS

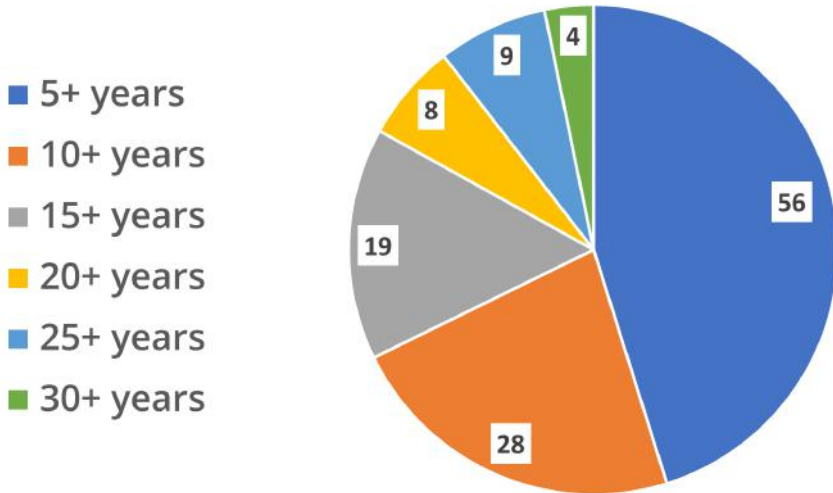
**Jewels Dupras**, Employment Specialist, FRES

**John Merrifield**, Driver, CCTS

**Crystal Ferreira**, Aide, FRHS

**Mario Pereira**, Developmental Specialist, FHLS

# Employee Tenure at Community Connections



At Community Connections, our mission is to provide life-enriching services that promote optimal independence for people with disabilities.

This mission requires the right people to deliver these services.

Employees who are committed and professional with a heartfelt sense of involvement are the rule, not the exception.

Because Community Connections employees work with our clients for many years, employees become "part of the client's family". Even when not working, our employees are still concerned about our clients' needs and involved with our clients' lives.

The compassion and dedication of our employees is compelling. As a result, family members can trust that their loved ones are in good hands.

## Marilyn Habercorn | Innovation Award



In May 2019, Marilyn Habercorn started working at Community Connections as our Quality Assurance Manager. Marilyn has been an outstanding employee in her role. In this capacity, her responsibilities include the Human Rights Committee, Program Audits, CARF and DDS QE accreditation preparation, and Quality Assurance New Hire Orientation.

Marilyn has brought a wealth of knowledge and experience to Community Connections. Previously, she provided services for people with disabilities in upstate New York and offers a fresh perspective to Community Connections. She is well-liked and respected across the organization. Her willingness to help out, train staff, and take on new challenges speaks to her character.

When the pandemic hit, our programs closed temporarily. We shifted quickly from in-person to remote services for our clients. Marilyn researched and prepared presentation materials for our staff to keep our clients engaged. She trained our staff on the technical aspects of presenting activities and keeping people engaged in a virtual setting.

In addition, Marilyn jumped in and out of these virtual activities to answer questions and liven up any video call with her enthusiasm. To date, the Virtual Library (that Marilyn helped create) contains more than 200 activities with new and innovative materials added each week.

Since returning to in-person services with restricted client access, Marilyn has been tireless in completing her regular duties, while continuing to develop and strengthen our remote services. She works with key presenters and our leadership team, allowing Community Connections to lead the way in remote service delivery that remains mission-driven and valuable to the people we serve.

Congratulations on winning the Innovation Award, Marilyn!

## Linda Carreiro | Self-Determination Award

As a client in our Fairhaven Day Habilitation program, Linda Carreiro has grown in responsibility, self-care, and self-empowerment.

Linda has done an incredible job of budgeting her funds over the past year, enabling her to take a vacation at a beautiful colonial farmhouse in Westport, Massachusetts. Linda shared that she had a wonderful vacation with her boyfriend and her close girlfriends. Linda and her friends enjoyed a nature hike and relaxed on the beach.

In the past, it has been difficult for Linda to save money for leisure activities and understand how to allocate where and how much money should be spent. Linda reached out to her Day Program Case Manager about becoming more independent in budgeting her funds.

In addition, Linda wanted to make better choices about where to spend her money and better decisions for a healthier lifestyle, and in her words, "not just using [money] on junk food or fast food."

With the assistance of her Day Program Case Manager, Linda has taken better control of her grocery shopping and food intake. Through the advice of the Healthy Choices Group – which is led by the Fairhaven Day Program Nurse and which Linda joins regularly with her friends – she has made better choices of snacks and meals to purchase and keep at home.

Linda is making more balanced cooked meals with her Personal Care Assistant instead of "quick" meals and junk food. These healthier choices have resulted in a loss of 17.2 pounds in less than a year. As well as saving money for a wonderful vacation, Linda has maintained her weight loss during the pandemic. These are significant accomplishments for Linda as she has struggled with these concerns.

Congratulations, Linda, on winning the Self-Determination Award!



# How Do You Build a Virtual Library?

*Marilyn Habercorn, Quality Assurance Manager at Community Connections, walks us through how to build a Virtual Library in one month or less.*



## **How long did it take to build the Virtual Library?**

We started working from home on March 17, 2020 and the library launched the first week of April 2020.

Because museums were shut down, they were offering virtual tours. Using the aquarium and wildlife webcams, the first activity we built in Google Classroom were the nature tours.

## **How many trainings are in the Staff Training Library?**

We have more than 60 trainings in the Staff Training Library – from anti-discrimination to water safety.

**60+**

Training Classes for Staff

**200+**

Activities for Clients

## **What was the process for building the training for safety and protocols related to the pandemic?**

We received guidance from MassHealth and DDS (Massachusetts Department of Developmental Services) about the protocols that must be in place before we could reopen. It was a significant amount of work to develop the plan, training and materials for these protocols. The Directors (Kathy Ferreira and Rhonda Partridge) wrote the policies. We worked as a group to edit and approve the drafts. Once the policies were completed, I created booklets of the various policies. We looked for training videos that corresponded to the policies that had been created and added these videos to Google Classroom.

## **How long did it take to build the library for these protocols?**

Kathy Ferreira and Rhonda Partridge were a significant part of this project; they wrote a lot of the protocols. It took about a month to build the library for these protocols.

## **How many activities for clients are in the Activities Library?**

We have over 200 activities in the Activities Library for clients, including Seated Exercises, Stand and Move Exercises, Wellness in the COVID-19 World, Human Rights News, Arts and Crafts At Home, and Museum/Zoo Tours. Initially, we discussed the various options for activities – everything from a Georgia Aquarium Tour to a virtual bingo game. We even played the bingo game to make sure it really worked the way it was described. What may be a cool craft can have long and confusing information, so I rewrite the instructions to make it easier. I continue to refresh the library. I may spend an hour in the morning, looking for new activities and revising instructions, such as recipes used for virtual cooking lessons.

## **What was the process for building the virtual library of activities for clients?**

In January 2020, I started learning more about Google Classroom, creating the presentations and policy reviews. At first, we met almost daily to review how we would build the libraries and train staff on using Google Classroom and presenting with Google Meet. By March 2020, we ran a pilot with Employment Services putting all their information on Google Classroom. Now, all staff receive the same information via Google Classroom for consistency and efficiency.

Working with the Chief Operating Officer (Joe Krajewski) and his team (Directors Kevin Jones, Kathy Ferreira, and Rhonda Partridge), we brainstormed ideas. During the shutdown, I took the lead because I had the opportunity and I really enjoyed building the libraries. Now, I get many ideas and suggestions from the staff, which is great! The staff know what our clients want and need. I might think that the Oldies Music Classroom is fun, but the clients want Beyoncé.

Our Wareham staff may be looking for an art idea or I see an art project that Wareham is creating and ask how they did it. Our Plymouth staff sent a fabulous idea where they take an "around the world trip". They made "passports" and put stamps in the passports when they "visit a place". I may be the person putting materials in the libraries, but the ideas come from all over the organization which is really nice.

# Kind Hearts Ambassadors: Nancy & Hartland Chadwick



*Hartland Chadwick with Ben.*

## Ben Chadwick Has Come a Long Way

Ben Chadwick is 31 years old and receives services through the Fairhaven Day Habilitation program.

Ben started in the Life Skills program at Community Connections, but he wasn't at the cognitive level to remain in Life Skills. He can have behaviors. Because of these behaviors, Ben has a behavior plan and receives additional support throughout the day.

The Community Connections staff implemented Ben's behavior plan by being kind, not authoritative. Ben's mother, Nancy Chadwick, has voiced how happy she is about our work with Ben, even during his difficult times. The nurse at Community Connections was instrumental in advocating for Ben. He had lost a significant amount of weight after moving to a group home, but Ben's medications had not been adjusted to reflect that weight change.

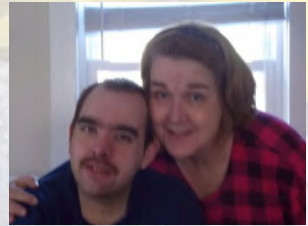
Ben has come a long way. At Community Connections, it is important to take the time and get to know the individual. We don't stop after trying one or two things, but really work with the individual and the family to meet their needs. Community Connections is willing to explore all our resources. By listening to the individual and the family, we can discuss what has worked and what could work.

## A Chat with Nancy Chadwick

### **Outside of Community Connections, what is life like for Ben?**

Ben lives in a group home in Dartmouth. They try to get him to do as much as possible: his own laundry, cooking in the kitchen, and trying different things to eat.

When Ben lived at home, Ben and his Dad used to make pizzas every Sunday and that was a big deal. So, it's hard to get him to eat anything other than pizza.



*Nancy Chadwick with Ben.*

We're retired now and live in Virginia. I bought a Chromebook for Ben because I wanted to be able to FaceTime with him every Wednesday and Saturday. The calls are short because of Ben's attention span, but we hope to see Ben when this pandemic is over.

### **Your own father was a School Adjustment Counselor in New Bedford. What was that like for you?**

My father counseled kids who weren't doing well. Behavior issues. Acting out. Even as kids, growing up, if we had a problem, he always took us aside and said, "This isn't right."

My father also played a big part in Ben's life. At Ben's school, my father came to every IEP meeting (Individualized Education Program for kids who learn and think differently). If I didn't want to say something, my father would say it.

### **What inspired your generous gift to Community Connections?**

My father passed away two years ago. My inheritance was the reason I was able to do so much for Community Connections this year.

Knowing that Community Connections has always gone above and beyond for Ben. The kindness of the people at Community Connections; the good hearts that they have. The staff are always there and always wanting to help. I wanted to make sure Ben goes as far as he can in life.

I try to keep everything in perspective. Community Connections is high on the list. All that Community Connections has done for our son and all that they will continue to do in the future.

## Flower Angels Caring Cards Project Sends Kindness in an Envelope



Flower Angels has been dedicated to uplifting spirits by delivering flowers to the elderly and disabled on Cape Cod. The Flower Angels mission now continues as part of Community Connections with a goal of increasing inclusion for the elderly and people with disabilities.

Flower Angels officially joined the Community Connections family in January 2020 and continues its operations under the Community Connections umbrella.

On a typical day, Flower Angels volunteers repurpose donated flowers to make flower arrangements for delivery to nursing homes and hospices across Cape Cod.

In early 2020, the Flower Angels volunteers couldn't meet in the workshop to make flower arrangements, but that didn't mean they couldn't stay at home to create something beautiful as part of our Caring Cards Project.

In just weeks, the Flower Angels mailed 1,076 cards – from Bourne to Provincetown – one homemade card for every resident of the facilities that used to receive flower arrangements prior to the COVID-19 pandemic.

Many of these cards are handmade and all of these cards include a handwritten note from one of the Flower Angels volunteers.

Without family or friends allowed to visit these facilities, the Flower Angels volunteers did incredible work, giving their time and talent to create these Caring Cards and fill a small part of that void.

# THANK YOU TO ALL OUR DONORS!

July 1, 2019 to June 30, 2020

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# THANK YOU TO ALL OUR DONORS!

July 1, 2019 to June 30, 2020

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July 1, 2019 to June 30, 2020

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# THANK YOU TO ALL OUR DONORS!

July 1, 2019 to June 30, 2020

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*Mary Sweeney*

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Ellen Johnson

Anthony Jovan

Sandra Jovan

Jenna Juron

Trisha Kalif

Doris Kalstrom

Mary Kay

Thomas Kelley

Gail Kelly

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# THANK YOU TO ALL OUR DONORS!

July 1, 2019 to June 30, 2020



Ron Reddick, Three Fins Coffee

## DONOR SPOTLIGHT: THREE FINS COFFEE

In April 2020, Three Fins Coffee in West Dennis, Massachusetts launched a Grounds for Good program to help nonprofits and other small businesses at the start of the COVID-19 crisis.

When customers selected our nonprofit for an online coffee purchase, Three Fins packaged a coffee bag with our logo as a label. We received 50% of the sales price as a donation from Three Fins Coffee. A creative way to give back to the community.

Thank you, Three Fins Coffee, for your support!

Richard and Janet Pfeiffer

Picture This

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Jennifer Witkowski

Steve Witkowski

Abby Wochoer

Barbara Young

Kara Young

Irving and Maureen Zangwill

Ted Zmuda

# FALMOUTH ROAD RACE | August 18, 2019

Thank you to our runners!



Masa Bearsé  
Rajat Ghai  
Samantha Hendrick  
Joe Klucevsek  
Taylor Krajewski  
Brendan Meehan  
Kyle O'Neill

The Falmouth Road Race is an internationally recognized 7-mile race, featuring an iconic seaside course.



# THE GASP | September 15, 2019

Thank you to our cyclists!



Scott Vandersall  
Joyce Lorman  
Masa Bearse  
Heather Bish  
David Donnelly

The Gasp is an annual fundraising event for organizations in the Cape Cod community that features a 55-mile Bike Ride from Sandwich to Provincetown.

## PASTA DINNER | Meals-to-Go

Thank you, BayCoast Bank and Simply Simons!

While our Annual Pasta Dinner in April 2020 was cancelled, our need to share good food and connect with the community continued. Working with BayCoast Bank and Simply Simons in Swansea, we were able to purchase 52 pasta and meatball dinners at cost.

Community Connections staff volunteers delivered the pasta dinners. Our clients, who have intellectual and developmental disabilities, were so happy to see familiar faces (even behind face masks) from Community Connections programs based in Fairhaven, Fall River and Wareham.

This delivery of pasta dinners is a great example of our ongoing collaboration with community partners like BayCoast Bank and Simply Simons. These 52 meals represent the larger commitment of care that our employees make to our clients every day.



# WALK | October 20, 2019

Thank you to our sponsors!

BayCoast Bank  
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Certified Rescue Courses  
Cottage Street Motors  
Davenport Realty  
East Bay Grille  
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Kronos

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Three Seasons Resort  
Tiny & Sons Glass Co.  
Toyota of Dartmouth  
Unemployment Services Corporation  
Village Veterinary Hospital  
WB Mason



**COMMUNITY CONNECTIONS INC.**  
**STATEMENT OF FINANCIAL POSITION**

	FY 2020	FY 2019
<b>ASSETS</b>		
Cash and cash equivalents	\$ 2,635,089	\$ 595,642
Accounts receivable, net	1,123,221	1,903,812
Prepaid expenses	135,387	136,555
Property and equipment, net	4,017,364	4,751,670
Other Assets	30,287	32,937
<b>Total assets</b>	<b><u>\$ 7,941,348</u></b>	<b><u>\$ 7,420,616</u></b>

**LIABILITIES AND NET ASSETS**

Current portion of notes payable	\$ 102,511	\$ 160,399
Current portion of mortgages payable	31,331	40,474
Current portion of capital lease obligations	256,735	513,840
Accounts payable and accrued expenses	171,280	366,129
Accrued salaries and wages	900,198	664,402
Other current liabilities	107,016	92,583
Refundable advance (PPP loan)	1,568,795	
Notes payable, net of current portion	586,134	636,590
Mortgages payable, net of current portion	1,011,487	1,030,051
Capital lease obligations, net of current portion	418,675	644,670
<b>Total liabilities</b>	<b><u>\$ 5,154,162</u></b>	<b><u>\$ 4,149,138</u></b>
<b>Net assets</b>	<b><u>2,787,186</u></b>	<b><u>3,271,478</u></b>
<b>Total liabilities and net assets</b>	<b><u>\$ 7,941,348</u></b>	<b><u>\$ 7,420,616</u></b>

**STATEMENT OF ACTIVITIES**

**Revenues, Gains and Other Support**

Contract revenue	\$ 14,592,815	\$ 15,792,820
Client service fees	27,649	42,790
Contributions and fundraising	663,558	246,424
Gain on sale of property and equipment	5,000	-3,729
Other income	26,962	11,458
<b>Total revenues, gains and other support</b>	<b><u>\$ 15,315,984</u></b>	<b><u>\$ 16,089,763</u></b>

**Expenses**

Program services	\$ 14,140,966	\$ 14,015,051
Management and general	1,537,003	1,633,577
Supporting services	149,874	164,594
<b>Total expenses</b>	<b><u>\$ 15,827,843</u></b>	<b><u>\$ 15,813,222</u></b>
<b>Change in net assets</b>	<b>-511,859</b>	<b>276,541</b>

Merger 27,567

<b>Net Assets at Beginning of Year</b>	<b><u>\$ 3,271,478</u></b>	<b><u>\$ 2,994,937</u></b>
<b>Net Assets at End of Year</b>	<b><u>\$ 2,787,186</u></b>	<b><u>\$ 3,271,478</u></b>





# **Community Connections Inc.**

---

## **Opportunities for People with Disabilities**

**Community Connections has locations across  
Southeastern Massachusetts and Cape Cod.**

Fairhaven | Fall River | Mashpee | Plymouth | South Yarmouth | Wareham

Art therapy produces colorful and vibrant works of art.  
Artwork in this Annual Report has been created by Community Connections clients.

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