

LifeLinks Annual Report 2013



A Full Life

Our Mission



Since 1954, LifeLinks has provided services and supports to people who have an intellectual or developmental disability. Our founding families expressed a desire for all persons to experience a full life; this principle motivates us today to ensure that LifeLinks' homes, day services, and community supports are innovative, personalized and valued.



Linking lives to opportunity since 1954

Introduction

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What does a full life look like? With the adoption in FY 2012 of an updated mission statement and the vision statement that we termed “The LifeLinks Way” we launched into FY 2013 with enthusiasm, asking ourselves the question, what does a full life look like? The desire for all persons to experience a full life has been the essence of our mission since our incorporation in 1954. During the past year we have made an explicit commitment to quantify how, at LifeLinks, we put that desire into action and more importantly, achieve results.

We measure results in two separate yet completely intertwined areas: Organizational and Individual. At the organizational level, in FY 2013 we re-structured programs and personnel to provide more efficient, higher quality supports. We received an outstanding 99% rating from the Department of Developmental Services Office of Quality Management in their survey assessing the quality of our services to people with developmental disabilities. We revised the Day Hab and Individual Support Plan processes to be more user-friendly and measurable, resulting in better measurements of outcomes. We introduced Healthy Lifestyle programming, outdoor movie nights, and the MOCA Award to recognize excellence in Medication, Operational, Clinical and Administrative practices in our Residential Program. We hosted our very first Kentucky Derby Party - a gala fundraising event. Finally, our financial results presented on page two and three of this annual report show that we have managed the organization’s finances faithfully and responsibly.

Our organizational successes enable LifeLinks to provide the types of supports that open up opportunities for individuals with developmental and intellectual disabilities to live full, rich lives. In this FY 2013 Annual Report you’ll glimpse four of the dozens of inspiring stories of people living lives full of love, health, belonging, and fun. But, because the definition of a full life is as unique as each person, we look every day for opportunities to create new stories of lives also filled with independence, acceptance, friendship, security, and happiness. At LifeLinks, we believe that these qualities are the cornerstones of what a full life looks like!



Jean M. Phelps, CEO

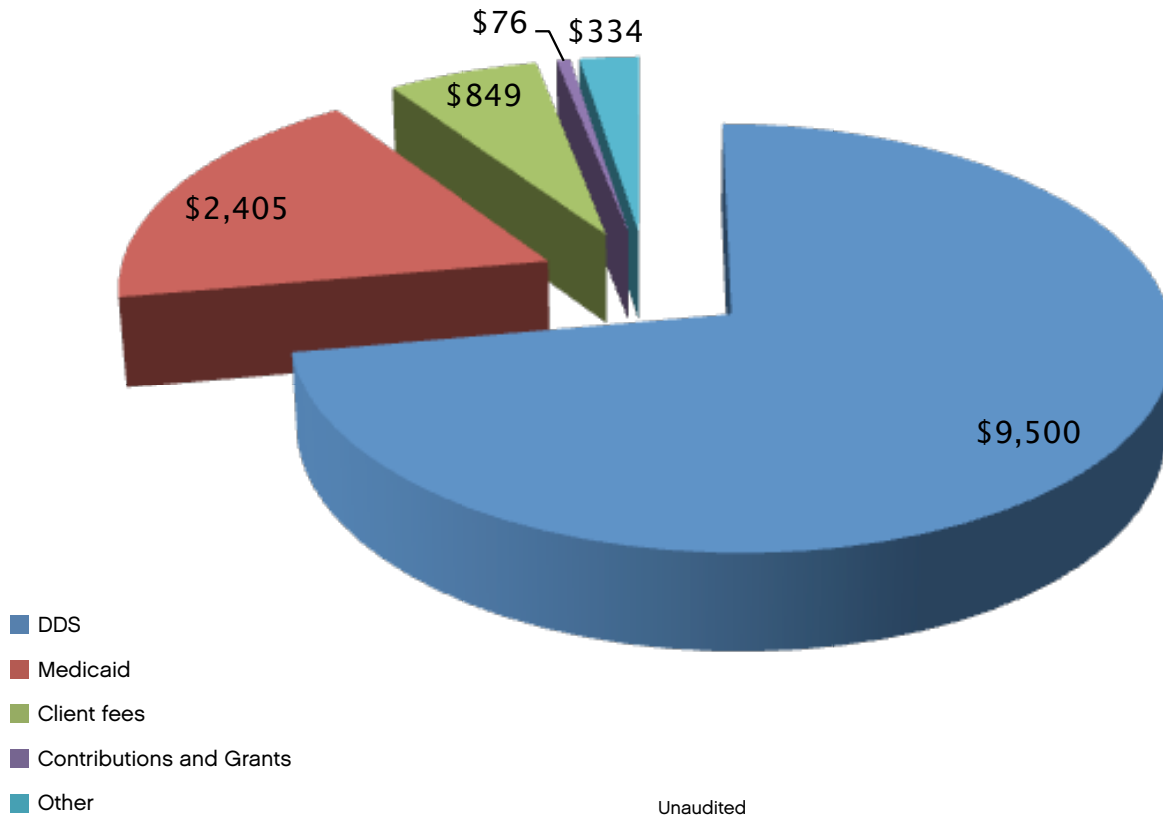


Peter V. Lawlor, Board President

A Full Life

Fiscal Year 2013

LifeLinks, Inc. Fiscal Year 2013 Revenue Sources in thousands of dollars



Financial Results

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LifeLinks, Inc. Comparative Statements of Position in thousands of dollars

	FY 2013	FY 2012	Change
Assets			
Current Assets			
Cash and cash equivalents	\$ 477	\$ 633	\$ (156)
Accounts receivable	496	577	(81)
Other current assets	164	67	97
Total current assets	1,138	1,278	(140)
Fixed assets, net	3,987	4,190	(202)
Investments	1,658	1,525	134
Other assets	133	120	13
Total Assets	6,916	7,112	(196)
Liabilities and Net Assets			
Current liabilities			
Accounts Payable	141	231	(90)
Current portion--Long term debt	120	132	(12)
Other current liabilities	397	406	(8)
Total current liabilities	658	768	(110)
Long-term debt	2,728	3,041	(313)
Total liabilities	3,386	3,809	(423)
Net assets	3,530	3,303	228
Total Liabilities and Net Assets	\$ 6,916	\$ 7,112	\$ (196)

Unaudited

LifeLinks, Inc. Comparative Statements of Activity in thousands of dollars

	FY 2013	FY 2012	Difference
Revenues	\$ 13,163	\$ 13,144	\$ 19
Expenses			
Salaries and related costs	8,969	8,912	57
Occupancy costs	1,306	1,301	4
Transportation Costs	286	299	(13)
Program costs	2,163	2,048	115
Management costs	423	356	67
Total Expenses	13,147	12,917	230
Operating Income	17	228	(211)
Non-operating revenue (expense)	211	26	185
Net Income	\$ 227	\$ 254	\$ (26)

Unaudited

A Full Life

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“The supreme happiness of life is the conviction that we are loved.”

Victor Hugo

When you see Derek and Sandy together you can't help but notice the love in their eyes. The couple, married for 14 years, has been supported by case managers in the LifeLinks Independent Living Program for more than 10 of those years. Their story is not unusual, really, but it is a touching tale of love and support.

They met when Sandy was dating Derek's friend. During that relationship, Derek and Sandy were regularly spending time in each other's company. It soon became clear that they really liked each other so Sandy broke it off with Derek's friend and they started dating each other. Their relationship deepened during their courtship and they married soon afterwards.

Their families and friends were delighted about the marriage and supported them in their new lives together.

Derek and Sandy settled into a typical married life. Derek works and Sandy makes their apartment a comfortable home for them and their cat. Both are hard workers – Derek holds two jobs where he is highly regarded by his peers. Sandy takes her role as homemaker very seriously, always sharpening her cooking skills to serve delicious meals when Derek comes home from work. Both like to have fun, too. They often invite friends to their home for dinner or go on dates to concerts, movies, or Spinners games.

What is most striking about their relationship, though,

is their support and genuine concern for each other. Sandy has some mobility challenges and Derek is always right there to offer her his arm for support. He is completely attentive to Sandy's needs and does whatever he can to make things easier for her – including helping with the housework! When Derek needed to lose some weight, Sandy completely changed the household menu to help him achieve his goals. Then, she joined his gym to encourage him to keep exercising! The added benefit was being able to spend more time together.

Their LifeLinks case manager helps support Derek and Sandy face challenges that other couples might not have to cope with. She says, “They don't drive and using the computer

can be frustrating. But they don't let the little things get them down. Their love is bigger and stronger than any difficulty they might face.” Together Derek and Sandy have a wonderful love story and for them, that's what is most important.



A Life Full of Love

“If you never did you should. These things are fun and fun is good!”

Dr. Seuss

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For Mark and Ernie life is good! Both of them live at home with their parents but twice a month they hop in the car and head to all kinds of fun spots with an Adult Companion provided through the LifeLinks Family Support Program. For Mark and Ernie their companion is a trusted LifeLinks staff who they have known for years. They are “friends” more than staff. A typical excursion goes something like this: Heike, their staff companion, arranges a common place to meet Mark and Ernie for the day’s adventure. Each of them take turns sitting in the front seat and they all talk about how the day will go while driving to their pre-determined destination. As the ever-present music plays on the radio, the conversation often

involves a serious discussion about where they will have lunch and what they will order to eat. When they arrive at their destination, Mark and Ernie switch to ‘buddy mode’, helping each other to get around while keeping each other within view throughout the excursion. Lunch is always a favorite part of the day, followed by more exploring. On the ride home, everyone recalls the fun they had. Very often Mark or Ernie will doze in the car after the busy activity of the day. Life is good indeed!

In the five years they have been enjoying these outings, Mark and Ernie have visited dozens of places and events throughout the region. Some of their favorite activities include snow tubing, mini-golf, sailing,

and apple picking. They have taken trips to the beach and to movies, attended theatrical performances and musical shows, explored museums and zoos, and have enjoyed thrills and chills at Canobie Lake or Haunted Scream Parks. They never miss the Lowell Folk Festival and even took in a Sheep Shearing Festival! Heike, their adult companion

on these trips, truly enjoys her time with Mark and Ernie. “It’s fun and I know it has a real impact on the quality of their lives” she says. Heike also sees the trips as a form of education – Mark and Ernie certainly learn more about their world but the community also learns more about people with developmental disabilities as they explore places together while having fun.



A Life Full of Fun



Security

Friendship

Independence



Happiness

Acceptance

Comfort

A Full Life

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“It is health that is real wealth and not pieces of gold and silver.”

Mahatma Gandhi

Have you ever done a marathon? LifeLinks residents Lisa, Earl, Scott, and Anibal did one! They were part of a group that took up the challenge to walk 26.2 miles over the course of 7 weeks in LifeLinks’ first ever Disney Marathon. Each week participants logged the miles they walked on their way to ‘destinations’ like Cinderella’s Castle and the Magic Kingdom. These were added to the miles clocked in organized group walks along scenic routes like the Bruce Freeman Rail Trail, the River Walk, and the Vandenburg Esplanade. At the end of the 7 weeks, all the participants, including the wheelchair division, were awarded medals to commemorate their achievement!

LifeLinks has always supported the individuals receiving residential supports to adopt healthy practices as a matter of course. All have access to regular health screenings, nursing services, and careful monitoring of any health issues. But just as for the rest of us, dietary choices and sedentary lifestyles can lead to weight gain or chronic conditions. The challenge: find fun, yet effective ways to encourage healthy habits. So, the LifeLinks Healthy Initiatives Program was born! We began with the Presidential Active Lifestyle Awards, given in recognition of those who set themselves on the road to a healthier life through positive changes in physical activity and eating habits. Each week, participants tried a new physical activity such

as hula hoop, dancing, or walking followed by making (and eating) a healthy snack. The Disney Marathon came next, followed by the Triple W Crown, a 3 part series of themed walks like “the Mohawk Trail”. This year individuals are tackling ‘LifeLinks Boot Camp’ – a timed course of physical activity with the objective to complete the course in less time at the end of the 7 weeks.

For Lisa, Scott, Anibal, and Earl the Healthy Initiatives Program is fun and best of all, it’s been effective. They have enjoyed outdoor activities, spent time with old friends and made some new ones. They have learned a lot about making better food choices by being actively involved in food preparation.

As a result, they know more about healthy foods and many have dropped pounds over the past year! Congratulations to all our participants! Your healthy choices are resulting in a healthier life!



A Life Full of Health

“I don’t know what your destiny will be, but one thing I do know: the only ones among you who will be really happy are those who have sought and found how to serve.”

Albert Schweitzer

To say that Jack is interested in volunteer service would be a bit of an understatement. Whenever he sees a need, Jack wants to help. Jack has spearheaded Toys for Tots drives, overseen food drives for local pantries, and even coordinated a pet food drive to assist local animal shelters. Jack is an active member of Volunteer Links, a LifeLinks group that takes on community service projects throughout the year. Whenever you ask Jack why he does volunteer work he will usually say “I like to help people!”

Jack is also part of a volunteer group from the LifeLinks Day Habilitation Program that makes a weekly stop at the Lowell Wish Project, an organization the group has assisted for more than 7 years.

The LifeLinks volunteers know their way around the Wish Project facility and immediately get to work. Their specific job is to sort through the baby clothes that are regularly donated to the Wish Project who, in turn, distributes them to thousands of homeless or needy families throughout the area. The LifeLinks group works independently - sorting clothes by size, separating stained or torn items, folding each piece carefully, and finally placing them in marked bins for distribution. As they work, they consult with each other about sizes or to ask if items are stained beyond usefulness. The volunteers are always eager to do as much as time allows – typically 1 to 2 hours per week or however long it takes to empty the clothing bin.

“The impact of their volunteer service is huge”, says Donna Hunnewell, Executive Director at the Lowell Wish Project. With just 7 employees, only one who is full time, the Wish Project relies heavily on its volunteers to sort through the thousands and thousands of items that come into its warehouse each week. The LifeLinks volunteer group has been doing this particular job for a long time and they accomplish a lot in the time they spend at the warehouse each week. Their work sorting the baby clothes makes it easier for Wish Project staff to get these items to the families that really need them. The LifeLinks volunteers take a great deal of pride in that accomplishment.

Service to others is often mentioned when people are asked why they volunteer for an organization or a cause that is meaningful to them. Volunteering makes us feel connected to the wider world and can give our lives greater meaning. And helping other people feels good! Jack and the individuals that attend the LifeLinks Day Habilitation Program agree wholeheartedly.



A Life Full of Belonging

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Donors

\$1000 +

Michael Bootle
William & Mary Bootle
Brady Corporation
Anna Bucciarelli
Eisai USA Foundation, Inc
Enterprise Bank & Trust
The Gem Group
William & Kathleen Hardy
Frank Hassett
Peter Lawlor, Esq
Long Term Pharmacy Solutions, Inc
James & Susan Lovas
Paul & Susan Shearer

\$500 - \$999

Advanced Technolgy Marketing, Inc
Alexander, Aronson, Finning & Co
American Legion Post 87
Pamela Anastasi
Diane* & Peter Baker
Fred C Church, Inc
Harvard Pilgrim Health Care
Jeanne d'Arc Credit Union
The Lowell Five
Lowell General Hospital
David & Jessica Marventano
Linda & Maryann McLellan
Jean Phelps*
Practical Solutions, LLC
Robie Properties
Judith Seager
Shields & Co
Will & Renee Soucy
Sovereign Bank
StaffLink Limited

\$100 - \$499

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Bridgewell, Inc
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James A Celino, Jr
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Insook Choi
Nancy Cohen
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Pamela Degou
Vincente & Rena Delgaudio
Delta Dental of Massachusetts
Edward J DeMeuse
Nancy Donahue
Frances Ducharme
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Richard Faucher
Sandra Felch
Cheryl Follien
Cleo & Carol Fredette
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Gloves, Cleaners & Safety Products, Inc
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Matthew McNamara
Craig & Jennifer Montesano
Jennie B Morris*
Paul T Murphy, DMD
Richard & Maureen Murray
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The Proofing House Press
Roland & Janile Ravenelle
Judy Salkovitz
Margaret Sarault
Geoff & Amy Schembechler
Security Pest Elimination Inc
Thompson Stephens*
Glenn & Sandra Tainter
Chat T Tran
United Way of Mass Bay & Merrimack Valley
Lee A Vinal, Inc
Jennifer Wallace
Joann Weber Charitable Fund
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\$99 or less

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Altec, Inc
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Stephen & Ellen Andre
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Anonymous
Marcia Antonellis
Wendy & Louis Axtman
Mohamed Bangura*
Henry & Patricia Bernazani
Georgette Bilodeau
A Michael Bloom
Carolyn Byam
Joseph Cady
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Cashman Plumbing & Heating
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Evelyn Cournoyer
James & Carol Cullen
Melissa Curley*
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Catherine A Desfosse
Robert & Theresa Doherty
Madeleine Donnelly
Edith Doyle
Janet Dubner
Richard & Claire Dufresne
Kevin Dwyer
Mary Rose Fagan
Robert Fera

and Tributes

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Michael M Gathua*
Marydelfina W Gichuhi*
James & Anne Marie Gill
Ann Gorski
Anna P Gutu*
Frederick & Georgia Hannagan
Patricia Hartig
Winifred Hill*
Russell Hoare
Madeline Jacques
John W Joynt, Jr
Geoffrey Kamau*
Anthony Karimi*
Joseph K Kinyua*
Edwin Kiptoo*
Janet Koome*
Hazel La-Garde
Maurice La-Garde*
Gregory & Laura Lamarre-Anderson
Andrea LaPlante
Emma Leang*
Shirley LeFebvre
Louis & Dolores L'Heureux
Kelly Luis
Susan Macchia
John & Janice MacKenzie
Carolyn Madden*
Angela Maggiore
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Eleanor McCarthy
Laura M McCarriston*
Julia Mirras
Mary Mitchell
Humphrey M Muchoki*
Harrison K Mugo*

Caroline W Mugo*
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John Ngati*
Bernard Ngigi*
Benson Njoroge*
Betty W Njoroge*
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Roy Oldfield*
Othello S Nyan*
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Heike Petermann*
Robert Pica
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Siede Slopadoe*
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Marianne E Tacas*
Patricia Terrazzano
Stephen & Susan Tracy
Doris K Tucker*

David Turcotte
Michelle Turner
Simon K Waruhiu*
Rosaline Willie-Bonglo*
Emile E Worley*
Edward & Barbara Zraket
Richard Zugaradoka*

Tributes

Donors may request to honor someone when making a donation to LifeLinks. These tributes can be made in the name of a person we currently support, in honor of a special occasion such as a birthday or retirement, in memory of a person previously supported by LifeLinks, or in memory of a friend or loved one. The following people were honored with a tribute gift to LifeLinks in FY 2013:

Donations made in Memory of

Marco Bucciarelli
David Byam
Ted Cannistraro
Yvette Cote
Chris Courmoyer
Mary Donahue
James D. Doyle
Davey Farrow
Bernice & Paul Faucher
Jane M. Grosse
Phyllis Healey
Alma & Wallace Hoare
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Milton Lehr

John McLellan
Vincent Mulligan
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James Paynter, Sr.
Rebecca & Benjamin Sandler
Alfred Souza
Lorraine E. Sullivan
Michael Terrazzano
Joette Wallace
Bob Ware, Jr.
Carol & Walter Wojcik

Donations Made in Honor of

Julie Anderson
Vito Asaro
Lisa Bedard
John Bernazani
Wilbur Bruce, Jr.
Marc Bucciarelli
Thuy Doan
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Julia Hartnett
Timothy Hunt
John Kim
Robin MacKenzie
Linda Moore
Elvira Nazzaro
Ernie Pennachi
George Sarault
James Vinciuilla

* *LifeLinks Employee*

A Full Life



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Rebecca Rausa
Director, Human Resources

Angela Otieno
Director, Residential Services

Shawn Nault
Director, Day Habilitation Services

Amy Young
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Laura McCarriston
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Paul Shearer
Gerry Loiselle
Deirdre Anderson

LifeLinks Programs & Services

Day Habilitation Program
Residential Services
Shared Living Program
Independent Living Services
Family Support Center
Representative Payee Services



Volunteers

From July 1, 2012 through June 30, 2013 volunteers contributed over 1,100 hours to LifeLinks, including the time and talent given by our volunteer Board of Directors and Human Rights Committee.

The following organizations provided LifeLinks with volunteer human resources during the year:

*Brady Corporation Foundation
Brady People ID
Building Impact
Catholic Heart Workcamp
Fred C. Church Insurance
Middlesex Community College
Princeton Properties
UMass Lowell*

These individuals volunteered at LifeLinks in FY 2013:

*Deirdre Anderson
Diane Baker*

*Peter Baker
James Burditt
Betty Cahill
Elizabeth Caron
Lisa Cedeno
Carol Cullen
James Cullen
Mathew Cullen
Genesis Duran
Carl Forbes
Jeanne Forbes
Sherry Frechette
Don Johnson
Vanessa Johnson
Esther Karanja
Jenny Kuo
Amy Lanteri
Nick Lanteri
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Lisa Manzi
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Alexandria Regan
Bill Robbins
Danielle Robbins
Michelle Robbins
Melissa Tardiff
Francisca Valdez
Rachel Ward-Sullivan
Simon Waruhiu
Dee Waterman
Rosaline Willie-Bonglo*

Whether it was a one day project, help at an event, membership on a committee, or time given for an ongoing program, your generous support for persons with developmental disabilities was instrumental in supporting our mission to ensure that all persons have opportunities to experience a full life.

Thank You!

A Full Life

LifeLinks
Inc.

Linking lives to opportunity since 1954

LifeLinks, Inc.

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