



COMMUNITY
BRIDGES

ANNUAL

REPORT

2009

WORKING TOGETHER TO SUPPORT PEOPLE WITH DISABILITIES

From the Board President and Executive Director

Community Bridges continues to explore new ways to serve the towns and neighborhoods of central New Hampshire in our common endeavor to keep our communities whole, and to ensure the contribution of all citizens. Whether you experience disability due to injury, chronic illness, developmental impairment, aging or through the relationship of a loved one in your life, we hope to create innovative ways to help you remain connected and active in your home community.

This year we expanded our self-directed, in-home service to include elders. We completed the first year of the State of New Hampshire plan to end the wait list by developing new services for 26 people. We helped organize a local resource network to improve coordination and collaboration of support services to people who experience

Autism Spectrum Disorder. In collaboration with the Family Support Council we launched our Social Inclusion Project to strengthen our knowledge and skills in helping people to form stronger and more rewarding relationships with others in their community. The Council has also made great progress in hiring a Community Connector to help families in key focal areas of the region.

We hope that you enjoy reading more about the details of our work over the past year.

Sincerely,

Beth Dixon
Board President

Roy Gerstenberger
Executive Director

Board of Directors

Beth Dixon, *President*
Coordinator of
NH Leadership Series
Institute on Disability, UCED/UNH
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Merrimack Valley School District
Board Member since 2001

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Board Member since 2008

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Theatre Department
Board Member since 2005

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Clerk - Shaw's Supermarket
Board Member since 2005



Program Highlights



Early Supports & Services

The Early Supports and Services program continues to provide high quality services to eligible children and their families:

- ▶ In 2008, Early Supports & Services served 525 eligible children
- ▶ Our intakes increased from an average of 26 a month to more than 28 a month
- ▶ The percentage of children served with no insurance has doubled in the past 2 years
- ▶ We provided internship placements for two students and one post-graduate clinical fellowship placement for a speech pathologist

“We were apprehensive about our son transitioning from home visits into the school system. With the support of our service coordinator, the whole experience was smooth and reassuring.”

- MOTHER

Individual & Family Support

NEW PEOPLE SERVED:

- ▶ 55 new individuals and their families were served by the Individual and Family Support Department.

PERSON CENTERED PLANNING:

Person centered planning gathers family members, friends, school team members and providers to help people imagine and create plans for a positive future.

- ▶ 113 individuals and families and their supporters participated in person centered planning.

FAMILY SUPPORT COUNCIL

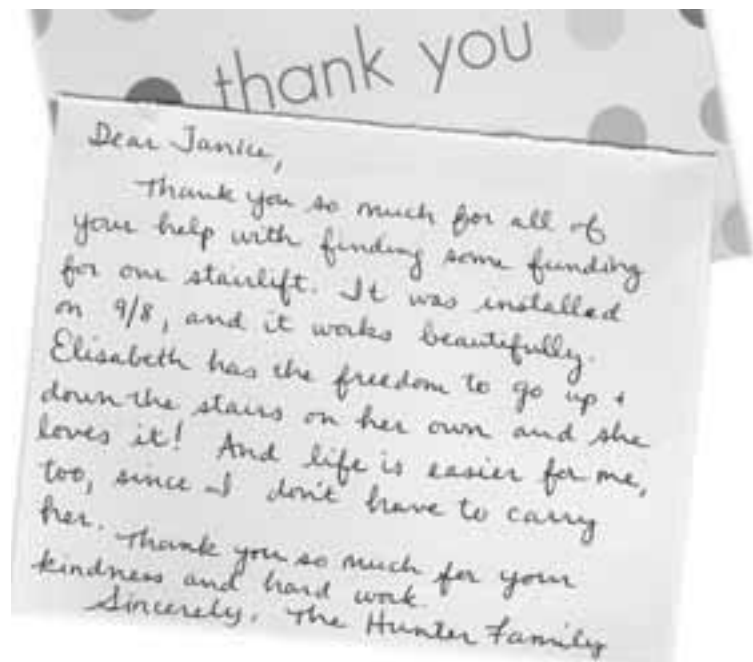
PLANNING GRANTS AWARDED:

- ▶ Planning Grants – 22 Family Support Council Planning Grants were awarded to fund activities identified from the person's plan and assist them in moving forward toward their goals. Examples included:
 - ▶ Memberships to health and fitness clubs
 - ▶ Speech and music therapy lessons
 - ▶ In-home occupational therapy and sensory equipment
 - ▶ Adaptive recreational equipment such as bicycles and skis
 - ▶ Assistance with purchasing communication devices
 - ▶ Camper-ships
 - ▶ Hiring personal support providers so sons or daughters can participate in after school programs and recreational activities

Program Highlights

- ▶ Employment Grants – 6 Family Support Council Employment Grants were awarded to help high school students identify employment as a future goal. Our staff supports on-going career development by acquiring valuable resources including:
 - ▶ Taking drivers education courses
 - ▶ Personal supporters to assist individuals in finding internship and apprentice opportunities as well as job exploration and on the job support
 - ▶ Funds to support school paraprofessionals to continue providing vocational support after school hours, weekends and during summer vacations
 - ▶ Assistance to support two individuals in starting their own businesses – a handyman service and a herb business
- ▶ A Regional Resource Team for Autism Spectrum Disorder was established with the purpose of improving the level of coordination of local resources. The team helps individuals with ASD and their families, and implements collaborative efforts to address weaknesses in local services.
- ▶ 72 individuals and their families continue to choose Self-Directed Services which provides them with the ability to manage and direct their own services and supports.
- ▶ 28 families identified to attend training and educational opportunities of their choice.
- ▶ 14 families participated in an eight session series on planning for the future – “High School and Beyond” held from October through March.

- ▶ 32 families participated in a three session summer series on subjects related to autism spectrum disorder.
- ▶ 17 Family-to-Family personal connections were made.



Program Highlights

Parent-to-Parent: Over the past year, Parent-to-Parent has helped connect and match over 70 families and provided resources to many more. Parent-to-Parent has been instrumental in assisting the Family Support Council in bringing nationally-known speakers to various Community Bridges events. This effort has brought together our communities - helping them understand the importance and impact of inclusion.

Parent-to-Parent keeps families informed about legislative issues, such as new bills, hearings and the status of current laws. We host legislative coffees during elections to give parents the opportunity to ask questions and inform legislators.

The Parent-to-Parent liaison was instrumental in getting the word out about hearings regarding funding the Waiting List, in addition to a variety of special education bills.



Partners In Health connects families who have children with chronic health conditions to resources that help them both financially and emotionally.

- ▶ This year, the program supported 87 families. Five individuals received health care insurance coverage as there were no other resources available.

Partners in Health Family Support Council

Activity: Partners in Health is supported by an advisory council made up of family members. Every year, the council works with the Partners in Health Director to identify top priorities. After completing a survey, families identified that they would like to have better communication with the schools and have more recreational opportunities available for their children. Additionally, the council expanded resources available on their website. The Council recognizes people in the community who have been supportive through the "Above and Beyond" celebration each year. This celebration involves schools and recognizes school staff who have gone above and beyond working with children with chronic health conditions in the school setting.



Program Highlights

Residential & Day Services

In 2008, we welcomed three new managers: Katie Tetreault, a Residential Manager and Behavioral Specialist; Skye Cummings, an energetic addition to our Day Service managers; and Maia Hebert who previously worked in Individual and Family Support and is now a Residential Manager.

Social Inclusion Initiative: In the fall, managers and directors met in small groups to develop and implement work plans and strategies to focus on improving social connections and friendships for people we

support. The results from these meetings include changes in the way we recruit, hire, and train staff with an emphasis on fostering connections for people within our communities. We established a two-day workshop with Angela Novak Amado, PhD, a nationally recognized advocate for social inclusion for people who experience disabilities.

Exceptional Service: We wish to recognize and express gratitude to the managers and, most especially, the Direct Support providers for their efforts in response to the December ice storm. Many of our employees, who also experienced power outages following the storm, continued to come to work and do so tirelessly in making phone calls, booking hotel rooms when necessary, assuring that emergency supplies were plentiful and accessible, and provided many additional staffing hours to ensure that people were safe and comfortable in unfamiliar surroundings. Several employees who did have power invited residents from a staffed home to stay with them until power was restored. The selflessness and genuine concern for the people we support speaks to the strength and dedication of our team, and we are fortunate to work with such devoted people.

“During the incredible ice storm, we had extraordinary people to help our clients. Our staff made what was a very difficult situation seem effortless and most importantly, safe.”

– ROY GERSTENBERGER
Executive Director

Program Highlights



Elder Services

The Community Bridges Elder Services program was officially launched in September 2008. Elder Services provides consumer-directed, in-home services to seniors in central New Hampshire. In just a few short months since the launch of the program, word spread quickly of this expanded service option for the community.

We currently have Personal Care Service Providers available in five counties. Our Personal Care Providers are compassionate, dedicated individuals who go above and beyond to ensure that the needs of their clients are met with complete satisfaction.

We look forward to the program's continued expansion.

*“With the help of
Community Bridges,
I can do anything I want
in my own home.”*

- ELDER SERVICES CLIENT

Community Services & Quality Improvement

Employment Services: This past year, we have been busy with the launch of our new Vocational Supports program. Vocational Supports, initially supported through a consultant, has blossomed into a full-time role for a Job Development Specialist and a Job Coach. Both of these staff are working tirelessly to seek employment for individuals we support in our community. In some cases, they have been able to “carve” out specific positions that meet the talent of the individual and serve the needs of the employer. Community Bridges began receiving job referrals late last summer and they have remained steady. In a declining job market, the job development specialist and job coach are doing an incredible job of placing people with employment. They also provide weekly training to



Program Highlights

our personal support providers and individuals on topics such as job readiness resume writing, on-line application completion, networking and other topics related to job searches and retention. The trainings have proven to be an invaluable tool to building a more knowledgeable work group and to establishing mutual goals for both the individual and their personal support provider. Well prepared long-term personal support

“Denis is such a hard worker – he is great with our customers, and he’s been voted employee of the month in the past. We are just so fortunate to have him.”

– SUPERVISOR



Community Bridges, along with the CSNI Quality Improvement Committee, regularly assesses these identified areas, reviews specific incidences and administers corrective procedures.

providers have led to better on-the-job supports and an ability to, in some cases, fade support all together over time.

Quality Assurance: The Quality Improvement initiatives continue with our participation for a second year in a statewide project to review comparable data and trends in developmental services. The most recent report led us to establish initiatives to reduce injuries, reduce certification deficiencies as they relate to documentation and safety and to help consumers maintain their employment.

bridge (brīj) n. – a structure spanning and providing passage over obstacles.

Financial Support

GIFTS IN KIND

ALIVE! Health & Fitness
Amazon Café
Bagel Works
Sulane Blackford
Bread & Chocolate
Adam Boudreau
Janice & Normand Boudreau
Capital Craftsman & Romance Jewelers
Victoria & Stanley Chapman
CHEERS
Common Man Family of Restaurants
Concord Cooperative Market
Concord Hospital Spiritual Department
Constantly Pizza
The Courmoyer Family
Cathryn Courtney
Cronin's Ice Cream
Adra Darling
Roberta Davidson
Everything Computers
Fire Bird Metals
Fisher Cats
Franklin Opera House
Pamela Gaffney
Melissa-Janine Gagnon
Suzan Gannett
Albert Grabowski & Cydney Jewell
Granite State Chocolate
Green Valley Day Care
Laura Guay
Thomas Harrington
Hermanos Cocina Mexicana
Sheriff Scott Hilliard
Wendy & Charles Houston
Imagination Village
Adelaida Irizarry
Holly Innerfield
Joanne & Gary Kerney
Angela Kontoes
Leslie Lampman
Sandra & Earl Leighton

Livingston Arctic Cat
Robert Magill
The Mackay Family
The Mountain Club at Loon
NH Circle of Home & Family
Susan & Steven Nicholls
The Olive Garden Concord
Celeste Quimby
The Saklad Family
Jeff Schapira
Melissa & Christopher Susalka
The Teddy Bear Fund
Carol Terris
Diane Tkacz
The United Way of Merrimack County
Verizon Wireless Arena
Viewpoint Interiors
Kelley Bunnell Wachovia Securities
Walmart Concord

OUR MISSION

*Community Bridges will advance
the integration, growth, and
interdependence of people with
disabilities within their home
communities and be a leader
in the delivery of and advocacy
for innovative supports to
individuals and their families.*

Financial Support

2008 DONORS

Friends

Anonymous
Linda Ahern
Kathleen Barter
Cynthia & Michael Bourrie
Rebecca & William Brewster
Carole & Kenneth Brown
Suzanne & Gerard Carrier
William D. Chapin, Jr.
Yvonne Chapman
Margaret & Jonathan Chorlian
Carol & William Cohen
Dr. John Echternach
Representative Barbara French
Linda & James Gassman
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Miriam & Stan Habib
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Sylvia & Farid Haddad

Tammy & Fred Hill
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Mary & Francis Moritz
Kristin Phillips & William Smith
Wendy & Brentall Powell
Sarah Powers
Michelle & Timothy Prentiss
Marlies & Walter Radermacher
Diane & Ray Raimo
Randall Raymond
Barbara Rosenfield
Jane L. Theriault
Unitil Energy Systems
Dr. Robert W. Williams

Neighbors

Ruth Tolf Ansell
Beth Dixon
In a Pinch Café & Bakery
Jr. Service League of Concord
Lucy J. Karl & Steven Gordon
Elizabeth McNamara & Daniel Habib
Senator & Mrs. Janeway
Knights of Columbus NH State Council
Amy Lockwood
Wendy & David Raynard
for Eric Carlson
Molly & Brian Rossignol
Pamela & Stephen Singer
Dr. Gerald A. Smith
Louise & Rob Spencer
Glenn, Kelly & Dylan Stuart
Summertown Fund
Joyce & Stuart Werksman
Anne & Arnold Wood &
Holly Humphrey

	<u>June 30, 2007</u>	<u>June 30, 2008</u>
Total Revenue	\$21,219,941	\$23,490,299
Increase (decrease) in Net Assets	\$ 88,070	\$ (46,796)
Total Unrestricted Net Assets	\$1,664,870	\$ 1,618,074
Residential Supports	\$ 2,857,618	\$ 2,855,005
Combined Day and Residential Supports	\$ 9,170,186	\$ 11,865,093
Case Management	\$ 884,806	\$ 841,115
Day and Work Supports	\$ 2,913,773	\$ 1,855,792
Family Support and Respite Supports	\$ 1,217,918	\$ 1,283,706
Consolidated Services	\$ 573,846	\$ 943,447
In-Home Supports	\$ 582,832	\$ 514,429
General Management	\$ 1,122,513	\$ 1,489,805
Early Intervention	\$ 1,369,624	\$ 1,425,092
Independent Living Supports	\$ 438,755	\$ 454,047
Elderly Services	\$ ---	\$ 9,564
Total Uses of Funds	<u>\$ 21,131,871</u>	<u>\$ 23,537,095</u>

Advocates

3M
All-Ways Accessible
American Diabetes Association
Rose J. Dennerly
Kearsarge Unitarian Universalist
Fellowship
New London Rotary Club
Carol & Jeff Schapira

Leaders

Della & Richard Cartier & Troy Durica
in honor of Kerrie Salka
Concord Female Charitable Society
First Hand Foundation
Wendy & Richard Koebelin

Champions

The Bagan Foundation
Concord Female Charitable Society
First Hand Foundation
NH Charitable Foundation

The Rehlander Society

The United Way of Merrimack County

You Can Help!

Financial Report

This past year Community Bridges provided services to more than 1,360 people and their families.

New Services: Community Bridges provided services to 26 new people who were on our wait list with a total cost of \$700,500.

The total revenue for FY 2008 was \$23,490,295. This represents an increase of \$2.2M or 10.7% from the previous fiscal year.

Last year, individuals, organizations and foundations generously supported Community Bridges with \$109,639 in contributions and grants.

Community Bridges receives payment for its services as a state and federally funded organization, however that funding is unpredictable and often meets the most basic of needs. Extra dollars, through donations, helps us do more to enrich lives and fill in the gaps where funding is not provided. With your ongoing support, Community Bridges works hard to bring new and innovative approaches to helping



Jeff Lavoie, Founder and President of All-Ways Accessible, presents a check for \$350 to Executive Director Roy Gerstenberger. During its 2008 Give Back Campaign, All-Ways Accessible chose a different organization to make a contribution to for each month of the year. Community Bridges, along with the other nine area agencies, received donations from the company.

people live better lives, celebrate their achievements and connects them to their communities through inclusive activities and outreach.

Your continued support is essential to helping families in our communities in need of extra assistance as they care for their loved ones. We thank you for your generosity!

SUPPORT THE WORK OF COMMUNITY BRIDGES

Community Bridges offers a partnership with the inspiring people and families we serve - a partnership built on respect for the uniqueness of each individual and how they deal with the

challenges of life with a developmental disability. Please help support this important work. Our success depends on people - their creativity, humanity and generosity.

Inquire at your place of work to see if they have a gift-matching program. To send a gift, include Community Bridges in your Estate Planning, or for more information, please contact the Development Office at 225-4153 ext. 387.



IF YOU, OR SOMEONE YOU KNOW NEEDS
HELP BECAUSE OF A DEVELOPMENTAL
DISABILITY INCLUDING AN ACQUIRED
BRAIN DISORDER, CHRONIC ILLNESS OR
AGE RELATED ISSUES, PLEASE GIVE US A
CALL. WE INVITE YOU TO FIND OUT MORE
ABOUT COMMUNITY BRIDGES AND
ABOUT WHAT RESOURCES ARE AVAILABLE
TO HELP YOU FEEL SUPPORTED
AND ENCOURAGED.

COMMUNITY
BRIDGES

Working Together to Support People with Disabilities

www.communitybridgesnh.org

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