Earning trust, inspiring hope.
Responding to the day-to-day needs of people with disabilities remains the utmost priority of Fidelity House Human Services. 757 individuals and their families now participate in our programs, an increase of 7.5% over 2015. The Leonard, Dunlavey, and Ward families have kindly shared their stories in the following pages. We are honored to be part of their journey.

**Strategic Plan**

The work of the agency in 2016 also included planning for the future. Dozens of employees and stakeholders from inside and outside the organization engaged in a rigorous process of analysis and information gathering. With the involvement and approval of the board, we have shortened our mission statement, agreed on a vision and developed long range goals. 

The resulting plan will push us to continue to grow – and to innovate – as we consider what the future holds for people with developmental disabilities.

**MISSION:**

To support people with disabilities to live a rich and meaningful life.

**VISION:**

Our employees feel valued for their contributions and aspirations and feel confident in their ability to provide resources, expertise or direct support for people with disabilities.

**TAG LINE:**

*Earning trust, inspiring hope.*

**Keeping Pace with Change**

Throughout the year, employees dedicated themselves to professional development through webinars, workshops, conferences, and courses at local colleges and universities. We have expanded clinical supports by providing in-house training in many areas including positive behavioral supports, applied behavioral analysis, autism and dementia. Going forward, we will continue to invest in professional development and make every effort to stay abreast of best practices and technological advancements related to disabilities.
Thanks to a grant from The Tower Foundation, the senior leadership team spent time developing skills that will support strategy and innovation. Areas of focus include engaging and retaining employees, building a culture of philanthropy, and developing new sources of revenue. The senior team received intensive training on Strategyzer Business Model Generation and adopted this internationally recognized approach to innovation throughout the organization.

**Recognition**

We would like to express our appreciation to the individuals with disabilities, along with family members and guardians, who participated in strategy focus groups. Thank you for your valuable insights. Many thanks go out to each and every employee for the work you do every day. Your compassion for people with disabilities is evident and powerful! Thank you to our donors, golf tournament participants, sponsors, and corporate partners for your generous financial support. And thank you to all of our stakeholders for your genuine interest in the continued success of Fidelity House Human Services.

**“The job is not done.”**

As we celebrate our 45th anniversary year, we recognize that disability services have improved dramatically over the span of time since 1971. We are proud to be part of that heritage, yet the job is not done. Please join us as we work toward new and better ways of supporting people with disabilities to live a rich and meaningful life.

Andrew Novelline  
President, Board of Directors

Yvonne Allard  
Chief Executive Officer

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**Board of Directors**

Andrew Novelline, President  
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James Dillon  
Claire Firriello  
Matthew P. Keamy  
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John LoConte  
Wayne Simmons, Jr.  
Lisa Staff  
Sally Wallace  
Martha Walters

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Anne Wise-Booth  
David Breen  
Molly Bresnahan  
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Daniel Hayes  
Penny Judd  
Betty Landy  
Robyn LeBuff  
Evelin Ovalles  
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Kim Yoshida

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Wanda Gomez, Vice President  
Residential Services  
Sue Lunn, MS, Vice President  
Children and Family Services  
Kathryn Mageary, PHR, SHRM-CP  
Vice President, Human Resources  
Glen Mattera, Chief Financial Officer  
Judy Normandin, Director of Development  
Elizabeth Steele, MS, RN, CDON  
Vice President  
Health Services and Supported Home Care
Terry and Brian Dunlavey were referred to Fidelity House Human Services shortly after they moved from New Hampshire to Massachusetts in 2008. Their son Joshua, who has Down syndrome, entered North Andover High School in 2009. Josh has participated in Family Support Center activities such as bowling league almost from the start. He and his parents were also part of the Intensive Flexible Family Supports program. Terry Dunlavey says that a Fidelity House case manager taught them a lot about the principles of ABA along with specific behavioral strategies. “She was wonderful. A huge help!”

Now approaching age 21, Josh continues to go to school and has moved on to the Fidelity House Adult Foster Care program. Funded through MassHealth, Adult Foster Care supports families caring for a person with disabilities in their own home. For Josh, staying in touch with friends he has met through Fidelity House is a big plus. He reports “I am a very good bowler.” Terry is happy that there are so many recreational opportunities. When his schedule allows, Josh enjoys movie nights or dinner out with a group.

“I try to help other parents of special needs children by recommending Fidelity House. We’re all in the same boat. We speak the same language.”

Terry Dunlavey, mother of Joshua
Meet Courtney Leonard, a young woman with autism. Given a nickname from Hawaii where she was born, “Kiani” is challenged by anxiety and sensory issues that make it difficult for her to interact with others and especially difficult to get to sleep at night. Kiani and her family have found much-needed support from the Fidelity House Human Services Family Support Center.

After mom Kathie described how Kiani was inconsolable at bedtime and how, night after night, Kathie’s physical presence was needed to reassure her daughter, Fidelity House recommended a weighted blanket for Kiani’s bed. Purchased through a state-funded program, in Kiani’s favorite color of course, the 25 pound blanket made an immediate impact. In Kathie’s words, “what a difference a night’s sleep makes!” And, building upon that success, Kiani now uses a lap-sized blanket to help her stay calm when she is away from home.

Kiani spends her days participating in a day program in Amesbury and enjoying the occasional meal out at Applebee’s. With roots in the Lawrence area, parents Kathie and Curt Leonard are happy with their decision to give up the climate and lifestyle of Hawaii for access to important services for their daughter.

“Getting services for my daughter improved the quality of life for all of us.” Kathie Leonard, mother of Courtney

Each year, 528 families who care for a child, teen, or adult with disabilities at home are touched by the Family Support Center and Intensive In-Home Services.

Support includes respite care and companionship, behavioral consultation, parent support and training, Latino medical services, information and referral plus a full calendar of educational, therapeutic and recreational activities.

To view upcoming activities: fidelityhhs.org/services/activities

For information contact the Fidelity House Family Support Center at 978-685-9471 or familysupportcenter@fidelityhhs.org.
ALERT AND RELAXED • STEVEN WARD

Steven Ward is a 67 year old man with intellectual disabilities stemming from a surgical error when he was a child. Bee Ward, now 94, says that she and her husband cared for Steven at home until 2007 when he lost his mobility due to Guillain-Barre syndrome. In 2012, he moved to a Fidelity House community residence where, according to Patty Gosselin, his sister and health care proxy, he has always felt at home.

Challenges with health care are a big part of Steven’s story. In 2014, Steven experienced intense episodes of lethargy and became so weak that he could barely hold his head up. Despite several trips to the Emergency Room and routine diagnostic testing, there were no answers. Rachel Souza, a Fidelity House Program Director, refused to give up. She prevailed upon a neurologist to investigate Steven’s situation. Using the careful observations of the Fidelity House staff and background information provided by family, a diagnosis was made.

Steven now receives infusions on a regular basis and the result is dramatic. Alert and relaxed, Steven enjoys joking around and interacting with people. Each Sunday, he visits with his mother and sister. Patty notes “Steven is able to enjoy a day program and looks forward to special activities such as going to the Museum of Science. He continues to surprise us.”

“The fact that our Residential Program Director was a strong health care advocate made a huge difference for Steven. She refused to accept the message that nothing could be done.”

Colleen Cumming, MS, RN CDDN, Director of Nursing
When it comes to health care, people with intellectual and developmental disabilities face many challenges. They are often dealing with complex or difficult to diagnose medical conditions. Pain is often expressed through behavior and mistakenly associated with a disability rather than the presenting condition. There are physical barriers to care such as the need for Hoyer lifts and larger spaces for wheelchairs. The role of the caregiver is underestimated. And health insurance reimbursement formulas often do not support the length of time and skill required.

Fidelity House Human Services is working daily to overcome disparities in health care by:

- Empowering individuals with disabilities to participate in their own care
- Providing important background information and assisting with communication of symptoms
- Educating doctors and other providers based on real world experience
- Advocating for insurance coverage for unusual conditions
- Developing creative, out-of-the-box solutions

The ultimate goal is for medical providers to treat an individual with disabilities just like any other patient while respecting any disability-related needs he or she may have.

“We must advocate and educate each and every day.”

Elizabeth Steele, MS, RN, CDDN, VP Health Services and Supported Home Care
The selected financial data, to the right, has been taken from the audited financial statements prepared by the CPA firm of AAFCPAs for the fiscal years ended June 30, 2016 and 2015. The audited financial statements of Fidelity House Human Services are filed with the Massachusetts Office of the Attorney General, and open to public inspection online at the Operational Services Division (OSD) website under the Uniform Financial Reports eFiling home page.

### COMBINED STATEMENT OF FINANCIAL POSITION

<table>
<thead>
<tr>
<th></th>
<th>June 30, 2016</th>
<th>June 30, 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and Savings</td>
<td>$1,723,620</td>
<td>$1,468,832</td>
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<tr>
<td>Accounts Receivable</td>
<td>1,329,289</td>
<td>1,258,807</td>
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<tr>
<td>Prepaid Expenses and Other</td>
<td>328,423</td>
<td>431,557</td>
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<tr>
<td>Investments and Restricted Cash</td>
<td>1,143,246</td>
<td>1,163,208</td>
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<tr>
<td>Property and Equipment, net</td>
<td>3,381,939</td>
<td>3,557,546</td>
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<tr>
<td>Financing Fees, net</td>
<td>129,552</td>
<td>107,541</td>
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<tr>
<td><strong>Total Assets</strong></td>
<td>$8,036,069</td>
<td>$7,987,491</td>
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<tr>
<td><strong>Liabilities and Net Assets</strong></td>
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<tr>
<td>Current Liabilities</td>
<td>$1,285,461</td>
<td>$1,517,974</td>
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<td>Long-Term Debt</td>
<td>1,851,396</td>
<td>2,063,677</td>
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<tr>
<td>Conditional Debt</td>
<td>1,239,138</td>
<td>949,088</td>
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<tr>
<td>Net Assets</td>
<td>3,660,074</td>
<td>3,456,752</td>
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<tr>
<td><strong>Total Liabilities and Net Assets</strong></td>
<td>$8,036,069</td>
<td>$7,987,491</td>
</tr>
</tbody>
</table>

### COMBINED STATEMENT OF FINANCIAL ACTIVITIES

<table>
<thead>
<tr>
<th></th>
<th>June 30, 2016</th>
<th>June 30, 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating Support and Revenue</strong></td>
<td></td>
<td></td>
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<tr>
<td>Contracts and Service Fees</td>
<td>$15,863,628</td>
<td>$14,892,211</td>
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<tr>
<td>Client Fees and Rents</td>
<td>1,196,173</td>
<td>1,082,458</td>
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<tr>
<td>Grants and Contributions</td>
<td>145,271</td>
<td>164,912</td>
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<tr>
<td>Interest and Other</td>
<td>78,928</td>
<td>67,515</td>
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<tr>
<td><strong>Total Operating Support and Revenue</strong></td>
<td>17,284,000</td>
<td>16,207,096</td>
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<tr>
<td><strong>Operating Expenses</strong></td>
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<tr>
<td>Program Services:</td>
<td></td>
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<tr>
<td>Adult Residential</td>
<td>10,769,732</td>
<td>10,302,235</td>
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<tr>
<td>Child and Family Supports</td>
<td>1,529,901</td>
<td>1,431,225</td>
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<tr>
<td>Supported Home Care</td>
<td>2,483,477</td>
<td>2,022,601</td>
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<tr>
<td><strong>Total Program Services</strong></td>
<td>14,783,110</td>
<td>13,756,061</td>
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<tr>
<td>General and Administrative</td>
<td>2,085,734</td>
<td>1,792,813</td>
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<tr>
<td>Fundraising and Development</td>
<td>114,313</td>
<td>205,444</td>
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<tr>
<td><strong>Total Operating Expenses</strong></td>
<td>16,983,157</td>
<td>15,754,318</td>
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<tr>
<td><strong>Changes in Net Assets from Operations</strong></td>
<td>$300,843</td>
<td>$452,778</td>
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<tr>
<td><strong>Other</strong></td>
<td></td>
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<tr>
<td>Non Operating Gains/(Losses)</td>
<td>(97,521)</td>
<td>7,514</td>
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<tr>
<td><strong>Change in Net Assets</strong></td>
<td>$203,322</td>
<td>$460,292</td>
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</tbody>
</table>
2016 **INDIVIDUALS AND FAMILIES SERVED**

**TOTAL SERVED 757**

**By Program Category**
- Family Support Center: 379
- Residential Services: 138
- Intensive In-Home Services: 149
- Supported Home Care: 91

**By Geographic Area**
- Lawrence: 199
- Methuen: 123
- Andover & North Andover: 102
- Haverhill: 134
- Newburyport Area: 79
- North Shore: 52
- Northeast Massachusetts: 68

**By Age Range**
- 3 - 17: 249
- 18 - 22: 130
- 23 - 30: 111
- 31 - 40: 84
- 41 - 50: 60
- 51+: 123
Thank you corporate partners, sponsors, foundations, golf tournament participants, donors and volunteers!

Your support made it possible for over 100 people to try something new...movie nights, pumpkin picking, art projects, music lessons, and field trips to the Topsfield Fair and Canobie Lake Park are just some of the ways you brought joy into the lives of people with disabilities.

Thank you for supporting individuals with developmental disabilities to live a rich and meaningful life.
THANK YOU FOR MAKING A DIFFERENCE

Ray and Diane Noel
Normandin Family
Frederic Pease
Albert C. Peterson
Paul Pezone
Reebok Shoes
Minicucci Family
Randstad USA
Jaime Romero
Mark & Marcia Simone
Michael and Lisa Staff
Kevin Storti
Summit Realty Partners
The Savings Bank
Topsfield Fair
John Warren

Friends
Accents on Hair
Kristina Allen
Hilary Allwarden
James W. Austin
Mark and Melanie Bernardin
Beverly Hospital Parent Education
Bob's Discount Furniture
Charitable Foundation
Boston Red Sox
David Breen
Citizens Charitable Foundation
Colleen Cumming
Sal Currao
Raymond Dorney
David Dreyfus
Eric and Anne Eisenberg
Claire Firriello
Gary Fischer
Kevin M. Fowler
Barbara Frank
Anthony Freelove
Peter Garofoli
GE Foundation
Wanda Gomez
Colleen Goyette
Warren and Barbara Graff
Louann Graffam
William Halloran
Kathleen Hannan
Joyce M. Hannan
Richelle Hanson
Johanna A. Higgins
Aloysius and Lillian Hobausz
Hub Technical Services
Phillip Johnson
Harry and Linda Kaloustian
Keamy Family
Kiki Skin & Body Spa
Betty Landy
Paula Long
Susan Lunn
Maryellen Maccarone
Brian and Jean Masterson
Glen Mattera
Theresa Mendel
Merrimack Valley Bodywork
MG Print & Promotions
Mary Michaud
Michaud Insurance Agency, Inc.
Paul Millar
David B. Navin
Nawrocki Family
New Balance - Lawrence
Next Level Now, Inc.
Aidan O'Donnell
James and Maureen Osborne
Michael Palermo
Janice Pawlick
Stephen Potvin
Albert Reading
Rojas Design, Inc.
Ryan and Rachel Souza
Elizabeth Steele
Edward D. Sullivan
Scott and Barbara Talbot
Catherine E. Tavernier
Malcom Tenglin
Laura Wagner Photography
Edgar Wheeler
Sandra A. White
Ann Marie Wilson

Left to right: Dave Bromberg, Ed Hunter, Andrew Novelline

Board Chair Andrew Novelline of Abbot Financial Management has supported the annual charity golf event since 2004. Thank you to all of the sponsors and players who participate in this event. Because of your generous support each year, more and more people benefit from recreation, leisure time and enrichment activities.

disabilities to live a rich and meaningful life.
Fidelity House Human Services is funded through contracts with the Massachusetts Department of Developmental Services, the Massachusetts Rehabilitation Commission, MassHealth and through private contributions.

**Referral and Contact Information**

Referrals are made through the Department of Developmental Services. An individual or family member seeking services may contact Fidelity House Human Services for information.

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youtube.com