

2017 Annual Report



BFAIR

Berkshire Family & Individual Resources

INSPIRING ABILITIES,
CREATING LIMITLESS
POSSIBILITIES

Special thanks to Chris May as he allowed us to showcase his photography throughout this report.



From the Chairperson of the Board **Alex Kastrinakis**

Reflecting on BFAIR's 2017 fiscal year leads me to much of the same from our recent previous years: stable growth. Yet our growth throughout 2017 has been in new areas – geographically and service lines. With the opening of an acquired brain injury (ABI) residence in Northampton, BFAIR's service area now covers all of the Berkshires as well as Hampshire and Franklin counties and Southern Vermont. The Northampton residence represents the fourth ABI residence we have opened in the past three years.

Through growth in our residential and clinical services, particularly in-home clinical support for adolescents with autism, BFAIR now provides services to 547 people living with intellectual disabilities, autism, acquired brain injury or the impacts of aging.

And we were on the move in Pittsfield. Relocation of our Individual & Family Support Program into a newly acquired satellite office on Fenn & Willis Streets in Pittsfield has given BFAIR the downtown visibility and accessibility to make services more accommodating and allows us to be an active member of the downtown community.

Committed donors and sponsors, many of whom are our own very supportive employees, helped us to raise \$35,000 through our 2nd Annual Walk for Independence and Raise the Roof Annual Campaign in 2017! We can't applaud those efforts enough. If you haven't made it to our annual Walk as of yet, I'd urge you to try it this year.

In closing, I'd like to offer the sincerest thank you to all that support the mission of BFAIR – from our direct care staff, administrative support, community members, donors, friends, and families. On behalf of the Board of Directors, we truly appreciate the work that you all do to enrich the lives of the people served. A stellar year has put BFAIR on track for continued success! BFAIR's success can't come without the support of our mission, our daily work, by our generous friends and partners.



From the Treasurer Dana Mullen



With efficiency and complete inclusion of the management team, under Director of Finance Jane Patenaude-LeBeau’s leadership, BFAIR has succeeded in another year of financial growth. Fiscal year 2017 saw an overall 13% increase over FY16, totaling a \$13.2 million operating budget.

Contributing to our increase in budget over fiscal year 2016 was the full year of operating our Community Based Day Services on Roberts Drive, North Adams, which opened mid-year during FY16.

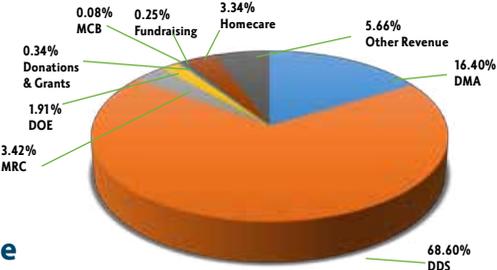
Additionally, 2017 saw a full year of our residential homes for those living with acquired brain injury (one on Cascade Street, Pittsfield and one on Iron Mine Road, West Stockbridge) in operation.

Our increase in capacity to serve adolescents with autism through in-home clinical support services has contributed to our increase as well. During fiscal year 2017, we successfully credentialed with three additional insurance companies to third party bill for these services. As a result of being able to bill private insurance companies, it has allowed us to expand the number of children and families that we can support.

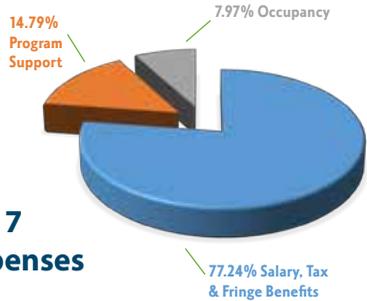
Our greatest asset to our continued stability and success is our staff. As we’ve eclipsed 300 employees, wages increased by \$1.4 million in 2017, reaching nearly \$10 million.

We would be remiss not to mention the role of the Northern Berkshire United Way and Williamstown Community Chest in their financial support of the mission at BFAIR. Additionally, sponsorships, donors, and community partnerships all continued to support the efforts at BFAIR in 2017.

**2017
Revenue**



**2017
Expenses**



Community Partner of the Year **Richard Alcombright**

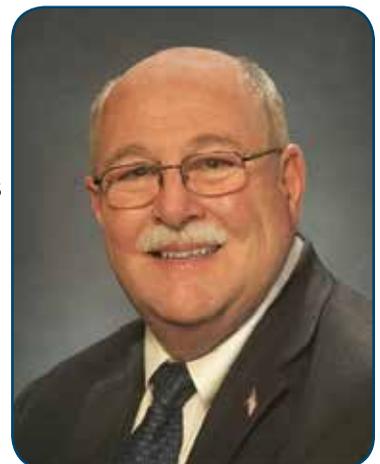
The Community Partner of the Year is presented to a community business, group, or person that has worked closely with BFAIR and its program participants to advance the mission of the organization's work.

As the twenty-fifth Mayor of the City of North Adams for eight years, over thirty-six years with Hoosac Bank, now MountainOne, membership on the Northern Berkshire Community Coalition's Heroin/Prescription Rx Work Group, countless appointments to not-for-profit boards, chairperson of campaigns, committee memberships and various other roles and accolades, Dick Alcombright knows a thing or two about what it takes to be a community partner.

As a long-time supporter of BFAIR, Alcombright has directly impacted the people that we serve in North Adams and throughout the region. While serving as Mayor, during the opening of a BFAIR residence within the City, Dick was supportive of the efforts of BFAIR to create solid community and neighborly relationships, always cheering for the successes of the program participants. He was instrumental in our Supported Employment Program's role at various work-sites throughout the City, including the Peter Foote Memorial Skating Rink, The Armory, City Hall, and most recently Windsor Lake – with The Snack Attack prepping for their third summer at the Lake.

His community impact reaches far beyond BFAIR and the City of North Adams. A champion for people of all ability levels, backgrounds, and social conditions, Dick finds a way to help the human condition, regardless of how much he already has on his plate. And he continues to serve his community as the newly appointed Vice President of Local Business and Customer Relations, returning to his home at MountainOne.

Dick Alcombright has left a lasting impression regarding the importance of inclusion, collaboration, and what it means to create true community support.



Employer of the Year Shaker Hill Pet Resort

In 2003, Dr. Reynolds of Pittsfield Veterinary Hospital and Shaker Hill Pet Resort, had a job to fill that he couldn't find anyone to do – cleaning of the common areas at his business – until he found out about BFAIR's Supported Employment Program. Dr. Reynolds said, "I had a practical, pragmatic view of the work with BFAIR...I had jobs that their skill set could do, they come with their own supervisor, and it makes business sense."



But a nearly fifteen year relationship with BFAIR has taught Dr. Reynolds, his staff, and the BFAIR crew that this relationship is far more valuable than just good business practices. The BFAIR crew and the staff have built true workplace relationships. They celebrate birthdays, share stories about their time away from work, and even hit a Pittsfield Sun's game together – one of our BFAIR crew members got to throw the first pitch at a game sponsored by Pittsfield Veterinary Hospital last summer.

Today, with a solid crew of three program participants and a supervisor, the job responsibilities include cleaning common areas, folding laundry, grounds keeping, and office tasks. While getting the work done is crucial, the other benefits of this relationship are equally as important. "This brings a depth of understanding to my staff about people living with disabilities. It's a good thing for my staff and clients to see and be part of this....seeing the value of their productivity," said Dr. Reynolds.

Our BFAIR crew and all of the employment program staff see the value in the relationships that are built through working. We all feel valued through our work and Dr. Reynolds says it perfectly, "It's finding the right place for their capabilities." We are fortunate that the Shaker Hill Pet Resort has been the right place for over twenty crew members over the years.



Edward Frampton Self-Determination Award

Tara Quigley

The Edward Frampton Self - Determination Award is presented annually to a person with a disability who demonstrates self - determination and self - advocacy while overcoming a significant hurdle or fulfilling a personal goal.

Tara's self-determination has given her the ability to stand on her own two feet – quite literally! When Tara arrived at our Cascade Street home in the summer of 2016, she was in a wheelchair and had difficulty communicating her needs.

Living with an acquired brain injury has certainly presented some challenges for Tara, yet she's persevered. Through hard work and determination, Tara now communicates with little difficulty using an iPad and walks independently. With her new found freedom, Tara has been able to fully engage in the things that she loves. She volunteers at the food pantry at the First United Methodist Church in Pittsfield and enjoys painting. Her painting and noteworthy journey toward independence were highlighted in the BFAIR Buzz in the summer of 2016.

And while she is fully capable of standing and walking, she still enjoys some down time and sits for Days of Our Lives each afternoon. Christine Meiklejohn, Program Coordinator, said of Tara, "She came with her own determination and pushed to make sure she had all the resources she needed to succeed and meet her goals. Tara will not let anything stop her."

And stop, she has not. Tara continues to attend speech therapy and advocates for her needs. Her progress is remarkable and is just the beginning of what Tara is capable of achieving.





Crosby Award John Little

The Crosby Award is given annually to a staff member who embodies the deep commitment to community service and advocacy that former BFAIR employee George Crosby possessed.



With six years at BFAIR in our residential services program, and the past four of those spent as the House Manager for our Middle Road residence, you could say that John enjoys consistency, but don't confuse consistent with complacent. John assists each resident in striving to be engaged in the community, on their terms. Andre Wallace, Director of DDS Residential Services, concurs, "He is a leader that supports and enforces the fact that the gentlemen of Middle Road need to get out and see the world, no matter what barriers are placed in front of them." And John certainly gets the residents

out into the community. Whether it's at an animal shelter, church services, or a group outing, John advocates for the needs and wants of the Middle Road residents and makes sure that there is action. In his work, "John is a positive role model for the staff and encourages them to constantly be thinking outside of the box," said Wallace. And as a leader, John contributes the success of the residents to all: "I enjoy my co-workers, we are a consistent, good team at Middle Road." And that is evident in John's efforts and success in supporting the people that he works with and for to enhance community inclusion.

In addition to his duties as the House Manager at Middle Road, John has completed BFAIR's Management Training Program and plays an important role on the Social Integration committee.



Quintal Award Sue Darling

The human rights of the program participants is paramount to the work that we all do at BFAIR. Being so important, it's easy to see why we had trouble deciding on just one recipient of the Quintal Award this year. Sue Darling, Employment Counselor and Mike O'Hearn, Residential LPN, both exemplify the importance of putting participants' rights first, assisting individuals in making informed decisions, and serving as strong advocates.

As an Employment Counselor and a nearly twenty-two year veteran at BFAIR, Sue Darling supervises a work crew at the Berkshire YMCA in North Adams. Nominated by her co-workers for her incredible commitment, they describe Sue as someone who "fully understands, recognizes, and supports the talents, choices, and preferences of each person she has the pleasure of working with." According to Sue, she wouldn't have it any other way. She says, "I like to see people succeed. It makes me feel good when the crew does a good job and are happy. Hopefully, the skills they learn will help them get a job on their own." The crew is indeed learning not only work site skills, but also lifelong lessons on how we should respectfully treat one another thanks to Sue's modeling.





Quintal Award Mike O'Hearn

The Quintal Award is presented each year to a BFAIR employee that shows exemplary commitment to supporting the dignity, human rights, and quality of life for people with disabilities.

At our residential home on Elm Street in Adams, Mike O'Hearn, LPN, strives to maintain a steadfast approach to protecting the residents' rights while providing the highest quality of medical care. A man known to co-workers as someone that "always goes above and beyond", he receives his greatest on-the-job satisfaction by getting to know each of the residents that he cares for. As Mike puts it, "This is a group of aging women; I treat them like I would like to see my family members treated. And it's really great to get to know them over the long haul." Being that Mike has worked at the same home for seven years, he had the opportunity to not only get to know the residents quite well, but has also served as role model for the other staff within the home that share the same longevity within the program and commitment to assisting residents in making informed decisions embedded in personal choice.

Whether in the home or at the workplace, Sue and Mike are leaders for their co-workers, champions for the rights of the people that they serve, and dedicated to the mission of BFAIR!



Leadership Award **Missy Robare**



The Leadership Award is a distinguished honor given to an employee that has accomplished professional leadership qualifications and opportunities.

When you ask Missy what makes an exemplary leader, her responses are exactly how others describe her: a good communicator, goal setting, and providing feedback. Her ten year tenure at BFAIR has provided her with room to advance and grow professionally, something that she now instills in her program. As the Program Coordinator at the Community Based Day Services on Roberts Drive, Missy has the opportunity to lead a staff of habilitation specialists that are focused on assisting program participants to succeed in the community. Theresa Gelinis, Director of Program Operations for Day Services, says, "Missy always steps-up and provides support and guidance for the individuals and her staff. Her self-motivation is an asset to the work that we do, and that motivation is contagious."

While she handles the day to day operations, staffing, and supports program participants, Missy also serves as a START (Safe Techniques to Avoid Restraint Training) trainer for new employees during orientation. She supports staff wellness as a liaison for the Mayor's Fitness Challenge, as well as representing BFAIR at community events throughout the year.

Missy places much of her professional success onto others: "Seeing the progress that participants and staff make and the opportunities that we provide to be a bigger part of the community are the best parts of doing what I do." Progress. Opportunity. Community. Missy's leadership style encompasses all of those.



Thank You *to the 2017 Friends of BFAIR*

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for our upcoming fundraising event

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