

# LifeLinks Inc.

An affiliated  
chapter of



*Linking lives to opportunity since 1954*

**The Arc**

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# ANNUAL REPORT 2019



# A MESSAGE FROM THE CEO

LifeLinks, Inc. has always been – and will always be – dedicated to enhancing the lives of the people we serve in our community. Over the past year, we made tremendous strides in advancing that mission, laying the foundations for the merger with CLASS.

We planned and executed a blueprint that took us through due diligence while we forged new relationships. It was a tremendous undertaking, but the outcome of the merger broadened our service portfolio and enhanced our geographic reach, enabling us to truly serve the “whole person.”

What I’m most proud of, though, isn’t the merger activity. It’s everything that we were able to do while pursuing a merger.

- We maintained and expanded our programs and services saw growth in our family supports offerings.
- We launched the Strive2Thrive program for young adults on the autism spectrum to explore community based social opportunities alongside college student mentors.
- We embarked on a multi-year process to upgrade 24-hour residential options, opening a new group home in June designed specifically to support five young men with autism.
- We achieved steady growth in our Day Hab program.

In the year ahead as LifeLinks CLASS, the new combined agency will be ideally positioned to ensure our services are innovative, personalized, and valued by the people we serve in Greater Lowell and Greater Lawrence. We will continue to explore areas to improve our current programs and expand our overarching program portfolio, while promoting a culture of inclusion in the region. But most importantly, we will continue to offer the exemplary programs, services, and supports that have been the hallmark of LifeLinks for the past 65 years.



Jean M. Phelps  
CEO

# LIFELINKS MISSION

Since 1954, LifeLinks has provided services and supports to people who have an intellectual or developmental disability. Our founding families expressed a desire for all persons to experience a full life; this principle motivates us today to ensure that LifeLinks' homes, day services, and community supports are innovative, personalized and valued.

## **What We Do**

LifeLinks provides a broad range of support options for individuals who have intellectual and developmental and other disabilities and their families. Our network extends throughout the Greater Lowell area and beyond. Choice, variety, value and quality that is meaningful to each of the individuals we serve are the underpinnings of everything that we do. We are proud of our workforce, whose dedication and compassion is unparalleled. LifeLinks is pleased to be able to consistently offer exemplary quality outcomes and a highly-valued and respected portfolio of services.

## **Residential Services**

- Provide community living options for 64 residents living in 17 group homes throughout Greater Lowell.
- Shared Living provides family life experience for 30 individuals living in caregiver homes.

## **Day Services - Day Habilitation Program**

- Therapies, skill development, socialization community experiences for more than 140 individuals daily.

## **Community Support Services - Family Support Center**

- Respite, recreation, stipends, and referral services for more than 500 families who are caring for individuals at home including services for medically complex children, agency with choice services, adults with ASD, students funded through the DESE/DDS program and many others.

## **Individual Supports**

- Life skills education, training and support for 43 people living independently in the community.

## **Representative Payee Services**

- LifeLinks acts as the receiver of United States Social Security Disability or Supplemental Income for persons who are not fully capable of managing their own benefits.

# OUR TEAM

## BOARD OF DIRECTORS

**Pamela Anastasi, President**

Enterprise Bank

**Alan Hurvitz, Vice President**

Retired Consultant

**Steven D. Geoffroy, R. PH, Secretary**

Long Term Pharmacy Solutions, Inc.

**Patrick Kimera, Treasurer**

KPI Solutions, Inc.

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**Robert Ancil**

Perkins & Ancil, Attorneys at Law

**William Haddad, MBA, CPA**

Eagle Point Investment Advisors

**Matthew Kalil**

The MFA Companies

**Robert MacCormack**

MacCormack Plumbing, Inc.

**Marybeth Massimino**

Massimino CPA, LLC

**Tim White**

Shields & Company, Inc.

## MANAGEMENT TEAM

**Jean M. Phelps** — Chief Executive Officer

**Michael A. Bloom** — Chief Operating Officer

**Rebecca Rausa** — Chief Human Resources Officer

**Adam B. Shuster** — Chief Financial Officer

**Shawn Nault** — Director of Day Habilitation Services

**Angela Otieno** — Director of Residential Services

**Kelly Trickett** — Director of Family &  
Support Services

**Laura McCarriston** — Clinical Director

## HUMAN RIGHTS COMMITTEE

**Paul Shearer** — Chairperson

**Gerry Loiselle**

**Deirdre Anderson**

**Jay Lee**

**Kim Kelly**

## PROGRAMS & SERVICES

**Day Habilitation Program**

**Residential Services**

**Shared Living Program**

**Independent Living Services**

**Family Support Center**

**Representative Payee Services**

# FINANCIAL REPORT

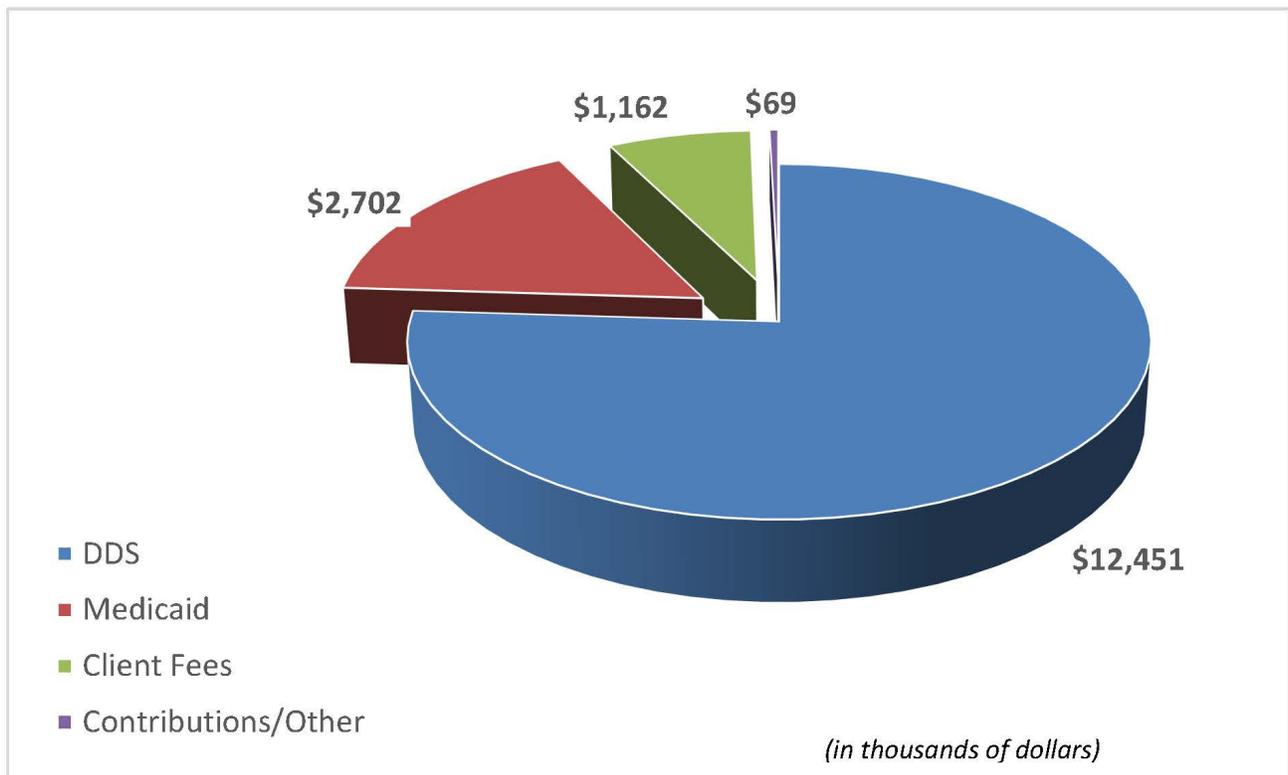
# YEAR REVIEW

<b>LifeLinks, Inc.</b>			
<b>Comparative Statements of Financial Position</b>			
<i>Preliminary and Unaudited</i>			
(thousands of dollars)			
	as of 6/30/19	as of 6/30/18	Change
<b>Assets</b>			
Current Assets			
Cash and Equivalents	\$9	\$51	(\$42)
Account Receivable	1,641	1,547	94
Other Current Assets	204	365	(161)
<b>Total Current Assets</b>	<b>1,854</b>	<b>1,963</b>	<b>(109)</b>
Fixed Assets, net	5,216	3,930	1,286
Investments	2,316	2,206	110
Other Assets	231	275	(44)
<b>Total Assets</b>	<b>\$9,617</b>	<b>\$8,374</b>	<b>\$1,243</b>
<b>Liabilities &amp; Net Assets</b>			
Current Liabilities			
Accounts Payable	\$278	\$222	\$56
Current Portion of Long-Term Debt	107	36	71
Other Current Liabilities	1,540	1,072	468
<b>Total Current Liabilities</b>	<b>1,925</b>	<b>1,330</b>	<b>595</b>
Long-Term Debt	4,394	3,185	1,209
<b>Total Liabilities</b>	<b>6,319</b>	<b>4,515</b>	<b>1,804</b>
Net Assets	3,298	3,859	(561)
<b>Total Liabilities &amp; Net Assets</b>	<b>\$9,617</b>	<b>\$8,374</b>	<b>\$1,243</b>

<b>LifeLinks, Inc.</b>			
<b>Comparative Statements of Activities</b>			
<i>Preliminary and Unaudited</i>			
(thousands of dollars)			
	FY2019	FY2018	Change
<b>Revenue</b>	<b>\$16,386</b>	<b>\$16,094</b>	<b>\$292</b>
<b>Expenses</b>			
Salaries and Related Costs	12,516	12,437	79
Occupancy Costs	1,906	1,605	301
Transportation Costs	201	182	19
Program Costs	2,322	2,364	(42)
Management and Admin. Costs	581	468	113
<b>Total Expense</b>	<b>17,526</b>	<b>17,056</b>	<b>470</b>
<b>Operating Surplus/(Deficit)</b>	<b>(1,140)</b>	<b>(962)</b>	<b>(178)</b>
<b>Non Operating Revenue/(Expense)</b>	<b>579</b>	<b>165</b>	<b>414</b>
<b>Net Surplus/(Deficit)</b>	<b>(\$561)</b>	<b>(\$797)</b>	<b>\$236</b>

# FINANCIAL REPORT

# YEAR REVIEW



# DERBY PARTY

## YEAR REVIEW



# COMMUNITY ACTIVITIES YEAR REVIEW



**Volunteering with Fred C. Church.**



**A personal thank you to DCU for their generous donation.**



**Catching a Spinner's game at LeLacheur Park.**



**Outing at Canobie Lake Park.**



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