



COMMUNITY



BRIDGES

Connecting Individuals with Disabilities to Their Community

2019 ANNUAL REPORT

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COMMUNITY BRIDGES

Connecting Individuals with Disabilities to Their Community

Dear Friends,

2019 marked a year of growth for Community Bridges. Supported by the partnerships developed in the community, Community Bridges was able to increase accessibility to programs and services, strengthen our leadership and raise awareness regarding issues that impact the people and families we support.

This past year we have focused on systems and structure, the foundation of what makes an organization great. We identified and addressed areas to improve efficiency, communication, and access to person centered services. In collaboration with the Family Support Council, Community Bridges was proud to host several educational series to empower families and provide necessary tools to navigate the Developmental Disability services system.

Family Support Council enhances, expands and supports the role that families play in making decisions about the design and implementation of Community Bridges services and supports. They also provide opportunities for families to connect in social and educational settings while engaging the community. Recent partnerships with Red River Theaters, local school districts, and local community organizations that focus on disability and family are just some of the connections made by the Family Support Council .

We are deeply grateful to the community members and organizations that have supported us over the years and we look forward to continued growth in years to come. It is because of your generosity, kindness and partnership that we can continue to offer innovative programs and value added services. Thank you.



Ann Potoczak
Executive Director



David Ossoff
Chair,
Board of Directors



Melanie Camelo
Co-Chair,
Family Support Council



Amy Girouard
Co-Chair,
Family Support Council



MISSION:

Community Bridges assures and maintains the integration, growth and interdependence of people with disabilities in their home communities so they have positive control over the lives they have chosen for themselves. Community Bridges is a leader in the development of and advocacy for innovative approaches in supporting families.

GUIDING PRINCIPALS

- Ground everything we do in our commitment to our core mission and values
- Focus on outcomes
- Know what we are good at
- Strategically add and let go of services
- Become the "go to" point of access for individuals and families
- Optimize efficiency without sacrificing quality
- Be person-centered in everything we do
- Make metrics an integral part of management decision-making
- Embed scalability into our services and systems
- Use marketing, branding and strategic communication to make us the obvious choice for consumers
- Be clear, thoughtful and consistent in our internal communications and with our family support council
- Invest in a high quality workforce and an outstanding board

SERVICES



COMMUNITY CHOICES: SERVICES FOR ADULTS

We enable those with disabilities to remain in and be part of their local community. Our staff provides guidance, so individuals can make personal decisions about how they choose to live and work. Their families, guardians and others who support them are encouraged to provide input, so the individual's life is as rich as possible.

Services include:

- Behavioral Supports Programs
- Medical Support Homes
- Shared Living Program
- Supported Living-Community Support Services
- Career Development Program
- Day Services

EARLY SUPPORTS AND SERVICES: AGES 0-3

With the caring help of Early Supports and Services, many parents and caregivers have navigated the uncertainties and questions of the early years when they have a child who is showing a delay. We work with families to prevent, identify, assess, and treat children with developmental delays.

INDIVIDUAL AND FAMILY SUPPORT SERVICES : AGES 3+

We support people throughout Merrimack County of any age and eligible disability, whether developmental disability or acquired brain disorder. We offer a wide array of supports including the development of positive school district collaboration, researching and selecting providers of needed services as well as seeking community resources and opportunities, which you and your family can choose from and combine creatively to meet your priorities as you transition through each stage of life.

Services include:

- Adult Case Management
- Participant Directed and Managed Services
- Respite
- Family Directed Support
- Project SEARCH

START SERVICES: AGES 6+ (OFFERED STATEWIDE)

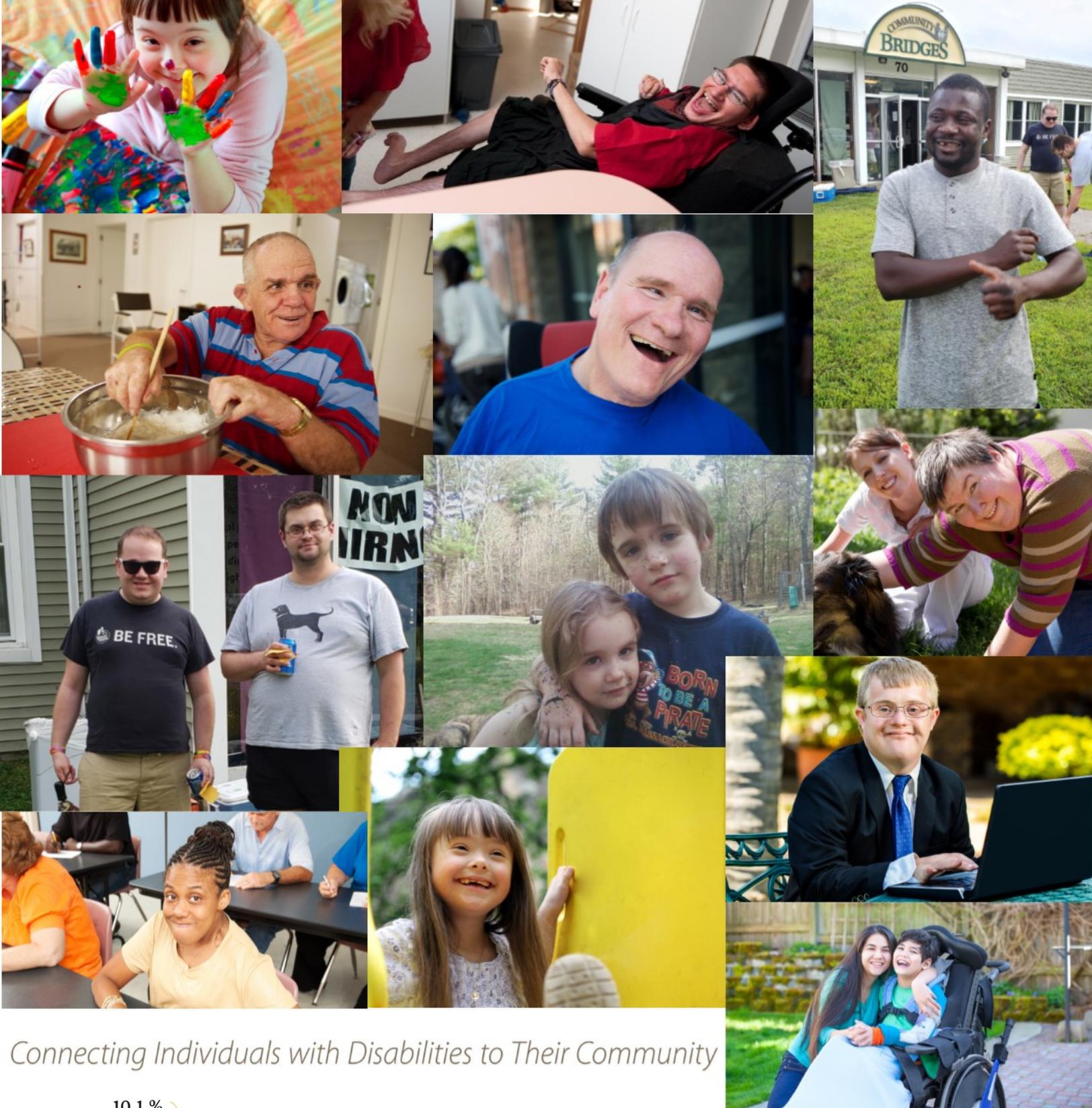
NH START (Systemic, Therapeutic, Assessment, Resource, and Treatment) provides short term crisis response services in conjunction with ongoing clinical services for individuals ages 6 throughout their lifespan who have developmental disabilities and co-occurring mental or behavioral health concerns.

Families, and the individual receiving services are part of the team, along with any professionals working with the family or individual. There are a number of services offered through the NH START program and the family and individual make critical decisions about what supports are the most helpful. At Community Bridges, we also collaborate and coordinate with other service providers and resources to find the best possible support available.

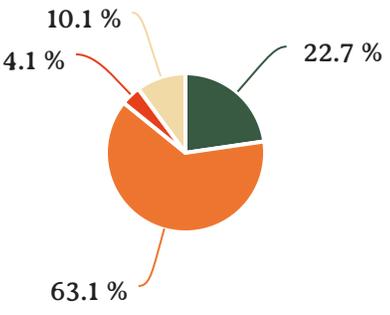
NH FAMILY TIES (OFFERED STATEWIDE)

NH Family Ties offers two programs to expand family networks and offer new resources to families across the state. Family Connections partners families 1:1 with an altruistic approach for cross-disabilities from birth thru life span. Matches are made for a parent seeking information and/or emotional support with a parent who has experienced the same or similar situation. These connections encourage families to make better informed choices and fosters family strengthening. The success of the Family Connections program is built upon altruism, compassion and a collaborative community commitment to ensure no family is left behind.

Family Ties also offers opportunities to take the next step in Advocacy and Leadership and become a NH Family Ties Advisor. As a NH Family Ties Advisor, Families are invited to share their expertise in the Education and Health and Human Service fields. This knowledge could be shared in many capacities to include, participation in focus groups, memberships in councils, task forces and advisory boards and more.



Connecting Individuals with Disabilities to Their Community



- Early Supports & Services
- Individual & Family Support
- In Home Supports - IHS
- Self-Directed Services

In 2019 Community Bridges supported 1,356 individuals and families in connecting to their communities through our supports and services.

COLLABORATION IN THE COMMUNITY

Community Bridges has worked in collaboration with many community organizations since being established in 1982. This year we give thanks for those partnerships in facilitating opportunities for those we serve and would like recognize a few of those vital programs in which we collaborate with our community partners.

BETTER TOGETHER

In 2018, Community Bridges' Early Supports and Services partnered with Concord Hospital to establish the Better Together program. The Better Together Program offers new mothers in recovery the opportunity to find support, parenting workshops and informal developmental monitoring for their children.

Expanding on the supportive, trusting relationships built with Concord Hospital's team through the prenatal and delivery process, new mothers are supported to transition into the Better Together program.

Better Together is a year-long parenting resource group with a supportive approach. The parenting education support group offers a weekly workshop that focuses on a series of topics related to recovery and parenting. Parents can join at any point in the series.

The weekly groups are moderated by an early childhood specialist, with frequent guest speakers. Parents are encouraged to bring their infants to the group. Childcare is offered for their toddler and preschool age siblings, run by a member of the Early Supports and Services staff. While playing, informal developmental assessments take place, making referrals when appropriate.

In its first year, the Better Together program has supported 22 families and looks forward to another successful year.

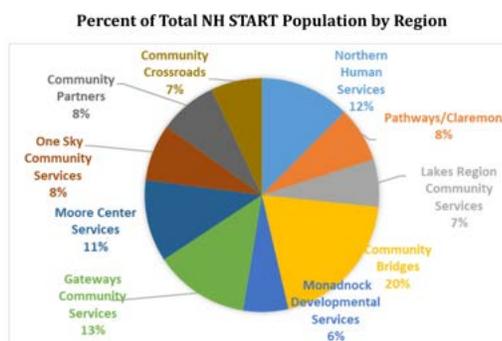


NH START

With the support of the NH Bureau of Developmental Services and the University of New Hampshire Institute on Disability, Community Bridges' NH START Program offers clinical services to adults and children age 6 and older who experience intellectual or development disabilities, and co-occurring behavioral or mental health concerns. Therapeutic supports through the START resource center are available to adults age 21 and older statewide, who receive NH START clinical services.

Working in all corners of the state alongside a variety of mental health and service providers and the families of those needing services, NH Start is able to offer individualized treatment plans to best meet the needs of those they serve.

Given the strong partnerships within NH START, we also offer a wide array of services that include a comprehensive evaluation with a focus on outcome based research, cross systems crisis prevention and family support using an interdisciplinary approach.



PROJECT SEARCH

In collaboration with Vocational Rehabilitation, Concord Hospital and the Concord School District, Community Bridges offers opportunities to young adults with developmental disabilities to gain employable skills through hands on learning.

Students in Project SEARCH participate in three internship rotations at Concord Hospital to develop hands on skill in a variety of settings. In addition, Concord School District provides technical support and training in resume writing, professional interpersonal skills and meeting job expectations. Community Bridges works with the interns to obtain permanent and sustainable employment.

This year Project SEARCH at Concord Hospital is celebrating ten years of supporting young adults with their goal of competitive employment!

Seven interns are currently participating in internships in five different departments at Concord Hospital. As Concord Hospital grows with its new addition being completed in 2020, more opportunities will be available to the 2020-2021 Project SEARCH interns. We are very excited about these potential internship opportunities.

The 2018-19 Project SEARCH graduates have made gains with their goal of competitive employment. Currently, three of the eight are employed. We continue to monitor employment statuses for the other graduates who are still going through the job finding process.



Project SEARCH Class of 2020

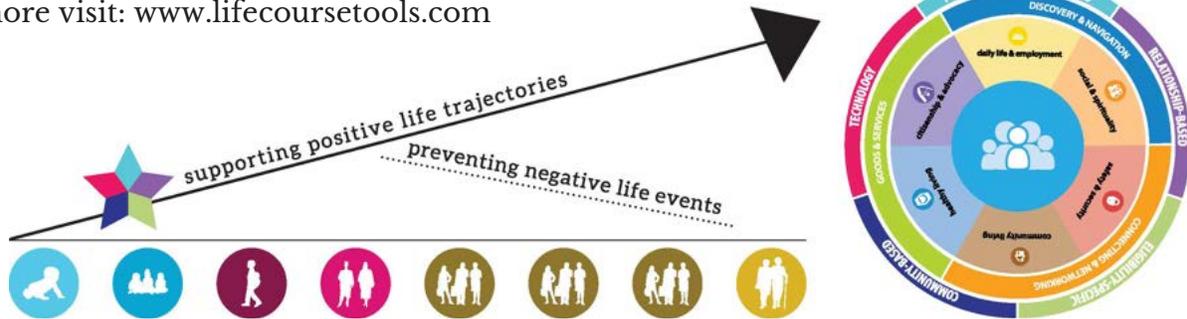
CHARTING the LifeCourse™

Community Bridges proudly utilizes the Charting the LifeCourse framework in the services we offer.

“Charting the LifeCourse offers tools to help individuals and families of all abilities and at any age or stage of life develop a vision for a good life, think about what they need to know and do, identify how to find or develop supports, and discover what it takes to live the lives they want to live. Individuals and families may focus on their current situation and stage of life but may also find it helpful to look ahead to start thinking about life experiences now that will help move them toward an inclusive, productive life in the future. The framework is designed to help any citizen think about their life, not just individuals known by the service system. Even though the framework was originally developed for people with disabilities, it is designed universally, and can be used by any family making a life plan, whether they have a member with a disability or not.

Foundation of the LifeCourse Framework Core Belief: All people have the right to live, love, work, play and pursue their life aspirations just as others do in their community.”

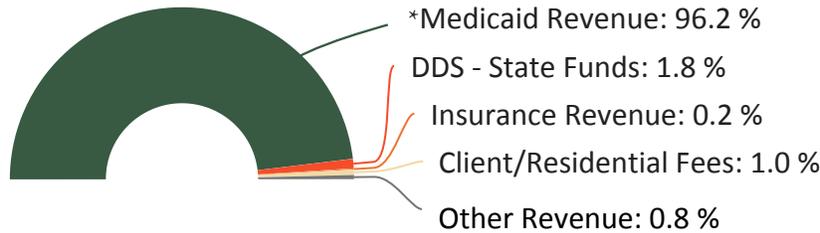
To learn more visit: www.lifecoursetools.com



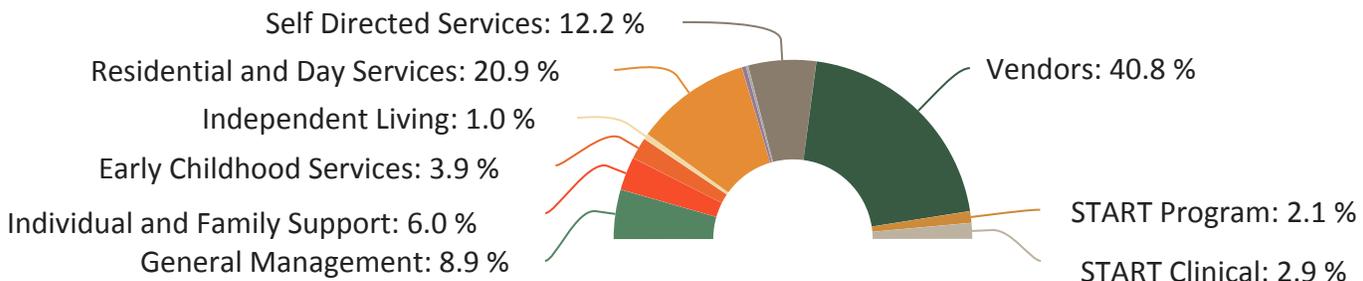
Total revenue for 2019 was \$40,728,550

Total expenses for 2019 was \$40,378,057

Revenue Summary



Expense Summary



Numbers reflect the Pre-Audit FY 19 Financial Summary

*The Federal Medicaid Assistance Percentage (FMAP) is based on a formula in the law that relies on a states' personal income; states with lower per capita incomes on average receive a higher matching rate. For every \$2 that NH pays for a Medicaid-covered service, the State gets \$1 back from the federal government.



Connecting Individuals with Disabilities to Their Community

Family Support Council

The Community Bridges Family Support Council is comprised of family members who's loved ones are served by Community Bridges. The council provides Community Bridges mission guidance by offering family perspective on planning and decision making that may impact the families that receive Community Bridges support. The Family Support Council also works to influence policy making at the state level through collaboration with other Family Support Councils throughout the state. In addition, The Family Support Council organizes community outreach events to engage families and strengthen communities.



2019 The Kids we Lose Documentary:
160 Community members came together to learn more and address issues facing students with social, emotional and behavioral needs.

2019 A Getaway:
The Council provided tickets for 65 families/caregivers to attend Santa's Village or Storyland as well as grocery gift cards and gas cards for families in need.



2019 Family Picnic & a Movie:
77 families came together for a night of fun and friendship while watching a movie.

2019 Funding Requests:
The Council provided \$31,505 to support 18 people to attend camp and 44 families to participate in community activities, as well as offer gas cards, specialty items and bus passes



2019 Family Trainings and Conferences:
The Council provided support to 116 families to attend and participate in trainings and conferences across New Hampshire.

The Family Support Council Mission:

The Family Support Council will join with the area agency to promote person-centered, family directed practices, provide learning and networking opportunities, and foster personal and collective advocacy with the result of positively influencing family capacity to develop meaningful life outcomes with their loved ones.

DONORS

Anonymous 4
Adam M. Samenfeld
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Artist for Autism
Bangor Savings Bank
Berube's Truck Accessories
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Marsha A. Letendre
Martha Hammond
Melissa A. Rollins
Micheal Fitzgerald
Michael French
Michelle M. Shoemaker
Nicole Fox
Nicole Martin
Phillip Sletten
Rebecca Biss
Riverbend Community Health
Program

Sarah Aiken and Alex Koutroubas
Sarah's Art from the Heart
Sharon L. Allaire
Shelagh Doherty
Sherry Harding
Stacy Sorrell
Stephanie J. Monette
The Bowman Family
The Solso Family
Thomas E. Jameson
Thomas Quarles Jr.
TJ Martell
Trina M. Chambers
William D. Hickey
William J. Gruber

Thank You

LEADERSHIP

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Vice President



Phil Sletten,
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Elizabeth Bornstein,
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Bradley Hosmer,
Beta Consulting



Betsy McNamara,
Full Circle Consulting



Kristin Phillips,
Smith Phillips Strategic
Communications



Jennifer Pineo,
NH Family Voices



Glenn Stuart,
New England College



John Taylor,
Retail



Stephany Wilson,
CADVantage, Inc.



Lisa Shechter
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