

2022 - 2023 ANNUAL REPORT

LAKES REGION
COMMUNITY
SERVICES

Engage. Empower. Inspire.



PARTNERS *with the*
COMMUNITY

From the President & CEO and Board President



REBECCA L BRYANT

President & CEO

Mother Teresa is credited with saying **“I can do things you cannot, you can do things I cannot; together we can do great things.”** For the past 48 years and counting, the Individuals, families, employees, Board members, and our community partners, have been doing great things aimed at engaging, empowering and inspiring everyone around us. As we navigated through (no shortage of) challenging times, and as we look to the future, our ability to work collaboratively with anyone who crosses our path remains a cornerstone of our success.

As a non-profit organization offering very diverse services, funded through a myriad of revenue streams, we often work with challenging state and federal oversight bodies while simultaneously striving to meet the needs of our community. This year and the coming year stand to profoundly impact how we respond to the necessary bureaucracies, but what will not change is our desire to listen, learn, grow, and partner with other Lakes Region organizations with aligning missions. One such opportunity has presented itself with the Gale School Project under the direction of Lakes Region Community Developers (LRCD). This partnership offers us the chance to expand in numerous ways, such as increasing our physical space, resources, programming, and services. We anticipate a range of benefits from this collaboration, including significant growth and development of our organization.

PARTNERS *with* DIVERSITY

In addition to the partnership with LRCD, we are happy to report on a new friendship with the “new kids in town,” 603 United. This year, at our Annual Celebration, we introduced 603 United as an additional resource available to those we serve. The organization addresses the need for social connections, friendships, and community involvement, providing a valuable service for individuals with developmental disabilities and acquired brain disorders. We look forward to fostering a lasting partnership with 603 United to further enhance the overall well-being of our community.

As we forge ahead with friends such as Lakes Region Community Developers, 603 United, (and too many more in the surrounding area to name,) we are excited for what the future holds! Thank you to all of you for partnering with us, trusting us, and inspiring us to be the best version of LRCS possible every day!

“Our ongoing success as an organization is a true testament to community collaboration. Together, with you and with the participation of partnerships within our community, LRCS can better leverage our strengths and resources to create a greater impact on the individuals and families we serve.”

Carrie Chase



CARRIE CHASE

President of the
Board of Directors

HAND in HAND *with our* MISSION

Lakes Region Community Services 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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Lakes Region Community Services
FOUNDATION
Invest in the Future

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 this LRCS Foundation are tax-deductible to the full extent allowed by law.

LRCS FOUNDATION BOARD OF DIRECTORS 2022 - 2023

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LRCS STAFF PROVIDED to the FOUNDATION

Robert Leda, VP of Development and PR | **Shelley Kelleher**, VP and CFO
Emily Ferrer, PR and Events Coordinator
Judith Maguire, Executive Administrative 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 bequests 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.

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
Wood and Clay, Inc.



PARTNERSHIP *for the* FUTURE



LRCS values community connection and partnership to continue to evolve, meet the needs of the community, and enrich the lives of individuals and families by expanding programs and support services. The partnership with LRCD and the donor support of multiple Lakes Region businesses is no exception to this. Through the continual hard work and dedication of LRCD, LRCS is looking forward to breaking ground and beginning construction to refurbish and transform the Gale School in Belmont.

The Gale School Redevelopment Project provides many opportunities for advancement of LRCS programs and services. This exciting initiative affords LRCS with the necessary space to expand services and further improve the lives of individuals from birth through the lifespan. Within this space, LRCS looks forward to providing support services that empower our community with the tools and resources to achieve an improved quality of life.

The future plans for the Gale School include the addition of a commercial kitchen, which presents a unique and exciting opportunity for community engagement. With the incorporation of this kitchen and in conjunction with existing programs, LRCS envisions offering cooking classes to the individuals and families we support. The aim for this kitchen is to inspire a sense of community and connection by bringing people together to learn new skills and share their knowledge.

We eagerly anticipate the opportunities the Gale School will provide LRCS in the future, serving as a dynamic platform for community engagement, fostering connections, and addressing the needs of individuals and families throughout the Lakes Region. Through the collective efforts of LRCS' partners, the Gale School Redevelopment Project will enhance impact, maximize reach into the community, and create lasting positive change.



CELEBRATING EMPLOYEES: *Mission Award*

The LRCS Employee Mission Award, introduced in 2019, honors exceptional long-term employees and Shared Family Living Providers who demonstrate unwavering dedication and outstanding achievements aligned with the agency's core mission and values. Recipients consistently exceed expectations, embody valued characteristics, and serve as guiding forces for LRCS's goals. The unique aspect of this award is its peer-based selection process, where nominations highlight the remarkable contributions of fellow colleagues. Final recipients are chosen by the LRCS Management Team, ensuring they truly embody the agency's mission and values. Through this award, LRCS recognizes and honors the remarkable employees who exemplify the essence of the mission, inspiring others to make a meaningful impact on the lives they serve.



MISSION AWARD WINNERS

2023

Karen Hawthorne
and Kelly Miller

2022

Betty Loos

2021

Mellissa Svoboda

2020

Lisa Judd

2019

Melanie Mardin

CELEBRATING EMPLOYEES: *Longevity Awards*

LRCS takes great pride in annually acknowledging the significant achievements of long-term employees and Shared Family Living Providers who have dedicated themselves to serving the community. During the period of July 1, 2022, to June 30, 2023, we proudly honor twenty employees and providers who have reached important milestones in their years of service. In an era where career transitions are common, it is truly heartening to witness the steadfast loyalty demonstrated by these employees and providers towards LRCS's individuals and families. Their unwavering commitment serves as a crucial link in the chain that propels our mission forward. We extend our deepest appreciation to each of these remarkable employees and providers for their invaluable contributions and the lasting impact they have made in the lives they touch.

10 Year

Ken Ambrose
Laura Arsenaault
Sheryl Crusco
Robert Leda
Debra McCaw
Elizabeth Parker

15 Year

Kathy Burditt
Brenda Cass
Ruth Fisher
Shelley Kelleher
Dianne Craig
Betty Loos
Teri Wyman

20 Year

David Delisle
Tylaine Guarriello
Carrie Spooner
Sue Woods

25 Year

Kelly Miller
Holly Styles

30 Year

Lisa Richardson



NAVIGATING STAFFING CHALLENGES *in Direct Care*

In the day-to-day functions of our organization, a pressing issue continues to take center stage – the workforce crisis. Unfortunately, this issue affects all levels of staffing from Direct Support Professionals to upper management, leading to high turnover rates and critical shortages in the field. In the face of these challenges, creative solutions are needed.

Staffing has long been a challenge in the human services field, even more so now as New Hampshire faces record-low unemployment rates and a declining workforce. The New Hampshire unemployment rate as of April 2023 remains a staggering 2.1%, much lower than the national unemployment rate of 3.4% recorded for the same month. It is critical that we not only attract applicants but that we find uniquely qualified staff who understand what we do, the importance of our mission, and are compassionate. Direct care work is extremely rewarding but challenging. The complexity of caring for another person, whether it be in their home or the community, is well understood by those who have chosen this career path.

The record-low unemployment numbers in the state of New Hampshire have provided a bleak backdrop in the field of recruitment, yet LRCS has remained steadfast and committed to funding talent and spreading the word about the critical services we provide. HR participates in every recruitment-focused event possible; to date, our recruiters have attended 40 separate career fairs during this fiscal year alone, online, and in person. Open positions are continually posted across more than 20 advertising sources at a time, and new relationships with local schools and businesses are being formed each year.



LRCS has implemented various recruitment initiatives, collaborating with government agencies to become a designated Recovery Friendly Workplace and a Platinum Level New Hampshire Veteran-Friendly Business. These collaborations aim to attract a diverse range of candidates and provide training for long-term career growth. To combat staffing shortages, and in addition to working diligently to raise the Direct Support Professional wage scale, LRCS also implemented a robust six-week Professional Skills Workforce Development Program in partnership with Lakes Region Community College to attract and retain passionate individuals supporting individuals with disabilities.



Looking into the future, the Gale School is set to have a profound impact on the hiring and retention of LRCS employees, bringing benefits to both the current staff and individuals receiving services. As the Gale School transforms into a dedicated home base for services, it will provide a centralized and purpose-built environment that fosters a sense of belonging and socialization for LRCS employees and the individuals they serve. This will not only enhance the working experience for employees but create an inviting atmosphere for the individuals receiving services. Additionally, the Gale School redevelopment will provide an opportunity for the expansion of StaffWorks' group programming, which supports the personal and career goals of individuals with developmental disabilities or acquired brain disorders. By establishing a safe and centralized home base, Direct Support Professionals will be able to bring the individuals they support to the Gale School, reducing the necessity for a 1:1 staff-to-client ratio. This strategic approach will lessen staff burnout and enhance overall morale.

Through these various recruitment and retention efforts and establishing the Gale School as a home base to overcome staffing shortages, LRCS can ensure that individuals, children, and families receive the high-quality care and support they deserve.

THE FUTURE *is in our* HANDS

Looking forward into the future, the Gale School promises opportunities for growth and high quality of services offered in the LRCS StaffWorks program and the LRCS Family Resource Center

INCREASING THE IMPACT OF THE FAMILY RESOURCE CENTER



Engage. Empower. Inspire.

Strong families lead to strong communities. For hundreds of families living in the Lakes Region, the LRCS Family Resource Center (FRC) provides respectful, non-judgmental services to help strengthen families and children in the community with appropriate services and supports. As an effort to bridge the gap between developmental disabilities services offered through the LRCS Area Agency and programs provided by the LRCS Family Resource Center (FRC), the FRC plans to develop an Independent Living education course that will be offered at the Gale School to local families and individuals receiving services through the Area Agency. This will be an integrative course allowing individuals with developmental disabilities or acquired brain disorders being served through LRCS to socialize and connect with other adults in the community in a proactive learning environment. The goal of this class is to teach and develop skills that are necessary to sustain a home, including but not limited to cooking and nutrition, financial management, community access, and personal care.

In addition to the Independent Living classes, the Gale School provides the FRC an opportunity to offer more localized support and expand its current services and specialized programs to Belmont, Gilmanton, and Barnstead to continue its impact on the growing number of families and children in the Lakes Region.



STAFFWORKS: EDUCATION FOR EMPOWERMENT

Everyone deserves the dignity and economic freedom that comes with having a paying job. LRCS StaffWorks helps to provide choices and opportunities for job training and employment for individuals with developmental disabilities and acquired brain disorders. When COVID hit, many of these job opportunities were put on pause or canceled completely for individuals. StaffWorks had to get creative and pivot services. As a result, a curriculum was developed to enrich the lives of these individuals by teaching them the skills to build solid foundations for independence and daily living. As COVID restrictions have eased, the importance of these interactive courses remains the same, and a dedicated space for these services has become essential for their continued success.

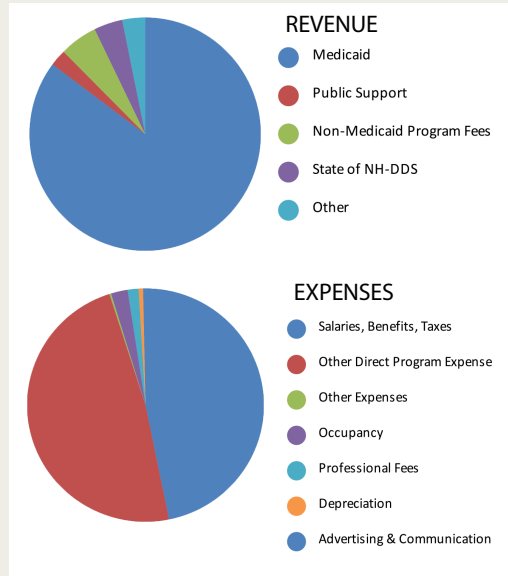
The Gale School will function as a central location where individuals can access StaffWorks courses and services, fostering opportunities for social connections. The building will allow StaffWorks the space needed to provide quality classes and programs tailored to the wants and needs of the individuals they serve. The courses will be a well-rounded mix of essential daily living skills, employment and career services, culinary and nutritional training, health and wellness, artistic expression, recreation, and life management. To increase service options, the Gale School will provide a well-equipped building with all the required amenities and scheduling flexibility to accommodate each individual's busy lifestyle.

Ultimately, the Gale School will establish a one-of-a-kind facility that caters to the specific needs of individuals with developmental disabilities and acquired brain disorders, creating a positive impact now and in the future.



FINANCES - FISCAL YEAR 2023

Prominent economist Alex Tabarrok notes, “The only way to thrive is to innovate.” LRCS has successfully undergone the required changes to ensure compliance with the recently introduced NH Corrective Action Plan. This transformative journey will help LRCS innovate and evolve our service offerings to achieve meaningful and measurable impact. In fiscal 2024, our revenue streams will start to look different as we evolve into this new world.



CELEBRATING *generosity*

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

Gifts listed were received between January 1, 2022 and December 31, 2022 and/or in response to our year end 2022 Annual Appeal.

GRANTORS

Greater Lakes Region Children's Auction
Granite United Way
Joe and Pasena Maroun Family Foundation
The Linden Foundation
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Van Otterloo Family Foundation
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UNITED WAY EMPLOYEE CONTRIBUTIONS

Catherine Walker
Colleen Cass
Judith Maguire
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Rebecca Bryant

TRIBUTE DONATIONS

IN HONOR OF

Brint Woodward
Tenley and Peter Callaghan
Bruce & Sarah Barton

Caleb Sweedler
Steven Sweedler

Shannon Robinson-Beland
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Chris Maroun
Stuart & Susan Needleman

IN MEMORY OF

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Wendy Duggan
Wendy Robb

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Sandra and Kevin Kelly
Vail Family Fund of NHCF
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LRCS AND LRCS FOUNDATION CONTRIBUTORS 2022 ANNUAL APPEAL

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Evan and Jessica Stowell	Network for Good
Gary & Lisa DiMartino	Paul Marchesiani
Gary & Valerie Lemay	Peter & Peg Hendel

**LRCS AND LRCS FOUNDATION CONTRIBUTORS 2022
ANNUAL APPEAL continued**

R. Stuart & Ruth W. Wallace
Rebecca Bryant
Robert and Simone King
Roger Nash
Saint James Episcopal Church
Sharon Swindell and Jeff Desmond
Steve & Laren Carkin
Steve Camerino/Sarah Knowlton
Steven Sweedler
Susan and Kevin Reilly
Taylor Community Residents Assoc.
Teresa Ptak and Benjamin Nugent
Thomas Costigan
Tim and Elaine Mann
Tom Kelsey
Wayne Noyes
The Generator Connection
Wendy Duggan
William C. & Una M. Harrington

**COMFORT & JOY: CHRISTMAS HYMNS
AND CAROLS BENEFIT CONCERT
DONATIONS**

**(to be placed in the newly formed Brinton
Webb Woodward, III Endowment Fund)**

Anonymous (4)
Bill & Nancy Dailey
Brinton W. 'Pete' Woodward, Jr.
Bruce & Betsy Whitmore
CGI Business Solutions
Curtis and Kim Smock
David Leda
David Lockwood
Elizabeth Farnsworth
Emily and Joseph Zabransky
Episcopal Diocese of NH
Joan Barker
Osprey Fund
Patricia Kendall
Paul Elkins
Stephen and Judith Wales
Stephen J. Connolly IV
Van Otterloo Family Foundation

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@lracs.org.

Lakes Region Community Services and Lakes Region Community Services Foundation are 501 (c) 3 organizations. Charitable donations are tax deductible to the extent allowed by law.

LAKES REGION
COMMUNITY
SERVICES

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