

# 2018 Annual Report



# BFAIR

Berkshire Family & Individual Resources

INSPIRING ABILITIES,  
CREATING LIMITLESS  
POSSIBILITIES

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

BFAIR's 24th year was another successful year, pushing full steam ahead into our milestone 25th anniversary year! In 2018 we opened another residence for adults with acquired brain injuries in Westfield putting our total ABI residences at five in addition to our six residences for people with developmental disabilities. The agency's accomplishments didn't stop here though, as another wonderful home for four men with intellectual disabilities located on Woodcock Road, Williamstown, opened this past September.

In 2018, our 2nd Annual Walk for Independence and our Annual campaign combined raised \$35,000 of which 100% was applied directly to benefit the people we serve. An amazing show of generosity and appreciation for the agency's services from the community, donors, which include our committed employees, helped us continue to achieve our Mission.

Strategically, our 2019-2021 plan is designed to facilitate BFAIR's objective to continue our commitment to providing quality services while maintaining financial stability, however we are not without challenges; the most significant we believe to be the industry-wide staffing crisis. This critical staffing shortage affecting human service agencies such as BFAIR and our ability to recruit and retain staff by offering competitive wages will have a profound effect on our achievement of other plan objectives. Not to be deterred though, we remain focused on offering services to the highest standards in the industry as reflected in our state and national survey outcomes.

Including all services, BFAIR now serves 555 people with disabilities and older adults with a staff of 310. On behalf of the Board of Directors, we thank you for continuing to support BFAIR's Mission, for the unwavering work of our direct care and administrative staff as well as our donors, families and friends and Legislative Delegation. We hope that you will consider joining us as we celebrate our 25th anniversary on Friday, October 25th at the Proprietor's Lodge in Pittsfield.



## From the Treasurer Dana Mullen

I am pleased to report that BFAIR succeeded in achieving another year of financial stability and growth. Fiscal year 2018 saw a 6.5% increase in revenue over FY17, totaling a \$14.8 million operating budget.

Contributing factors to the growth in the agency's operating budget include:

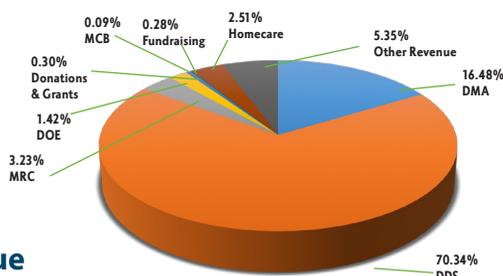
- Increased capacity to serve adolescents with Autism through our in-home Applied Behavior Analysis clinical support services. During fiscal year 2018, we successfully credentialed with four additional private insurance companies to third party bill for these services. Increasing the number of children and families served by our Clinical department led to additional billing for services rendered.
- A substantial increase in the number of referrals for the agency's Community Living program for adults with acquired brain injuries.
- A full year of funding for our residence in Northampton for adults with acquired brain injuries and the opening of a similar home in Westfield in the final quarter of FY18.
- A 21% increase in contributions over FY17.



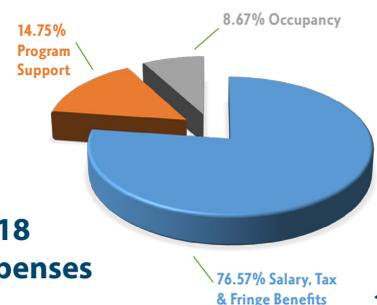
Our greatest asset to our continued fiscal stability and success is our staff. Predictably, with an increase in the number of people served and the opening of a new ABI residence, wages increased by \$652,000 in 2018. Jane Patenaude-Lebeau, CFO and the Finance department staff are to be commended for their oversight of BFAIR's financial operations, strong use of internal controls and safeguards which are directly tied to excellent audit results.

I would also like to thank both the Northern Berkshire United Way and the Williamstown Community Chest for their support of BFAIR's Mission as well as all of our corporate sponsors and donors whose generosity have the most positive effect on improving the lives of people with disabilities.

**2018  
Revenue**



**2018  
Expenses**



## Community Partner of the Year Central Radio

*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.*

Central Radio was started in 1933 by Bob Cramer's grandfather, passed down to his father and uncle, and now a third-generation owner, Bob runs Central Radio, along with his cousin. The name Central Radio stems from a long history in the business and was created when radios were the main form of communication and entertainment. Their mission has always been to stay grounded in their past, while making modern strides towards the future offering the best prices in the business.



With this long history, comes many great community partnerships, such as the one that has spanned two decades with BFAIR. "We love BFAIR! Their staff are easy to work with, know what they need, and we do everything we can for them," said Cramer. "The pride they take in their beautiful residences is evident whenever we deliver items to any BFAIR locations," according to Patrick Kennedy.

"The folks at Central Radio are extremely knowledgeable about the products that they sell. Upon entering their building, we are always greeted with nothing but smiles and their staff work to get us the best possible prices and stand behind every product they sell. In tight situations appliances have been delivered in a matter of hours as they understand that the ladies and gentlemen supported by BFAIR cannot go without the necessities that everyone else has. It has been and is always a pleasure doing business with Central Radio," said Andre Wallace, Director of DDS Residential Services at BFAIR.

The opening of BFAIR's Community Based Day Services program right next door to our North Adams store, "brought life to the area, and we loved seeing everyone come in and out next door, bustling with excitement everyday," said Cramer. "We're honored to be recognized, BFAIR does so much for our community," said Wendy Simard, General Manager of Central Radio.

## *Employer of the Year* Steinerfilm

In 1978, Steinerfilm opened a sales location in the Berkshires. They first had ties to this community through major capacitor companies that utilized their metal film known as G.E. Waterford and Sprague Electric in those days. Later they opened their first production plant in Williamstown.

In 2017, the management team at Steinerfilm met to discuss a large recycling project at their manufacturing facility in Williamstown, MA. The biggest challenge they faced was that their staff already had a full workday and minimal time to devote to this ongoing project. When discussing the options available, the team considered working with a human service agency that would allow them to fulfill their needs while also giving back to the community. BFAIR was approached by Steinerfilm and the rest is history! The project has turned into an amazing relationship and both parties couldn't be happier.

BFAIR is beyond thankful for the employment opportunities Steinerfilm has been able to provide for the individuals we support. A crew of five individuals and one staff have been integrated within the group of employees who have welcomed them with open arms as part of their team. The crew has not only had a major impact on the work done at Steinerfilm, but they have also made a difference in the lives of the employees; "They fit right in to our family and are a joy to have as part of our staff. We love to see them every day - they are the best part of our day. We enjoy walking through the warehouse just to see their smiling faces," said employees at Steinerfilm.



The crew has enabled this business to facilitate timelier production while creating a positive impact on our environment. Recycling is vital piece of Steinerfilm's mission.

"BFAIR is great at matching skillset and onsite supervision with the worksite. We have gained great value and personal satisfaction working with BFAIR," said Steinerfilm CEO Art Kazanjian.

## *Edward Frampton Self-Determination Award*

### Beth Roberge

*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.*

Beth's mom Barbara sat in the living room of a lovely BFAIR residential home in Northampton next to her daughter on the first day of Spring, while Beth was telling her story of her brain injury. Barbara visits Beth three days a week and is a very important part of her recovery, according to Beth. She's "her rock." Beth spoke of her dogged determination from being in a nursing home able to only move her eyes, to now being able to walk, make her own breakfast, and share her wicked sense of humor.

Before Beth's injury, she was a business owner, and owned a hair salon in South Deerfield; she gives great styling advice! Her clients were her friends, and she loved sharing stories with them.

"Beth is the definition of hard work and determination," according to Deanna Davila, Director of ABI Residential Services at BFAIR.

During the week, Beth attends a day program in Chicopee twice a week for speech and occupational therapy as well as has in-home and outpatient therapy. She also loves a good game of Trivia! All these activities are crucial to her recovery efforts; most recently she was able to climb nine stairs without stopping; a feat they thought nearly impossible when she went from being totally paralyzed and unable to speak to now walking, talking, and cooking.



As you can see from her photo, she loves to show off her awesome boots which help to increase her flexibility and will eventually be removed when she gains full mobility.

Michelle Carleton, VP of Residential Services at BFAIR says, "Beth is a true inspiration. She is an excellent representative of why we in human service do what we do."

Keep up the great work, Beth. We're all rooting for you!

## *Crosby Award* Carrie Woodard

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*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.*

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Carrie worked as a machinist for many years before shifting careers to work in the human services field. In addition to BFAIR, Carrie also worked for the Bennington Coalition for Homelessness as a life skills manager and at UCS.

Carrie has worked at BFAIR for the past two years as the House Manager of a residential home for four women. A busy home for with all the women enjoying community experiences, it is therefore not unexpected that they've enjoyed the relationship formed with Williams College student volunteers.

Williams College developed the "BFAIR Buddies" program in which the students visit BFAIR homes once a week for activities such as making Valentine's cards, duffle bags for foster children or inviting the residents to watch hockey games at the college. With all this happening, it's no surprise that their home is the best decorated on the block, always accentuated for any upcoming holiday!

According to Andre Wallace, Director of BFAIR's Residential Services for people with intellectual disabilities, "Carrie is a strong and positive leader for the ladies and their staff. She understands how important it is for them to be involved in their community as the experiences enrich each of their lives. Carrie makes sure the ladies are active enjoying things like spa days, dinners out, and gatherings with the students from Williams College who they are proud to call friends." Andre went on to further explain that "all of the above would not be possible without the intensity and importance that Carrie places on the ladies having the most productive and best lives possible."

## Quintal Award Jared Filiault

*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.*

Jared was interested in a change. His time spent working in a warehouse that also served as an employment site for people supported by BFAIR, exposed Jared to some of the individuals the agency's Employment department works with daily. He loved chatting and getting to know them as they often came in contact in the same workspace.

With that experience, Jared always had BFAIR in the back of his mind. Fast forward three years, and Jared has happily been employed as a Developmental Specialist at the agency's Day Habilitation and Community Based Day Services program located on Roberts Drive in North Adams.

Jared has an excellent rapport with all program members he supports, treats everyone as equals, and assists them to make good choices. Jared respects members by speaking to them privately if helpful, is a good listener, respectful, and appreciative of their decisions. He advocates for individuals as well as encourages self-advocacy; an important skill for people with disabilities. He recognizes the human rights of all members and works with his colleagues to lead morning meetings which focus on those areas.

"Every day is different, I love coming to work, and I have a great team of coworkers," Jared says. Missy Robare, Director of Community Based Day Services, says that over the past three years, "Jared has never missed a day of work. Employers who offer volunteer opportunities send letters and awards to our program on Jared's behalf. He leaves a lasting impression on everyone that he meets. He has a smile on his face at the end of every day and leaves that same smile on yours."



## *Board Award* Caroline Prew



Hired as a Receptionist for our Pittsfield office, Caroline's job description appears to serve as merely a starting point given the additional work she readily completes over the course of a workday. Caroline has become the first friendly face greeting you upon entering the office and she always offers a cheerful goodbye as you exit. Staff working closely with her would all agree; her laugh is contagious along with her personality. Clients, family, staff, other professionals, vendors, it doesn't matter, she makes everyone feel welcome and comfortable.

Caroline treats people served with the utmost respect and it's obvious to even the most casual observer, she has a unique relationship with people supported through the BFAIR's Individual and Family Support program and they in turn have a mutual respect for Caroline. One such example is when someone is having a tough day, Caroline will invite that person to share lunch with her. "One month, Caroline made a point of calling an individual at their home every morning to tell them a joke of the day. She did this unsolicited to make them laugh through a tough time," said Kristen Wampler, VP of Individual and Family Support Services.

People are drawn to Caroline; she's always kind and thoughtful and is a positive role model for others. At times, clients call the office for no other reason but just to wish Caroline a good day. She teaches people about reciprocity, what it means to be thankful and appreciative, in a genuine way. "I am fortunate to be a member of the dedicated team at BFAIR and grateful for the support and encouragement I receive from my colleagues. It is very gratifying to contribute to BFAIR's Mission to help those we serve live with dignity and purpose," said Caroline.

Alex Kastrinakis, Board Chair stated "Caroline embodies many characteristics BFAIR's Board seeks in all staff; hardworking, reliable, self-directed, committed to the success of the agency and maybe most importantly, treating the people we support in a respectful and dignified manner. We are honored to present the Board award to Caroline this year."

## *Leadership Award* Becky McAllister

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

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Employed with BFAIR since March 2016, Becky has grown in her role from when she initially began her journey in human services at BerkshireRides, supporting people in the community with employment transportation needs to her current role as BFAIR's Director of Employment Services. Since joining the BFAIR team, Becky noted about finding her passion, "I have truly found my calling. This work speaks to my heart in so many ways, and I just love working with the individuals I support when I walk through the door each day."

Becky and her staff have supported many individuals to obtain gainful employment, either independently or as a small group. As part of her approach, Becky is known to look at the big picture by not only individuals to obtain and maintain employment but also to assimilate into the workforce at their place of employment through to retirement.

Speaking of leadership, in addition to her role as the Director of Employment services, Becky provides various staff trainings such as de-escalation, Human Guide for those with visual impairments and is a lead trainer for the Sexuality Series for individuals and the staff who work with them. She demonstrates her commitment and support for BFAIR's Mission on a regular basis ensuring the Employment department is involved in almost every project. She is also involved in the Social Integration, Diversity, Parade, and Gala committees to name a few.

"Whether supporting an individual to obtain employment, participating in community events and having a good time, Becky demonstrates the qualities of a true leader and is a valued member of the BFAIR team," said Theresa Gelinis, SVP of Day Services at BFAIR.



# Thank You *to the 2018 Friends of BFAIR*

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*25th Anniversary  
Masquerade Gala*

Friday, October 25th • Proprietor's Lodge



# BFAIR

Berkshire Family & Individual Resources

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