

2024-2025 ANNUAL REPORT



LAKES REGION COMMUNITY SERVICES

Engage. Empower. Inspire.

50 YEARS OF IMPACT



Rebecca L. Tolman

President and CEO

From the President and CEO and Board President

As we reflect on another year at Lakes Region Community Services, I am reminded daily of the strength, resilience, and compassion that define our mission. For over five decades, we have been a cornerstone of support for individuals with developmental disabilities and acquired brain disorders, empowering people to live full and meaningful lives as valued members of our community.

This past year brought both progress and challenges. We celebrated milestones in inclusion, independence, and innovation—proof that our mission is as vital now as it was 50 years ago. Yet, alongside our successes, we continue to face significant financial headwinds. Like many organizations in our sector, we are navigating an increasingly strained funding environment. Rising costs, workforce shortages, and limited reimbursement rates are testing our ability to sustain the high-quality services our community relies on.

Despite these challenges, our commitment to those we serve remains unwavering. Our dedicated staff, Board of Directors, and community partners have continued to go above and beyond to ensure that essential supports are not just maintained, but strengthened. I am endlessly proud of the creativity, collaboration, and compassion that fuel our work every day.

Looking forward, it is clear that we cannot sustain this work alone. Advocacy must be a central part of our strategy. We need the voices of families, staff, and community allies to join us in urging policymakers

to invest in the future of human services. Adequate funding and forward-thinking legislation are critical if we are to be here for another 50 years and beyond.

As we celebrate all we have accomplished together, let us also recommit ourselves to the road ahead. We must be both stewards of our mission and champions for the change needed to uphold

it. With your continued support and partnership, I am confident that we will meet this moment—and build a future where everyone in our community is seen, supported, and empowered.

With gratitude,



Rebecca L. Tolman
President and CEO

Board President Remarks

As we mark 50 years of Lakes Region Community Services, we celebrate not only our history, but the lives transformed through decades of dedicated service. From our earliest days to today, LRCS has been a vital force in promoting dignity, independence, and inclusion for individuals and families in our region.

This milestone is a testament to the tireless efforts of our staff, families, volunteers, and partners in our community. It is also a moment to reflect—with gratitude for how far we've come, and with resolve for the work still ahead.

Sustaining this mission for another 50 years will require more than passion and dedication—it will require meaningful investment. We call on our community stakeholders, partners, and policymakers to stand with us and advocate for a system that values and funds human services appropriately.

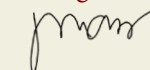


Jeanin Onos

President of the Board of Directors

Together, we can ensure that LRCS continues to be a beacon of support, empowerment and education of what we do and who we represent for generations to come.

With gratitude,



Jeanin Onos
President, Board of Directors

Mission and Leadership

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. LRCS is proud to serve individuals and families from birth through the lifespan.

BOARD OF DIRECTORS 2024-2025

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Randy Perkins, *Secretary*
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Kasey Gagnon, *Clinical Director*

LRCS FOUNDATION BOARD OF DIRECTORS 2024-2025

OFFICERS

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Emily Fortson, *Vice President*

Joanne Piper-Lang, *Secretary/Treasurer*

DIRECTORS

R. Stuart Wallace

Shannon Robinson-Beland

Rebecca Tolman

Cheryl Larose, *Liaison from the
Family Support Council*

LRCS STAFF PROVIDED to the FOUNDATION

Robert Leda, *VP of Development and PR*

Shelley Kelleher, *VP and CFO*

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.



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

Foundation Legacy Society Honor Roll

Region III Family Support Council

Bob & Karen Ciardi

Burton Family Foundation

Irene ("Becky") Gage

Van Otterloo Family Foundation

R. Stuart & Ruth W. Wallace

Brinton W. ("Pete") Woodward

Wood & Clay, Inc.

Fifty Years of Impact: The Story of Lakes Region Community Services

In 1975, a groundbreaking law—RSA 171-A—was passed in New Hampshire, mandating the creation of a comprehensive system of care for individuals with developmental disabilities. That same year, in the heart of the Lakes Region, a grassroots movement began. Known then as the Twin Rivers Human Services Coordinating Council, Lakes Region Community Services (LRCS) was born out of a shared vision: to ensure that every individual, regardless of ability, could live a full and meaningful life within their own community.

The late 1970s saw families advocating fiercely for change. A class action lawsuit against the State of New Hampshire over the conditions at the Laconia State School is filed. In 1978, concerned parents filed the landmark lawsuit against the state, claiming a failure to uphold the promise of RSA 171-A.



That case, *Garrity vs. Gallen*, would go on to become the longest-running lawsuit in New Hampshire history resulting in a court approved plan called *Action of Independence*, outlining reforms at the Laconia State School along with a multi-year plan for community service development.

By 1980, the state began moving toward a more community-based model of support. In 1981, LRCS was officially designated as one of New Hampshire's first Area Agencies—a recognition of its early leadership and commitment to inclusive care.

Throughout the 1980s and into the 1990s, LRCS continued to break new ground. In 1989, Family Support legislation was passed with actual funding attached for the first time. Just three years later, in 1990, LRCS launched Downtown Artworks in Plymouth—its first community-based business venture. Then, in a historic moment in 1991, the Laconia State School closed, and New Hampshire became the first state in the nation to no longer rely on institutionalization for people with disabilities. The spirit of community inclusion had triumphed.

As LRCS grew, so did its impact. By 1994, the organization received a comprehensive Family Support contract, significantly expanding its reach. In 2000, LRCS launched the Family Resource Center of Central New Hampshire, broadening its role in strengthening families across the region.

The 2000s brought innovation. In 2004, the Home Assist Program was introduced, supporting independent living for elders and individuals with chronic health conditions. In 2012, LRCS moved its main office to downtown Laconia, a symbolic return to the community core, leaving behind the grounds of the former Laconia State School.

Recognition soon followed. In 2013, LRCS received the prestigious Dunfee Award for Excellence in Nonprofit Management. Two years later, in 2015, the Lakes Region Community Services Foundation (LRCSF) was established, ensuring long-term sustainability and growth.

In 2019, LRCS again stepped up to meet emerging community needs, launching the Adverse Childhood Experiences Response Team (ACERT) to support children and families dealing with trauma. A year later, the Foundation created its Endowment Fund, securing future resources for essential programs.

By 2021, the Family Resource Center had earned the designation of a Family Resource Center of Quality—affirming the organization's commitment to evidence-based, family-centered care. LRCS's health initiatives continued to expand. In 2024, it became a partner in Medicare's GUIDE Dementia Program and broadened its nursing services



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to meet the growing healthcare needs of the region.

And now, in 2025, LRCS celebrates 50 years of unwavering service. What began as a small, local council has grown into a cornerstone of support, advocacy, and empowerment for thousands of individuals and families. With every program launched and every life touched, LRCS has remained true to its founding belief: that communities are stronger when everyone belongs.

Looking ahead, LRCS remains steadfast in its mission, fully aware that the next fifty years will bring new challenges alongside opportunities for impact. As state and federal systems evolve and funding becomes increasingly competitive, the demand for sustainable investment in community-based services will only grow. Yet, just as it has weathered economic downturns, policy shifts, and systemic changes in the past, LRCS will continue to adapt, innovate, and lead. Our strength lies in the partnerships we foster, the families we serve, and the unwavering belief that everyone deserves dignity, respect, and the right supports to thrive. With continued community backing and strategic advocacy, LRCS will remain a vital anchor in the region—delivering top-notch, compassionate, and personalized support that uplifts families and strengthens the fabric of our communities.

As it marks this milestone, LRCS looks not only back with pride—but ahead with purpose.

Mission Awards

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

2025 – Meg Rennie and Trudy Liacos
2024 – Sherry O'Mara and Nancy Hood
2023 – Karen Hawthorne and Kelly Miller
2022 – Betty Loos
2021 – Mellissa Svoboda
2020 – Lisa Judd
2019 – Melanie Mardin

Longevity Awards

10 YEARS

Debbie Cassavant
Janice Chase
Catherine Forrest
Subodh Giri
Jeanine LeGrow
Alyssa MacPherson
Kathy Richardson
Alyssa Tandy
Tricia Tousignant
Stephanie Traibman

15 YEARS

Kim Sharon

20 YEARS

Donald Harris

30 YEARS

Wendy Robb
Judee Teichert

35 YEARS

Nancy Brown



Longevity Awards

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, 2024, to June 30, 2025, we proudly honor sixteen 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.

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, 2024 and December 31, 2024 and/or in response to our year end 2024 Annual Appeal.

Grants

Cogswell Benevolent Trust
Greater Lakes Region Children's Auction
Granite United Way
Joe & Pasena Maroun Family Foundation
The Linden Foundation
New Futures, Inc.
New Hampshire Children's Trust
New Hampshire Charitable Foundation
Samuel P. Pardoe Foundation
State of NH
Steven & Krista Alperin
Van Otterloo Family Foundation
Wood and Clay

LRCS and LRCS Foundation Contributors 2023 Annual Appeal

Alexandra and Leonid Raiz
Anonymous (8)
Arthur & Karen Bourgeois
Bank of New Hampshire
Barbara Strohm
Beans and Greens Farm
Brian Bozak & Tomoko Tamaru
Brinton W. 'Pete' Woodward, Jr.
Bruce & Sarah Barton
In Honor of Brint Woodward
Bryan & Karen Ottesen
Bud and Mary Crane
Charles & Carole Purse
Charles & Susan Goulet
In Honor of Stuart Carkin
Cheryl Ann Fitzgerald
Chip and Wendy Harris
Chippers Inc.
Cindy and Paul LeLievre
Cogswell Benevolent Trust
David and Sylvia DeTscher
David Leda
In Memory of Judith Ann Leda
David Martin
Dean and Janet Gulezian
Deb & Don Nugent

Diane Garfield and Peter Gross, MD

Donald and Sandra Morrissey

Douglas McDonald and

Lesla Lakeman-McDonald

E.M. Heath

Emily Fortson

Episcopal Diocese of NH

Eric Adams

Eric Sargent

Mountain Top Builders, LLC

Evan and Jessica Stowell

Everett R. Johnson, DMD PLLC

Gary & Lisa DiMartino

Gary & Val Lemay

In Memory of Chris Lemay

George and Joanne Piper Lang

Gerald and Michelle Rosado

Hayward and Company, LLC

HK Powersports

Irene McKinley

Irwin Automotive Group

Jake Deware Kindness Project

In Memory of Jake Deware

James & Pamela Morel

In Honor of Brayden J. Taylor

Jeanin and Jeremy Onos

Joel & Judy Fisher

John and Leslie Robinson

Judith Maguire

In Memory of "Duffy"

Judith Wagner

Judy & Jerry Beck

Kerry and Charles Tyler

Laura Hardiman

Marcia Haughey

Margaret Selig

Maria & Allen Raper

Marie Leahy

In Memory of Jane Babin

Mark & Tammy Emery

Marti Ilg

Melanie Mardin

Michael MacDonald

In Memory of Christopher Lemay

Mr. and Mrs. Peter J. Coolidge

Naswa Resort

In Memory of Peter Makris

Patricia Kendall

Peter & Peg Hendel

In Honor of Kathy Glanzman

Phoebe VanScoy-Giessler

R. Stuart & Ruth W. Wallace

Randy J. Perkins

Raymond Schneeberger

Regina R. Lalumiere

Rich Crocker

Richard Gaynor

In Memory of Dick and Kay Gaynor

Rick and Harriet DeMark

Robert and Simone King

Robert Huston

Robin and Leslie Kenney

Rockyworld-Deephaven Camps

Roger Nash

Russ Wilder

Saint James Episcopal Church

Sandra and Kevin Kelly

Sandra and Todd Ringelstein

Stafford Oil Company, Inc.

Steve & Laren Carkin

Steve and Jane Plumley

Steve Camerino/Sarah Knowlton

Steven Green

Steven Sweedler

In Honor of Caleb Sweedler

Sylvia Detscher

Tenley and Peter Callaghan

The Lawson Group

Thomas Costigan

Tim and Elaine Mann

Tina Berard

Tom and Jill Dawson

Tom Kelsey

Vail Family Fund

Van Otterloo Family Foundation

Wendy Capone

William C. & Una M. Harrington

Wood & Clay, Inc.

Zita Bello

Zoe Dawson

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@lrca.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.

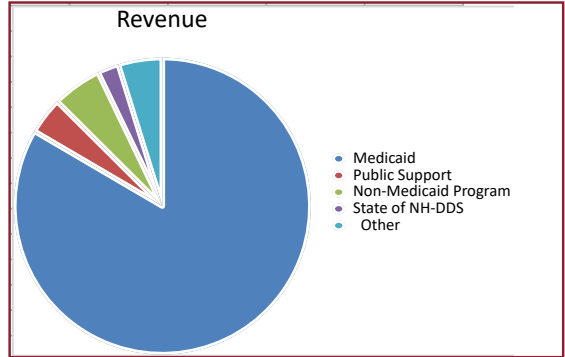


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LAKES REGION
COMMUNITY SERVICES

Finances – Fiscal Year 2024

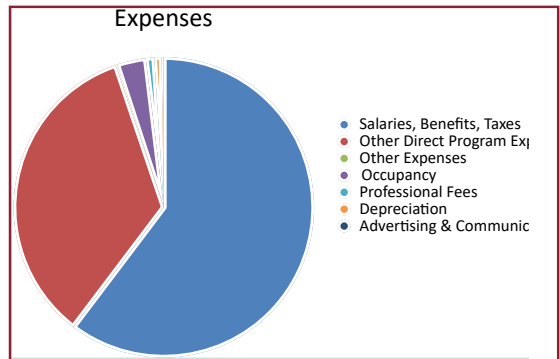
It's been quite a journey and a significant shift in our organization's funding over 50 years! Going from a zero budget to a substantial \$25.7 million, with Medicaid consistently making up a large portion, really highlights the impact of those funding streams. The peak in FY22 at \$33.2 million, with 86% Medicaid, followed by the decrease to \$25.7 million and 83% Medicaid after the implementation of conflict-free case management, paints a clear picture of how system changes can influence budget allocation.



REVENUE

FY25 PERCENTAGES

Medicaid	83.4%
Public Support	4.0%
Non-Medicaid Program Fees	5.4%
State of NH-DDS	2.3%
Other	4.8%
	100.0%

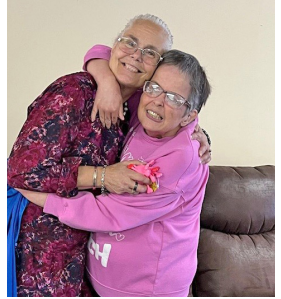


EXPENSE SUMMARY

Salaries, Benefits, Taxes	60.3%
Other Direct Program Expense	34.5%
Other Expenses	0.2%
Occupancy	3.1%
Professional Fees	0.9%
Depreciation	0.8%
Advertising & Communication	0.3%
	100.0%



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Laconia, NH 03246

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LRCS
PO Box 509
Laconia, NH 03247

Northern Office
Whole Village
258 Highland Street
Plymouth, NH 03264

603-524-8811

LRCS.org