

Annual Report 10th Anniversary Edition

BFAIR

Berkshire Family And Individual Resources, Inc.

*Respectful of the Past...
Passionate About the Present...
Committed to the Promise of the Future...*



Our Mission

Through organizational resolve, skilled and dedicated staff, and dynamic leadership, BFAIR provides quality services, advocacy and education for people with disabilities which affirm the rights of full inclusion, diversity, and well-being.

April 5, 2005

Dear B-Fair Community:

Working together, we have ended 2004 with a solid record of care for those we serve and a renewed sense of purpose for 2005.

Our financial position is healthy, and we have been able to reward the efforts and initiatives of our employees.

We have begun a new program for children and adolescents diagnosed with autism and there are some signs of community acceptance, and program advancement.

Your Board of Directors represents a broad and diversified sector of the community, and exhibits pride in its service, and we are pleased to report that B-Fair is on target and within goals set out in the Strategic Plan.

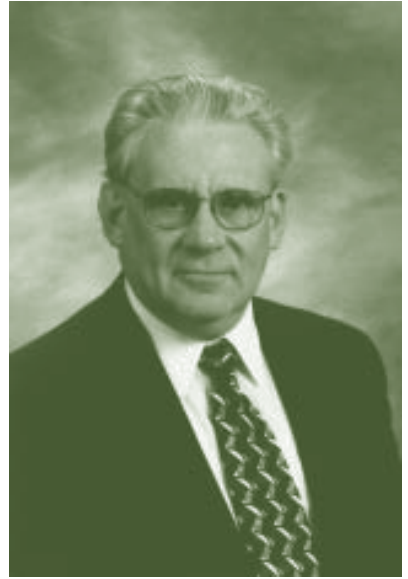
B-Fair's Executive Director, Rich Weisenflue, and his capable and skilled staff have propelled us to a full and satisfying 2004.

Your B-Fair Board of Directors congratulates the agency on a great year.

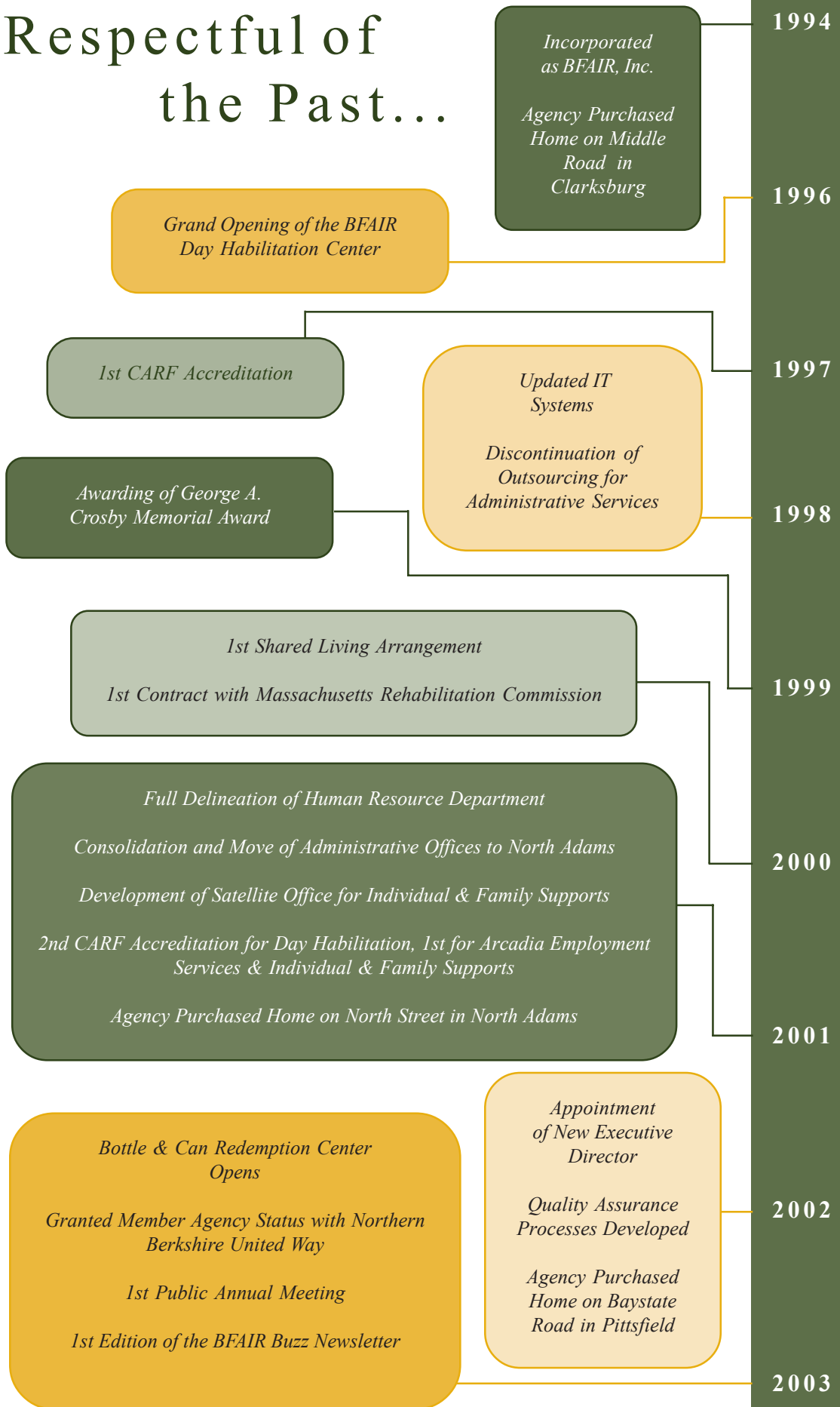
Best regards,



Neil Giroux, Chair
BFAIR Board of Directors



Respectful of the Past...



Organizational Initiatives

- ***BFAIR's Mission and Vision:*** In the Fall of 2004, BFAIR's senior management team, in conjunction with consultant Geoff Nadar, gathered to craft a mission and vision statement that captured the spirit and organizational commitment of the agency – mission accomplished!
- ***Serving a Broader Community and Diversification of Funding:*** After nearly a year of research the need for intensive, clinical wrap around supports for children with autism and other developmental disabilities was identified and BFAIR launched its clinical service component for children and adolescents. The agency anticipates the ability to bill a broader array of insurances in the coming year which will undoubtedly increase the number of families and children, throughout Berkshire County, that the agency can serve. Additionally, BFAIR now offers individual counseling services for adults with developmental disabilities.
- ***Continued Financial Stability:*** Through the dedication of all employees and effective management of costs, BFAIR continued to experience financial stability in 2004. The agency took a proactive approach to facilitate the best use of its resources, while expanding service delivery options to diversify funding sources as well as contain expenses. Grants awarded from the Berkshire Taconic Foundation as well as the North Adams Human Services Commission helped launch BFAIR's Children and Adolescent Clinical Services. Additionally, utilizing effective cost control and management efforts, Arcadia Employment Services experienced a significant budgetary turnaround.

Passionate About



- **Capital Improvements:** The newly formed Capital Improvements Work Group met several times over the course of 2004. Initiatives included new furnaces, exterior house painting, and other interior renovation projects.
- **Departmental Projects:** As the BFAIR Redemption Center business grew throughout 2004, other BFAIR operated sites experienced positive changes which were designed to promote the development of more individualized employment options. Residentially, the development of two new shared living arrangements furthered the Department's initiative to individualize living arrangements. The home on Lyman Street in Pittsfield was sold enabling people to move into more individualized arrangements and appropriate housing. Finally, the Individual and Family Support Program continued its work with Uniting Families for Change; hosting a training for a number of Berkshire County families on the new ISO or Intermediate Service Option. This training provided important information to families who are considering residential services for their family member.
- **Organizational and Departmental Restructuring:** Arcadia Employment, Family and Individual Supports, Residential Services and the Finance Department all experienced structural, administrative changes in 2004 designed to improve effectiveness and to capitalize on existing positions and organizational initiatives. Additional resources were dedicated to the development of new positions thereby increasing quality and improving service delivery.

the Present...



A black and white photograph of a man wearing a baseball cap, looking down and to the right with a thoughtful expression, resting his chin on his hand. The image is overlaid with a semi-transparent green filter.

Passionate About

- ***Quality Assurance:*** 2004 proved to be an exciting year with respect to Quality Assurance, specifically the development and continued refinement of the position of Quality Facilitator. Administration is confident the additional allocation of resources, resulting in a full-time quality assurance position in 2005, will prove invaluable.
- ***Employee Development:*** In 2004 BFAIR committed time and agency resources to employee development in the area of clinical support and treatment. A six week course, designed specifically for BFAIR by Dr. Thomas Zane of the Sage Colleges, improved employees' overall understanding and application of the principals of Applied Behavior Analysis (ABA). Additionally, the Day Habilitation Center offered over 30 in-house training opportunities for its employees – an admirable undertaking resulting in more qualified staff and a higher quality of service. Lastly, a number of interdepartmental representatives spent innumerable hours designing and planning for the 2005 implementation of a broad reaching professional development structure. Designed to increase employee skills, the system defines core competencies and annual professional development requirements specific to position, for all BFAIR employees. Successful employee evaluations will be dependent upon the completion of professional development expectations.
- ***Strategic Planning:*** In 2004 the agency continued implementation of its three-year strategic plan. The plan is proving instrumental in the agency's progressive and steady movement toward the re-identification of BFAIR and the achievement of agency goals.



the Present...

- ***Health and Safety:*** In 2004 BFAIR updated and improved medical tracking and monitoring systems and Medication Administration Program (MAP) coordination resulting in a systematized approach to medical monitoring and individualized medical oversight. The agency's Safety Committee was reenergized this year becoming more involved in training initiatives and overall quality assurance practices. BFAIR's newly implemented Sexuality Policy guides staff to responsibly assist and support people in the areas of relationships and sexuality.
- ***Human Rights:*** BFAIR has been consistently passionate about the protection and promotion of all human and civil rights for the people we serve and this year was no exception. The newly developed Senior Level Human Rights Officer role not only promoted the role of Human Rights Officer within the organization but heightened and reinforced for all the fundamental importance of rights protection and education. The extraordinary commitment of our Human Rights Committee was evident in 2004. The committee met monthly, conducted site visits, reviewed all issues pertaining to human rights and, above and beyond the regulations, advised the agency effectively.
- ***Employee Relations:*** In 2004, employee-related initiatives included, but were not limited to:
 - a. Revision of Personnel Policies
 - b. Numerous employee appreciation events
 - c. Benefit package enhancement including transition to a more flexible paid time off (PTO) system
 - d. Utilization of a new HRIS system

The Power of

Organizational

- Northern Berkshire United Way
- Department of Mental Retardation
- Greylock Federal Credit Union
- Massachusetts College of Liberal Arts
- Northern Berkshire Community Coalition
- Berkshire Chamber of Commerce
- North Adams Rotary
- Berkshire Community Action Council
- North Adams Transcript and Berkshire Eagle
- Association of Developmental Disabilities Providers
- Western Massachusetts Service Providers
- Employers Association of Western Massachusetts
- True North Financial Services and Angell Pension Group
- City of North Adams
- Disability Pride Day Committee
- Berkshire Works Center
- Boxcar Media
- Netconnex
- Nelson Furlano, CPA
- Donovan & O'Connor, LLP
- North Adams Steeple Cats

Children and Adult Clinical Services

- North Adams Public Schools
- BaRT Charter Public School
- Williamstown Elementary School
- Adams/Cheshire School District
- Dr. Anthony Siracusa
- Dr. Thomas Zane
- Berkshire Taconic Foundation

- North Adams Human Services Commission
- Brien Center

Individual and Family Supports

- Uniting Families for Change
- Berkshire County Arc
- United Cerebral Palsy of the Berkshires
- Ad Lib, Inc.
- Pittsfield Public Schools

Residential Services

- Elder Service of the Berkshires
- American Red Cross
- Adams Housing Authority
- North Adams Housing Authority
- Meridian Associates/Berkshire Vocational Services
- Best Buy
- Williams College
- Visiting Nurse Association and Hospice of Northern Berkshire, Inc.
- BARACO

Arcadia Employment Services

- Community Employers: Massachusetts Rehabilitation Commission, YMCA, North Adams Housing Authority, Side by Side Assisted Living, Stop 'n' Shop, Pet Resort, United Cerebral Palsy, Brannings, Big Y, Burger King and Price Chopper
- Community Access to the Arts
- Numerous Redemption Center bottle and can drives

Partnership . . .

- Drury High School, Mt. Greylock Regional High School, Hoosac Valley High School

Day Habilitation Center

- Division of Medical Assistance
- First Congregational Church
- Adams Council on Aging

- Louison House
- Town of Lanesborough Adopt-a-Site
- North Adams Regional Hospital
- Various community artisans
- Berkshire Community Action Council
- Elder Services Meals on Wheels Program

Thank you to all our valued community partners who assist the agency in providing the highest quality of services for the people we support.

Personal Achievements...

BFAIR's 2005 Self-Determination Award Winner, Lisa Lincoln, made tremendous personal gains over the past four years. Through outstanding self-discipline and a regular exercise regime, Lisa achieved significant weight loss, losing over one hundred pounds! Over the past year she also became a more dedicated employee; developed and maintained positive relationships with her peers and co-workers. In tribute to her remarkable achievement of personal goals, Lisa is the proud recipient of the BFAIR Self-Determination Award.

Other examples of personal achievements include:

- New relationships through the Best Buddies program
- The exercising of personal choice for living supports
- Participation in Goodwill Industry's, "Happy Hearted Choir"
- Participation in Adult Education courses in preparation for the GED exam
- An entry and winner in the North Adams "American Idol" contest
- An annual bear hunting trip to Canada
- Realization of dream vacations
- Individual Achievements in Special Olympics

While there were countless personal achievements, we also wish to recognize and memorialize those people who passed away in 2004; Walter, Richard F., Blanche and Richard C. They are all remembered fondly and greatly missed.

Committed to the Promise of

FUTURE DIRECTIONS

- ***BFAIR is on the MOVE!!*** - As the agency continues to grow and in order to provide additional space for Day Habilitation Center Members, BFAIR is relocating the program and administrative offices to 771 South Church Street in North Adams in April. The move will also allow BFAIR's Redemption and Transition centers to move into larger space on the Curran Highway.



- ***Self Determination and Choice*** - Consistent with the 2003 Strategic Plan, the agency continues to look for ways to provide supports in the most self-determined and person centered manner possible. Training and support that embrace this philosophy will be offered throughout 2005.
- ***Community Employment Options*** - BFAIR is committed to providing employment opportunities that are valued within our communities and driven by the choice and desires of each person. The addition of an Employment Specialist in 2005 will assist Arcadia in achieving meaningful employment outcomes for people served.
- ***403B*** - In 2005, BFAIR employees will reap the benefit of an improved 403B pension plan. The new plan will contain a discretionary employer contribution provision.
- ***Restructuring of Finance Department*** - Elimination of non-accounting functions and centralization of accounting activities will create a cohesive financial department. Separation of duties is expected to maximize internal controls and compliance with auditing standards.
- ***Human Resources Initiatives*** - 2005 will bring the implementation of a new hiring process, a broadening of recruitment/retention strategies, and further enhancement of employee benefit options. Other Human Resources initiatives include full utilization of an exit interview process, acquisition of new technology to support payroll benefits and staff training, and total compensation statements.

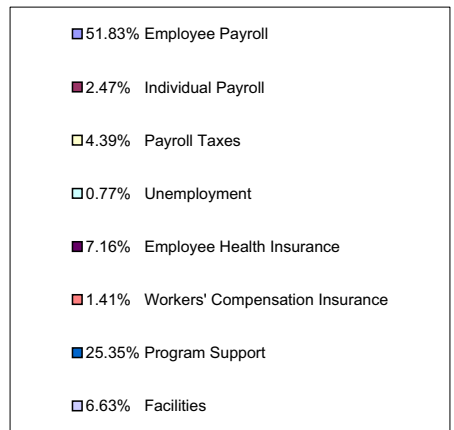
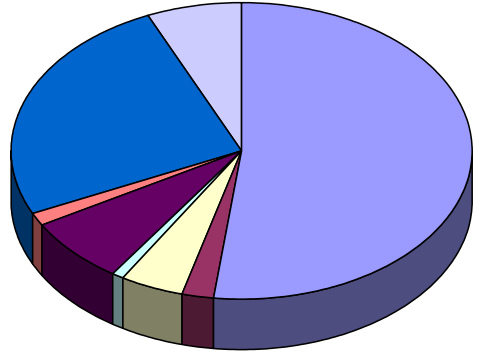
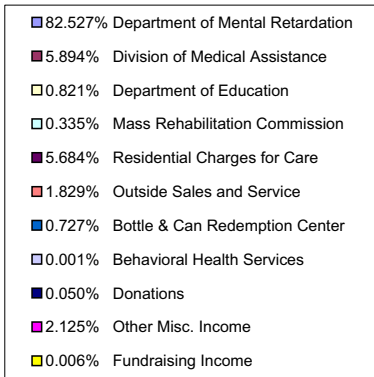
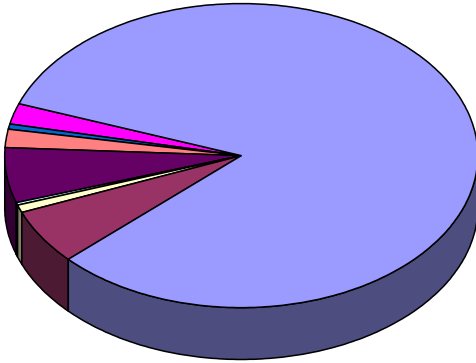
the Future...

- ***Diversification of Funding*** - Exploration of alternative methods for diversifying revenue streams will continue into 2005. Possibilities include fee for service respite provision, collaborating with the Department of Social Services to either prevent residential placement or reintegrate children back into their home communities, as well as offering clinical training and Applied Non-Violence training for human service agencies and local school systems.
- ***Risk Management System*** - Development and implementation of an individually based Risk Management system will proactively address personal risk factors resulting in enhanced well-being.
- ***Relationship Building*** - Implementation of therapeutic groups focusing on relationships as well as an employee guide in the areas of relationships and intimacy.
- ***Agency Development*** - In 2005, BFAIR will embark on a fund-raising campaign and membership appeal to further strengthen the agencies community partnerships and financial stability.



2004 Expenses

2004 Revenue



BFAIR Board of Directors:

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Berkshire Family And Individual Resources, Inc.
 771 South Church Street
 North Adams, MA 01247
 413.664.9382
www.bfair.org