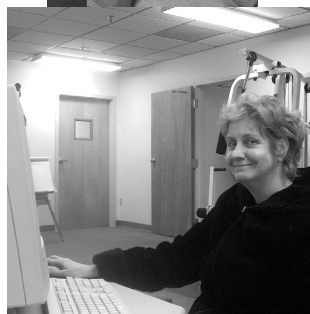
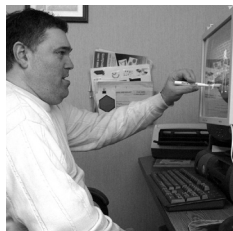


*Extraordinary Staff...  
Extraordinary Results*



*Program Annual Report 2007*



**Community Connections Inc.**

Opportunities for People with Disabilities

# Habilitation Services

## Program Description

Day Habilitation services include The Day Centers and Life Skills Services. They are designed to meet individual needs, from intensive therapies to community service.



Each program has full nursing coverage to address medical needs and therapeutic services that include physical, speech, occupational, behavioral, music, art, aromatherapy and equine therapy.

The Life Skills programs are designed for individuals who have the potential, with support, to be more independent at home and in their community. The programs include daily living skills, health and safety, personal care, nutrition and meal planning, budgeting, recreation and

volunteering, all designed to develop competence and confidence living in the community.

## Locations and People Served

There are nine locations in Southeastern Massachusetts offering Habilitation services: Fairhaven, three in Fall River, Marion, Mashpee, Plymouth, Somerset and South Yarmouth. These centers served 432 individuals, an increase of 50 people over 2006.

## Objectives Achieved

91% of people served achieved their Individual Service Plan Objectives in fiscal year 2007. Those who fell short were new



participants in the service or elders who have difficulty achieving health goals due to aging.



## Satisfaction Results

Individuals served, family members and funding sources are surveyed annually about their satisfaction. 97% were extremely or very satisfied with the services received. Staff commitment was praised as well as the extraordinary day-to-day care experienced by people served.

# *Supported Living Services*

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## *Program Description*

Supported Living Services provides personalized, in-home services that assist each individual to live safely and successfully in their community. These services are offered to people who require less than 24-hour support and living arrangements are typical of those in which persons without disabilities reside.

Services include help with: securing a home and housing vouchers, medical appointments and care, grocery shopping, nutrition and meal preparation, banking, budgeting and bill-paying, coordinating other social services and educational activities in the community, advocacy and PCA surrogacy.

## *Locations and People Served*

16 individuals received services from Supported Living Services in the greater Fall River area and on Cape Cod. Eleven are living in homes owned by Community Connections.

## *Objectives Achieved*

100% of individuals served achieved their Individual Service Plan goals, mainly due to the Supported Living Case Managers who provide excellent support, enabling their clients to achieve their goals.

## *Satisfaction Results*

100% of people served indicated an above average or excellent satisfaction rating on the annual survey. Five family members or guardians responding also indicated the same ratings.



# *Transportation Services*

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## *Program Description*

A fleet of 64 vehicles provides wheelchair-accessible transportation to and from the Day Centers, medical appointments, community services and activities. Drivers are experienced and trained to work with people with disabilities. At the close of fiscal year 2007, the agency transported 226 individuals under contract, an increase of 26% over 2006. In addition, the programs actively use the vans to take clients to community-based activities.

## *Satisfaction Results*

Families and guardians gave Transportation Services a 95% overall satisfaction rating while riders rated the service at 97%.

# Employment Services



## *Program Description*

Employment Services assists individuals to obtain and maintain community-based jobs. Employment opportunities are matched with clients' interests, skills and abilities. In return, local businesses are provided with qualified and productive employees.

A team of Employment Specialists supports individuals with vocational assessment, skills assessment, job search and placement, on-the-job training, coaching and periodic follow-up.

These services are provided to adults as well as high school students who are making the transition from school to adult life. In fiscal year 2007, Employment Specialists contacted over 800 businesses to identify opportunities for job placement.



## *Locations and People Served*

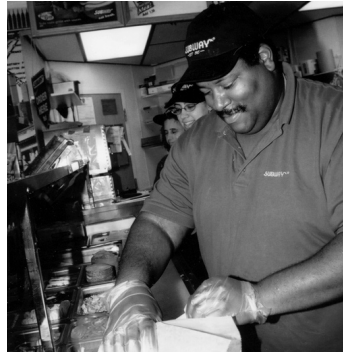
There are five Employment Services offices serving businesses and clients in Southeastern Massachusetts and Rhode Island: Fairhaven, Fall River, Marion, Mashpee and South Yarmouth. Employment Specialists provided services for 237 individuals, an increase of 42 people over 2006.

## *Objectives Achieved*

87% of people served achieved or exceeded their Employment Plan, a 5% increase over 2006.

## *Satisfaction Results*

Of the clients surveyed in the annual satisfaction survey, 99% were satisfied with the services they received. 85% of employers surveyed indicated an above average or excellent satisfaction rating with services provided. 95% said they would consider hiring additional employees through Community Connections if positions became available.



# *Statement of Financial Position*

*Fiscal Years Ending June 30, 2007 and 2006*

<b>Assets</b>	<b>2007</b>	<b>2006</b>
Cash and cash equivalents	\$ 278,711	\$ 298,260
Assets limited or restricted as to use	5,718	4,709
Accounts receivable, net	1,114,803	765,598
Prepaid expenses	64,815	68,168
Property and equipment, net	1,773,138	944,853
Mortgage acquisition costs, net	687	812
Deposits	30,464	23,061
<b>Total assets</b>	<b>\$ 3,268,336</b>	<b>\$ 2,105,461</b>

## **Liabilities and Net Assets**

Line of credit	\$ 275,000	\$ 299,951
Accounts payable	223,710	139,566
Accrued expenses and other liabilities	311,984	274,191
Notes payable	313,768	251,162
Capital lease obligations	9,977	36,900
Mortgage notes payable	835,457	219,049
Deferred revenue	-	665
<b>Total liabilities</b>	<b>1,969,896</b>	<b>1,221,484</b>
Net assets	<b>1,298,440</b>	<b>883,977</b>
<b>Total liabilities and net assets</b>	<b>\$ 3,268,336</b>	<b>\$ 2,105,461</b>

## **Statement of Activities**

	<b>2007</b>	<b>2006</b>
<b>Revenues, Gains and Other Support</b>		
Contract revenue	\$ 9,212,982	\$ 8,190,521
Client service fees	92,160	61,041
Contributions and fundraising	340,922	248,261
Other income	27,760	9,778
Gain (loss) on disposal of assets	(3,205)	123,755
<b>Total revenues, gains and other support</b>	<b>\$ 9,670,619</b>	<b>\$ 8,633,356</b>
<b>Expenses</b>		
Program services	\$ 7,756,038	\$ 6,866,674
Supporting services	1,500,118	1,464,125
<b>Total expenses</b>	<b>9,256,156</b>	<b>8,330,799</b>
<b>Change in net assets</b>	<b>\$ 414,463</b>	<b>\$ 302,557</b>
<b>Net Assets at Beginning of Year</b>	<b>\$ 883,977</b>	<b>\$ 581,420</b>
<b>Net Assets at End of Year</b>	<b>\$ 1,298,440</b>	<b>\$ 883,977</b>

Community Connections, Inc. Financial Statements, audited by McGladrey & Pullen, LLP, available upon request.

# *The Agency*

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## *Mission*

Community Connections' mission is to provide the highest quality services and opportunities for people with disabilities.

## *Vision*

The agency's vision is to be a thriving, unified organization in which all people are active, involved and empowered.

## *Accreditation*

Community Connections, Inc. is accredited at the highest level by the Commission on Accreditation of Rehabilitation Facilities (CARF) and is licensed and certified with distinction by the Massachusetts Department of Mental Retardation. The agency is also an approved provider for the Massachusetts Division of Medical Assistance, Massachusetts Rehabilitation Commission, Massachusetts Commission for the Blind, Massachusetts Department of Mental Health, Bristol County Elder Services, Coastline Elder Services and Elder Services of Cape Cod and the Islands.

## *Locations and People Served*

At the close of fiscal year 2007, Community Connections was serving 613 clients from 62 cities and towns in Southeastern Massachusetts. The agency owned three homes and operated nine centers in Fairhaven, Fall River, Marion, Mashpee, Plymouth, Somerset and South Yarmouth.

## *Staffing*

Staff-to-client ratios vary by program and by clients' disability severity, but average four-to-one. Fiscal year 2007 ended with 237 full and part-time employees.

## *Satisfaction Results*

Each year, Community Connections surveys its clients, employers, funding sources, families and guardians about their satisfaction with the services they received. In fiscal year 2007, 97% indicated that they were satisfied, with a large majority rating the services as excellent.



**Serving Massachusetts South Coast, South Shore and Cape Cod**

Administrative Offices

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