

# 2014 Annual Report





Dear LifeStream Family, Friends, and Supporters,

As I considered the main theme for this annual letter, I kept coming back to LifeStream's most essential common denominator – people.

Our personal advocates, residence managers, maintenance staff, clinicians, training staff, program administrators, and more, all strive to further LifeStream's mission of offering programs and services that continually enrich the lives and independence of those facing significant challenges. The LifeStream team's sincere diligence and unselfish concern, which I witness day in and day out, are truly remarkable. These traits mold our organizational foundation.

But there are also others that help position LifeStream at the forefront of the human services field. Each person on our Board of Directors spends many volunteer hours throughout the year offering valuable and insightful stewardship. The people we regularly work with at the Massachusetts Department of Developmental Services and the MA Rehabilitation Commission refer those in need of our services, and rely on us to provide outstanding, innovative care. The same is true for the people at the Commission on Accreditation of Rehabilitation Facilities who offer us confirmation and feedback on a job well done and extend our accreditation at the highest level.

Most importantly are the people we serve who count on us to help them realize their full potential regardless of their barriers, while living better, more independent, and rewarding lives.

Helen Keller once said "Alone we can do so little; together we can do so much." This is certainly true for LifeStream, and I am grateful to all of those who have made this possible.

Sincerely,

John Latawicz  
President / CEO





Vanda, a 12-year employee, is an example of LifeStream's desire to provide support for the betterment of our employees and, subsequently, those they serve. She worked as a personal advocate at a residence in Fall River and seized the chance to enroll – without cost to her – in the Nurse Aide Training program in 2014. Vanda successfully completed the eight-week course, plus an internship, after which she became licensed as a Certified Nursing Assistant.

## Dedicated employees are the lifeblood of our organization.

The backbone of LifeStream's exemplary care of individuals with disabilities is its staff. From personal advocates to nurses to house managers and more, our organization is defined by the dedicated people who work here. This appreciation nurtures a work environment that offers benefits, support, and opportunities to help our employees prosper.

Along with substantial pay increases in 2014 for all employees, which enhance LifeStream's competitive standing in the human services community, our workers realized other benefits. We provide a comprehensive healthcare and dental package for full- and part-time employees. We also provide additional benefits such as a retirement plan, life insurance, tuition reimbursement, bonuses for hiring referrals, and professional training and skills enhancement.

At LifeStream, staff members participate in organization-wide appreciation events such as the annual holiday party and summer cookout. With LifeStream's encouragement, our employees gladly assist other outside organizations with their efforts, including food drives, clean-up days, and outreach to wounded veterans.

With more than 450 employees, LifeStream is one of the largest employers in New Bedford. "Our employees are critical to our success," stated Bonnie Mello, LifeStream's Chief Operating Officer. "We are fortunate to have a work force that is so committed to providing quality care. It's important that we create an environment that is enjoyable for them, as well as the individuals they serve."



*Managers schedule lunches with employees several times during the year.*



**“John Humphreys is a former steelworker who was involved in a serious automobile accident in 2006 that left him with limited communicative ability and placed him in a wheelchair. His parents, Bud and Deb of North Dighton, have traveled a winding route seeking the best care for their son. They found that care at LifeStream.”**

## Growing services for individuals with ABI.

LifeStream has 29 group residences throughout Southeastern Massachusetts that offer homes tailored to meet the individual needs of adults with varying disabilities. Each home offers 24/7 support and supervision.

LifeStream’s most recent residence is dedicated to four gentlemen meeting the challenges of Acquired Brain Injury (ABI). Within the organization’s strategic growth, caring for those with ABI and Traumatic Brain Injury (TBI) is a rapidly expanding area. LifeStream currently assists 20 people who have experienced brain injuries due to accidental trauma or health-related causes.

John Humphreys, a former steelworker, was involved in a serious automobile accident in 2006 that placed him in a wheelchair. “Before, John was in a nursing home that wasn’t prepared or well-equipped to successfully address his needs. We have seen a tremendous turnaround since John came here to LifeStream,” says his mother. “He’s more alert, more present. Bud and I can even see his sense of humor again.”

The Humphreys family cites the Rochester home’s staff as “spectacular.” The staff provides timely and detailed information so that LifeStream personnel and John’s family can make the best possible choices for his care. They hope that John will eventually progress to utilizing an eye-gaze computer to communicate.

For all its individuals, Residential Services provides an ongoing comprehensive approach that encompasses: integrated clinical services; medication administration and management; scheduling and transportation to healthcare and dental appointments; and community interaction and social activities.



*The newest LifeStream residence is home to John and three other individuals with Acquired Brain Injury.*

## Training individuals for the workplace.

The Supported Employment program bolsters the lives of our individuals with disabilities by helping them train for and secure meaningful jobs at businesses in the community.


Participants such as Sarah receive a vocational assessment and then are prepared for job placement by learning the skills needed for success in the workplace. Sarah is employed as a crew member at Wendy's. She re-stocks areas, fills drink orders, cleans, and prepares French fries during her 8 – 10 hour weekly schedule.

While many in the program are aided by a LifeStream job coach, Sarah has become increasingly independent. Now, her coach only checks in with her periodically while she is on the job.

LifeStream staff members assist individuals in developing resumes and handling interviews, while matching personal skills and interests to a well-suited position. Local businesses include Anytime Fitness, Ashley Ford, Better Community Living, Fairhaven Lumber, and Olive Garden, as well as Wendy's. "This program provides a great sense of accomplishment for the individuals," stated Joan Thompson, Director of Day Support Services. "In addition to earning a paycheck, they learn how to work as a team."

LifeStream plans to expand Supported Employment – not only by recruiting new business employers as partners – but by relocating to larger space to improve the teaching of functional and social skills.

Supported Employment is funded by the Massachusetts Department of Developmental Services, and local companies that hire supported employment candidates often receive substantial federal tax credits.



Sarah is employed as a crew member at Wendy's. With LifeStream's support, Sarah is flourishing. "I love it ... my co-workers are nice. I've made new friends," says Sarah. Her aspirations include saving enough money for a trip to Orlando and Disney World.



*Sarah meets periodically with Supported Employment Manager Mark Jardin to discuss her current job experience.*



Deborah successfully completed the Nurse Aide Training course in LifeStream's Employment and Training Division. With assistance from LifeStream she obtained employment as a Home Health Aide. Last fall she returned to Employment and Training to renew her skills and move from welfare to self-sustaining employment.

## Transitioning individuals from welfare to work.

LifeStream's Employment and Training Division saw a resurgence in registrations last year as the state of Massachusetts expanded program funding, doubling the number of individuals seeking our transitional assistance from welfare to employment.

The Employment and Training Division has evolved into a private, occupational school that is certified by the Massachusetts Department of Education.

The division is best known for preparing people for positions in healthcare, particularly through the Nurse Aide Training (NAT) course, which leads candidates to certification, then meaningful employment, as Certified Nurse Aides.

Deborah Concepcion, a mother of two from North Dartmouth, successfully completed the NAT course and, with our assistance, landed employment as a Home Health Aide in pediatrics where she worked for eight years. After coping with subsequent family tragedies and personal obstacles, Deborah came back to Employment and Training last fall to brush up on her skills in order to renew her certification and shift her life from welfare to self-sustaining employment.

"I'm thankful that LifeStream has always been there for me – and women like me, in need of some help. The staff guides us to better help ourselves, so that we can work in healthcare and help others," said Deborah.

LifeStream is the primary provider of the Massachusetts Department of Transitional Assistance's Comprehensive Integrated Employment Services program in Greater New Bedford.



*Students in the Nurse Aide Training Program receive hands-on experience to prepare them for a career in healthcare.*

## Northeastern University collaborates with LifeStream on innovative devices.

LifeStream – and the people we serve – continued to benefit from our innovative collaboration with Northeastern University’s Department of Electrical and Computer Engineering, a student group that creates affordable devices to assist individuals with disabilities. Northeastern faculty members and engineering students have worked closely with LifeStream staff on two specific projects.

An ongoing project provides cutting-edge communication assistance for Larry, a LifeStream participant who, as the result of an acquired brain injury, is wheelchair-bound and possesses limited speech. The team created a wheelchair-mounted computer, employing an oversized keyboard tailored to accommodate Larry’s limited motor skills. Once Larry keys in his thoughts, his words appear on a large monitor and communication becomes clear. The application promises broader use for others in situations similar to Larry’s.

The communication system is the second collaboration between the university and the human services organization. Previously, Northeastern engineering students fashioned a robotic arm that aids the developmentally disabled in feeding themselves. Called iCRAFT, eye-controlled robotic arm feeding technology, the project was demonstrated on CNN, showing how the device works in helping people such as Tim, a LifeStream resident and participant at the Mill Road Day Habilitation Center. The team sought to create an inexpensive solution to help adults with disabilities feed themselves independently in a home environment.

Both projects have offered modern solutions in helping the individuals we support overcome challenges. LifeStream is proud to be engaged in such a forward-thinking endeavor that elevates the lives of those we serve.



*Tim helps demonstrate the iCRAFT robotic arm with assistance from a Northeastern University student.*

## Expansion underway for thriving Nauset Street Day Habilitation.

In 2013, MassDevelopment announced the issuance of a \$3.5 million tax-exempt bond on behalf of LifeStream that is now funding expansion of the Nauset Street Day Habilitation building, as well as finance restructuring.

With construction underway, the project centers on an addition to the building that will create two additional day habilitation program rooms for participants, create an optimal environment to assist those facing the challenges of autism, and renovate administrative space at the adjacent Myrtle Street office building for increased efficiency. Construction will be completed in 2015 without interruption to the existing day habilitation program.

The previously re-purposed Nauset Street building opened in May 2010 as a 5,000 square foot Day Habilitation Center. The center has operated near or at capacity from its opening. The current expansion will allow us to increase the population served there from 35 to 45 people.

Each of LifeStream's Day Habilitation centers offers individualized medical, therapeutic, and developmental training services that meet the needs of people requiring greater assistance and support. The organization’s goal is to maximize our capacity and quality of care in order to enhance individuals’ personal health, while fostering the highest level of independence.

The issuing of the MassDevelopment bond expresses the confidence the agency places in LifeStream and its work with the developmentally disabled population. The revenues and campus improvements are helping advance LifeStream’s mission.



## Assisting nursing students; honoring a valued employee.

The Sandra M. Cabral Nursing Scholarship was established in 2000 to honor the memory of former LifeStream employee Sandra Cabral, whose work had a notable influence in the nursing field. Sandra served as a registered nurse and nursing coordinator with LifeStream. This scholarship symbolizes Sandra's career and our mission.

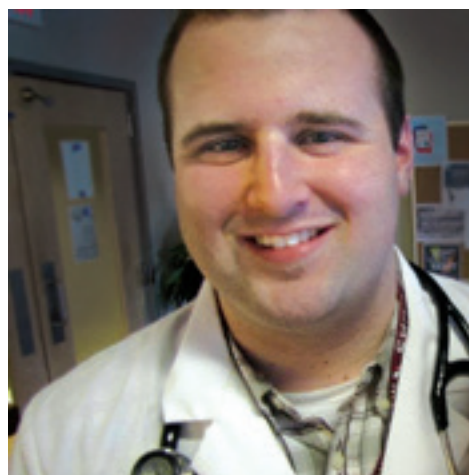
LifeStream awards the Cabral scholarship annually to applicants pursuing an RN degree at a college or university, residing in Southeastern Massachusetts, and demonstrating a commitment to assisting people with disabilities in community-based settings, whether currently or after graduation. Since the scholarship's inception more than a dozen recipients have been awarded over \$20,000 to further their education.

Nick Comeau, a Fairhaven native, benefitted from scholarship funding in 2011.

"LifeStream and the Sandra M. Cabral Scholarship helped me continue my studies, which led me further toward what I dreamed I would do – care for patients. Now I'm living that career dream every day," Nick said.

Nick graduated from Boston's Massachusetts College of Pharmacy and Health Sciences in 2013 and is now working as a critical care RN at the Wake Forest Baptist Medical Center in Winston-Salem, North Carolina.

He, and the other Cabral Scholarship award recipients, are fulfilling their professional goals and adding to the quality of today's health care.



*Cabral Nursing Scholarship recipient Nick Comeau is now an RN at Wake Forest Medical Center in Winston-Salem, North Carolina,*

## BOARD OF DIRECTORS

### LifeStream's Leadership

We would like to extend our sincere appreciation to LifeStream's Board of Directors for their guidance throughout the years. Our success is a result of their dedication and support.

**Gail Fortes**

*Chair*  
Joined 2008

**David Fentress**

*Vice Chair*  
Joined 2010

**Michele Pratt**

*Treasurer*  
Joined 2011

**Tia Bullard**

*Clerk*  
Joined 2011

**Joanne Cameron**

Joined 2009

**Terrance Charest**

Joined 2009

**Kathleen Downey**

Joined 2014

**Denise Joy**

Joined 2014

**Sally Fallon**

Joined 2009

**Helen McGowan Gardner**

Joined 2013

**Mary M. Hodgson**

Joined 2013

**Pamela MacLeod Lima**

Joined 2013

**Jane Ross Stankiewicz**

Joined 2014

**Susan Schwager**

Joined 2009

**Timothy Warren**

Joined 2011

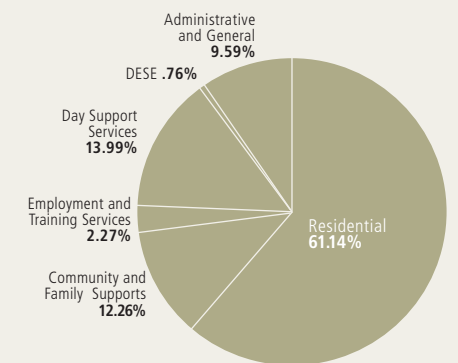
## FINANCIALS

### Excerpts from Independent Auditor's Report on the Financial Statements

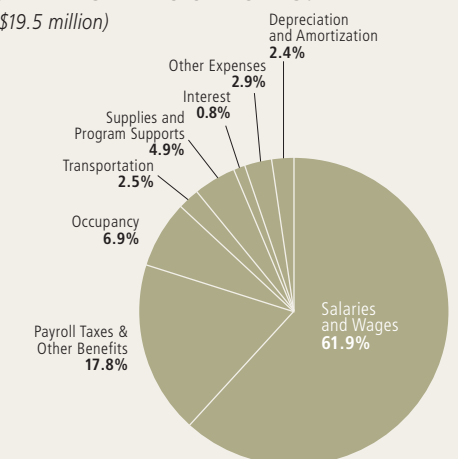
The following information has been excerpted from our June 30, 2014 financial statements audited by Meyer, Regan & Wilner, LLP. A complete copy of the audit report and financial statements is available upon request.

Meyer, Regan & Wilner, LLP  
Fall River, Massachusetts

*From Statement of Functional Expenses*  
**OPERATING EXPENSES BY PROGRAM**  
(\$19.5 million)



*From Statement of Functional Expenses*  
**OPERATING EXPENSES BY CATEGORY**  
(\$19.5 million)







444 Myrtle Street, New Bedford, MA 02746  
508-993-1991 [www.lifestreaminc.com](http://www.lifestreaminc.com)