Advocates

Caring Partners. Creative Solutions. Better Lives.

2015 Annual Report

President's *message*

Dear Friends,

2015 marked the close of Advocates' fourth decade—an occasion to reflect on what we have accomplished and to turn our attention to the future. We focused much of our energy on strengthening the organization so that we can continue to build better lives and stronger communities for decades to come.

Our restructured leadership team includes several new colleagues—both from within and outside the agency—who bring vision, passion, and a wealth of experience. In 2015, we were delighted to welcome Regina Marshall, Senior Vice President of Administrative Operations; Diane Schiller, Vice President of Data Analytics; and Lisa Walters-Zucco, Vice President for Intellectual/Developmental Disabilities and Brain Injury Services.

With the launch of our new website and brand identity, we're engaging more deeply and widely with individuals and families who benefit from our compassionate, creative, and potentially life-changing services. We're also expanding our relationships with partners like you who help us develop and deliver those services.

In response to growing needs in the community and the changing landscape of health care, we launched innovative programs in the areas of Brain Injury Services, Care Coordination, Autism Services, and Behavioral Health.

This annual report is a celebration of Advocates' remarkable staff, the people we serve, and you—the dedicated partners who make better lives possible. Please read on and join me in celebrating all that we have accomplished together.

With gratitude,

Diane Gould

President and CEO

2015 *highlights*

Caring Partners

Advocates' first ever #SummerofFun campaign was a huge success thanks to the generosity of many caring partners. From beach trips to whale watches, museum visits to baseball games, more than 250 individuals and staff from Advocates enjoyed special summer outings. Recreational activities are essential for a happy, healthy life, but too often they go unfunded and are out of reach for people served by Advocates.

For many at Advocates, a whale watch is a once-in-a-lifetime experience. Susan took great delight in her day on the ocean. "The whales were beautiful to watch. Not only was it a joy seeing them but it was so relaxing being on the water for the ride... I am so glad I had the opportunity to go."

The excursions provided opportunities for staff and individuals to deepen connections with one another. Lisha had the pleasure of sharing her favorite hobby with two individuals she supports while kayaking along the Charles River. "I was able to relax, enjoy the sun, and enjoy them enjoying one of my favorite things to do."

Together, the caring partners who donated, the staff who coordinated the outings, and the individuals who enjoyed them created a summer filled with memories to last a lifetime.

Creative Solutions

Going to the doctor can be challenging for anyone, but especially so for kids with autism and their parents. In 2015, the Autism Alliance of MetroWest launched an innovative initiative with local pediatric practices to improve the experience for these families. In June, the program received a grant from the MetroWest Health Foundation of Framingham to support children and young adults with autism and their families during medical visits.

With the grant funding, Autism Alliance staff developed wellness packets, calming kits, and training for local pediatric practices to help ensure positive experiences for families who come in with a child with autism.

Noise-canceling headphones, a weighted stuffed turtle, and a pager for families to use while they wait for the doctor are among the many sensory tools that are included in the calming kits to help during doctor's visits. The wellness booklet is offered in English, Spanish, and Portuguese, and includes a social story and checklist to help children anticipate step-by-step what's going to happen during the visit.

"The calm kit and visual materials are a lifesaver. It was the first time I got to engage in conversation with the doctor while my son was with me. He kept himself calm with the [sensory toys.] He fell in love with them."

–A grateful mom

Better Lives

Deep commitment and involvement in the Worcester community help foster addiction recovery for sixteen women.

Linda Fay Griffin House is an addiction recovery home for women who find hope and healing by caring for each other and the community in which they live. In 2015, the Green Hill Neighborhood Association recognized the residents and staff of the home for their hard work and dedicated service to the local community. Residents helped organize and participated in the Association's annual Earth Day cleanup and community picnic. They're also the driving force behind cleaning streets and parks in the surrounding area.

During a typical six-to-eight-month stay, the residents are able to reintegrate into the community, attend meetings and appointments close by, and volunteer at local organizations. The program model at Linda Fay Griffin House emphasizes community and empowers the women to create a support system for each other so that participants can live a fulfilling life while recovering from addiction.

Being involved in the Worcester community inspires Jessica to give back to her hometown and get others involved. She shares, "The staff helps me develop a plan of action to stay on track and...to help me grow and learn to live life in a positive way." Together, the residents and staff build networks of support and caring relationships that contribute to better lives.

Read more stories at www.Advocates.org/stories.

From left:
Jeffrey Keilson, Senior Vice President; Elin Howe, Commissioner, Department of Developmental Services; Jerry McCarthy, Northeast Arc

Jena Kohashi, Sara Dugas, Deaf Respite Team

Molly Niland, Mental Health Division

Recognitions

Day in and day out, staff and individuals at Advocates work together to shape creative solutions for better lives. Sometimes these personal triumphs and daily victories go unseen by the wider community, and sometimes we have the opportunity to celebrate them publicly. We offer congratulations to this year's award winners and to all in the Advocates community who contribute to better lives every day of the year.

Marthe Vilchert
Administrative Director / Shared Living Provider
DDS Statewide Advisory Council Recognition Award

Advocates Deaf Respite Team
Massachusetts Commission for the Deaf and Hard of Hearing Outstanding Organization Award

Department of Mental Health Westborough Site Recognition Award

Advocates Deaf Services Team
The William B. Swett Award, Mass. State Association of the Deaf

Jeffrey Keilson
Senior Vice President of Strategic Planning and Development
Northeast Arc President's Award

Linda Fay Griffin House & Nancy Pope
Program Manager
Green Hill Community Association Recognition Award

Tracey Walcott
Direct Care Counselor
Providers' Council Gerry Wright Direct Service Employee Award

Molly Niland
Senior Direct Care Counselor
Stephanie Moulton Memorial Award, Department of Mental Health

Max & Octuve Labady and Stephen MacDougall
Shared Living
Community Living Recognition Award

Board of Directors

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Executive Leadership Team

Diane Gould, LICSW
President and CEO

James Mills
Senior Vice President and CFO

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Medical Director and Senior Vice President of Clinical Services

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Senior Vice President of Strategic Planning and Development

Beth Lacey, MSW, LCSW
Senior Vice President of Community Services

Regina Marshall, JD
Senior Vice President of Administrative Operations

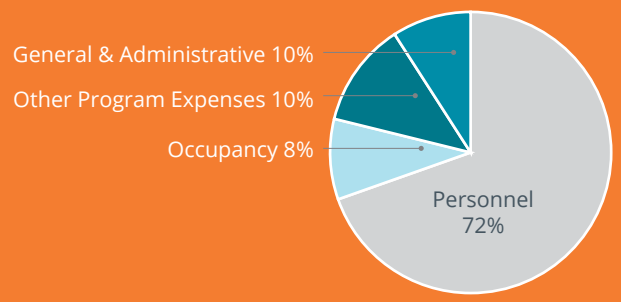
Christine Pearson
Vice President of Human Resources

Anne Pelletier Parker, LICSW, ACSW
Senior Vice President of Health Systems Integration

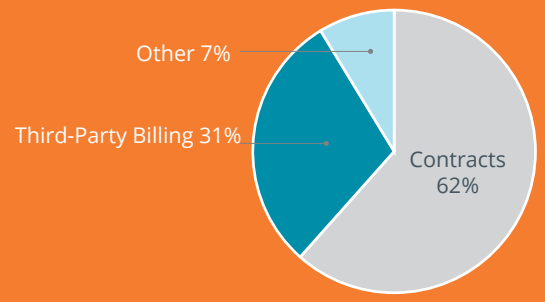
financials

2015 was another year of growth and expansion for Advocates. The generosity and support of our visionary funding partners and donors make better lives possible.

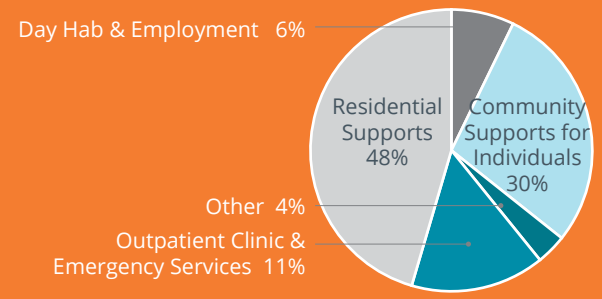
FY 2015 EXPENDITURES: $76,860,000



FY 2015 REVENUE BY SOURCE: $78,461,000



FY 2015 REVENUE BY SERVICE



Thank you

to our 2015 supporters

$5,000+ Donors

Anonymous
Cummings Foundation
Doug Flutie, Jr. Foundation for Autism
Gallagher Benefit Insurance Services
Harvard Pilgrim Health Care
The Health Foundation of Central Massachusetts
Kate's Fund for Women, Santa Fe Community Foundation
Krokidas & Bluestein
Little Oak Hill Foundation
MetroWest Health Foundation
People's United Bank
James and Patricia Poitras
Woodruff-Sawyer & Co. (formerly EBS Capstone)

2015 Funding Partners

Advocates for Human Potential
Ashland Police Department
Beacon Health Options
Brandon School and Residential Treatment Center
Blue Cross Blue Shield of Massachusetts
CeltiCare Health/Cenpatico Behavioral Health, LLC
Commonwealth Care Alliance
Edward M. Kennedy Community Health Center
Employment Options Inc.
Essex County Sheriff's Department
Fallon Health
Framingham Coalition, Inc.
Framingham Police Department
Harvard Pilgrim Health Care
Marlborough Police Department
Marlborough Hospital
Massachusetts Behavioral Health Partnership
Mass. Commission for the Blind
Mass. Dept. of Children and Families
Mass. Dept. of Developmental Services
Mass. Dept. of Housing and Community Development
Mass. Dept. of Mental Health
Mass. Dept. of Public Health
Mass. Parole Board
Mass. Rehabilitation Commission
MassHealth
MetroWest Medical Center
Newton Police Department
OptumHealth I United Behavioral Health
Senior Whole Health
South Middlesex Opportunity Council
SSTAR
Substance Abuse and Mental Health Services Administration
Town of Ayer
Tufts Health Plan – Network Health
U.S. Dept. of Housing and Urban Development
Watertown Police Department
Wayside Youth & Family Support Network
Worcester County Sheriff's Office

For a complete list of our 2015 supporters, visit www.Advocates.org.

Advocates

Advocates champions people who face developmental, mental health, or other life challenges. We partner with individuals and families to shape creative solutions to even the greatest obstacles.

First, we listen. Then, together, we do what it takes to help people thrive.

www.Advocates.org