

Engage. Empower. Inspire.

Annual Report



LAKES REGION
COMMUNITY SERVICES

45th
ANNIVERSARY

1975 - 2020



Thriving

From the President & CEO and Board President

Thriving

Dear Friends,

Forty-five years ago, when Lakes Region Community Services was a brand new organization, our focus was aimed at being a Lakes Region resource for information and referral for a variety of human services needs. By 1980, serving the developmentally disabled population became LRCS' core focus.

In those days, it was a bold and ambitious aspiration to bring people out of isolation, and into the community; and by 1991, with the closure of the Laconia State School, it was a major milestone, indeed, that New Hampshire became the first state in the Union to not institutionalize people with developmental disabilities.

But while it was a triumph to not have people institutionalized and forgotten any more, they were still "those people," and the thrust of services designed for them was based mostly on what they couldn't do, and the disabilities they had relative to the rest of the population. Fast forward to today and the thrust of our supports and services are oriented toward helping people not just to survive—meeting their basic needs—but rather to thrive, to have full, meaningful lives with a similar degree of opportunity and free expression of interests as any of the rest of us. It's about families, and community, and connectedness.

This orientation to thriving, combined with our earliest focus on coordinating information and referral for human services needs, led naturally to a focus on families and the growth of programs in our Family Resource Center. Individuals thrive not in isolation, but in family. Families thrive not in isolation, but in community. Communities thrive when it's not about us and them, but just a singular collective us.

As we mark the milestone of our 45th year, we highlight here a sampling of stories of how the services and supports we provide to individuals and families—from birth, through the full life-span—is enabling everyone to enjoy a life of possibility and promise beyond what would have even been imaginable 45 years ago. These are stories not about limits or inabilities, but rather of the power of community and connection, of possibility and promise. They're stories of the very real and often transformative impact that LRCS has on the people we serve—and ultimately on the communities we all share. They're stories that you, our stakeholder community partners, client-families, staff, donors, volunteers, and many friends make possible with your collaboration and support of our work—and we thank you sincerely.



Rebecca L. Bryant

Rebecca L Bryant
President & CEO



Gary S. Lemay

Gary Lemay
President of the Board of Directors

Mission

Lakes Region Community Services (LRCS) is "Dedicated to Serving the Community by Promoting Independence, Dignity, and Opportunity."

Lakes Region Community Services is a private, nonprofit, family-centered social service organization founded in 1975. LRCS is designated by the State of New Hampshire as one of its ten "Area Agencies" to support individuals with developmental disabilities or acquired brain disorders, and their families; LRCS is recognized by Family Support NH as the Family Resource Center of Central New Hampshire; and is licensed by the State of New Hampshire to support seniors and adults living with chronic illness to maintain independence in their home.

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LRCS' Family-Centered Early Supports & Services program marries our traditional Developmental Services mission with our Family Resource Center program services, enabling seamless home-based support not just for the young child with a developmental delay or disability, but for the entire family, coaching them, and building their capacity to most effectively support and accelerate the progress of their child's development.

Resilient and Resplendent

Ellah has an infectiously endearing disposition—bright blue eyes, all smiles! She doesn't cry—the trache that still sustains her life means she can't speak or make much sound at all—but she laughs, not quite audibly, but clearly joyfully, delighting in her world.

Ellah arrived to the world at just 24 weeks and 1.7 pounds, a "micro-preemie." Not yet three years old, she's already been through fourteen surgeries. "Pretty much from Day One, we've learned to prepare for the worst, but we always hope for the best," her Dad, Mike, offers. As challenging as those first several months were, it was just the beginning. Fortunately, LRCS was there to help.

Early on, Ellah was supported by LRCS's Family-Centered Early Supports and Services team with physical therapy, a speech pathologist, and a developmental educator. "Everybody there has just been amazing," said her Mom, Stephanie. Ellah's progress has been steady and significant.

Mike chimes in: "They helped us stay sane. We needed to be able to take care of ourselves too, to still have a life, and they got that. It wasn't just about Ellah; it was about us as a family." Stephanie recounts some of the myriad additional ways the LRCS team helped—everything from arranging for a food basket at Thanksgiving, to securing emergency funding for extended out-of-area hospital stays, to periodic respite care for them. "We're just so grateful," says Stephanie.

Her third birthday just around the corner, Ellah is newly beginning to walk with a walker. With LRCS staff helping to teach the whole family sign-language, and LRCS-provided assistive language technology, she's now also able to communicate specifically with her Mom or Dad. "In a million years, we never thought we'd see this," says Stephanie. After Ellah turns three, she and her family will continue to receive support and resource coordination from LRCS through the core Developmental Services program.

Capable

Paid employment is vital to most people, both for the financial capacity and independence that it enables, but also for the sense of identity, dignity, and purpose that comes with having a job. It's no different for people with developmental disabilities. Matt Fink of Laconia typifies this.

"I love my job!" he says, "I do a lot of things there!" Now a 13-year staff veteran of Granite State Glass, he is living the life of his dreams—including living alone in his own apartment—something that until a few years ago, was treated by most as just a pipe-dream.

Down Syndrome has shaped much of Matt's life, but it doesn't define him. He defines himself by his interests and aspirations, not by his disability: he's a skier and a Special Olympics athlete; he loves to cook and make things; he takes music classes; and he enjoys the fellowship of colleagues at work and friends at church.

Recounting his early days at Granite State Glass, Matt notes "At first I mostly just emptied trash, swept the floors, and stuff like that. But now I know how to use a lot of the equipment, I pull the materials needed for special orders—I can do a lot!" he says. His LRCS StaffWorks caregiver, Linda, agrees, having seen Matt blossom over the years. "Matt watched his sisters grow up and move out and start lives on their own, and he wanted that too; that became his key life-defining goal, and so we worked towards that goal for a solid year," notes Linda. Little-by-little, he acquired basic life-skills related to keeping himself safe and living on his own, and while he still gets support from LRCS with meal prep, shopping, and things like that, he's become quite confidently independent. "It's inspiring, really. He had a goal, and he made it happen."

Now, at 36, Matt has much more that he wants to achieve. He aspires to convert his hobby making soaps, essential oils, and natural cleaners into a small side business. He wants to earn his G.E.D. He hopes to be married someday. "I can do a lot," Matt underscores. Yes, indeed!"



StaffWorks is the LRCS program that supports adults with developmental disabilities or acquired brain disorders in having and maintaining a paying job. And for those unable to work, StaffWorks coordinates daily community-based activities that enable adults served to have meaningful and richly varied life experiences, reflective of their unique interests and aspirations. StaffWorks gratefully acknowledges its 45 local business partners that collectively employ 82 adults served by LRCS.



LRCS' Family Resource Center (FRC) operates from the philosophy that strong families lead to healthy communities; we serve hundreds of families annually through programs and services offered in both the Laconia and Plymouth Centers, as well as through in-home services. From free play groups that facilitate early developmental learning, to home-based coaching, health education, and child development screenings, to the roughly 600 hours of annual instruction offered through one of the more than 46 different Parent Education programs that are offered, to the comprehensive support and referral services of the Autism Center, the FRC's aim is to serve families in need, with respectful, nonjudgmental services that build resiliency and capacity for children's long-term health and success.

Like a Second Home

When new parents, Shannon and Kevin, moved to Gilmanton a few years ago, they had just become aware of problems with their son's developmental progress. "Since we had just moved to the area, we had no idea where to go for help," says Shannon. Fortunately, the referral that had been made for them to LRCS was just what they needed.

Kevin Jr. was about two-and-a-half when he was diagnosed with Autism Spectrum Disorder, also having language development delay and sensory processing disorder. Early on, he was helped by LRCS' Family Resource Center (FRC) team with a home-based speech pathologist, occupational therapist, and Applied Behavioral Analyst. He began to practice social skills through the FRC's free, inclusive early childhood development playgroup, Giggles & Grins. And through the FRC's Step Ahead program, LRCS developmental educators provided weekly in-home visits, working one-on-one with Kevin Jr. and coaching his parents on strategies and tactics to support positive development.

Once Kevin Jr. started public school, they continued to benefit significantly from the FRC's Autism Center support services, and parent education programs, as well as from the personal advocacy of LRCS developmental professionals. Shannon notes, "The whole team has been so, so helpful in getting my son what he needs to succeed." "And it hasn't just been about Kevin Jr.," Kevin Sr. adds; "they've been so helpful to us too."

"Now, LRCS is like a second home to us," says Shannon. Their early sense of isolation and overwhelm has given way to a confidence in community support, and optimism. These days, Shannon and her family are often here to help other families. Having experienced such value from the "Nurture Hope" parent education program that they participated in last fall, Shannon now shares in the facilitation of that program series, helping other families dealing with autism. "We gained such a sense of personal power and positive strength from this—with no judgment, just positive support—I just want to help other families dealing with something similar."

Independent, but not Alone

Developmental disabilities and acquired brain disorders manifest themselves in different ways and to varying degrees among the overall population that LRCS serves. Some whom we serve also have significant medical and physical disabilities and are fully home-bound, requiring 24/7 care and supervision. Many have less debilitating conditions, but still require significant daily care and intervention to navigate their world. And some, like Ronnie, have fairly mild developmental disabilities, mostly just needing supportive oversight and help managing life's ups-and-downs.

LRCS provides overall resource coordination and case management to approximately 900 people each year, tailoring its services and supports to the unique needs of each individual served, and providing choice and control for the individual and family served. Ronnie, 62 now, a manufacturing employee at Remcon, Inc. in Meredith, chose to live independently about 24 years ago, and has been supported by LRCS's Resource Coordinator team throughout much of his adult life.

"I know that Melanie is always looking out for me, and is just a phone call away when I need help," Ronnie says, speaking about his LRCS Resource Coordinator. Melanie explains that a lot of her support to Ronnie is just helping him process information and make good decisions. "His learning disability makes it difficult for him, but his life is very much of his own design; I offer guidance, make suggestions, and connect him to additionally helpful resources, but he controls the choices."

Ronnie chose his own apartment; LRCS helps him stay safe there, and helps manage the relationship with the landlord. Ronnie's truck died and he needed a replacement in order to return to work; LRCS worked with him in filling out applications, and obtaining financing for the vehicle he chose. Ronnie made a series of decisions regarding his health and a recent cancer diagnosis; LRCS regularly accompanies him to medical appointments and helps ensure that he understands the diagnosis, treatment, and options.

In his typically animated way, Ron proudly boasts "I like the choices I've made. I have a good life." That, ultimately, may be the measure of success that matters most.



At the heart of the services that LRCS provides for individuals with developmental disabilities or acquired brain disorders is the person receiving services—that is, services and supports are individually tailored to the unique circumstances, needs, and goals of each person served, and their family. **Our Resource Coordinator team provides year-round, ongoing personalized case management to individuals and families, advocating for them, and helping them to navigate the range of options and choices available to support them in making a life of meaning.**



Most families with adult children with developmental disabilities provide care to their child for as long as they're physically able, but often, as they age, the needs of their adult child are more than they can manage. **LRCS' Shared Family Living program connects adults with developmental disabilities whose own family is unable to provide the care they need, with a qualified individual or family who is willing to share their home and provide care.** Instead of institutionalizing such people, this enables people needing care to continue to live normal, family-based lives, and to be actively engaged in their local community—even when natural supports (family and friends) are not available and they cannot live alone safely. LRCS is grateful for its 54 SFL partners, who collectively provide personalized home-based care to 80 adult individuals with developmental disabilities throughout the Lakes Region. The need for SFL providers typically outpaces the capacity we have, so if you are interested in sharing your home, or would like to learn more, please reach out!

Home is Where the Heart Is

Everybody deserves a *home*, not just a place to live. That was the thrust of Mindy Boyd's thinking when she first began considering providing adult foster care in the late 1990s. Now, over twenty years later, she can hardly imagine her life or home without the people she shares it with. David Hancock has lived with Mindy in her New Hampton home for 22 years, and Patti Blackwood joined them about a year ago. They are not a family in the traditional sense, but they live together, they support each other, and they care about each other – and that sure does feel like family to them.

Mindy comes to her role as a Shared Family Living (SFL) Provider because that's where her heart is. Mindy has experience and a passion for helping others and always knew she wanted to be part of the SFL program. "I thoroughly enjoy caring for David and Patti," said Mindy. "It brings me so much joy to know I am making a difference in their lives."

As an SFL Provider, Mindy is compensated through Medicaid funding, which follows the individual(s) receiving care and housing. And while Mindy is focused on providing care to the people she houses, she is well-supported by the LRCS team too. LRCS is with her every step of the way, supporting her however she needs. This includes 24-hour case management, daily community-based engagement for David and Patti, and periodic respite care to give her time to herself.

David and Patti thrive in Mindy's home. They both have a routine that they like and are comfortable with, and know that Mindy's home—their home too—is their safe space. "I want them to have consistency in their lives. Providing David and Patti a safe, caring, and familiar place to return to gives them that," said Mindy. "They know this is their home, and they are going to get the care they need and deserve here."



True Love

A favorite picture of himself with the Love of his Life, Ellen, sits prominently upon the same crowded desk where he writes. "Miss Zib" is nearly finished now; it's the 414-page tribute to his wife of 65 years—a love story, he says. Dick began writing it two years ago—mostly as a way of coping—just after his wife succumbed to the Alzheimer's Disease that had slowly been erasing her memory of their life together.

"I believe I was meant to write this book," Dick says. He's seen the country and culture change a lot in his lifetime and worries that younger generations don't know love and devotion the way he knew it. Or the way that Ellen knew it. Pointing to an engraved wooden box of wartime love letters from Ellen, Dick reflects "This is the kind of person we should be looking at as a role model—not self-centered celebrities." Conviction and resolve underpin his words, not sentimentality. He has well-earned wisdom to share, and a clear sense of purpose to do so.

Dick recounts appreciatively how valuable it was to have LRCS's HomeAssist staff helping in their home during the years when Ellen was sick and he was her primary caregiver. "There were many nights that I only managed about two hours of sleep. If I didn't have help like I had, I couldn't have done it alone. It was wearing me down. LRCS's support kept me going."

Dick has had his own ups and downs health-wise, and since Ellen's passing, LRCS has continued to provide home-based support to him, enabling him to continue focusing on all that he can do, and not be weighed down by the few things he can't do. Broad smiles and love's gleam shine in the eyes of the picture of him and Ellen next to his computer monitor. He has more to say. He's already begun a second book.



LRCS's HomeAssist program provides non-medical, in-home support to aging adults and others living with chronic illness to enable individuals to maintain independence in their home, and to continue to live as full and meaningful lives as possible. Serving all of Belknap, Sullivan, and Grafton Counties, HomeAssist serves approximately 200 individuals annually.



The LRCS Foundation is the fundraising arm for LRCS, facilitating individuals' and organizations' engagement and charitable support for LRCS programs and services. While much of LRCS' services are paid for through Medicaid and other similar funding sources, there are numerous significant gaps in what those funds can be used for; charitable dollars are vital to meet those needs. In addition to raising Annual Fund dollars to support strategic priorities year-to-year, the LRCS Foundation is largely focused on building its endowment to support continued innovation and flexibility to meet changing needs in perpetuity.

A Legacy of Love

"Knowing that Ethan is getting the kind of rigorous, compassionate, and thoughtful care that we'd provide for him ourselves if we could compels our sense of appreciation to LRCS." That's the sentiment of Stu and Ruth Wallace, whose 36 year old son, Ethan, has been receiving housing and daily medical and basic living support services through LRCS since he was 21.

Both to show their appreciation for LRCS' care of Ethan, and because supporting the nonprofit organizations they care about—whose missions and values reflect their own values and principles—is something they believe strongly in, Ruth and Stu have been loyal donors to LRCS. So when they were asked last year to consider joining LRCS' new Legacy Society, it was a fairly easy decision. "We're not wealthy people, but because we know how valuable the support that LRCS provides to families like ours is, we were truly happy to commit to being part of the new Legacy Society," offers Stu.

The LRCS Legacy Society honors and recognizes the philanthropic leadership and vision of families and individuals who make a planned gift to the LRCS Foundation, building its long-term capacity to make targeted, supported investments in LRCS programs and services. Legacy gifts are gifts of \$5,000 or more, sometimes paid over several years, and can support the Annual Fund, providing support for important current priorities, or can support the Endowment Fund with permanent capital that generates revenue in perpetuity; endowed funds can be earmarked to support a specific part of LRCS services of special meaning to the donors, or can support the mission more broadly and generally.

Stu and Ruth invest in LRCS through their active volunteer efforts; they donate annually in support of the Annual Fund priorities; and now they have made a provision in their estate plan to support LRCS as a Legacy Society member. Says Stu, "We've witnessed firsthand how much LRCS' caregivers do, and we see how forward-thinking and focused on real life-quality LRCS is. I can hardly imagine a better place to give to, and invest in!" Legacy gifts can come from cash, appreciated stock, real estate, life insurance, IRAs, and Donor-Advised Funds, among other options.

Snapshot of Community Impacts

With **153** individuals, LRCS ranks **#1** in the State for the percentage of people served who maintain regular paid employment through LRCS' supported employment program; approximately **10,000** volunteer hours are also annually contributed.

176 elderly or chronically ill community members maintain their independence in their home with help from LRCS' HomeAssist program.

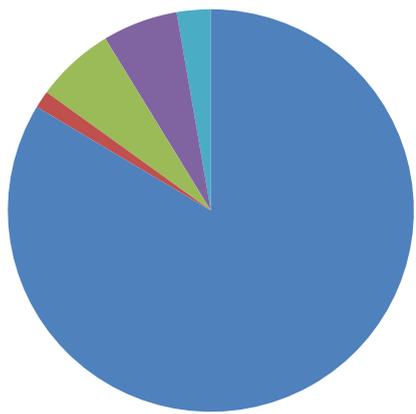
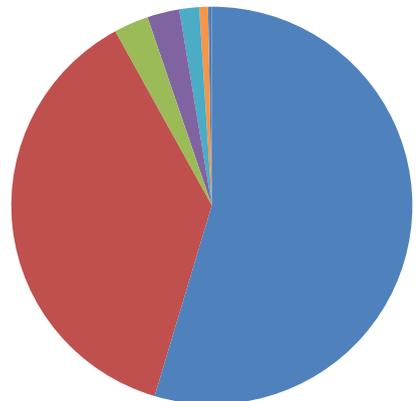
Ensuring the health and well-being of the individuals served in our Developmental Services programs, our Direct-Support Professionals and Shared Family Living providers administered an average of **104,428** doses of medication each quarter.

FINANCES

FISCAL YEAR 2020 Fiscal discipline and strength enables opportunity.

LRCS has grown considerably over its 45 year history, reflecting a bold and ambitious vision of how a regional social service agency can best meet the needs of the individuals, families, and communities that we serve. That growth has been anchored by a careful and conservative fiscal discipline, setting us on firm financial ground, debt-free, able to look ever-boldly forward with strength and confidence to meet new challenges and opportunities.

Prominent economist, Alex Tabarrok, notes "The only way to thrive is to innovate." Our exceptional staff and Board drive our mission advancement, and our many generous funding partners and donors fuel it, recognizing the value of thoughtful investment to deepen our capacity and impact. When combined with our underlying core fiscal discipline, and with the growing resources and capacity of the LRCS Foundation, we are increasingly well-positioned to continue to innovate and evolve, proactively and responsively tailoring our services to achieve meaningful and measurable impact. We thank our many partners, volunteers, and supporters who make our progress possible!



LRCS gratefully acknowledges the collaboration and generous sponsorship support of the many area businesses and other organizations that contribute to our fundraising events. The money raised through these fundraisers is vital to meeting mission-central needs that otherwise have no funding source.



June 1, 2019 - Plymouth
Our Miles for Smiles 5K Run Walk, raises funds to support dental care for adults with developmental disabilities.

LEADERSHIP LEVEL SPONSORS

- Gold Crown:** Finn & Finn Beautiful Smiles, Hiller Orthodontics, Speare Memorial Hospital
- X-Ray:** Fisher Engineering, PC, Rumney Animal Hospital
- Silver Filling:** InterLakes Family Dental, LRCS Family Support Council, Mid-State Health Center, Northeast Delta Dental, WellSense Health Plan, Winnisquam Dental
- Cleaning:** Children's Dentistry of the White Mountains, Circle Dental, Kennel Orthodontics, Mainstay Technologies, LLC, NH Dental Society Foundation, Troy Schrupp, DDS
- Mile Marker:** Brand & Sawicki, Heaven Sent by Heather, LLC, Plymouth Anesthesia Associates, PLLC



October 24, 2019 - Meredith
Lakes Region Uncorked, our annual signature fall fundraiser, features over 35 local NH vendors of craft beverages and fine foods and many generous sponsors, donors and supporters, with proceeds supporting the LRCS Foundation.



LEADERSHIP LEVEL SPONSORS

- Title** NeuroInternational
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LEGACY SOCIETY HONOR ROLL

R. Stuart and Ruth W. Wallace
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Launched in 2019, LRCS' Legacy Society honors and recognizes the philanthropic leadership of individuals, families, businesses, and other entities that establish an endowed fund within the LRCS Foundation Endowment Fund, or who make a planned gift of \$5,000 or more and/or a bequest designation as part of their estate. Gifts can come from cash, appreciated stock, real estate, life insurance, IRAs, and Donor-Advised Funds, among other options.

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We extend our appreciation to all donors who support LRCS through United Way and/or payroll deduction employee pledges by designating LRCS Foundation as their charity of choice.

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2020 OUTSTANDING COMMUNITY PARTNER AWARDS

We are grateful for the collaboration of all of our community-based partners and the local businesses that employ and engage the people we serve. And we warmly congratulate and salute these friends and partners for their outstanding contributions over recent years in supporting and advancing the LRCS mission.

Laconia Police Department

In particular, Officer Eric Adams

CGI Employee Benefits Group

Kris Valenti and Fran Gonsalves



Did we make a mistake? Please contact us.

We deeply appreciate the generosity and of all our supporters and sincerely regret any errors or omissions. If we missed you or listed your name incorrectly, please email giving@lrscs.org or call Jim at 581-1588 and we will correct our records.

Lakes Region Community Services Foundation is a 501(c) 3 organization, FEIN #47-4258305. Charitable donations are tax deductible to the full extent allowed by law.

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We are grateful to the many individuals, businesses, community-based nonprofits, foundations, and others for their support of our work and their generous contributions. As a public charity, LRCS lists the names of all contributors, unless anonymity is requested. We strive diligently to appropriately honor our donors, and sincerely regret any errors or omissions in the following listing. If you note any errors here, do please bring it to our attention so that we can update our records; email Jim at james.hamel@lracs.org or phone 603-581-1588. Thank you.

Gifts received January 1, 2019 – December 31, 2019 and/or in response to our 2019 year-end Annual Appeal

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 Troy Schrupp, DDS
 Margaret Selig
 Speare Memorial Hospital
 Stafford Oil Company, Inc.
 Steven Sweedler
In Honor of Caleb Sweedler

Murray & Jean Swindell
 Sharon Swindell & Jeff Desmond
 Barbara Thomas
 Tilton Medical Associates, PLLC
 Town of New Hampton
 Vail Family Fund of NH Charitable Foundation
 Van Otterloo Family Foundation
 William J. & Rena M. Vecchio
 Margaret Wallace
In Honor of Ethan Wallace
 R. Stuart & Ruth W. Wallace
 Mary Alice & Kent Warner Family Support
 Fund of NH Charitable Foundation
In Honor of Joanne Piper Lang
 Well Sense Health Plan
 Richard Weymouth
 Bruce & Betsy Whitmore
 Winnisquam Dental
 Wood & Clay Fine Homes, LLC
 Brinton W. "Pete" Woodward, Jr.
 Neil & Rosalie Wright
In Honor of Luanne P. Wright



As the fundraising arm for LRCS, the LRCS Foundation supports vital strategic priorities that otherwise have little or no funding sources through LRCS. Contributions to our year-end Annual Appeal are a major source of funding for our Annual Fund. Tribute gifts and Memorial gifts similarly provide significant added resource. We are enormously grateful for the generosity of so many in our community who support our work.

Thank You!



LRCS
PO Box 509
Laconia, NH 03247

**Main Office &
Family Resource Center
of Central NH**

719 North Main Street
Laconia, NH

Mailing Address:
LRCS PO BOX 509
Laconia, NH 03247

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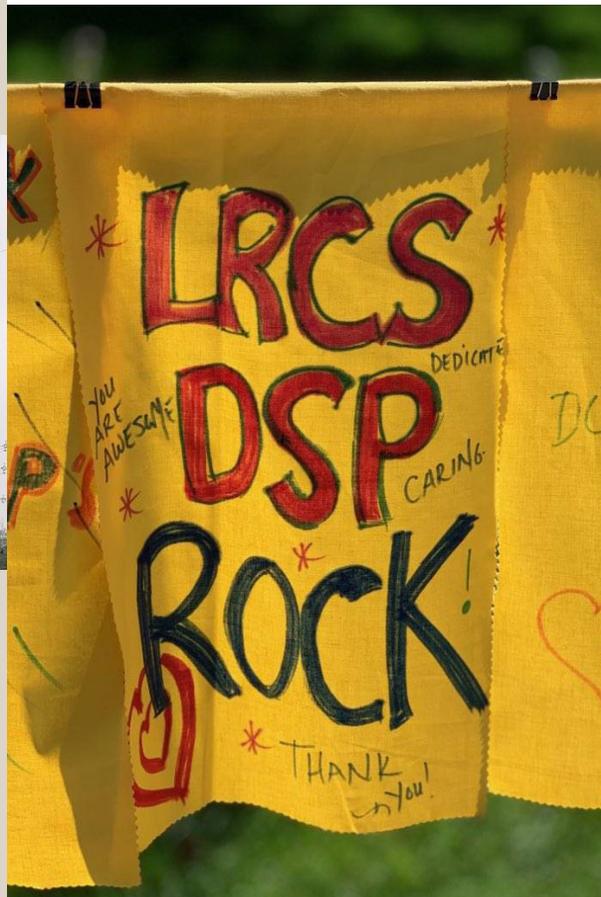


Northern Office

Whole Village
258 Highland Street
Plymouth, NH

Mailing Address:
LRCS Northern Team
PO BOX 509
Laconia, NH 03247

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**COMMUNITY
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Engage. Empower. Inspire.

Lakes Region Community Services (LRCS)
is "Dedicated to Serving the Community
by Promoting Independence,
Dignity and Opportunity."