LifeStream

Community. Commitment. Continuous Learning.

2026 ANNUAL REPORT



MISSION

LifeStream provides community-based services that support individuals in attaining greater independence, promising opportunities, and lives that are meaningful and fulfilling on their own terms.

VISION

We envision a world where people of all abilities are embraced, supported, and celebrated. All people live and work in communities in which they meaningfully contribute, continuously grow, and lead the life they choose.
















A Letter from Our President & CEO

Hello,

As we celebrate LifeStream's 50th anniversary, I am filled with gratitude for the thousands of lives that have been transformed through the dedication of our employees, the trust of the individuals and families we support, and the generosity of our community.

This year's annual report highlights what has always been at the heart of our mission: creating opportunities for success. Whether it's Harvey enjoying better health, Sarah building confidence through meaningful employment, Trevor gaining greater independence, or Steve turning a summer job into a lifelong career, every story in these pages reminds us that opportunity changes lives.

Our success is rooted in our values of community, commitment, and continuous learning. These values guide every decision we make and every service we provide. They inspire us to create personalized supports, build meaningful partnerships, and help every individual achieve their goals on their own terms.

While we celebrate our first 50 years, we are also building for the future. This year, we expanded our services for children with autism and their families through the launch of the WAVE Center for ABA Services.



By providing evidence-based applied behavior analysis (ABA) and family-centered support, we are creating opportunities for children to learn, grow, and thrive from an early age.

As you read this report, you'll also see the remarkable growth of our organization. More people than ever are choosing LifeStream for support, our workforce continues to expand, and our quality outcomes remain among the best in the field.

Thank you for being part of LifeStream's story. Together, we are celebrating 50 years of impact while creating new opportunities and building a future where every person has the chance to live a meaningful, fulfilling life.

With gratitude,

Bonnie Mello
President & CEO

CREATING OPPORTUNITIES

LifeStream provides people with the opportunity to develop their

BETTER HEALTH



For more than 30 years, Harvey relied on a tracheostomy tube to breathe and was frequently hospitalized with respiratory complications while living in an institution.

Since moving into a LifeStream community residence, Harvey's life, and health, have been transformed. With support from his care team, his tracheostomy tube was removed, dramatically reducing respiratory illnesses and hospital stays while giving him greater freedom and independence.

"My life is 100% better since coming to LifeStream! I have more freedom. I'm happier than I've ever been." Harvey said.

His nurse, Amanda Benevides, LPN, agrees. "The transformation has been remarkable. Harvey's health has improved significantly and he is active and engaged. He's truly thriving!"

MORE CONFIDENCE

"I love working!" says Sarah, who has been a proud Wendy's employee for more than three years.

With support from LifeStream's Supported Employment Program, Sarah built a resume, prepared for interviews, and landed a job she loves. Today, a LifeStream job coach is with her during every shift, providing the support she needs to succeed while helping her build skills and confidence.

Sarah enjoys earning her own paycheck, which she uses for clothes and vacations.

"Sarah's confidence and independence have soared since she started working at Wendy's. But more importantly, work gives her a sense of purpose, accomplishment, and belonging. Through employment, she has gained confidence, formed meaningful relationships, and expanded her opportunities to participate fully in her community," said Program Manager Vanessa Medeiros.



LifeStream's **Supported Employment Program** helps adults with disabilities prepare for, find, and keep meaningful jobs in the community. Participants receive job training and ongoing support. Businesses that hire supported employment candidates may also qualify for valuable federal tax credits.

FOR SUCCESS

potential, establish independence, and achieve their dreams.

GREATER INDEPENDENCE



Four years ago, Trevor set ambitious goals for himself: live more independently, become a DJ, advocate for others, and be an active member of his community.

With guidance from Sherilyn Nicholas, MS, CAGS, LMHC, direct support professionals, and a personalized positive behavior support plan, Trevor learned new skills to manage challenges, build confidence, and pursue his dreams.

“Positive behavior supports have been an incredible tool for me,” Trevor said. “The staff believed in me, helped me grow, and taught me better ways to handle challenges. Now, I can do things I never thought I’d be able to do on my own.”

Today, Trevor enjoys independent community time and confidently rides the train on his own to events - proof of how individualized supports can empower people to build the life they envision for themselves.

Positive Behavior Supports (PBS) is a person-centered approach used by LifeStream that helps individuals build skills, increase independence, and reduce behaviors that may interfere with reaching their goals. Rather than focusing on punishment, PBS identifies the reasons behind behaviors and teaches positive strategies that help people succeed.

A MORE FULFILLING LIFE

Matthew is thriving because of a personalized approach built around his unique needs. Through collaboration among LifeStream, the Department of Developmental Services, and Matthew’s family, a support plan was created to help him succeed.

LifeStream developed a private apartment within one of its community residences, giving Matthew his own space, along with one-on-one support that allows him to adjust his environment when needed.



“Working together, we created supports that truly fit Matthew,” said Greg Morro, PhD, BCBA, Director of Psychology Services. “That individualized approach has helped him live a more fulfilling, active life in his community.”

OPEN YOUR HOME, CHANGE A LIFE

Marc never expected that becoming a Shared Living caregiver would change his life, too. Today, he says it's the best decision he's ever made, and Zach couldn't agree more.



Zach's smile grew wider as Marc, his caregiver, described why he participates in LifeStream's Shared Living Program.

"I want to help someone live a more meaningful and independent life," Marc said. "I can give someone love and attention and make them part of my family."

Zach said that's exactly how he feels living with Marc.

LifeStream's Shared Living Program matches individuals with disabilities with dedicated caregivers who welcome them into their homes, helping them build independence, achieve personal goals, and become part of a family. Today, 51 individuals are thriving in shared homes throughout our community.

"Being a caregiver is a job, but it's so rewarding I can't imagine not doing it," Marc said.

"Being a caregiver is a job, but it's so rewarding I can't imagine not doing it."

Marc has been sharing his home with people with disabilities for nearly 40 years. Today, Zach and Derrick are part of his family in Fall River.

For anyone considering becoming a shared living caregiver, Marc offers simple advice: "You can't imagine how your heart and love will expand when you welcome someone into your home and family. I think I was meant to do this, and it's the best thing I've ever done."



Is shared living right for you?
Email Maria Pacheco at MPacheco@LifeStreamInc.com to find out more.

"THEY LIFTED ME OUT OF A DARK PLACE"

Sascha* turned to LifeStream's Employment and Training Division during some of the hardest times in her life.

"I had to rebuild myself from the ground up," she said. "They led me in the right direction and were there for me. Without their help, I wouldn't have made it."

Through LifeStream's partnership with the Massachusetts Department of Transitional Assistance, Sascha received personalized employment services designed to help people build independence and create brighter futures.



Over the years, she has strengthened her job skills, learned resume writing and interview techniques, improved her work-life balance, and gained the confidence to pursue new opportunities.

"I want to get hired with decent pay and get back on my feet," Sascha said. "I feel like I'm getting the chance to start fresh and have things that are mine."

Program Director Shai Spinola-Ramos has no doubt she will succeed.

"She never gives up," Shai said. "And we'll never give up on her."

For Sascha, LifeStream provided more than employment services, we offered the support, guidance, and encouragement she needed to believe in herself, get a job as a certified nursing assistant/home health aide, and build a new beginning.

**Name changed to protect privacy.*

"She never gives up,"
Shai said.
"And we'll never give up on her."

LifeStream
COMMUNITY • COMMITMENT • CONTINUOUS LEARNING

OPEN THE DOOR TO YOUR FUTURE



In 1997, Steve Couto knocked on the door of a LifeStream home for his first day as a direct support professional.

Kevin answered the door, beginning a career that has lasted nearly three decades.

Steve spent his days supporting Kevin and his housemates by preparing meals, assisting with daily living, planning activities, and helping create a safe, welcoming home.

"I took pride in helping people meet their goals," Steve said.

What started as a summer job to earn extra money quickly became something much more.

"I couldn't believe I got to go out and have fun with the people I was supporting," Steve recalled. "I was having fun at work, getting outside, and experiencing new things."

Inspired by the impact he was making, Steve pursued new opportunities within LifeStream, taking on greater responsibility while learning from experienced colleagues.

"This work became my passion, my career, my everything," he said. "I knew I didn't want to do anything else."

Today, Steve serves as LifeStream's Director of Residential Services, overseeing 34 community residences. Looking back, he credits his growth to his curiosity, dedication, and the mentors who encouraged him along the way.

"LifeStream is my home," Steve said. "Now my goal is to share my knowledge with the next generation of colleagues so they can grow their careers."

His advice for anyone considering a career at LifeStream is simple: "Do your job the best you can and hope it opens doors. You never know what's on the other side."

For Steve, one knock on a door led to a career filled with purpose, growth, and lasting relationships.



Join #TeamLifeStream today!
Tinyurl.com/JoinTeamLifeStream

WHEN VALUES LEAD, LIVES CHANGE

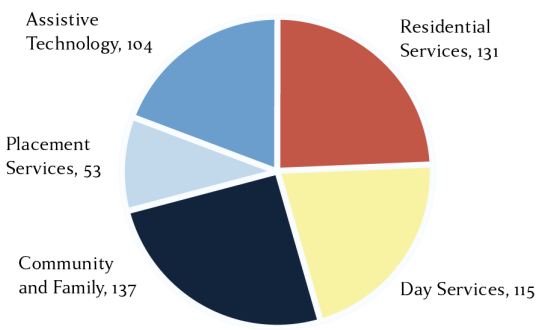
COMMUNITY

We value the people we serve and the communities they are a part of. We strive to ensure every person lives a full life in engaging and supportive communities.

- 2/3 of LifeStream employees live in communities across the SouthCoast.
- $33.5 million in salary and benefits paid to local employees create an economic ripple in our community.
- $41.7 million in the purchase of goods, services and technology leads to more jobs and economic impact in our community.

"John really loves living at his home. He is supported in all of his interests. The staff really care about him." – Guardian

Individuals Served By Program in 2025

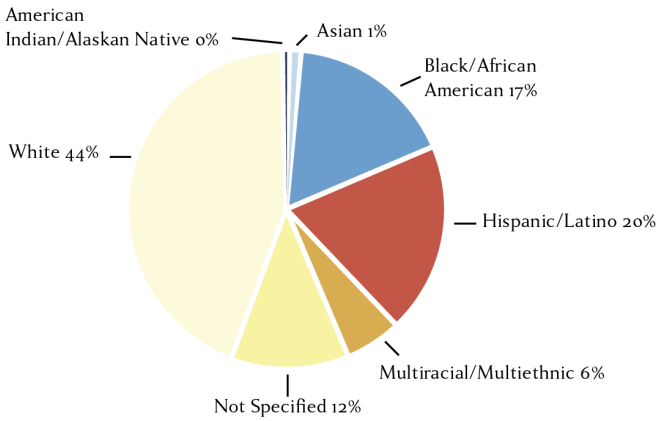


COMMITMENT

We are committed to being a cohesive, diverse team. We provide high-quality resources and support to maximize independence for those we work with, ensuring they can thrive in their everyday lives.

"Staff are wonderful with Deb. She has a great life and is very happy." - Guardian

Race and Ethnicity of Employees



**Please note that race and ethnicity are asked as one question and employees may choose multiple categories.*

CONTINUOUS LEARNING

We give our full effort in all aspects of our work and throughout our organization, investing in our growth and development every step of the way.

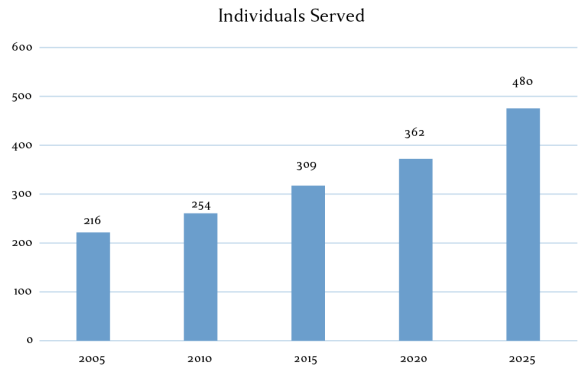
- Through comprehensive onboarding, ongoing training, and specialized support from our clinical team, employees are equipped to deliver exceptional person-centered services.
- Critical training is complted by nearly all new employees within their first 90 days.
- Ongoing learning opportunities focus on inclusion, healthy relationships, and person-centered supports.
- Nearly 100% of individuals supported report staff have the training and skills needed to meet their needs.

"Employees have done fantastic work with our son. They helping him to grow and increase communication skills." - Guardian

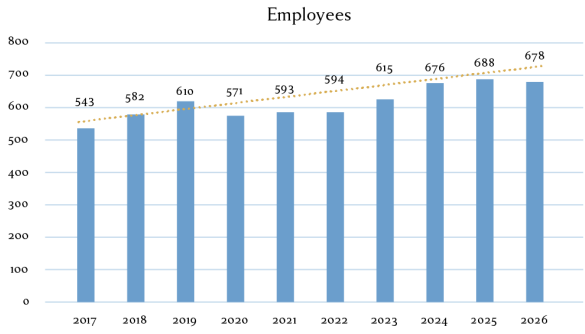
**Please note that some quotes have been slightly edited for punctuation, spelling, clarity, and privacy.*

THE NUMBERS BEHIND OUR MISSION

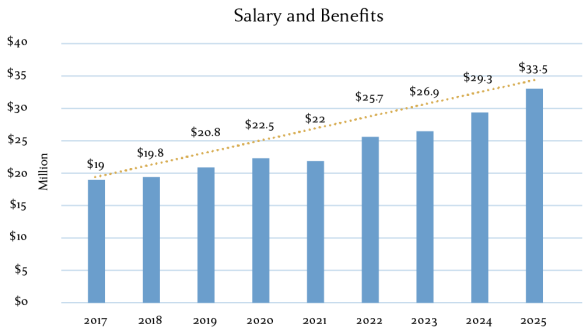
Each day, 678 dedicated, caring professionals work at 40 LifeStream locations supporting 480 individuals.



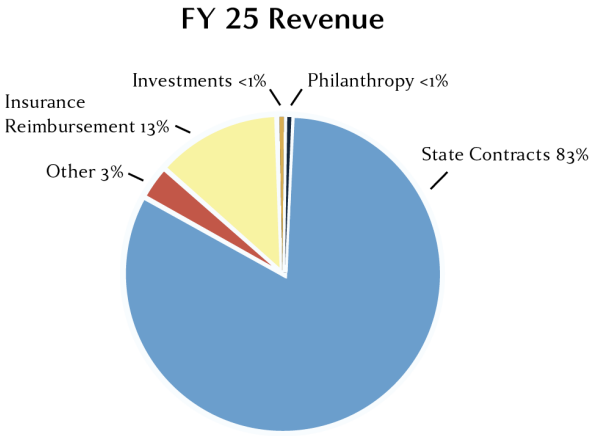
The number of individuals served doubled from 2005 to 2025.



25% Increase in employment in 10 years. The decrease in employees in 2020 was due to COVID-related furloughs.



84% Increase in salary and benefits from 2017 to 2025.



LifeStream Provides High-Quality Services

Here's what the individuals we support said about LifeStream in our most recent satisfaction survey.

- 99.24% say their choices are respected
- 99.75% say staff treat them with respect
- 98.73% say they are supported to live the life they choose
- 100% say their healthcare needs are managed properly

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