2021 - 2022 ANNUAL REPORT

COMMUNITY SERVICES

Engage. Empower. Inspire.

AGING Gracefully

From the PRESIDENT & CEO AND BOARD PRESIDENT

AGING GRACEFULLY, TOGETHER



Rebecca L. Byant
Rebecca L Bryant
President & CEO

Dear Friends,

Often, we refer to aging with a negative connotation – on personal, professional, and even organizational levels. Over this past year, the challenges of an inadequate workforce, rising costs, and navigating through a long pandemic, certainly had an impact on how "old" we feel at Lakes Region Community

Services, adding more than a few gray hairs! Over this past year our families and employees alike have shown again and again how we can conquer obstacles and find the silver linings.

At LRCS we are proud to be an "aging" business - mature in knowledge and skills and resourceful at meeting the needs of the communities we serve. We have deep roots that have had years to take hold even as we sprout new branches that bend and grow to the changing circumstances in the work we do. We have dedicated employees who spend their careers with us, retire, and return to continue to offer their knowledge and service.

All these strengths shine through in what we do each day. We support individuals from birth through the life span - assisting a young mother with her new baby, a child in meeting developmental milestones, a family navigating a developmental disability diagnosis, a young adult leaving school and embracing their brave new world, or an elderly couple to stay at home with their needs being met. The desire for independence, dignity and opportunity are not defined by age, but what we all yearn for in every phase of life.

Our goal is to engage, empower and inspire our families and employees, and community partners, so that no one gets left behind in these challenging times. After all, as the saying goes, 'aren't we all just walking each other home?' Let's do it gracefully, together.

As we continue to age and develop as an organization, we are ever thankful to our community' support and encouragement. Together, we look forward to thriving in the year ahead.

"Independence, dignity and opportunity are not defined by age, but yearned for in every phase of life"



Carrie Chase
President of the
Board of Directors



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

LRCS is a private, nonprofit family-centered organization founded in 1975. LRCS is designated by the State of New Hampshire as an Area Agency to support individuals living with developmental disabilities or acquired brain disorders and their families; recognized by Family Support NH as the Family Resource Center of Central New Hampshire; and licensed by the State of New Hampshire to support seniors and adults living with chronic illness to maintain independence in their homes.

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Aging Gracefully IN A LRCS CAREER



A STORY OF FRIENDSHIP AND FUN OVER THE YEARS

The inseparable bond and friendship between Charlie Hughes and Denis Breton, two long-term LRCS employees, dates back over 20 years. In the early 2000s, the pair got their start at LRCS as Resource Coordinators. They worked closely together, sharing an office, helping individuals living with developmental disabilities or acquired brain disorders to design, manage and direct their support services. "The best part about my job was providing stability to the individuals and families I supported. They trusted me and knew they could count on me, especially when they felt they had

"Count your age by friends, not years. Count your life by smiles, not tears."

- John Lennon

no one else," shared Denis. While the two spoke highly of the individuals and families they supported, they also shared the importance of the relationships they made with other LRCS staff. "LRCS is like one big family. The friendships are invaluable," said Charlie.

Denis and Charlie are better known to their colleagues as Statler and Waldorf, the popular Critics from The Muppet Show who are always up to no good. "I don't remember hearing anything about The Muppet reference until one day an employee taped a picture of the Muppet Critic characters to the outside of our office door," joked Charlie.

The duo worked hard, but the humor, jokes, and pranks they played around the office gave a new meaning to the phrase 'work hard, play hard'. "At one point, we had a jar full of jellybeans in our office that people would come in and take, often by the cupful! Finally, Denis and I added a sign to the jar that said 'Previously licked jellybeans', Charlie recalls. "But the sign didn't work. People still took them!"

And their antics didn't stop there. "One of our best moments was the cooking contest we had at the office. Charlie and I were the judges, of course, and we had the contestants bring in dishes and baked goods for us to eat. It was our job to decide who made the best food," explained Denis. "We would pin the staff against each other by telling each contestant another person was winning. They would get upset and bring in another dish for us to try. We ate very well!" Denis was even able to get his wife involved by having her create trophies for the winners. Denis laughed as he recalled the story and said, "They all won. We didn't want to upset anyone or, more importantly, cut our resources!"

The two, now retired, are back working for LRCS part-time, providing direct care services to individuals. Although a bit grayer than when they started with LRCS over 20 years ago, they are still smiling and finding ways to give back to the community they love.

Charlie and Denis may be "retired," but they have no plans to stop serving individuals through LRCS anytime soon. Their work in the developmental disability community continues to flourish and age gracefully – just like their friendship.

Celebrating EMPLOYEES

MISSION AWARD

The LRCS Employee Mission Award began in 2019 to acknowledge long-term employees and Shared Family Living Providers that represent the Agency's mission and values through dedication and achievement. Award recipients produce quality work, consistently display characteristics valued and appreciated by coworkers, individuals, and the greater community, and are a reliable compass continually pointing the Agency in the direction of its goals and aspirations. The Employee Mission Award is unique in that it is awarded to one person per year, and consideration is based on nominations by his or her peers, with the final selection confirmed by Management Team.



MISSION AWARD Winners

2019

Melanie Mardin, Resource Coordinator

2020

Lisa Judd, StaffWorks Program Manager

2021

Mellissa Svoboda, Gentle Teaching Consultant

2022

Betty Loos, Shared Family Living Provider

Celebrating EMPLOYEES

LONGEVITY AWARDS

Each year, LRCS has the pleasure of recognizing long term employees and Shared Family Living providers who have reached milestones of years of services to the community. Over the course of July 1, 2021 – June 30, 2022, twenty-three employees and Shared Family Living providers share this honor. In today's work world where most people change careers frequently, it is heartwarming to recognize the loyalty that so many employees have given to LRCS' individuals and families. These milestones serve as a vital link in the chain which drives our mission.

2021-2022 LONGEVITY (Awardees

10 Year Milestone

Hailey Sworab
Colleen Cass
Shelly Shamberger
Glenn Dunlap
Birgit Walker
Laura Stanley
Christine Boemig
Elaine Ramsey
Phyllis Duquette
Aline Breton
Pam Prince

15 Year Milestone

Bruce Kaler
Sandra Shene
Phyllis Nash
Bethany Elliot
Deb Danforth
Rebecca Bryant
Kasey Gagnon
Sally Hahn
Tamara Burrow-Havlock

25 Year Milestone

Melinda Boyd

30 Year Milestone

Roberta Latullipe

35 Year Milestone

Nancy Hood



FAMILY RESOURCE CENTER OF QUALITY DESIGNATION A higher standard

The Family Resource Center of Central New Hampshire (FRC-CNH) impacts a growing number of families and children in the Lakes Region through its specialized programs, services, and outreach events. The FRC-CNH offers parent education, early intervention, and support to assist families to meet complex needs, make positive connections, and prepare children for success today and tomorrow.

Over the past year, the FRC-CNH was designated a 'Family Resource Center of Quality' (FRC-Q) by the Wellness and Primary Prevention Council (WPPC) of the New Hampshire legislature.

The FRC-Q designation defines and promotes quality of practice. With the new designation, the FRC-NH stands out as a FRC that provides depth in its programs and services and is committed to Principles of Family Support, and the Strengthening Families Framework, an approach that focuses on a family's strengths to assist with problem-solving.

"The process of becoming a FRC-Q provided a chance for us to reflect on our best practices and appreciate the impact of our amazing staff on the wellbeing of the families we support. We are very proud of the designation," stated Erin Pettengill, Vice President of the Family Resource Center.











GALE SCHOOL PROJECT PARTNERSHIP Partnerships for a Brighter Future

LRCS prides itself on being an essential community partner supporting individuals and families through exceptional care, quality, and services. Through the partnership with Lakes Region Community Developers (LRCD), LRCS is excited to expand services and outreach through the Gale School Redevelopment Project transforming the historical Gale School located in Belmont into a community facility operated by LRCS.

The additional space will provide an opportunity to bring programs and services to the larger community base, as the Gale School location allows easier access to services for families located in Barnstead, Belmont, and Gilmanton. Through the LRCD partnership, LRCS will be able to enhance the lives of individuals and families through expanded services. The Gale School will provide needed space to continue classes and other programming offered electronically during the pandemic and offer parent education courses, cooking classes, and other FRC supports.





LRCS FOUNDATION



The purpose of the LRCS Foundation is to benefit LRCS by raising and receiving funds for LRCS to meet critical needs today, tomorrow, and into the future. The Foundation also manages capital contributions to its Endowment Fund. The LRCS Foundation is a 501(c)(3) nonprofit corporation, Federal Tax ID# 47-4258305. Gifts made to the LRCS Foundation are tax-deductible to the full extent allowed by law.

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Robert Leda, VP of Development and PR Shelley Kelleher, VP and CFO Emily Ferrer, PR and Events Coordinator Judy Maguire, Executive Assistant

Foundation Legacy Society – 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.

Lakes Region Community Services LEGACY Society

For more information regarding the Legacy Society, please contact Bob Leda at 603-581-1588 or email at robert.leda@lrcs.org.

Legacy Society Honor Roll

Region III Family Support Council Irene ("Becky") Gage Van Otterloo Family Foundation R. Stuart and Ruth W. Wallace Brinton W. ("Pete") Woodward



We are grateful to the following individuals, businesses, organizations and foundations for this support that enriches our programs and services.

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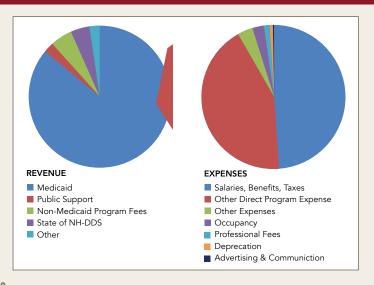
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FINANCES- FISCAL YEAR 2022

As a mature organization, LRCS has established reliable revenue sources, including growing funds from the work of the LRCS Foundation. We continue to strategically expand programs and services to incorporate specific funding opportunities. Managing our complex finances as we age gracefully, creates a future full of possibilities for all those who benefit from our community centered mission.



ANNUAL GIVING

Annual Fund gifts, special events proceeds, and donations of goods and services provide much needed resources and opportunities for LRCS and for those we serve. Gifts listed were received between January 1, 2021 and December 31, 2021 and/or in response to our year end 2021 Annual Appeal.

We appreciate every donation whether large or small as they all make a difference and can't thank you enough! Please help us in our mission to "Serve the Community by Promoting Independence, Dignity and Opportunity." Charitable donations are tax deductible to the extent allowed by law.

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Thank Yon!



It is our intent to fully acknowledge our many supporters. We deeply appreciate the generosity of so many and want to ensure proper recognition. If your name has been omitted or misspelled please accept our apologies and notify our office at 603-524-8811 or email robert.leda@lrcs.org.

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