2016 Annual Report

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Cr Community Residences, Inc.

Serving Virginia, Maryland and the District of Columbia

www.comres.org

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Community-Integration and Individualized Supports For People with Intellectual and/or Mental Health Disabilities





Mission:

Community Residences offers individuals with disabilities supportive housing and the physical, mental and emotional services needed to facilitate independent and dignified living within the community.

Vision:

To be a recognized leader in best practices for providing supports for individuals with disabilities. To be strongly committed to thoughtful expansion of our supports.

Chair's Message

Dear Friends,



Since its inception, Community Residences has embraced the power of community. CR recognizes that every person should be provided opportunities to live in a community of his or her choosing. CR also recognizes the right of each

person to build a meaningful life within that community and based upon personal choice. Perceptions, assumptions and expectations of those with disabilities continue to evolve locally and throughout the nation. We are encouraged to witness the philosophies on which CR was founded, becoming universal.

In our commitment to excellence and ongoing agency evaluation, I am honored to be taking part in CR's emerging strategic planning effort. Last year, soon after Arthur Ginsberg joined us as President and CEO, we began a rigorous process to thoroughly assess CR, our role in the community, and the evolution in service delivery for people with mental health and/or intellectual disabilities throughout the region.

We have made a number of observations that will help guide CR's future:

- Technologies that support greater independence will play an increasing role in residential and community-based programming.
- We are witnessing a public policy level shift to integrated support service systems, commonly known as "whole person care."
- Individuals will choose an array of providers who will work collaboratively to fulfill personal service needs.
- The shift is being made to greater community integration, replacing larger group homes with more one, two, three or four member residences.

Next year, when CR's newly appointed Board Chair, Andrew Schneider, fills you in on our progress, I am confident each well-planned action will have been achieved with the greatest of sensitivity, respect and consideration for those CR currently supports and for those who will join us throughout the year.

Thank you for being part of it all, and I look forward to our continued good work together.

In & Wither

Brian J. Winterhalter, Esq. FY2016 Chair, CRI Board of Directors

President's Message

Esteemed families, partners, donors and friends,



This past year, as Community Residences celebrated forty years of community and collaboration, we expanded our partnerships while continuing a course of leadership and innovation. Our experienced and

compassionate team of more than 500 professionals provided individually designed services to each of the more than 1,000 adults, youth and children we supported during our 2016 fiscal year.

While we evaluate our collective capacities and strengths through ongoing strategic planning, our expansion has continued congruent to a growing awareness for the need of increasingly personalized supports and early interventions. In response:

- CR partnered with Prince William County, Virginia to provide early intervention in identifying and treating youth and adolescents who may be experiencing early-onset psychotic symptoms. In the first year, 24 young people—in Prince William County alone—received proven supports designed for recovery, optimum long-term wellness and a life in the community.
- Throughout Northern and Central Virginia, CR supported the transition of 18 individuals with intellectual and/or developmental disabilities to more integrated living. This included supporting the move of 9 individuals from the Northern Virginia Training Center to either a home or apartment and 11 individuals who resided in CR homes who moved into their own supported apartments. Each of these were collaborative decisions made between the individual, their family and CR's clinical team.

• CR continues to grow its community-based services and supports: in Northern Virginia, we are assisting adults with intellectual and/or developmental disabilities in choosing and participating in fully community-based daily activities; for adults with mental health needs in Maryland and Virginia, we offer in-home daily living skills training such as financial management, housekeeping, vocational pursuits and navigating public transportation; and throughout Virginia, CR's behavioral team works with individuals with intellectual and/or developmental disabilities in the community, designs plans to address challenging behaviors and then trains staff or families to see the plan through.

CR's ability to flexibly respond to the needs of our community is only possible when we work together. It is an alliance of experienced and knowledgeable staff with diverse strengths and perspectives that makes our work possible. It is CR's league of invested families, volunteers, donors and our county, state, private and public partners. Thank you for your advocacy for CR and the community we support.

As you read through the pages of this annual report, I encourage you to pay particular attention to the various and varied "calls to action." Volunteer, attend an event, introduce CR to a friend or become a corporate partner. As has become abundantly clear over the decades, we simply can't do it without you.

Thank you for all that you do and I look forward to connecting with you again soon,

Arthur M. Ginsberg, MHA, FACHE President and CEO

1 am the future



Our GetOnTrack team understands that psychosis, when caught early, is treatable and manageable. Psychosis may include symptoms

like seeing or hearing things that are not really there, thinking someone wants to hurt you or your family or experiencing disorganized thinking.

Our GetOnTrack team breaks down the myths and misconceptions surrounding psychosis and addresses each youth's very individual symptoms to develop a personalized course for recovery.

GetOnTrack saved our son's life. 99

In collaboration with Prince William County, CR's GetOnTrack opened just over a year ago, and during that time lead clinician Christy Ford (MA, LPC) has witnessed the program's profound impact:

"Josh* grew up a brilliant gymnast and a great student. He's close with his family, so he welcomed the opportunity to work for the family business while attending college. Everything seemed to be going well, but then something in Josh changed. Friends and family began noticing unusual behavior. After we met Josh, it took months for him to agree to our support. Then it wasn't until he was able to work with our doctor to find the right medications that Josh agreed to start cognitive therapy. Recovery takes time and buy-in, and early intervention is so important.

David* is another of a growing number of GetOnTrack successes. David, I'm told, was always on the shy side, but when his quiet demeanor evolved to being nonverbal and Thank you for all you and your team has done. I'm very content and it's all thanks to you guys.

> -a text sent to GetOnTrack lead clinician Christy Ford from a young man in the program

catatonic, his distressed mother sought help. Less than a year after admission to GetOnTrack, David is looking for a job, going to the gym and even talking to girls.

This program is life-altering stuff. It means the difference between recovery and a positive future or a continued downward spiral. We've already seen some of the young people transition into their own supported apartments, one of whom is working and in a healthy relationship.

It's difficult but inspiring work. Seeing where people were a year ago and where they are today is simply amazing."



Through LIFT, youth in crisis learn to become independent, appreciated members of our community. LIFT provides safe, subsidized

apartments so that young adults can focus on education, employment and developing life skills such as managing bills, navigating public transportation and caring for a home. The LIFT team also provides counseling, builds self-esteem, and empowers youth to determine their own future.

*Names changed to protect privacy.



As a child, Adam's^{*} future looked bright. His father had been granted a US work visa and the two left Morocco for new opportunity. Quickly settling into American life, Adam enjoyed school, sports and spending time with friends. But when Adam was 15 the adventure became a nightmare. His father's visa expired and simply-put, he abandoned his son and returned to Morocco. The bright-eyed teen was now in crisis. Undocumented, without a job and homeless, Adam's circumstances made it increasingly difficult for him to attend school. His previously good grades began to reflect his personal struggle.

In 2015, nearly three years after his abandonment, at last Adam was connected with LIFT. With stable housing and basics like food and transportation vouchers, Adam could begin rebuilding his life. The sharp teen was again able to focus on his studies. Staff helped Adam initiate a plan of recovery to address the trauma he had experienced.

After less than a year with LIFT, the persevering young man graduated from high school, and with honors! LIFT connected Adam to legal support and after acquiring his work visa and green card, Adam quickly earned a job. Adam attends group and individual counseling, and continues to develop skills that will lead him to full independence.

Recently, Adam and his legal team began navigating a path to citizenship through Adam's status as a Special Immigrant Juvenile (SIJ). The SIJ program was designed to help foreign children in the US who have been abused, abandoned or neglected. Certainly Adam has a long road ahead, but selfdetermination and his new support system are on his side. Once again, Adam's future looks bright. A program of Community Residences, NOVA ArtWorks provides a therapeutic environment that promotes expression, empowerment, socialization and recovery for people with mental health and other disabilities.

Call toAction

Be a NOVA ArtWorks Volunteer

Have a love for art, galleries or connecting with your community?

Contact volunteer@comres.org

Q: How common is psychosis?

A: Approximately 3 out of 100 people in the U.S. will experience psychosis at some time in their lives.

Source: National Institute of Mental Health

1 am the dream

His apartment is in Arlington, and the name on his lease reads Richard Ortiz, because that's who he is.

Richard's mother, Olga Guerrero, couldn't be prouder of her son who at 51 moved into his first apartment. She says it is "God's blessing that Richard is with CR to make his new life possible."

Complications during childbirth left Richard intellectually disabled. Ms. Guerrero (who retook her maiden name after divorce) raised Richard exclusively at home until at age six doctors recommended that he be institutionalized—a bygone and regrettable standard practice. For much of his childhood and all of his adult life before January 19th of this year, Richard's housing and supports were provided by the recently closed Northern Virginia Training Center. Still, Richard spent weekends with his mother at their family home until at age 30 his

Ms. Guerrero stopped by to celebrate her son's birthday.



tendency to run off became a danger. Subsequently and without fail for the next 21 years, Ms. Guerrero spent her weekends visiting Richard.

For Ms. Guerrero, Richard is, "the light of my life. He has kept me strong knowing that I need to be here for him. He is the most important person in my life. He knows I love him," she smiles.

Ms. Guerrero and CR staff are simply amazed by Richard's transformation since leaving the institution. "I was in shock. He greeted me with 'hello' where before he used to kick or spit," said his cousin after a recent visit.

Ms. Guerrero and CR staff credit the change to Richard's renewed independence and self-direction. Richard is enjoying privacy and has control over who is in his living space. "He is truly happy," says Ms. Guerrero, "and staff provide him with the deepest respect while offering the support and direction he needs to continue to learn. He has regained some of his vocabulary and has learned more in a few short months than in years before getting his own apartment."

Community life truly suits Richard, and his initial scowls at neighbors are now hearty hellos. Daily walks through his neighborhood offer increased opportunities for staff to support the development of Richard's social skills and pro-social behaviors. Richard enjoys exploring his community and discovering something new, like a borrowed book from the "Little Free Library" box just across the street from his apartment. Richard looks forward to special weekly activities like eating out or riding the bus. But best of all are the visits from Mom which they are both enjoying more than ever. "Richard has even regained his sense of humor. He loves to tease and play jokes on me," said Ms. Guerrero beaming with joy.

Life is so much Brighter when we focus on what truly matters

NOVA ArtWorks original painting.



What is your passion?

Share it by teaching a class or leading a group.

Yoga

Painting

Scrapbooking

Sign language

Book club

Your choice

volunteer@comres.org

Donate today! Your gift ensures the ongoing success of ArtWorks

and other essential programming.

www.communityresidences.org/donate



NOVA ArtWorks hand painted silk scarf.

Our philosophy

An individual with a disability should have the same options as all members of a community, to live the life they want to live:

- to live in a community, participate in neighborhood life and to contribute to the richness of an area's diversity and its common well-being.
- to exercise control of life's choices and to be directly involved in program management and life decisions.
- to experience a network of community and natural supports.

Mental Health

CR embraces the philosophy that individuals can grow, change and recover from mental illness.

CR's Mental Health Services:

- are recovery-oriented;
- are community based;
- focus on social and life skills training;
- offer psycho-education.

Youth

Emphasis is focused on increasing and maintaining adaptive living, social and coping skills, developing community and natural supports, managing psychiatric/behavioral issues, learning and reinforcing behaviors that enhance functioning, ensuring health and safety and providing access to health care and social services.

CR's Youth Services:

- provide initial and ongoing assessment to identify and prioritize individual needs;
- provide service planning support and guidance to set achievable goals and objectives based on individual strengths and desires;
- support community integration by identifying or providing access to resources;
- advocate for and encourage self-advocacy in each individual;
- offer case management to ensure safe, secure and comfortable housing.

Intellectual and Developmental Disabilities

CR embraces the philosophy that an individual with an intellectual and/or developmental disability deserves an opportunity to live, work and play in a community of choice and in a way that reflects his or her own vision for life.

CR's Intellectual and Developmental Disabilities Services:

- are individually designed to suit each person's unique strengths and areas requiring supports;
- consider the physical, social, emotional, vocational and cognitive needs of each person;

CR's person-centered supports invite opportunities for highly integrated community living. In addition to CR's ongoing efforts to foster integration for all, in FY2016 CR supported 18 individuals in their desire for greater independence through significant residential transitions: 9 from an institution to the community and 9 already in the community to even more integrated settings.

Apartment on own—lease holder House with roommates Apartment with roommate—lease holder

Institution (Northern Virginia Training Center)

- are a partnership with the individual, his or her family and other members of his or her team;
- seek to strengthen skills that foster increased autonomy and community integration.

Throughout our various services, CR staff and individuals enjoy a collaborative relationship, considering each individual's unique physical, psychological, social and spiritual needs and strengths to help define short and long term goals and objectives.

It's all about personal choice—

small group or individual integrated activities are the norm at CR.

1'm on the move

Jocelyn's smile is contagious. She loves singing and dancing, new experiences and making friends. Since becoming a resident of CR's Lake Jackson program in 2011 Jocelyn has attended her senior prom, graduated from high school, and established a life of her own while remaining very connected to her tight-knit family. Today, in addition to spending weekdays exploring and growing with ServiceSource, each Saturday Jocelyn dons a bright pink shirt with a familiar logo and makes her way to an afternoon shift at her local sweetFrog Premium Frozen Yogurt.

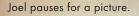
"I really like my co-workers, and my mom is proud," Jocelyn beamed during a recent shift. "I am proud to earn money. I can buy Justin Beiber CDs." She has been his biggest fan since the early days. When on duty, each guest is greeted with a warm, "Welcome to sweetFrog!" from Joceyln as she keeps busy tidying the dining room and helping serve. When asked why she is perfect for this job Jocelyn casually responds, "I am friendly and greet customers with a smile."

Jocelyn's co-workers embraced Jocelyn from the beginning. "She brings happiness and cheer to the team. Jocelyn gives all of us the benefit of learning about other people," says assistant manager, Amber Cable.

And just in case you were wondering, Jocelyn's favorite sweetFrog treat is cookies and cream yogurt with cookie dough bites.

Making waffle cones, Jocelyn (right) takes a moment for a picture.

Cl Community Residences, Inc. 2016 ANNUAL REPORT



Each Monday through Thursday, without fail, students at the University of Richmond can look forward to a pristine cafeteria and a warm smile. Joel, a resident of CR's Snowflake program beams with pride when he talks about his job at the University. "I like going to work each day and enjoy being able to talk with different people." Joel is a natural in the service industry, recognizing that he gets along with everyone, likes meeting new people and is comfortable talking with his supervisor.

With support from CR staff, Joel is enjoying optimal independence. Each day, Joel makes sure his uniform is laundered and ironed, packs his lunch, and then waits patiently for his ride. After a rewarding shift, Joel is happy to share a story with his Snowflake housemates and staff. On Fridays, Joel enjoys recharging and engaging in other favorite community activities.

With five years under his belt, Joel plans to work for another eight so that at age 69 he can begin the next phase of his life. Though no one expects him to slow down!

Call to Action

Introduce your friends to CR at an upcoming event

ArtWorks Alive! November 30 at The Navy League Building

CR's Big Easy Bash Feb 28 at Top of the Town

CR's Annual 5K and Fun Run June

Learn more at www.communityresidences.org/events

48% of the individuals supported in CR's ID residential programs are registered to vote!

For people with or without a disability, the community fulfills our need to work, volunteer, play and explore a passion. Franklin, a resident of CR's Brambleton program, loves acting. An enthusiastic participant of VSA Arts of Loudoun, Franklin is pictured here as the Traffic Cop in VSA's production of *Frosty the Snowman*.

You make it possible

We simply couldn't do it without you. Over the past four decades it has been an extensive community of supporters and advocates who have fostered and advanced CR's work on behalf of people with disabilities. The Donovan family offers one profound example of how, together, we succeed.

Generous support from Kathy Donovan and Diane Donovan Mack allows CR to provide enhanced individualized community opportunities for the residents of CR's Fillmore program. Each week, Thomas Amtoung, a long-time and treasured member of CR's professional relief team, engages with four of Fillmore's residents, facilitating interesting and active supplemental outings in the community. A trained Direct Support Professional, avid runner and overall wellness guru, Thomas works with individuals to develop community activities that fulfill physical, emotional, social and recovery needs. His enthusiasm is nothing short of contagious and Thomas' kind and caring encouragement is reinforced by staff throughout the week to result in measurable outcomes.

Not only have four Fillmore residents lost a combined 69 pounds and seen a reduction in medication needs, but they are finding fulfillment within their community like never before.

"Without CR, these men and women would just be at a loss; not in the community. Thomas really inspires and Cherie [Fillmore Program Manager] is just great. We are lucky to have them."—Kathy Donovan



Residents choose enriching community activities to enjoy individually or as a group. Thomas and Brendan are pictured here (bottom-right) at a summer ball game.



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George regularly participates in services at his church.



Exercise is key to mental and physical wellness.

CR's Richmond programs embraced their community by adopting a highway.



Be an advocate

Donate

Invite us to speak to your group

Spread the word

Join our staff

Volunteer

development@comres.org

Did you know that all of CR's person-centered service plans are collaboratively developed by staff, individuals and their families?

You are CR

Thank you for your support.

With you as our partner, we will continue to share stories of success.

Founders' Society (\$10,000 or More)

AmeriCorps: Volunteer Generation Fund Arlington County Virginia Commonwealth of Virginia Fairfax County Virginia Drs. Moustafa and Carol Hassan^A HomeAid Northern Virginia Mr. John and Mrs. Diana Jaeger Ms. Diane Donovan Mack^A Venable Foundation Virginia Housing and Development Authority

President's Club (\$5,000 to \$9,999)

Arlington Community Foundation The Estate of Mrs. Frances Borg In Memory of Her Son Stephen Civitan Club of Arlington Virginia, Inc. Washington Forrest Foundation Foster Care to Success Mr. Tracy and Ms. Sheri Settle Ms. Gretchen M. Wolfinger[^]

Investor's Club (\$2,500 to \$4,999)

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Philip M. Keating Fund for the Future, Arlington Community Foundation

- Ms. Sherilyn Rigby and Mr. Erik Davis In Memory of Mrs. Carolyn Rigby
- Mr. Fredrick and Mrs. Irene Sheridan
- US Department of Education Colleagues In Honor of Mr. Tom Skelly Upon His Retirement
- Mr. Andrew A. Viola

Lockheed Martin of Manassas



Just one activity made possible through employee donations.

Mission Partner (\$500 to \$999)

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United Bank Women Giving Back YouthWorks

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- Ms. Liya Abseno
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- Ms. Sheila Delaney
- Ms. Rebecca Lefranc
- Ms. Hayley Mickelson



*CR Employee ^All or a portion of donation in support of CR Foundation



Community Residences is Comprised of Five Corporations:

Community Residences, Inc. is CR's operational and governing body.

Community Residences Foundation, Inc. oversees CR's endowment and investments and awards grants to improve quality of life.

Community Havens, Inc. is CR's property holding and real estate management corporation.

Community Residences of Arlington, Inc. administers certain Arlington HUD properties.

Residential Youth Services, **Inc.** administers CR's independent living program for youth and manages a property utilized by CR.

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Arthur M. Ginsberg, MHA, FACHE ex officio, Community Residences, Inc.

Call to Action

Seeking volunteers? We can help!

Just like you, many of the people we support enjoy giving back.

Let us know the next time your club, nonprofit or church needs a hand.

volunteer@comres.org

This year, **73%** of individuals supported in CR's ID residential programs volunteered in their community!

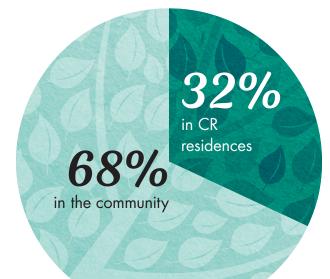
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During FY2016, CR Supported 1,061 Adults, Youth and Children

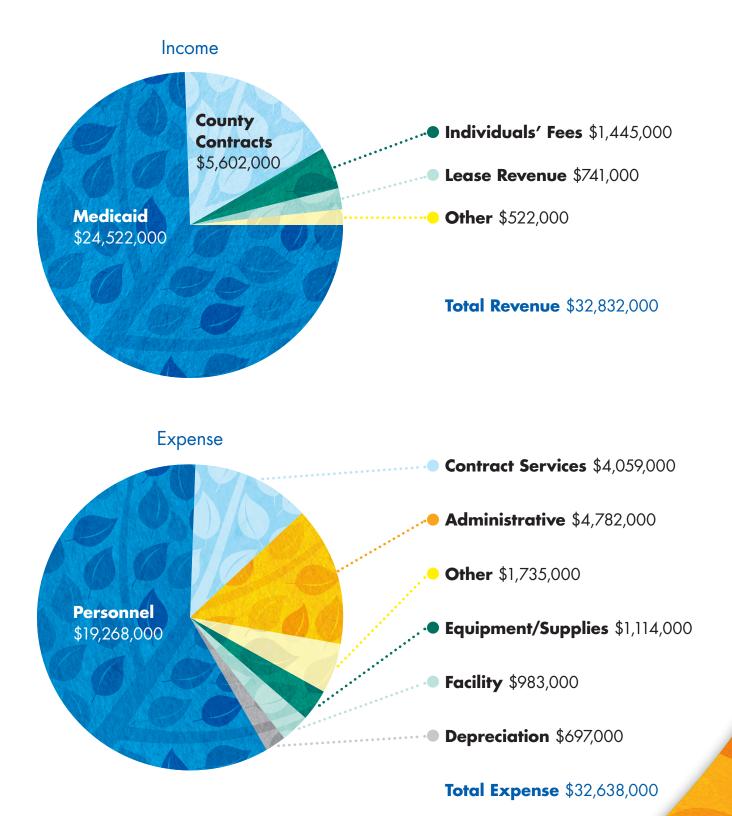
Who Did We Support?



Where Did We Support?



FY2016 Financials



Financials are presented to the nearest thousand.

23

















*CFC

CFC # 70177



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