

Friends Aware, Inc.

Fiscal Year 2010 Annual Report



A United Way Agency

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Mission Statement

Building on a tradition of excellence, Friends Aware offers social, occupational, and residential opportunities in a caring atmosphere to individuals with disabilities.



Vision

To be an agency where **ALL** individuals are challenged to realize their full potential.

Message from the Board President

Friends Aware continues to be known as the “premier” agency for services for individuals with disabilities in our community. We proudly re-printed the memoir of our history “Journey From Darkness Into Light” by Margaret Long as we approach our 56th year. We strive to continue serving individuals with disabilities with excellent services.

Our Vision to be an agency where ALL individuals are challenged to realize their full potential continues to be our goal. Our Mission to offer social, occupational, and residential opportunities in a caring atmosphere to individuals with disabilities motivates us to meet the challenges in providing these services. Our individuals are our biggest evidence of this success. We continue to be in awe of their strengths and abilities.

The Board of Directors work with the Executive Director and staff to adapt to the growing needs and trends of providing services in a year of financial difficulty in our country. These services support local businesses and contribute to our community strength. We are proud of the contributions that our individuals give using their strengths and abilities.

Thank you for your interest in Friends Aware and support of the individuals that we serve. Come visit and let our individuals and staff show you how proud we are of our agency.

Regards,

Lee Anne Santiago
President, Board of Directors of Friends Aware

Friends Aware, Inc. Board of Directors

Lee Anne Santiago , President

Dottie Turner, Vice-President

Dale Sams, Treasurer

Sara-Beth James, Secretary

Lori Hensell

Jennie Myers

Dr. Maureen Conroy

Pat Panuska

William Blake

Jackie Sams

Terri Fuller

Dottie Winner

Bill Hunter

Scott Perrin

Judi Lazarus-Haag

Mirjhana A. Buck

Mike Llewelyn, ESQ

Barbara Evans

Shawn Golden - Llewellyn

Administrative Team

Heather D. Glass, Executive Director

Jessica Neff, Human Resources Director

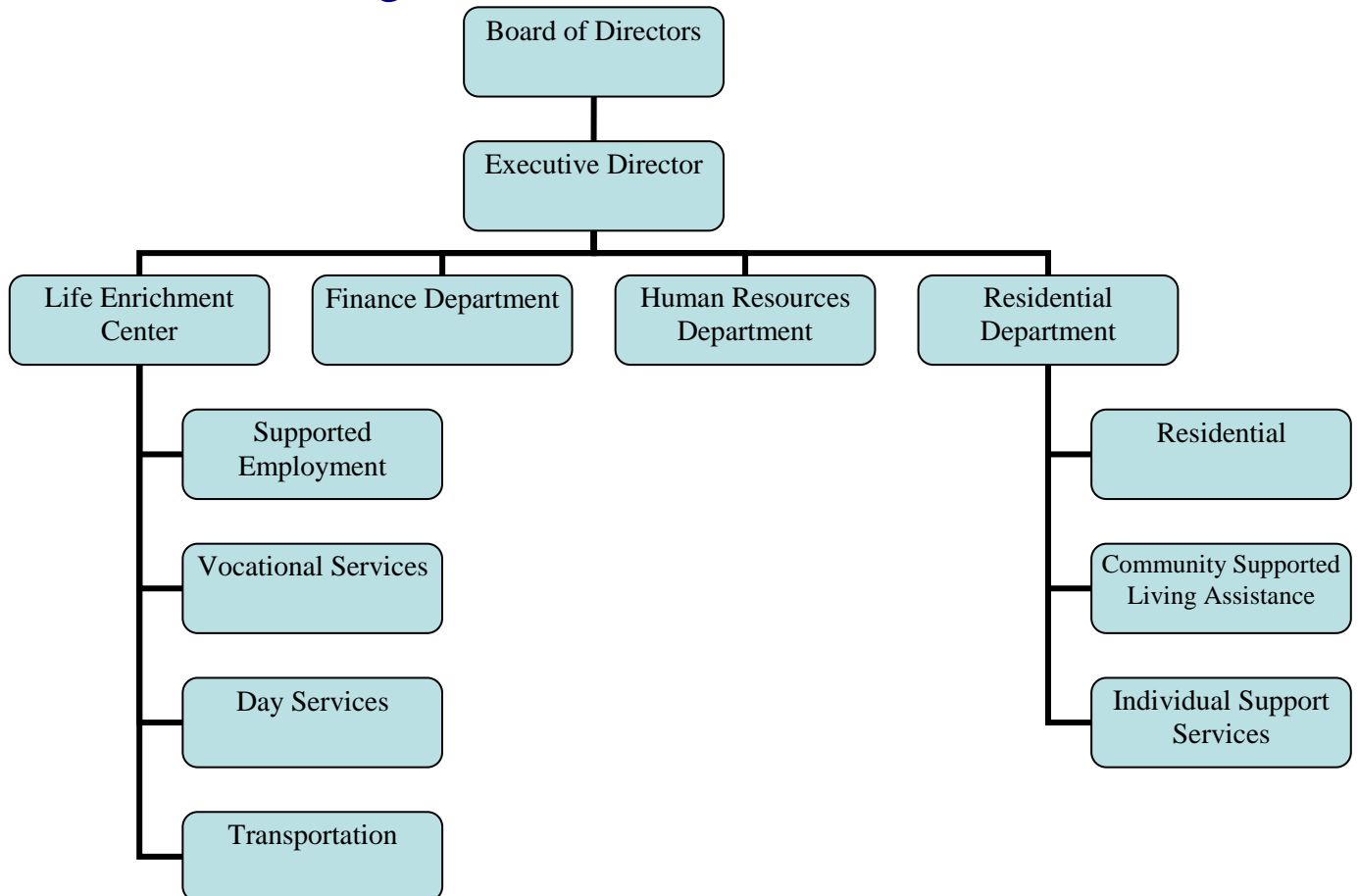
Travis Beeman, Finance Director

Robin Kerr, Residential Services Director

Jane Eaton, Life Enrichment Center Director

Kathleen Breighner, Community Relations & Resource Development Director

Organizational Structure



Agency Highlights

Life Enrichment Center

The Life Enrichment Center focuses on 4 main outcomes which include: consumer community integration, consumer health and welfare, staffing, and transportation/nutrition. People's lives were positively influenced through the services offered by the center as follows:

Monthly Average – Areas 1-6

- 31% of people each month received supports to find and maintain employment in community settings.
- 86% of people each month participated in sheltered employment.
- 23% of people received supports each month to find and maintain volunteer opportunities in their community.
- 50% of people each month participated in everyday community activities.
- 100% of people each month participated in planning their services and supports.
- 11% of people each month received medication at the center. Medication was dispensed as prescribed.
- 97% of people each month secured FAI transportation to/from the center.
- 87% of people each month received nutritious meals provided by FAI

Individuals participated in community-based work with the Department of Juvenile Services, Allegany Arts Council, City of Frostburg, McDonalds, Pharmacare (all locations), ChrisStudio, Schroeder, M&T Bank, 2 local churches, Tollhouse, Allegany Highlands Trail, Country Club Mall, Fore Sisters, Civil Mining Engineering, Bureau of Mines, Martins, Texas Grill House, Frostburg Mental Health Center, WalMart, Hunter-Douglas, and Rocky Gap Lodge.

Volunteer sites included: Food Bank, Constitution Park, Rocky Gap, Day of Caring/Sharing, Beautify Cumberland, Toys for Happiness, and the Salvation Army.

Facility based work included: ATK, Berry Plastics/Superfos, Bulk Mailings, Document Shredding, Westvaco, Resident's Bill of Rights Documents, building maintenance, recycling, commercial kitchen work, culinary herbs, woodshop: pallets, survey stakes, and snow guide stakes.

Facility based activities included: Exercise/Sittercise, Jingo/Bingo Themed Games, Bookmobile, Arts Bus, Art Groups, Flashcards, Computer Attainment Stations (11 total in the LEC), Sign Language, Brainteaser Games, Health Groups, Reading Groups, Academic Based Activities, Healthy Snacks, Dances, Karaoke, and Holiday Parties. Specific staff projects included: Labels for Education; Recycling; Arts Program; handcrafted items for donation to the County Library's Children's Reading Group, Animal Shelter, boxed items for the US Troops; and handcrafted items based on several area high school colors.

Community based activities included visits to: Tri-State Zoo, Farmers Market, Beauty School, Arts Events, Cumberland Theatre Plays, Alpaca Farm, Allegany County Fair, Country Club Mall Shopping, Transportation Museum, Picnics, Rocky Gap, Allegany County Library, New Germany Nature Center, and the Recycling Center.

Residential Program, CSLA, and FISS

Living in the community involves both a wide range of skills and choices about lifestyle. Friends Aware accommodates those individuals wanting residential services through the residential program and community supported living arrangements (CSLA). In addition, the agency provides support through Family and Individual Support Services (FISS).

FY 2010:

- 33 individuals served in a FAI residential home
- 21 individuals served in CSLA
- 9 individuals served in FISS

These programs focus on 4 main outcomes which include: individual social behavior, individual nutrition, individual health and safety, and staff stability.

Of the 33 individuals living in a FAI residential home:

100% of individuals receive nutritious meals prepared as directed by their physician

21 % of individuals living in a licensed site are retired

79% of individuals living in a licensed site participate in age appropriate work routines

58% of individuals receive transportation to work through the residential program

78% of individuals participate in an organized group such as bowling or boy scouts

97% of individuals receive medications as prescribed by a Certified Medication Technician

The residential programs implemented an outcome tracking system in March of 2010. Highlights from March 1 - June 30, 2010 include:

<u>Residential</u>	<u>CSLA/FISS</u>
* 1634 health monitoring procedures	240 health monitoring procedures
* 9764 meals prepared	* Assisted with
* Assisted with	<ul style="list-style-type: none"> ✚ 66 medical appointments ✚ 16 therapy appointments ✚ 26 psychological appointments ✚ 16 dental appointments
<ul style="list-style-type: none"> ✚ 202 medical appointments ✚ 43 Psychological appointments ✚ 30 therapy appointments ✚ 32 dental appointments 	

Consumer Success Highlight



Mr. Tom Sockriter 2010 Yes I Can Award Winner

Tom was nominated for the “Yes I Can” award for successful completion from his behavior program. In addition to making huge strides towards self initiating independent living skills. Tom has made positive choices for the past three years when interacting with others. He continues to display new found independence in completing household chores, sweeping, mopping and preparing simple meals.

Tom continues to grow and flourish in his independent environment and continued support from the Friends Aware Residential Team.

Consumer Success Highlight



Ms. Sapna Nagabhushan 2010 Yes I Can Award Winner

Sapna has been involved in the LEC Area 6 for over 12 years. In addition, Sapna has been employed with WalMart as a Greeter for almost 5 years. Sapna has always been willing to learn new jobs and would often ask to be involved in new jobs. She took the initiative to develop her own job at WalMart where she has worked independently. Sapna maintains her own work schedule and keeps the LEC updated on her hours. Sapna is always pleasant and smiling readily greeting customers and offering assistance as they enter the store. Realizing that some customers were hearing impaired, Sapna learned sign language so that she could communicate better with those persons. Socially, Sapna has many interests. Sapna has traveled extensively and has been abroad several times. She is involved with the People First Self Advocacy Group, she enjoys activities with her family, the Bowling League, shopping, movies, dances, and Special Olympics. Sapna has also been instrumental donating her time on many agency fundraisers. We congratulate Sapna on all of her accomplishments!

Consumer Characteristics

Total Individuals Served During FY10: 137 (unduplicated)

Age		Ethnicity	
21 – 29:	18 (13.1%)	African-American:	3 (.02%)
30 – 39:	33 (24.1%)	Caucasian:	132 (96%)
40 – 49:	25 (18.2%)	Hispanic:	0 (0%)
50 – 59:	30 (21.9%)	Native American/Alaskan Origin:	1 (.01%)
60 – 69:	20 (14.9%)	Asian/Pacific Islander:	0 (0%)
70+ :	11 (8.0%)	Other:	1 (.01%)

Gender

Male:	69 (50.4%)
Female:	68 (49.6%)

Results of Employer Satisfaction Surveys

(50% of employers are surveyed annually)

26 surveys were mailed out with 13 being completed and returned as follows:

Overall satisfaction

Sheltered Employment – 97% satisfied

Community Employment – 87% satisfied

Employer Comments:

“Really appreciate being able to work with you. Our team views this as a good working relationship”

~ ATK

“Our FA clients and job coaches do a great job keeping us clean and tidy!”

~ PharmaCare Institutional

“Person is a blessing!”

~ Central Assembly of God

“Good job!”

~ Aircon

“We are happy with FAI service”

~ Pleasant Valley Tree Farm

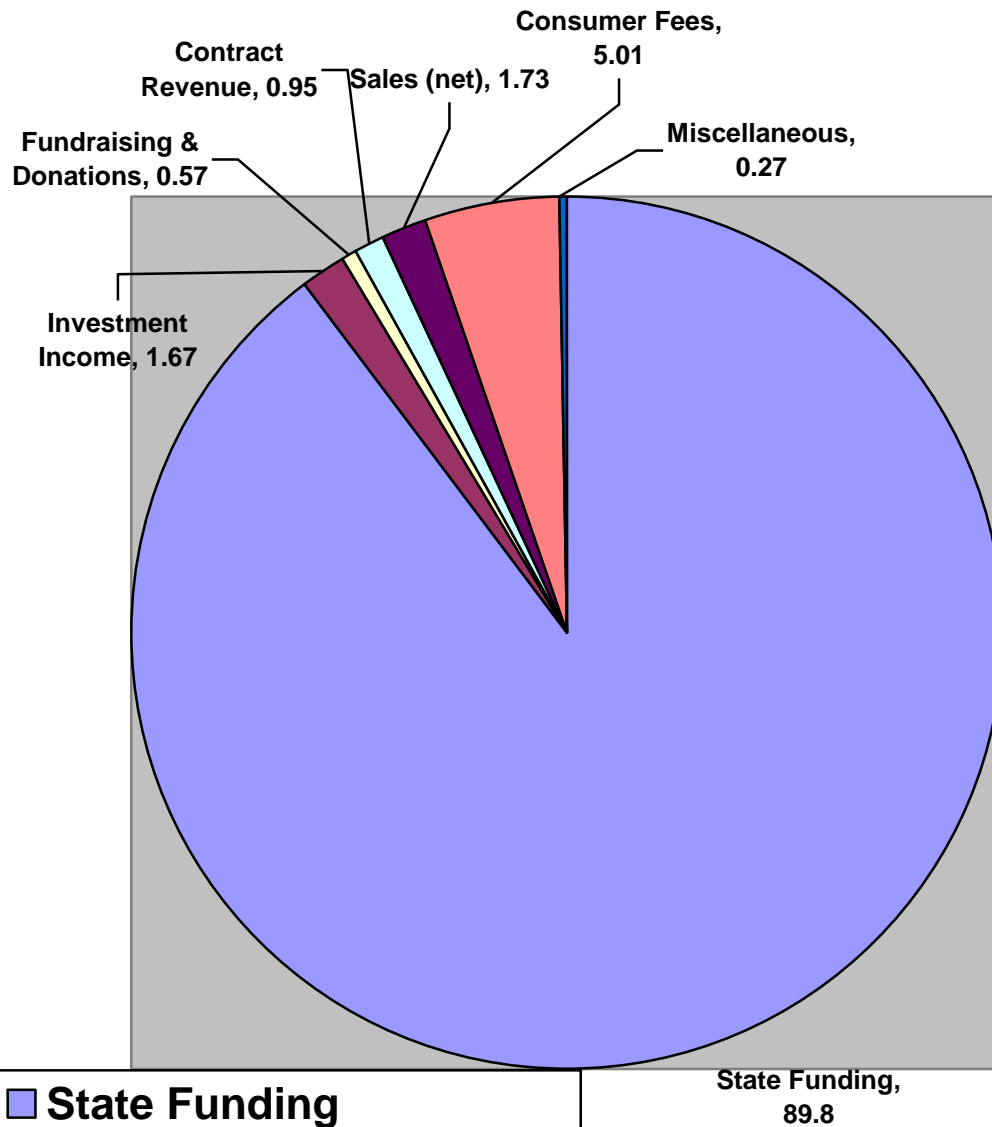
“Person is a really good worker; always on time”

~ PharmaCare Frostburg

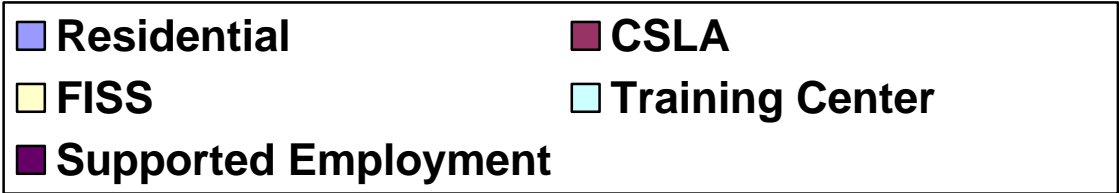
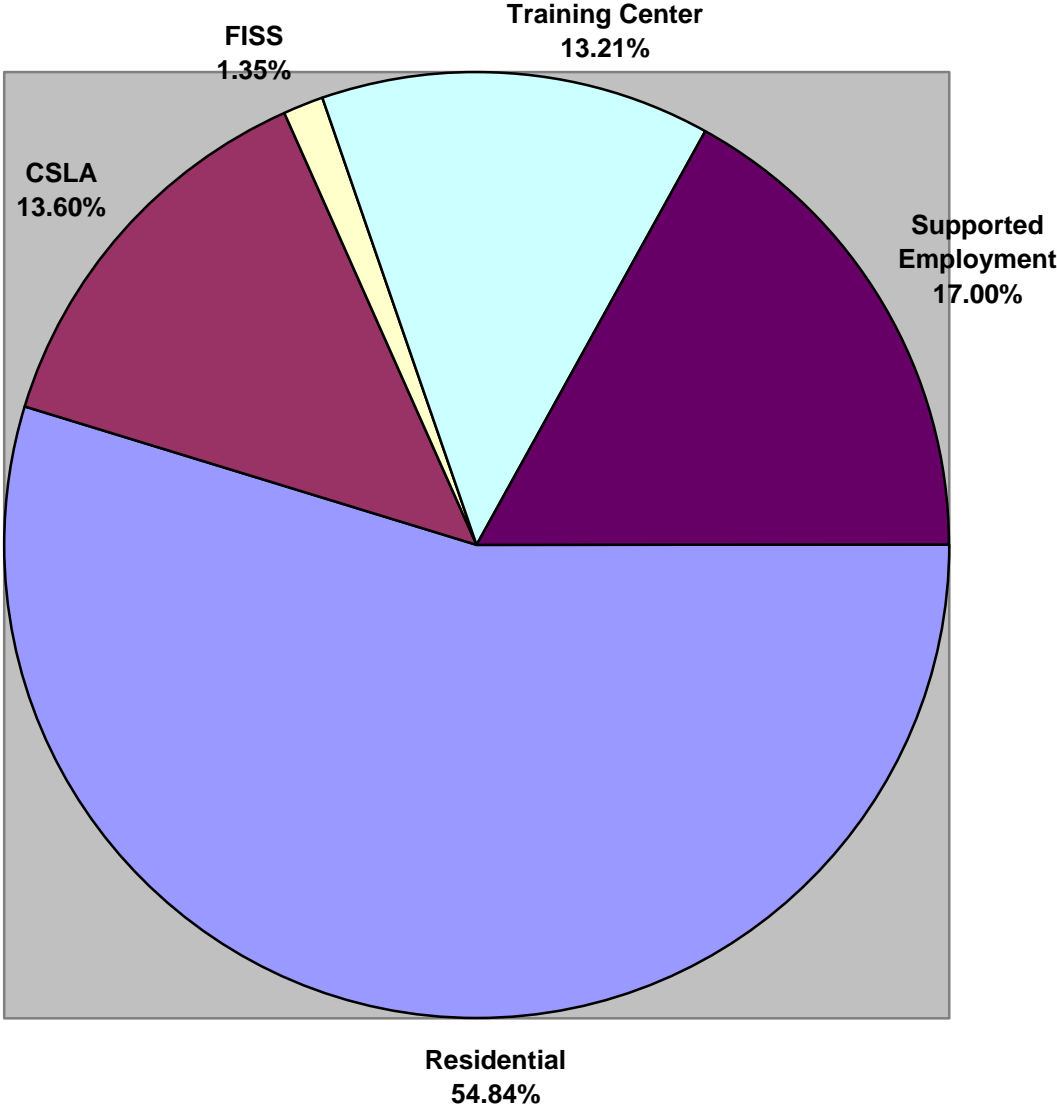
“FA staff gets an A+!”

~ Excavating Associates Inc.

2010 Revenues



2010 Expenditures



Department of Residential Services

Programs

Residential

*Community Supported Living Arrangements
(CSLA)*

*Family & Individual Support Services
(FISS)*

Residential Program

Program Description:

Current community residential service models include: Alternative living units (ALU); Group homes; and Community supported living arrangements (CSLA).

Licensed Residential Locations: In operation since 1977, provides homes licensed for up to thirty-three adults living in two group homes and 12 Alternative Living Units (ALUs). Group Homes provide for four to six people and ALUs provide for up to three people. All residences are staffed twenty-four hours /day and on-call residential managers are available twenty-four hours a day to provide emergency support.

Consumers Served During FY10: 33

Number of Locations: 14

Staff: 78

Budget: \$2,865,642

Community Supported Living Arrangements (CSLA) provides services to 21 Individuals; assisting individuals in non vocational activities necessary to enable the person to live in the individual's own home, apartment, family home, or rental. Each Individual receiving services has an individualized plan that emphasizes becoming as independent as possible in skills such as

- Community access
- Cooking, personal hygiene
 - Personal safety
- Care for their home.

CSLA Consumers Served During FY 10: 21

Staff: 30

CSLA Budget: \$771,619

FISS Program

Program Description:

The Family & Individual Support Service Program (FISS) is a component of the Friends Aware Support Services Program under the Residential Department.

FISS is to be flexible to meet the needs of individuals or families.

Supports in FISS may include but not limited to:

- Budgeting
- Medication Administration
 - Counseling
 - Job Coaching
- Social/recreation activities
- Accessing Community Services
 - Grocery Shopping
- Respite, behavioral and other services needed by the family
 - Developing relationships

**Note –FISS is grant funded.

FISS Consumers Served During FY10: 9

Staff: 5

FISS Budget: \$74,594

Life Enrichment Center

Programs

Vocational Services

Day Services

Transportation

Vocational Services

Program Description:

The Life Enrichment Center's Vocational Services Program provides community based and facility based employment to individuals served. Community based employment places men and women in productive jobs in Allegany County. A Community Development Specialist provides on-site training and support for as long as is needed by the individual. The Program also provides assistance with transportation. Additional financial assistance is available, as necessary, to workers whose Social Security benefits are affected by their earned incomes. Some examples of current job sites include a local mall, a large grocery chain, a pharmacy, a large bank, and tourist attractions.

Facility based employment provides training and employment services to more than sixty people. The types of work offered in the sheltered workshop include bulk mailing services, assembling, packaging, sorting, collating, stapling, recycling, custodial, document shredding, and contract work for the defense and paper industries. The wood products division uses industrial-grade equipment for the manufacturing of survey stakes, hubs, silt fence construction, and pallet construction.

Consumers Served During FY 10: 62

Number of Off-Site Contracts: 29

Number of On-Site Contracts: 30

Staff: 17

Budget: \$954,186

Day Services

Program Description:

The Life Enrichment Center's Day program focuses on consumers reaching their full potential and assisting those individuals in making meaningful community connections. Each person's needs are assessed and individual plans are developed based on the person's strengths, abilities, and preferences. Training may address skill development in personal hygiene, communication, socialization, daily living, and vocational areas, including opportunities for community-based employment and volunteer positions.

Consumers Served During FY10: 47

Number of Locations: 1

Staff: 19

Budget: \$705,468

Transportation

Program Description:

Transportation Services operates vehicles for all FAI programs. Specially equipped vans and buses are maintained to meet individual mobility needs five days a week, providing door-to-door transportation to and from day programs. Cars and vans provide consumers in FAI's residences with twenty-four hour transportation for grocery shopping, recreational activities, and medical appointments.

Consumers Served Daily To and From Day Programs: 116

Number Vans and Buses Used for Morning & Afternoon Transportation: 8

**Staff: 8 Drivers
8 Aides**

Number of "other" vehicles: 32

Budget: (Included in Training Center and Vocational Services budgets)

Our 2010 Donors

Mr. Galen McKenzie
Ms. Virginia Jessie
Ms. Shirley Appel
Mrs. Regina Raley
Ms. Connie Green
Ms. Sissy Leatherman
Mr. & Mrs. Karl Prodoehl
Mr. & Mrs. Kevin Kauffman
Mr. & Mrs. Albert James
Ms. Peg Gillum
Ms. Jennie Pearson
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Mr. Johnny DeVault
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Mr. & Mrs. George Moody
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Mr. & Mrs. Bernard Winner
Dr. Maureen Conroy
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Mr. Joseph Washington
Egle Nursing Rehab
Upstate Adjusters, Inc.
Western MD Comm Club
Frederick Woman's Civic Club
GFWC MFWC West. Dist.
Elliott Memorial United Methodist Church.
GoodSearch
J Rowland Circle of Melvin UMC
Classy Chassis Car Club
Food Lion, LLC
City of Peoria, IT Dept
Food Lion Shop & Save
Noonan & Noonan, LLC
Frostburg Council #1442
Piedmont Council 685 in Barton
Pope John XXIII Council 5450 in Cumberland
American Legion Post 13
County United Way
Truist Bank
Upstate Adjusters, Inc.
UPS
Food Lion LLC.
American Legion Post 13
First United Bank
MD Charity Campaign