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2015 Annual Report

Pathways to empowerment.

2015

Celebrating 40 years, Rehabilitative Resources officially changed its name to Venture Community Services

\$32M

annual revenue

670

employees — and growing

44

community residences

170

people receiving residential services

139

people attending day habilitation programs

275

people receiving transportation services

Venture Community Services provides support to individuals facing diverse challenges through a compassionate and dedicated workforce using innovative practices that encourage independence, empowerment, and opportunity.



Message from the President



The past year has been one of excitement and opportunity for the agency. In January we officially changed the company's name to Venture Community Services after a year-long process that ultimately led to a fresh identity and a brand that helps to promote the agency as a comprehensive provider of services to a diverse and growing population. The change has been met with enthusiasm from employees and other stake-holders and we are excited about the chance to identify this agency in a way that clearly articulates our vision and our commitment to providing innovative and reliable supports to people with a variety of needs.

In addition to a new name, the agency has also seen growth in programs and service delivery in various parts of the agency. We have nearly tripled our census in Shared Living and expect to grow even more in the coming year. Venture is currently in the process of building a new group home in Rutland, MA for four young men. When finished, this property will be the agency's 44th home. There is also growth in day services as we are actively trying to open a third community day program. This program will be located in Uxbridge, MA and represents an expansion of the Venture brand into an area of the state where we have not previously supported people.

Another area of agency growth has been in children's services. For almost a year now we have been in a partnership with Wayside Youth and Family Support Network to provide home-based services to families and children in South Central Massachusetts. This is our way of beginning to work with a population that we haven't before and we are thankful that such a prominent agency as Wayside has chosen to work with us and help us grow in this important way.

Lastly, we remain grateful to our many friends and supporters. I am constantly amazed by the great work being done by our staff every day and we are all appreciative of the kindness shown to us by our many business partners and donors. Despite our growth, Venture has been and will always be a community-based agency dedicated to creating supports and opportunities for people facing diverse challenges. We look forward to another exciting year to come.

Thank you for your continued support,

Mike Hyland
President & CEO



Programs and Services

We are setting the standard in individualized care by understanding the unique needs of each individual we support. We respect their goals and continually develop creative strategies to assist people in reaching their highest potential and greatest level of independence.

Enhancing Day Services

We are enhancing day services in our community thanks to a generous gift from the Hoyt Foundation, Venture is constructing a state-of-the-art multi-sensory environment for individuals with autism, sensory processing disorders, and other disabilities. These environments, commonly referred to as “sensory rooms” were first developed by two psychologists in the late 1970s to provide therapeutic support to patients with dementia and traumatic brain injuries. Today, they have morphed into so much more – sensory rooms have become highly interactive, using colors, textures, aromas, sounds, optical displays, and creative lighting to provide therapeutic stimuli to people with disabilities. In addition, the room’s effects can be customized to provide either a stimulating or calming atmosphere based on the needs of the individual. Benefits of the multi-sensory environment include decreased anxiety, reduction in maladaptive behaviors, improved communication, enhanced mood, and improvements in relationships.

Encouraging Independence

We are encouraging independence through our creative residential programs. Venture currently operates 43 community residences throughout the state and has recently broken ground on a brand-new program in Rutland that will be custom built for the population it supports. We have identified four young men who will be moving into the new program and exploring their independence for the first time. Our multidisciplinary team of medical professionals and clinicians will work together with the individual, their guardians, physicians, and service coordinator to develop an individualized plan for each

person based upon their unique needs and interests.

We are looking forward to offering these young men the opportunity to have a home they can call their own. Like many people in their early twenties, they are eager to start their lives independent of their parents and families, begin to explore the world around them, make decisions about their own lives and discover who they are.

Support for Children & Families

We are providing support for children and families through a partnership with Wayside Youth & Family Support Network. Home-based services will be provided through the Child Behavior Health Initiative, the Department of Mental Health and the Department of Children and Families. This collaboration increases the availability of high quality mental health and child welfare services for children and families of Southern Worcester County. Wayside Youth & Family Support Network is a non-profit, nationally-accredited human services agency dedicated to building strength, hope and resiliency through its family-based outreach services, residential treatment programs, and community-based counseling services.

Community Living

We are promoting community living through our Shared Living Program. Venture’s Shared Living Program focuses on providing people with developmental disabilities a compatible home environment to enrich their lives. Providers welcome adults with developmental disabilities into their homes, lives and families. The ultimate goal is for the individual and provider to establish a mutually supportive relationship. In the past year alone, the number



of individuals participating in our Shared Living Program has nearly tripled, and we are continually working to develop compassionate, caring providers to expand our program even more. We will also continue to identify individuals who are ready to explore a more independent living arrangement.

Transportation

We are offering safe and reliable transportation to people from all over central Massachusetts—a vital resource for individuals looking to maximize their independence and involvement in their community. Venture provides ambulatory and wheelchair transportation services to individuals with physical and developmental disabilities throughout Massachusetts, offering access to day habilitation programs, vocational training, volunteer sites, and jobs on a daily basis. Venture's professionally trained drivers and monitors operate 15-passenger vans, minivans, and fully handicapped-accessible vehicles to provide reliable transportation in a supportive environment. In the past

year, Venture has increased its transportation funding by about \$700,000 and offers a van fleet of 112 vehicles, making it possible to provide these vital services to almost 300 people in our community.

Autism Services

At Venture Community Services, we believe it is our responsibility to develop initiatives that address the complex needs of our community. In the upcoming year, we will work to develop programs for our continuum of care that can offer support to both adults and children in need of autism services. Although children's services are a new area for Venture, we are determined to provide support to individuals with disabilities throughout their lifespan. New initiatives include the development of an after-school program for children and a behavioral health clinic focusing on Applied Behavior Analysis. Both programs will utilize the existing facility in Sturbridge, which will allow access to a multi-sensory room, gym, multiple treatment rooms, kitchen, adaptive equipment and more.



Venture Celebrates Success

We strive to empower individuals by providing the resources and support they need to reach their goals. We encourage individuality and celebrate accomplishment.



Jason

Jason has been living in one of Venture's Worcester residences since 1995. Over the years, Jason has become much more independent and is very proud of his accomplishments. His first major goal was to take charge of his own health—he worked hard to lose weight, and currently manages his own medications. He is also proud of his volunteer job, where he assists with maintenance at a local health clinic for low-income families and enjoys the opportunity to help others. He also reached another goal—traveling independently using public transportation. He loves to hop on the bus to go visit his mom, stopping to pick up dinner for the both of them. One of his favorite memories is heading out to Las Vegas on his own to be the best man in his sister's wedding. Jason recently purchased his own cell phone, and together with staff has learned to manage his own bills. He also serves on Venture's Human Rights Committee as a self-advocate. What's next for Jason? He says he hopes to someday live in his own apartment!

Angela

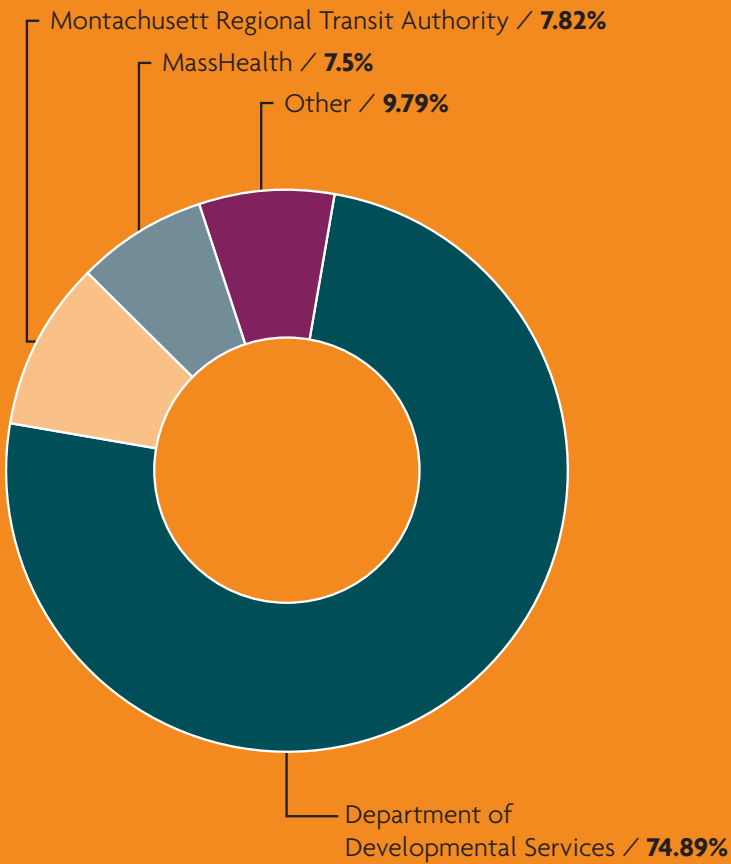
Angela lives at a Venture residential program in Foxboro and has always had an interest in art, especially painting. Staff members encouraged her, helping her set up an easel and purchase supplies. With some assistance from the dedicated staff at her group home, Angela created a portfolio and met with the director of the Attleboro Art Museum. After she became a member at the museum, she was invited to display one of her paintings in their annual art show. Angela was thrilled to attend the show with family, friends, and housemates and see her artwork displayed professionally. The staff members at Angela's home were so happy to see that, in this environment, Angela truly had her own voice. The experience has given Angela the opportunity to reconnect with her family as well. "They are just so happy to see her living a full life," said Rahjene, Residential House Manager. What's next for Angela? She'd love to start taking art classes, and maybe eventually help the museum to develop an adaptive painting class for people with disabilities.

Joel

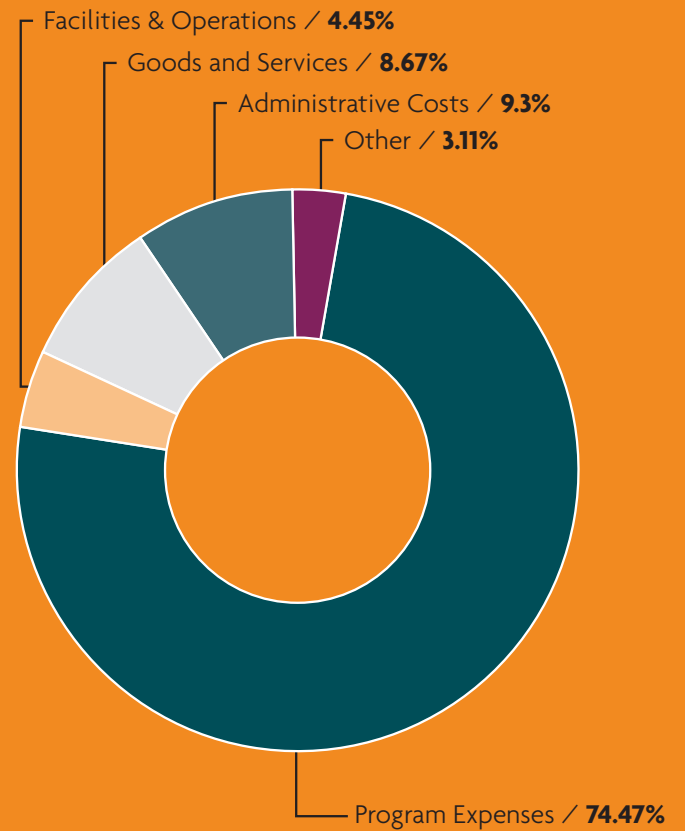
Joel lives at a Venture residential program in Jefferson. This past year he took up a new hobby with the encouragement of staff members. Through Venture's relationship with Team Hoyt New England, Joel participated in his very first road race. Team Hoyt runners pair up with athletes in wheelchairs to run races throughout New England, pushing their partner the whole way. At first, Joel was nervous—he had never met his partner before and it was a completely new experience. To the amazement of family, friends, and staff members, the first thing Joel said upon crossing the finish line was, "When is my next race?" He was hooked! Through this experience, Joel says he has made many new friends and been able to travel throughout New England. It has given him more independence and the confidence to try new things. Since joining Team Hoyt, Joel has also enjoyed camping, glassblowing classes, cooking classes and more. What's next for Joel? He can't wait for spring to begin another season of road races with Team Hoyt!

Statement of Activity

Revenue Sources



Expenditures



Agency Leadership

- Michael Hyland, President & Chief Executive Officer
- Dorothy Cote, Executive Vice President & Chief Financial Officer
- Tiffany Breau, Vice President of Property Management & Information Technology
- Kevin Hughes, Vice President of Day Services
- Bruce Leger, Vice President of Human Resources & Professional Development
- Kerrie Mason, Vice President of Marketing
- Kyle Murray, Vice President of Quality Assurance & Clinical Services
- Melissa White, Vice President of Residential Services

Board of Directors

- Donna Peters, President
- Richard Whitney, Vice President
- Patricia Nylin, Clerk
- Kathleen Charette
- Andrea Cropley
- Laurie Downes
- Carl Ekman
- Paul Kolesnikovas
- Patricia Lamoureux

Venture Community Services is a 501(c)3 nonprofit organization that provides support to individuals facing diverse challenges through a compassionate and dedicated workforce using innovative practices that encourage independence, empowerment, and opportunity. Federal Tax Identification 04-2593315

Thank you for your support

The support you provide allows us to enhance the quality of life for individuals with disabilities and other challenges in our community.

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Lightning Strikes Pest Control
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How You Can Help

Donations, volunteering, advocacy, event participation, or legislative actions—community support makes the difference. Visit venturecs.org for more information.