



# The Progress Center Annual Report | 2014



THE PROGRESS CENTER, INC

[www.progresscentermaine.org](http://www.progresscentermaine.org)

## Our Mission

The Progress Center is a non-profit, multi-service organization dedicated to promoting the highest level of independence and personal freedom for individuals with developmental disabilities and/or mental health issues.



Services are provided in central, western and southern Maine. The Progress Center works with parents, families, guardians, state agencies, corporations and local businesses, schools, volunteers, communities, medical providers and other non-profit agencies.



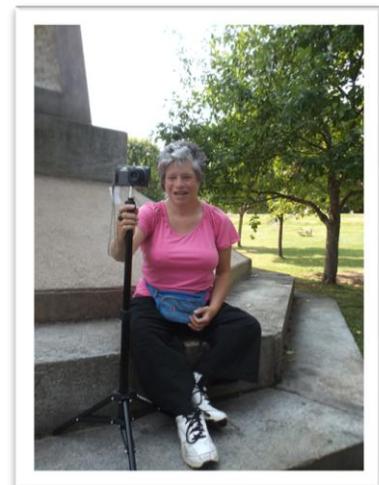
## Our Core Beliefs

That each person with a disability has a desire for a rich and varied life, including a physical, intellectual, emotional and spiritual dimension. We also believe that each person grows through their life experiences and has the right to make their own life choices, including those

that may involve risk.

## Our Vision

Our vision is to weave the community into the lives of people with disabilities one person at a time, enriching both those we serve and the community. All people should be able to discover their own dream for a meaningful life.



## Message from the Executive Director

The Progress Center has enjoyed a productive and successful year.

While we said farewell to outgoing Executive Director Kristin Benedix and to our Home Supports program, The Progress Center's programs and services continued to grow and thrive over the year.

We've dedicated the full first floor of our main building on Cottage Street to day program services, adding two arts rooms for our growing Community Supports program. The Matthew Record Memorial Park and Trail continues to be a source of enjoyment for the Norway community, and our Community Kitchen now serves dinner to over 150 hungry Oxford Hills residents every week.

Our Progress Center staff admirably rose to the challenge of some leadership restructuring and set a wonderful example of dedication, team work and positive communication for the individuals they serve.

Thank you for your continued support,



Jennifer Putnam, Executive Director



Jennifer Putnam, Executive Director

## Staff Spotlight: Jessica Paradis

Jessica Paradis is The Progress Center's Arts Team Leader in our Community Supports Program.

Jessica brings a great deal of enthusiasm, along with a passion for the Arts, to her work with the individuals with intellectual disabilities that we serve. From collaborating with community artists like photographers, painters and sculptors, to structuring art activities on-site, Jessica manages the schedule with ease.

"One of the highlights of being Arts Team Leader is seeing individuals' disbelief at making such a beautiful piece of art. They're very proud of their work and that makes me proud and happy, too. I'm lucky I get to come to work and have fun every day".



Jessica Paradis, Arts Team Leader,  
Community Supports Program

**\*Special thanks to Trish Logan, photographer, for the Annual Report Cover Photo of The Progress Center and for her generous donation of time and skill.**

## The Progress Center Team

### Board of Directors



Rich Clough, Secretary, Tom White, Treasurer, Ron Raymond, Chair, Dot Coffin, Kathy Perkins, Vice-Chair. Melissa Burgess.



The Board welcomed its newest member, Tina Ruhland, in late spring.

### Administrative Staff:

Jennifer Putnam, Executive Director  
Sandra Shorey, Director of Services  
Pam Holt, Manager of Human Resources  
Terry Cole, Quality Assurance Coordinator  
Brenda Andrews, Receptionist

Diane Howe, Director of Finance  
Molly Brake, Director of Operations  
Priscilla Burnette, Public Relations  
Laura Roy, Payroll & Billing Specialist  
Linda Mills, Receptionist

### Program Support Staff:

Ashleigh Barker, Manager of Case Management  
Lisa Wilson, Residential Home Manager  
Jennifer Ney, Residential Home Manager  
Bill Cronin, Outdoor Team Leader  
George Young, Employment Team Leader  
Maureen Bilodeau, Children's Case Manager  
Kayla Nowell, Adult Case Manager  
Nancy Kenneally, Adult Case Manager

Deborah Peaco, Manager of Shared Living  
Clarence Swartz, Residential Home Manager  
Liz Blaquiere, Culinary Team Leader  
Jessica Paradis, Arts Team Leader  
Lynne Wheeler, Children's Case Manager  
Denise Donnelly, Children's Case Manager  
Miranda Ward, Adult Case Manager  
Larry Jordan, Maintenance Supervisor

### Program & Residential Staff:

Brittany Barrett	Kristina Batchelder
Kate Brown	Kim Brown
Bruce Coffin	Gloria Conlon
Fred Cummings	Ann Cushman
Sheli DeRosier	Bill Dixon
Susan Feller	Karen Fillebrown
Sara Herrick	Suzanne Ingersoll
Elena Laughton	Thomas Lawrence
Shelly Pedro	Deborah Penne
Donna Quintanilla	Danielle Richardson
James Rollins	Sarah Rosenberg
Carlene Rugg	Amanda Skillings
Patricia Swartz	Sandi Tate
Brandon Villafone	April Wiggin
Sandra Wilson	

Kimberly Bean	Jennifer Bowden
Sam Brown	Tracy Brown
Renee Corn	Jen Cousins
Tia Danforth	Richard Day
Theresa Douglass	Lisa Durgin
Teri Ann Fleck	Danielle Goodwin
Billie-Jo Larrabee	Mark Larson
Greg Mills	Carol Paradis
Diana Pepin	Christine Perkins
Becky Richardson	Kevin Richardson
Kara Rowe	Nathaniel Roy
Moranda Snow	Scott Spring
Darlene Tibbetts	Shannon Valiente
Cheryl Wilson	Lisa Wilson

## The Progress Center Services

### Case Management Program

The Progress Center offers both Adult Community Case Management and Children's Case Management services. Our case management program employs a committed staff of five full-time case managers and two part-time case managers, along with the Manager of Case Management and Children's Services.



**2014 Case Management Staff Retreat**

Adult Community Case Management services assist adults with intellectual disabilities to develop and implement an individual service plan with an emphasis on support strategies including principles of empowerment, community inclusion, health and safety, and the use of natural supports. We are currently serving 90 clients in Adult Community Case Management.

Children's Case Management provides case management to children and adolescents (birth through age 20) with emotional disturbances, behavioral disorders, mental illnesses, intellectual disabilities and / or pervasive developmental disorders. The Children's Case Management team currently supports and assists 40 individuals and families to access resources and/ or information, guidance and advocacy.

### Children's Services: Kids In Progress

Kids in Progress provides services to children and families who are experiencing developmental, intellectual or behavioral challenges. Services are provided in a child's home and staff works with families on how best to support their child with skill building and behavior management. Children's Services offers short-term intervention services, so the number of children we support and the number of staff employed ebbs and flows throughout each year.



Our team of Behavioral Health Professionals utilizes a number of evidence-based strategies to assist children and families in the course of their work. Areas of service include:

- Implementing positive behavioral support plans
- Training in daily living skills
- Skill building in the community to improve social functioning
- Assisting families with approaches to crisis management

### Community Kitchen

The Progress Center's Community Kitchen serves free dinner to Oxford Hills residents every Thursday from 4:30 to 6:00 pm. In addition, our Culinary Team in Community Supports provides a hot lunch for program participants every Friday. The Kitchen served over 5,000 meals this year. Individuals with disabilities play a critical role in The Progress Center Community Kitchen, assisting with shopping, preparing, serving and cleaning during our lunches and dinners. The Community Kitchen is funded solely through the generous donations of businesses, foundations and individuals.





### Community Supports

Community Supports offers instruction and services that promote the practical and functional application, adaptation and integration of skills necessary for independent living and community inclusion. We work with adults to support community inclusion, personal development, and supports in areas of daily living. The Progress Center provides such services with an enhanced focus on community volunteering, health and wellness, skill development and personal growth activities, as well as work readiness skills.

Community Supports offers individuals four curriculum tracks to promote skill development in the following areas: Arts, Culinary, Outdoor Recreation and Community Involvement.

On any given day, the individuals we serve, along with our hardworking Direct Support Professionals, can be found practicing new cooking skills, working in our community garden plot, hiking a nearby trail, delivering Meals on Wheels or having a photography lesson. The Progress Center's activities are as varied as the interests of the individuals we serve.

## Employment Supports

The Progress Center's Employment Services assists individuals to obtain and maintain employment. Job coaches work with the individual on the job and in work-related settings. Areas of service include Trial Work Experiences, Job Development/Placement, Job Coaching and Long Term Supports. Each service is individualized to ensure long term placement and success in the work environment.



## Residential Group Homes



The Progress Center operates three licensed, residential group homes in the Oxford Hills region, ranging from a four-bed waiver home in South Paris to two five-bed non-medical residences. Each home offers a warm and supportive environment for individuals with intellectual disabilities and each is staffed with a house manager who oversees the daily operations. The residential support staff provide a round the clock, caring presence and support activities of daily living such as meal planning and preparation, personal hygiene, light housekeeping tasks, grocery shopping and banking. Residential staff communicate with healthcare and community providers to ensure each resident's needs are being met. Our direct support professionals promote participation in community activities and events throughout the year, including local fairs, outdoor activities and Special Olympics. The Progress Center recognizes the importance of family and friends and strives to help residents create and maintain natural connections in the community.

## Shared Living

Shared Living is a residential service model designed to provide stable, inclusive homes for persons with intellectual disabilities. The Progress Center oversees and provides support to Shared Living home providers. Services are structured to promote independence, community inclusion and highly individualized care.

The Progress Center's Shared Living Program now oversees 12 homes. We make bi-monthly home visits to monitor and review documentation and medication logs, problem-solve, provide support and coordinate resources and trainings where needed.



Shared Living offers a unique opportunity for people with intellectual disabilities to thrive in a family-centered environment.

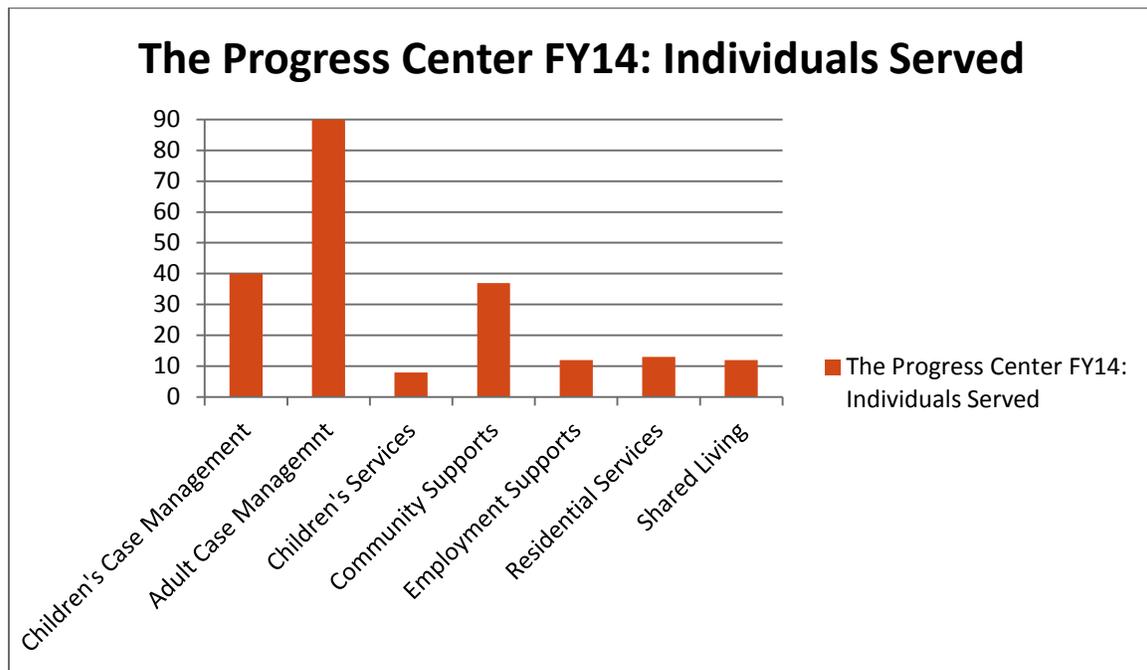
## Tree Works

The Progress Center uses quality hardwoods to create beautiful, handcrafted pieces in our woodworking program. Individuals learn hands-on woodcrafting skills in an enjoyable environment on our Cottage Street campus. Tree Works cutting boards, bread and cheese boards, clocks and other specialty items can be found in local shops and craft fairs, or specially ordered through the agency.



## Program Impacts

The chart below shows the number of individuals served by program:



Our recent investment in Social Work Licensure for Adult & Children's Case Managers, as well our investment in services documentation software across programs are designed to help us reach our goal of increasing the number of children and adults served in FY 2015.



## Quality Management & Staff Training

The Progress Center is committed to continuous quality improvement, a data driven, process focused approach to quality. The organization operates on the assumption that there is always room and opportunity for improvement to services and outcomes.

Daily, weekly and monthly internal assessments by our QM staff assure appropriate and timely service delivery, billing and documentation. Staff are trained across a variety of disciplines to ensure a broad base of knowledge and skills necessary to serve individuals with developmental and intellectual disabilities.

## Resources and Financial Management

The audit has been finalized for fiscal year 2014 and The Progress Center has received a positive report from our auditors. For FY ending June 2014, The Progress Center is in a positive financial position and was able to increase wages across the board for our hardworking employees for the new fiscal year. We are pleased that our financial position enabled us to do so. We are looking forward to fiscal year 2015 and anticipate another positive year financially.

Revenue			
Community/Employment Services			\$ 678,871
Kids in Progress			\$ 66,513
Spring Street Home			\$ 403,414
Karla Jacobson Home			\$ 361,587
Frederick Avenue Home			\$ 310,302
Home Supports			\$ 14,816
Community Case Management			\$ 248,405
Targeted Case Management			\$ 212,864
Shared Living			\$ 608,409
Other Income: grants, donations, etc.			\$ 68,270
		<b>Total Income</b>	<b>\$ 2,973,451</b>
Expenses			
Operating Expenses			\$ 1,136,807
Personnel Expenses			\$ 1,787,455
		<b>Total Expenses</b>	<b>\$ 2,924,262</b>
		<b>Total Net Income</b>	<b>\$ 49,189</b>

## Financial Strategy

The Progress Center works diligently to ensure adequate internal controls are in place and to be good stewards financially. To that end, our long-term financial planning includes maximizing our financial resources and making financial decisions that strengthen our organization, in order to continue to have a positive impact on the individuals, families and communities we serve.

### This Work Needs Your Help

The Progress Center has experienced solid growth over FY 2014, but we need your help to serve the growing number of people with developmental and intellectual disabilities who need our services and support.

### Your Donation is More Important than ever Before

If you'd like to help support our services, please make a donation! No matter what size your gift is, it will help enhance the lives of the many folks we serve. How? By providing transportation, community activities, safety upgrades, food and more. In essence, your donations help to fill the unmet needs of people living with developmental or intellectual disabilities in your own community.

Donations by mail may be made to: The Progress Center, 35 Cottage Street, Norway, ME 04268

### Volunteer and Make a Difference.

- Volunteer in our Community Kitchen on Thursday evenings
- Volunteer in the office with answering phones
- Volunteer on our Annual Day of Giving
- Please visit our website at [www.progresscentermaine.org](http://www.progresscentermaine.org) to learn more, call the office at (207) 743-8049 or send this form by mail to our office at 35 Cottage Street, Norway, ME, 04268

Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_

Email (if applicable) \_\_\_\_\_

### Our Wish List

**Food Donations:** fresh produce, bread, staples or **Non-food donations:** paper towels, hand soap, etc.

**Do you have a skill you could teach?** The individuals we serve enjoy painting, pottery, photography, crafts, outdoor skills, yoga, jewelry making, and much more.

### Looking Forward

**Finance:** We expect to increase fundraising through our inaugural signature event and expect to initiate an annual appeal during the next year. We also anticipate offering a 401k retirement plan beginning in January 2015.

**Programs:** We've received a new grant to update some reporting software and purchase electronic tablets for staff working with our children and families. We anticipate continued growth

**Notable Upcoming Events:** The Executive Director is attending a national Leadership Summit in Washington, DC sponsored by ANCOR and will have the opportunity to visit Maine's Congressional leaders and advocate for people with intellectual disabilities during the trip. Also, our staff will be attending a National Therap (documentation software) conference in Atlanta and providing multiple training programs for all staff. The Progress Center's Annual Day of Giving is scheduled for Friday, June 5<sup>th</sup>, 2015.

### A Final Note:

A warm and sincere thank you to the many individuals, businesses, foundations, volunteers and supporters who enrich and strengthen our work here at The Progress Center.



Progress Center Special Olympians receiving a generous donation from the Kiwanis Club.