

## President's Message

*By Robert Canuel*



Another year has begun and with it comes all the hopes and promises of new opportunities. We have worked very hard over the past seven years to achieve enormous growth and change. We have also been

fortunate along the way that even with a declining economy, we have been able to find opportunities to fund and create new programs and services.

Last year we began the year with the expectation that we would be experiencing significant budget cuts and at several periods during the year, we spent a great amount of time working with area legislators and a variety of statewide advocacy groups to successfully stop cuts that would have devastated services to our consumers and severely hampered our ability to remain effective. When all was said and done, we were able to keep our core set of program services and actually continued to build upon our success by adding nearly a million dollars in new services to the community. This year, we are off to another great start!

In January we opened a brand new residential program in Berkley. This house will be home to five persons who previously resided in nursing homes and are now being given the opportunity to return to the community in which they once lived. The home is state of the art construction that will accommodate the physical and medical needs of this new group of individuals. It is a totally accessible environment and will be staffed by CNA's with supervisory support from LPN's and RN's. With the opening of

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## Riggenbach Road May Soon Get a Much Needed Facelift!



Venture By Design Team unveils the model of the proposed new design for Riggenbach Road

In 2008, David Chapman, Visiting Lecturer in Design at UMass Dartmouth, was awarded a Teaching Innovation Grant by the University to develop an interdisciplinary course to create real community-based projects with teams of junior and senior students. The course ran successfully in spring 2009 as Designing for Environment. The topic was then embedded into his section of senior design, Graphic Design V, for

fall 2009 where the class formed a business for the semester, Venture by Design, and are developing five different projects.

In the fall of 2009, Professor Chapman contacted Robert Canuel, President and CEO of People, Incorporated regarding the potential collaboration with Venture by Design and People, Incorporated. To be considered a potential client, Professor Chapman determines if a project is appropriate for the course and the purpose it serves students and clients—professional practice, service learning, experiential learning, and real, producible projects for community

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## People, Incorporated Employees "Live United"

Every day, the United Way of Greater Fall River is working to advance the common good by building on community strengths and assets to identify and resolve pressing issues in our community. Once again, the employees of People, Incorporated have stepped up in a big way by increasing our annual contribution to the United Way. This year, we received employee commitments which represent an increase of more than 18% over last year—an outstanding achievement! "We could not have accomplished



**United Way  
of Greater Fall River**

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## Locations

People, Incorporated  
Main Office

1040 Eastern Avenue  
Fall River, Massachusetts 02723  
Phone: (508) 679-5233  
Fax: (508) 679-6211  
www.peopleinc-fr.org

### Day Services

Vocational Services  
Troy Productions  
900 Riggerbach Road  
Fall River, Massachusetts 02720  
Phone: (508) 679-5230  
Fax: (508) 679-5382

### Day Habilitation Services

30 Third Street  
Fall River, Massachusetts 02721  
Phone: (508) 324-4401  
Fax: (508) 324-4404

### Residential Services

Community & Family Supports  
Project New Beginnings  
Spiritual Connections  
624 Eastern Avenue  
Fall River, Massachusetts 02723  
Phone: (508) 679-5236  
Fax: (508) 837-6885

### Children's Services

Greater Fall River  
Early Intervention Program  
636 Rock Street  
Fall River, Massachusetts 02720  
Phone: (508) 675-5778  
Fax: (508) 675-9889

### Greater Fall River Healthy Families

636 Rock Street  
Fall River, Massachusetts 02720  
Phone: (508) 679-3078  
Fax: (508) 672-6024

### Young Parents' Learning Center

B.M.C. Durfee High School  
360 Elsbree Street  
Fall River, Massachusetts 02720  
Phone: (508) 675-8194  
Fax: (508) 675-8186

### Early Intervention Partnership Program

636 Rock Street  
Fall River, Massachusetts 02720  
Phone: (508) 675-5778  
Fax: (508) 675-9889

### Carriage House Children's Center

636 Rock Street  
Fall River, Massachusetts 02720  
Phone: (508) 679-4110  
Fax: (508) 675-9889

### Diabetes Association Inc.

170 Pleasant Street  
Fall River, Massachusetts 02720  
Phone: (508) 672-5671  
Fax: (508) 672-4546

## President's Message *(continued from page 1)*

this program we now have more than 400 employees at the agency.

On January 4th Fall River inaugurated a new Mayor, Will Flanagan. I was asked to serve as Chairperson of his Community Development Transition Team and in that capacity will be working with the new Mayor and his team to create a series of centers in the city that will focus efforts on job development and placement supports for city residents. The faith that our new Mayor has in our ability to take on this task is certainly enhanced by the phenomenal performance that staff at the Agency attained in creating the first Community Learning Center two years ago.

We have already begun to plan our fundraising efforts this year and are looking forward to continued support. We will again host our wine tasting benefit at the Fall River Cultural Center, will be

having our Diabetes Golf Tournament at Crestwood County Club and will start our Walk-a-Thon to benefit Camp Kyle at Heritage Park.

We just completed our most successful ever United Way campaign at the agency. Our staff graciously increased our giving to this valuable and worthwhile cause by more than 18% and we now boast six employees who are Lantern Giving Members. I continue to be amazed by the generous and giving nature of our staff.

There is much more that we will continue to work on as the year progresses but if the start of the year is any indication this may very well be the best year the agency has had.

Again, I want to thank each of you for your support of the agency and its mission. We will continue to find new and better ways to excel.

## Collaboration of the Quarter

People, Incorporated is pleased to announce that Jason Rua, of Rua-Dumont Audet Insurance has been selected as our Collaborator of the Quarter. Bob Canuel, President and CEO stated that, "Jason has been involved with our organization in many forms over the past several years. He was an instrumental partner as we merged the Diabetes Association, Inc., (DAI) into the People, Incorporated organization and has continued his commitment to DAI by partnering with the Fall River Area Chamber of Commerce inviting them to

be a co-sponsor of the 2010 annual Jack Rua Invitational Golf tournament. Jason was also on the committee that worked on and established the first ever Community Learning Center in this city. Jason's tireless work to benefit this Agency, along with his generous financial contributions, shows his commitment of working collaboratively to achieve success for all those we serve. I look forward to the continued relationship with Jason as we work together to improve the lives of families in the Greater Fall River community", stated Canuel.

## PI C.A.R.E.'s Employee of the Quarter

Congratulations to Sharon Nunes, Paraprofessional in our Day Services Division, for being voted the PI C.A.R.E.'s Employee of the Quarter. Sharon was the first employee to receive a nomination from a member of our community who witnessed Sharon at a local Dunkin Donuts with one of our Consumers. She commented on Sharon's gentle and patient attention while helping the consumer and how impressed she was by the care that Sharon was giving. Sharon is a great example of how valuable People,

Incorporated's presence in the community can be.

To show our appreciation, Sharon will be presented with a \$50 gift certificate as well as People, Incorporated logo items. Thank you Sharon for your dedication and hard work to the individuals we serve.

If there is someone that you would like to nominate for our PI C.A.R.E.'s Employee recognition program, please call 508-679-5233 and speak to Jennifer Lazaro (ext. 46).

## People, Incorporated Employees “Live United”

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Pamela O'Neill, Director of Communications and Development, congratulates grand prize winner, Brittny Cowen

People, Incorporated. I am very proud that our staff recognize the value of their contributions and promoting the message of giving that is the United Way," states Canuel. Congratulations to the following winners of our campaign raffle prizes.

### Stay at Home in Rotten Weather

– Robin Mulligan, Day Services

### Extra Vacation Day added to your Bank

– Chris Pineault, Residential Services

### \$100 Gift Certificate to the Store of your Choice

– Becky Silvia, Day Habilitation (Third Street)

### \$100 Gift Certificate to the Restaurant of your Choice

– Susan Griego, Residential Services

### \$250 Gift Card for any Marriott Hotel, along with a \$100 Gift Card from the Newport Restaurant Group

– Brittny Cowen, Residential Services

this achievement of increasing employee giving by over 18% if it were not for the hard-working, dedicated and generous staff at our Agency," stated Robert Canuel, President and CEO of People, Incorporated. "Our gift to the United Way not only helps the community immensely but provides significant funding for initiatives that we develop at

## Riggenbach Road May Soon Get a Much Needed Facelift!

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needs. People Incorporated has a 20,000 square foot industrial building in which consumers come to perform assorted tasks and get various services five days a week. The space is truly industrial with an atmosphere not really conducive to its function. After meeting and viewing this space, Chapman and Canuel immediately saw the opportunity for an environmental design project with a built-in service learning experience—the consumers would be involved in the project.

The team of three students was exceptional. Corine Adams is an Art Education major, and Elizabeth Boileau and Jacklyn Zwahlen are Graphic Design majors, all due to graduate in the spring. They interviewed with Bill Perkins, Director of Operations and his team to discuss needs and observations. Grace Irazzary, James Cordeiro, James Brant, and Christopher Waring, all consumers who attend programs at the Riggenbach Road facility, were very much involved from the start in this design project. Interviews that were conducted with everyone helped the design team to acquire the observations, needs and requests, including how different areas "feel" and what they would like to see changed and improved. The Venture by Design team conducted many on-site visual audits, taking photos and measurements to assess the possibilities and limitations of the space. They researched materials, lighting, sound and techniques to address the concept of an ideal, friendly environment for those for whom it is intended, for those who are personnel, and for related flexible functions, present and future.

The presentation of the final design, which included an in-scale model of the proposed concept, truly highlighted exciting yet practical recommendations and suggestions that would ultimately transform the space into an inviting, comfortable, yet sensible environment for all consumers and personnel. "The final product and presentation of this project was quite impressive" stated Canuel. "The students embraced the many concepts and ideas of staff and consumers and fully represented that into the project design. This model, clearly demonstrated our desire for a new, updated functional work environment while at the same time incorporating aesthetically pleasing detail and modern design. It is our intent to move ahead with this design plan, in phases, over the next couple of years."

## In Memoriam...

People, Incorporated would like to extend our sincerest condolences to the family and friends of:

James Frias  
Gary Loranger  
Stephen Gross

Jeannette Morin  
Barbara Reid  
Charlie Finnucci

All have been a part of the People, Incorporated family for more than 15 years. You will be forever remembered.

## Congratulations to our Children's Division!

The Department of Public Health's Regional Specialist Katee Duffy completed a random file review on 10/28/09 to follow up on our Children's programs compliance regarding Timeliness of Services. (Providing services within the 30 day time line). Our program was in 100% compliance. Great job to all employees involved in meeting this goal!

# Holiday Giving '09



The Diabetes Association, Inc., hosts its annual party at the Fall River Country Club.



Members of The Young Parent's Learning Center celebrates the holidays with great food and toys donated by Toys for Tots.

## Espirito Santo School spreading Holiday Cheer!



Students of the Espirito Santo Elementary School pose with Mrs. Jennifer Sousa, Ms. Debra Polselli, and Principal Mrs. Louise Kane in front of the donations that were collected for People, Incorporated.

Children and staff of the Espirito Santo Elementary School in Fall River were all smiles as they posed for a picture in front of the donated gifts they had collected to benefit People, Incorporated this holiday

season. Mrs. Louise Kane, principal, stated that Ms. Debra Polselli and Mrs. Jennifer Sousa deserve much of the credit for coordinating this yearly donation drive of clothes and gift cards to benefit People, Incorporated.

"In this season of hope and in these economic times, more than ever, people want their gifts to really matter. We cannot adequately express our appreciation for the generous donations to People, Incorporated made by the students, families and staff of the Espirito Santo Elementary School," stated Pamela O'Neill, Director of Communications and Development with People, Incorporated. "Their gifts will bring a great deal of happiness to the individuals we serve in many of the programs offered at People, Incorporated."

## Swansea Walmart Continues Good Works

Swansea Walmart continues to be a "Champion" store recognized for their good works throughout the community! People, Incorporated was very fortunate to be the recipient of many toys, books, diapers and clothing generously donated by Walmart employees. Debbie Ganem, CSM of Walmart Swansea, coordinated the employee donation drive this holiday season. "We cannot begin to express our appreciation for the support and charity we have received by employees of Walmart of Swansea. The gifts donated will bring lots of smiles to the families we service in our community. It is not hard to see why the Swansea Walmart store is considered a "Champion store" with "Champion employees!," remarked Pam O'Neill, Director of Communications and Development.





## People, Incorporated welcomes Governor Patrick



Governor Deval Patrick and Robert Canuel, President and CEO of People, Incorporated

The Venus de Milo restaurant was full of Christmas spirit on December 10th when over 250 guests gathered to celebrate People, Incorporated's Community Celebrations Holiday Dinner Dance.

Each year, Community Celebrations holds a holiday celebration for local, human service agencies that support people with disabilities, along with community based individuals. Robert Canuel, President and CEO of People, Incorporated was pleased to be able to introduce Governor Patrick, who graciously took the time to bestow seasons greetings to the evening's guests. Mr. Canuel took a moment to commend the efforts of Governor Patrick on rejecting a legislative recommendation to reduce state support for Day Habilitation, Adult Foster Care and other longterm, health programs. "Acknowledging the importance of protecting the safety net for the Commonwealth's most vulnerable citizens served, I would like to thank Governor Patrick for his unwavering commitment to agencies like ours in supporting and allowing us the ability to sustain the premier services we are able to offer," stated Canuel.

In addition to Governor Patrick's remarks, guests were pleasantly entertained by a group of approximately 25 choristers made up of the individuals that are served in various programs at People, Incorporated. The choristers have been practicing, under the direction of Sherri Baker, residential coordinator at People, Incorporated, for over one month and were thrilled to be able to perform in front of their friends and family.

## Somerset Federal Credit Union "Reaches Out"

ReachOut! Is an employee-run program at the SFCU, created in 1999 with the purpose of helping make Bristol County a better place to live. Every penny raised or toy donated goes directly to benefit local people and organizations. Their annual toy drive kicks off in late November and will continue to accept toys for needy area children through December 16, 2009.

"Our employees make this giving possible by working tirelessly throughout the year to raise money for our ReachOut! program. People, Incorporated was selected to be a recipient of our generous benefactors because we believe in the programs and services that are offered by People, Incorporated and are truly inspired by the work that they do in our community," says Joyce Magno, President and CEO of the Somerset Federal Credit Union.

Robert Canuel, President and CEO of People, Incorporated understands that the holiday season is a time to cherish those around us and to reflect on what we have as well as what we've accomplished over the years. "The toys our Children's Services Division receive from this drive will lift the hearts and spirits of those individuals and families who we serve. We are so grateful that the SFCU selected People, Incorporated to receive these donations acknowledging our noteworthy track record of service and support to families in need," stated Canuel.

## Turkey Drive a Success

The employees at People, Incorporated believe strongly in helping to build a better community and were very happy to participate with Rua-Dumont Audet Insurance, and Seth Hockert-Lotz of Dominoes Pizza in support of the Salvation Army's turkey drive. People, Incorporated donated approximately 25 turkeys which were delivered to the office of Rua-Dumont Audet Insurance and were received by Elizabeth Deming from the Salvation Army. The Salvation Army surpassed its goal of being able to donate at least 2,000 turkeys to those in need this Thanksgiving.

## People, Incorporated welcomed residents into its new five bedroom, fully accessible home located in Berkley, MA.

People, Incorporated opened a brand new residential program in Berkley, MA. This house will be home to individuals who previously resided in nursing homes and are now being given the opportunity to return to the community in which they once lived. The home is state of the art construction that will accommodate the physical and medical needs of this new group of individuals. It is a totally accessible environment and will be staffed by CNA's with supervisory support from LPN's and RN's. With the opening of this program, we now have more than 400 employees at the agency.

Our new residents will be making a transition from area nursing homes where they have lived for many years. "Transitioning individuals from institutional settings to homes in the community is the founding principle upon which our agency began," stated Mark Duval, Director of Residential Services. "The transition of individuals from nursing homes into real neighborhoods is an activity that the People, Incorporated Board of Directors and staff feel strongly about accomplishing. The transition process for these individuals has been happening gradually over the past several months. From involving them in the decorating and interior



design of the home, to maintaining and making new connections within the community, and by acclimating them to the staff that will be responsible for their daily care, has proved to produce a very smooth transition for them," stated Duval.

This home is state of the art construction that will accommodate the physical and medical needs of this new group of individuals.

## Schools and Community Partnering to Help Families!

November marked the Family Advocacy and Community Education (FACE) Division first of a series of school based family resource fairs taking place during parent/teacher conference nights for the Fall River School System! People, Incorporated in partnership with Morton Middle School organized a family resource fair in the gym where over 25 agencies set up tables with resource information and giveaways ranging from health and wellness services to mental health. Approximately 100 families made their way through the fair, speaking to providers and enjoying pizza that was generously donated by Seth Hockert-Lotz's S. Main St. Domino's Pizza.

The partnership was developed through the United Partnerships program, a program of People, Incorporated that works with the Fall River schools to provide peer leadership

opportunities for youth and work collaboratively with the schools to identify and address family support needs. "I think it is great that Principal Ross and other school principals see the value in community partnerships. The end result is that students and families benefit," said Jenny DiBlasi, Director of Family Advocacy & Community Education (FACE) at People, Incorporated. The idea has caught on, Kuss Middle School and the Letourneau Elementary School decided to partner to have resource fairs during their parent/teacher conferences. "This event was the perfect example of how the community benefits from schools, businesses and community agencies working together for a common cause. I am excited at the opportunities that these partnerships create," remarked Jenny DiBlasi

## People Helping People...A Community Project of People, Incorporated



People, Incorporated is committed to improving the Fall River community for all of its members. Through this commitment, the People Helping People Project was created to meet the needs of the community by committing staff time to volunteering in the community, working side by side with our neighbors on projects that enhance the quality of life in Fall River. People, Incorporated will have a team of staff that will

volunteer on neighborhood improvement projects every month. Projects can include:

- Neighborhood Clean Ups
- Improvement Projects (i.e.: painting, cleaning)
- Park Clean Ups

People Helping People encourages staff to take an active role in improving the community in which we work and live. The project embodies the agency philosophy that together we can make a difference in the lives of the individuals and families we serve. Leading by example, in a gesture toward increasing civic engagement in the Fall River community, People, Incorporated is taking a proactive step in encouraging our own staff to get involved in community projects.

If you are a neighborhood group, school, childcare center or non-profit that would like to have a People Helping People team volunteer on your community project, please contact Jenny DiBlasi, Director of Family Advocacy and Community Education (FACE) at (508) 679-5233 x27 or by email: [jdblasi@peopleinc-fr.org](mailto:jdblasi@peopleinc-fr.org).

Applications must be received by the 15th of the month. Each quarter the community improvement committee will select one project.

## Healthy Families Program Receives High Marks



The Healthy Families Program was visited by a representative from the Children's Trust Fund in November for their Annual Site Visit. The representative was able to observe the final week of the 10-week parent education series, which involved teaching the parents how to make inexpensive homemade toys for their children. The program received high marks for its ability to organize groups and

keep parents engaged in activities. The program added an incentive program for both families and staff this year which has resulted in a significant increase in attendance.

## Achieving Success through Design Sessions

Individual Design Sessions are a structured, facilitated planning process, varying from 5 to 15 hours which includes all members of an individual's family and support network. After sharing stories and information about the person, the group is invited to envision who that person might become and the steps and strategies needed to get there.

During a recent design session, facilitated by Jack Yates, Staff Development Trainer, residential staff members were discussing an individual whose preference was for one-to-one community outings and was reluctant to participate in activities with his housemates or peers. Staff started to talk about fun activities or new places where they could take this particular individual and wanted to support trying something new that he would enjoy. During the session, it was discovered that this consumer truly enjoys shopping and had never been to the Providence Place Mall. Staff started thinking of places at the mall that he and his housemates would enjoy and someone thought of Dave and Buster's. Three of the staff present at the session were working that evening and began making plans to go the same day. By the end of the session, staff had made arrangements and planned a trip to the bank for additional funds, packed medications, an extra wheelchair and

other supplies they needed and were ready to go as soon as everyone was home. The trip was a huge success! The housemates, together, went to the mall for the first time and loved Dave and Buster's. Everyone enjoyed their food, and played various games. The housemates talked about the trip for days forming a true camaraderie.

The success of design sessions is due largely in part to the commitment and creativity of staff involved. Staff members, Jessica Achou (House Manager), Megan Furtado, Edili Gomez, Katie Habereck are to be congratulated for making the outcomes of this design session such a huge success. Working together in these design sessions, staff were able to create and follow through on a concrete, practical plan while at the same time, acknowledging the needs and tentative nature of this individual. Jack Yates commented, "It is good to see people taking their own ideas, as well as the people they support, seriously enough to act on their plans. While we cannot always expect such immediate implementation as we did with this particular session, it would have been very gratifying for me to work all day with a group that so visibly enjoys working together and working with the consumers of the Residential Program."



## Mark Your Calendar

### 7th Annual Wine Tasting

Thursday, May 13, 2010  
5:30 pm - 8:30 pm  
The Cultural Center

205 South Main Street, Fall River

Call Pam O'Neill at  
508.679.5233 x11 for tickets and info.

### "Keep Moving for Camp Kyle" Walk-a-Thon

Saturday, June 5, 2010

8:30 am check-in  
9:30 am Walk begins  
Heritage State Park  
100 South Frontage Road

Fall River

Call Pam O'Neill at 508.679.5233 x11  
or Jenny DiBlasi at 508.679.5233 x27  
for tickets and info.

### The Jack Rua Invitational

Tuesday, August 17, 2010  
1:00 pm Shotgun  
Crestwood Country Club  
Rehoboth, MA

Call Pam O'Neill at 508.679.5233 x11  
or Jason Rua at 508.673.5808  
for tickets and info.



1040 Eastern Avenue  
Fall River, MA 02723

## Helping People, Incorporated

As a non-profit agency, we rely on the generosity of members of the community, family members and our employees to help keep our mission alive. Many people often ask, "How can I help?" There are many different ways you can make a difference in the lives of people with disabilities and other at-risk life situations. You can invest your time by volunteering for one of the many programs supporting children and adults in the Fall River community, you can make a donation of a product or service to any of our programs, or you can remember People, Incorporated in your will and as you plan your estate. There are so many ways to give back to the agency that has been providing quality services for over 40 years and has directly impacted the lives of over 1,000 families in 2009 alone!

Please consider making a contribution to People, Incorporated. As a 501 (c) (3) organization, your donation may be tax deductible. To donate, please make check payable to People, Incorporated and mail to our administrative office at 1040 Eastern Avenue, Fall River, MA 02723 ATTN: Director of Communication & Development.

