Empowering individuals with disabilities to live, learn, work and thrive in the community since 1975

Annual Report 2015

Community Employment
Community Living
Community Day Supports
Community Education
Community Consulting
Community Thrift & Gift
Community Staffing

www.communityenterprises.com
CARF Accredited
It is with great pleasure that I present to you the Community Enterprises 2015 annual report. I am very happy to report that the organization is in great financial and programmatic shape. The organization is turning 40 this year with a celebration event planned for the spring of 2016. Major accomplishments in 2015 included the continued expansion of our organization throughout the Northeast, opening services in the state of Rhode Island and launching our Consulting division. Community Enterprises now operates 27 service locations throughout Connecticut, Massachusetts, New York, Oklahoma, Rhode Island and Kentucky. We continue to make a difference in more people’s lives in more locations than at any other time in our history.

I want to thank all of our Board members, volunteers, parents, donors, supporters, employers, vendors, funders, partners and especially our compassionate and dedicated employees who work so hard putting our mission into action each and every day. Community Enterprises is truly a special place and the people connected to the organization make it so. I want to let you know that I am honored to lead the organization and I am truly grateful for the tremendous support I receive each day as we work tirelessly to support individuals with disabilities in their quest for community inclusion. Looking forward to a tremendous 2016!

Dick Venne
President/CEO
Highlights 2015

Community Enterprises Welcomes CARF
Community Enterprises received the maximum 3 year CARF accreditation, emphasizing the organization’s commitment to providing quality services for its clients. Accreditation is a process that demonstrates a provider has met standards for the quality of its services. CARF International establishes those standards to guide providers in offering their services, and also uses the standards to evaluate how well a provider is serving people and how it can improve.

2015 Board Member of the Year Award
Joanne Carlisle received the 2015 Board Member of the Year award in May from the Human Service Forum. This award is given annually to an outstanding nonprofit Board member. Community Enterprises is honored that Joanne has served on the Board for the past 21 years. She has held many leadership roles including Chairperson. She is currently the Secretary/Clerk and serves on three committees: Executive, Governance, and Strategic Planning.

Esteemed Service Award
Wendy Keyser was recognized with the Esteemed Service Award at the Human Service Forum breakfast in October. Wendy has been part of the organization for 42 years. She started when Community Enterprises was a program at the Northampton State Hospital called the Incentive Community. She has become a gifted social worker and continues her legacy of quality, caring support of individuals served through CE’s Springfield office.

Springfield Regional Chamber “Super 60”
Community Enterprises was honored as one of the area’s top companies for growth, impact, and total revenue at a celebration in October hosted by the Springfield Regional Chamber of Commerce. The “Super 60” celebration, the largest business recognition program in Western Massachusetts, is a salute to the entrepreneurial spirit of the region’s privately owned businesses. Community Enterprises was nominated by its auditing firm, Whittlesey & Hadley, P.C.

Mohegan Sun Program Recognized Nationally
Community Enterprises’ employer partner, Mohegan Sun received the 2015 Steps to Success award at the Disability Matters North America Conference. This award was given in recognition of the Job Training and Placement Program partnership between Community Enterprises and Mohegan Sun. Mohegan Sun was also named one of America’s Best Employers of 2015 by Forbes Magazine. Special thanks go to long term Board member Don Trella for making this partnership possible.
Community Employment is a supported employment program that helps individuals with disabilities find and maintain jobs in the community.

Our Programs

Community Employment

The Community Employment program matches employer needs with qualified workers with disabilities.

CE staff support clients through:
- Vocational exploration
- World of Work employer tours
- Job tryouts
- Job Coaching and training

CE staff support employers through:
- Job analysis
- Employee matching
- On-site training
- Job coaching and follow along

Community Enterprises has been a pioneer in the movement of helping individuals with disabilities transition from sheltered employment to community based employment since the late 1970’s. The organization works with over 300 employers in meeting their staffing needs with qualified individuals with disabilities. Our early work has led to the development of a nationally recognized employment model that has been embraced by a growing number of companies across three industries. These innovative Job Training and Placement Programs (JTTP) are designed to provide individuals with disabilities the best possible on-site training and instruction, with the ultimate outcome of securing a job with competitive pay and benefits. The original model funded by the Connecticut Bureau of Rehabilitation Services and piloted by Community Enterprises at the Walgreens Distribution Center has led to over 400 full time jobs for individuals with disabilities.

Job Training and Placement Program Partners

Supply Chain
- HomeGoods
- Walgreens
- Walgreens
- Walgreens
- Walgreens

Retail
- T.J. Maxx
- Marshalls
- SmartPak
- Alex and Ani

Tourism & Hospitality
- Mystic Aquarium
- Mohegan Sun

Community
Employment

Community Employment is a supported employment program that helps individuals with disabilities find and maintain jobs in the community.
Community Day Supports provides individuals with a broad range of community activities and diverse educational and leisure activities to build confidence, social skills and overall personal growth. Some of these activities include:

- Cooking classes
- Wellness activities
- Internships
- Volunteering
- Exercise classes
- Community exploration
- Job training
- Employment

The program’s ultimate purpose is to increase self-sufficiency and help individuals develop vocational interests, work habits and stamina for eventual transition into Community Employment.

Community Living

A variety of housing and support models are available, including:

- Adult Family Care/Home Share
- Self-Directed Household
- Congregate Housing
- Continuous Resident Support
- Supported Living Outreach
- In-Home Supports

In addition to providing care supports, Community Living provides participants with many opportunities for personal growth, community participation, and networking with each other. Some of these opportunities have included:

- Art classes
- Heath and fitness activities
- Monthly lunches
- Annual picnics
- Writing groups
- Monthly Wii fitness groups
- Day trips
- Community volunteer work

Community Day Supports

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- Cooking classes
- Wellness activities
- Internships
- Volunteering

Our Programs
Our Programs

Community Education

Community Education provides advocacy and academic support to high school and college students with disabilities.

Community Education’s current programs include:

- School-to-Work Program - Counseling, support and advocacy is provided to individuals transitioning out of high school and into the world of work.
- Work Readiness Certificate Program - Through a combination of classroom activities and short-term job placement, groups of students learn job seeking and networking skills while also gaining valuable work experience.
- Achieve Success through Supported Education and Training (ASSET) Program - In partnership with Holyoke Community College in Holyoke, MA, students receive specialized training in one of two areas: Business & Office Technology or Food Service.
- General Supported Education - Counseling and advocacy is provided to individuals enrolled in traditional college degree programs.

Community Consulting

Community Enterprises is seen as a leader in developing community based employment and training models for individuals with disabilities. These innovative job training and placement programs have been recognized as a best practice by national and international associations and accrediting bodies, including APSE and CARF. During the past few years, CE has seen a tremendous increase in interest by regional and national employers in the replication of our model.

Inclusion University: consultation services are customized to help employers leverage their diversity and inclusion programs related to employment and training of individuals with disabilities.

Institute for Community Employment: consultation services for governmental funding sources and non-profit organizations that are committed to ensuring diversity in the workplace.

Community Consulting works with companies, funding sources and service providers to expand diversity and inclusion in the workplace.
Our Programs

Community Thrift & Gift

In the summer of 2015, Community Enterprises opened its first thrift store to provide a community based retail employment program for people with disabilities in Enid, Oklahoma. Located in vibrant downtown Enid, Community Thrift and Gift sells donated quality clothing, shoes, accessories and home furnishings as well as decorative items created by program participants. Through the generosity of area residents, sales proceeds from Community Thrift and Gift provide paid retail training opportunities for a dozen program participants.

Training opportunities include:

- Donation receipt and processing
- Laundry and steaming
- Pricing
- Merchandising and display
- Customer service
- Janitorial

Community Thrift & Gift provides eclectic and unique merchandise to the community, while fostering inclusion for people with disabilities.

Community Staffing

Community Staffing supports our mission by primarily focusing on temporary work opportunities for disadvantaged individuals in the community. The Community Staffing team works to recruit the best talent possible to support our business partners’ needs for temporary staffing opportunities, often connecting with other social service agencies in the region to find individuals who are in need of work and fit the needs of the employers.

The team also provides direct-hire recruiting support through its eRecruitNow.com service. This new service offers a low flat-fee option where the team helps businesses with the daunting task of finding the right talent that they can hire directly onto their payroll.
On September 21st, Community Enterprises held its 17th Annual Karen Lachapelle Golf Tournament. Proceeds benefit Karen’s Fund, a recreation and wellness program for people with disabilities, as well as other CE programs. Golfers from everywhere and of all skill levels came together to support a meaningful cause and enjoy a day of great golf, great food and great prizes. This year’s tournament raised more than $30,000. Thanks to all who played in and sponsored our tournament.

Thanks to our Sponsors

**Diamond Level:**
Borawski Insurance

**Platinum Level:**
Paragus I.T.
Mutual of America

**Golf Cart Sponsor:**
Health New England

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The Gaudreau Group

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RICOH
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Credible Behavioral Health
Jennings Real Estate
Mohegan Sun Casino & Resort
Valley Marketing
Whalley Computer Associates

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Nickolaus Haenchen
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Odetah Camping Resort
Tiger Press

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Oliver and Elaine Jones
Mastercraft Auto Body
MaxGate Properties
Noreen Miller
Riff’s Joint Restaurant
Joanne Salus
Debra Suiter
T&M Electric, Inc.
Wakeda Campground
Woody’s Service
Pam Zagorski
“Community Enterprises' steady growth in new programs and market areas has led to solid financial performance in its 40th year of operation.”

Stephanie Burbine, Board Treasurer 2015
Board of Directors

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Chair  
Staff Attorney  
Children & Family Law  
Springfield, MA

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Vice Chair  
Purchasing Director  
Loomis Communities  
South Hadley, MA

Joanne Carlisle  
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HBC/GM Clerk  
Stop & Shop  
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Florence Bank  
Florence, MA

Kate LaMay-Miller  
Former Chair  
Owner  
Multi-Media Impact  
Hadley, MA

“...my long association with this company, an agency which provides so much assistance to and opportunities for the disabled community, has enriched my life. I continue to be impressed by our management and staff who guide CE through this difficult work. I believe our consumers are very well-served.”

Bill Donohue, Board Chair 2015

Board Members

Brian Cahillane  
Associate Director, Counseling Center  
Westfield State University  
Westfield, MA

Sonserae Cicero  
Manager Human Resources  
Walgreens Distribution Center  
Windsor, CT

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High School of Science & Technology  
Springfield, MA

Donald Trella  
Director of Employee & Guest Experience  
Mohegan Sun Casino & Resort  
Uncasville, CT

Joseph Wendover  
Outreach Relationship Manager  
Walgreens Distribution Center  
Windsor, CT

Our Mission

The mission of Community Enterprises is to support self-determination for individuals with disabilities and/or other challenges to actively live, learn, work and thrive in the community.
The Community Enterprises 2014-2016 Strategic Plan will serve as the agency’s guide for the next three years. As we work to put our mission into operation throughout the country, our services and staff will need the backing of a well managed, financially viable, accredited organization. The plan has five key areas:

Sustainability
- Grow the annual budget from $20,450,000 to $22,500,000
- Increase the Fund Balance from $2,500,000 to $3,000,000
- Increase the Cash Reserves to $1,000,000
- Grow Legacy Fund to $250,000
- Sell the Holyoke and Northampton office buildings
- Build or buy a new Holyoke office building and locate agency Headquarters there

Talent Development
- Expand Staff Training and Development Program to include on-line courses
- Revise Compensation Plan and Scale
- Create Progressive Career Ladder
- Explore Merit Based Compensation System

Business Growth
- Develop Oklahoma Operations
- Replicate JTPP Service Model
- Expand AFC Services throughout MA
- Open another Community Enterprises office

Marketing, Development and Fundraising
- Create a Thrift & Gift Store
- Launch Grant Writing office
- Expand Social Media Presence
- Create new video for 40th Anniversary
- Plan and hold 40th Anniversary events

Quality
- Maintain CARF readiness for 2015 Survey
- Create CE’s Employment First Initiative
- Maintain MA Quality Standards for 2015 review
- Implement Electronic Health Record system throughout the organization
- Expand Systems for Process Improvement and Standardization

Community Enterprises would like to thank everyone who took part in our planning process. We offer special thanks to Joe Wendover of our Board, who led our facilitated planning session. We applaud the Board of Directors, staff, volunteers, program participants and stakeholders for their thoughtful guidance. We also wish to recognize the efforts of Community Enterprises’ President, Dick Venne, in developing and writing this strategic business plan.
Community Enterprises

with 27 locations across the U.S., Community Enterprises now serves more people in more places than at any other time in our history.

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