

all about our great days



SERVING OUR COMMUNITY SINCE 1967

we have so many reasons to be thankful



An attitude of gratitude will set you up for success!

At Sunshine Village, we know that, “an attitude of gratitude will set you up for success!” Looking back over the past year, we have so much to be thankful for - great participants, staff, families, donors, funding sources, and community partners! **Our success is your success** because of these wonderful connections!

In this Annual Report, you will see how we delivered on the promise of a great day for the over 500 individuals served in our programs – and for our 280 employees! That means we have fit a lot of **big smiles, high-fives, shared laughs, and shining moments** into just one year!

We are grateful for the big smiles that came from contributing to the strength of our community by giving back to over 50 nonprofits this year. We are also grateful for the high-fives recognizing a job well done at the 26 businesses where we are employed. Our **unique abilities** were showcased with art shows, dance performances, a tree dedication, and many certificates of appreciation from community partners. Shared laughs and pure joy came from our innovative “bringing the community to us” model that makes wellness, cultural and creative expression activities more accessible for our life engagement programs.

Many **shining moments** led to great success! We are especially proud of our employment services team achieving 96% of the survey requirements from a licensing survey by the Office of Quality Enhancement of the Department of Developmental Disabilities and their highly complementary exit interview. We also met 89% of our Strategic Plan goals, including maximizing our resources, investing in our employees, and growing our services. To top it off, we also welcomed over 30 new participants into programs in the last year and are looking forward to completing the renovations on our newly acquired building in Agawam to welcome even more people into the Sunshine Village family.

All of this success sets us up for continuing our **legacy of great days** – and making dreams come true! We will be celebrating this Holiday Season with grateful hearts and look forward to another year where everyone shines! Thank you for being a part of our success! We wish you a happy and healthy year ahead!

IN THIS ISSUE:

- making dreams come true.....2
- delivering on excellence.....3
- helping everyone shine.....4
- the promise of great days.....5
- lasting legacy.....6

everyone shines

SUNSHINE VILLAGE

making dreams come true

A MESSAGE FROM THE EXECUTIVE DIRECTOR



I hope you have enjoyed seeing how Sunshine Village has truly made a difference in the lives of so many people over this past year. We are proud to deliver on our promise of a great day – every day – by excelling in our services and making dreams come true! The individuals in our programs, their families, friends and our community partnerships are what makes this all possible.

Did we make a difference in your life too? In the spirit of inclusivity, individuals in our programs

were given opportunities for new experiences and lifelong learning in a warm, welcoming place that celebrates unique abilities. Our compassionate employees were also given opportunities to develop new skills and have a career they can be proud of. With our dedicated volunteers, local businesses and nonprofits also achieved their missions while **promoting acceptance and encouraging friendships.**

You might have a child who looks forward to coming to Sunshine Village each day knowing they will have a great day and you felt confident they were safe and happy. Possibly, you relied on our community volunteers or employed us knowing we would get the job done right.

Perhaps, you joined us this year at one of our events – and saw the unique talents of our artists and performers – or just read about our happenings in our e-newsletter. Maybe you played golf with us or enjoyed the tastings at our Chili Challenge. Or, maybe our Facebook posts have brightened your day throughout the year.

However you know us, we hope we made a difference in your life, too. It's been said that **"Giving is not just about making a donation. It is about making a difference."** I hope that during this Holiday Season, you can make a difference – with a gift for Sunshine Village. As you read through these pages, you will see that we use our dollars wisely – and that those dollars help us to make every day a great day for so many people.

Thank you for helping us ensure **everyone shines!** Warmest wishes for a healthy and happy 2020!
Gina Kos

Here's how you can make dreams come true!

- "In honor of"/"In memory of" gifts
- Monthly donations
- Planned gifts and bequests
- Gifts of stocks or bonds
- Employer's matching gifts
- Shopping on AmazonSmile
- Donor Advised Fund (DAF)

30th Annual Golf Tournament Thank you!

TOURNAMENT SPONSORS

- Chicopee Savings Bank
- Charitable Foundation
- PeoplesBank
- Westfield Bank

BAG SPONSOR

- Knights of Columbus #69

BEVERAGE CART SPONSOR

- Key Private Bank

DINNER SPONSOR

- USI Insurance Services

GOLF CANON SPONSOR

- Marcotte Ford

GOLF CART SPONSOR

- Polish National Credit Union

HAT SPONSOR

- Caolo & Bieniek Associates, Inc.

LUNCH SPONSOR

- Charter Oak Financial

TOWEL SPONSOR

- Inter-All Corporation

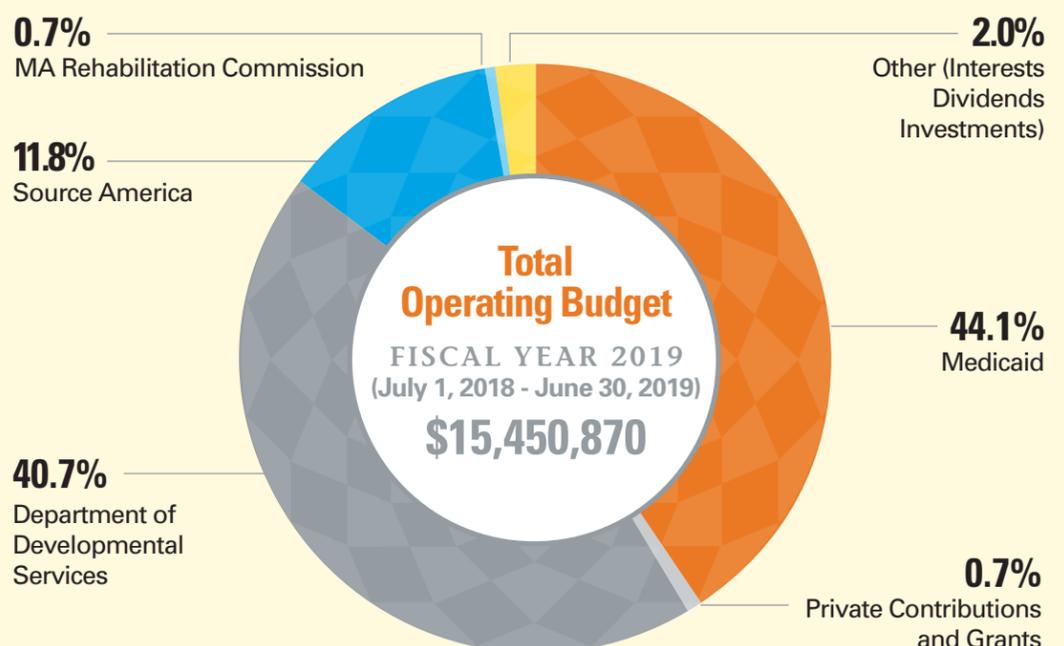


SUNSHINE VILLAGE Board of Directors

- Ernest N. Laflamme, Jr. *Chairperson*
- Stephen C. Melnyck, Jr. *Vice Chairperson*
- Clifford Bordeaux *Treasurer*
- Michael R. Siddall, Esq.: *Clerk*

- Peter Benton
- Marie Laflamme
- Debra A. Schneeweis
- Frank Stellato
- Teri Szlosek

Your donation makes a difference!



89% of each dollar you donate to Sunshine Village goes back into our programming, which means you help make dreams come true! We maintain compliance with CARF, Medicaid, DDS, QUEST, Source America, and other agencies that oversee our operations and also ensure that we deliver on the promise of a great day - every day - with life engaging, innovative programs and services.



We invest in our dedicated, compassionate staff!

Congratulations to the most recent cohort of The Leadership Training Series representing all of our sites!

In partnership with Training and Workforce Options at Holyoke Community College and Springfield Technical Community College and The Employers Association of the NorthEast, we designed specialized trainings to ensure they are ready to be the **leaders we need for the future.**

Thank you to the Community Foundation of Western Massachusetts and The Irene E. and George A. Davis Foundation for their generous grants to support this yearlong, capacity-building program.

delivering on excellence

PLANNING TURNS INTO CONTINUED SUCCESS

In May of 2015, the Board of Directors approved the Strategic Plan for Fiscal Years 2016, 2017 and 2018. With the information derived from the strategic planning process, coupled with the changing environment, five multi-year, inter-related, high-level strategic goals were approved. For each overarching goal, specific strategies were devised and implemented over the months and years within the strategic plan's time frame. A total of 21 measurable outcomes proved that Sunshine Village achieved a measurable level of success within each of the five goals.

A follow up plan was then developed for Fiscal Years 2019, 2020 and 2021. The Board reviewed organizational goals and considered the vision of the agency. It was agreed that four of the original five organizational goals would become the foundation for this new and comprehensive Strategic Plan, which are as follows:

1. Advance SSV as a **"Provider of Choice"** by meeting the changing and growing needs of current and future referrals, including those on the Autism Spectrum Disorder (ASD), with intellectual disabilities (ID) and other growing populations.
2. **Ensure the financial stability** of the organization by maximizing current funding, diversifying funding streams, managing investments, and increasing development dollars while growing the organization.
3. **Maximize property and technology** utilization of all buildings, equipment and vehicles owned and leased by Sunshine Village.
4. Continue to be an **"Employer of Choice"** by providing competitive compensation, benefits and professional development while implementing innovative promotion and recognition initiatives to improve recruitment and retention efforts.

Within the first year – Fiscal Year 2019 – of the current Three Year Plan, 17 out of the 19 measures were met. This outcome – 89% – was a remarkable accomplishment and shows that the organization is indeed **continuing the achievement of a high level of success.**

Over the next two years, the organization will work to realize even greater levels of achievements – through its compelling organizational values and robust strategic goals.

"Sunshine Village has been a blessing for our family for over twenty years. After all these years, our nephew still runs to his van with great excitement, always anticipating he'll have a great day." —Betsy Williams

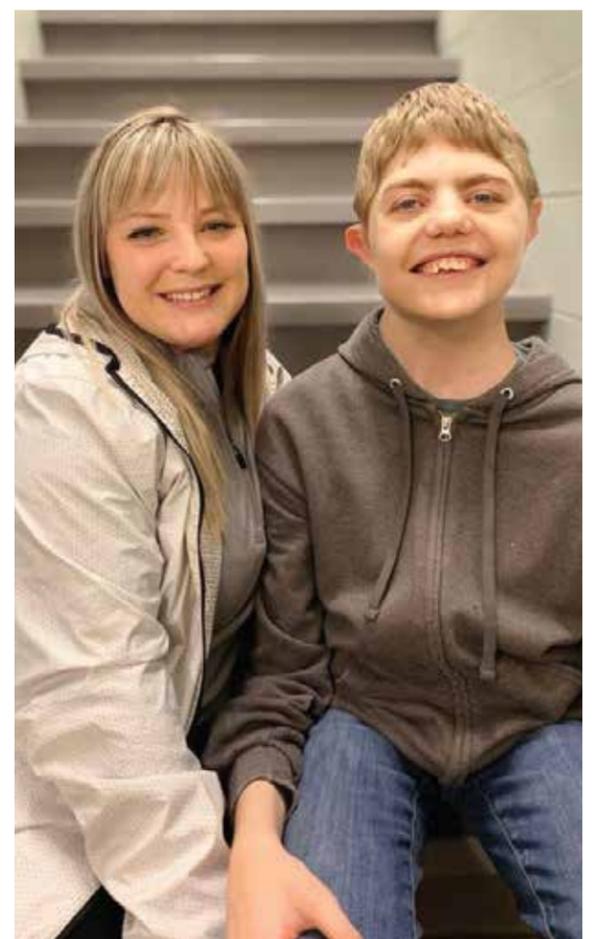
respect, dignity & human rights

The Positive Behavior Supports Committee meets bimonthly to discuss the importance of **respect, dignity, and overall human rights** in our programs and our daily lives. The way we treat someone or the way someone treats us has a great impact on us all.

We use this time together to reflect and take a positive approach to how we interact with others and advocate for ourselves. In a fun, inclusive setting, we learn about feelings and coping strategies while socializing and **creating strong relationships.**

We also prepare educational materials and create Human Rights Committee boards for each of our programs that share what we have learned with our peers.

We are also working on accessible forms of communication, including American Sign Language. The Positive Behavior Supports Committee takes a leadership role in modeling appropriate ways to treat each other and communicate in our programs. This work fosters the kind of programs we all want to be a part of a place where everyone is kind, accepting - and can shine!



Positive Behavior Support Committee: Anthony Parrish, April Lucia, Bogdana Klimenko, Bruce Wood, Cara Sullivan, Dave Chmura, Heather Leroux, Jahayra Munoz, Jennifer Guzman, Jennifer Tatro, Jessica Smola, Jessie Schipper, Jose Maldando, Julie Rosado, Linda Giroux, Robin Carney, Romesia Drummer, Tara Kennedy, Veronica Fisk **Human Rights Committee:** Colleen Brosnan, Gina Kos, Larry Hougue, Kristen Kocut, MA, LMHC, John S. Kovalchik, LICSW, Allison Lepper, Esq., Pamela Quirk, RN, MSN, Karen Rattell

VILLAGeworks, located in an industrial park in Chicopee, is a SSV business that operates with an integrated model of employment services, where people of all abilities work together – making at least minimum wage. All employees feel a sense of **teamwork and accomplishment** in getting the job done right - and on time - for customers that are counting on them. Employees take on large fulfillment projects, including sorting, labeling, and packaging for companies both on site and in small groups off site at a customer's own location. A few of the companies that rely on our hard work include:

Yankee Candle: We have been working with Yankee Candle for 11 years. They keep 35-40 of our employees consistently working for nine months out of the year. In the past year, we have collated and stuffed 3.5 million fundraising packets!

WestRock: We have been working on a continuous basis with WestRock for two years. The main job is hot gluing and folding cartons for a major food company. Employees have learned the skills of hot gluing and twine tying the bundles along with preparing the skids for shipment. We have produced around 50,000 boxes.

Zest Tea: We have been working with Zest Tea for over a year. The products are made to order for different stores across the country. We package a variety of tea flavors into foil, heat seal, then pack the teas into tamper-resistant tins. Orders are processed, skidded and shipped directly out of Village Works to the store.

helping everyone shine



INDIVIDUAL JOBS Pride in one's work is a simple pleasure. Perhaps, it is the most important one. We help everyone shine with opportunities for **lifelong learning and goal setting** to promote dignity and independence. By building on strengths and interests, we find the right fit for individuals to not just earn a paycheck, but build a career!



VOLUNTEERING Giving back is an important part of how we engage with our community – and learn the skill necessary to embark on a pathway to employment! By giving, we receive so many gifts, including the memories made while enjoying new experiences and gaining a greater understanding of a work ethic, interpersonal communication and adaptability. Across the Pioneer Valley, we share our **talent, passion and enthusiasm** with over 50 nonprofits to help them fulfill their missions while attaining our own goals!



HOPE PROJECTS Each of our Life Engagement Programs has developed a long term relationship with one or two nonprofits in their area that they dedicate their time to monthly. Our rewarding Hope Projects include:

Singing for the veterans living at The Soldiers' Home in Holyoke; Making ribbons and decorations for Relay for Life events; and providing crafting and baking with the families at The Ronald McDonald House.



COMMUNITY ENGAGEMENT Our Community Engagement volunteers may be on a track to starting their career and want to practice their skills or just looking for a way to **have fun and make new friends**. Either way, they find volunteering brings a sense of purpose and gives them access to new experiences, personal growth, and opportunities for success. Our community volunteers are known for bringing their smiles – and great attitudes – to their volunteer work at these and many other nonprofits:

Sorting donations and stacking the food pantry shelves at The Gray House; Taking the tickets, and keeping the grounds and ride well kept at The Holyoke Merry-Go-Round; Preparing and serving meals at Kate's Kitchen and Lorraine's Soup Kitchen; Animal care and grounds maintenance at Look Park.

the promise of great days

What makes up a great day is different at each of our programs, but one thing remains the same: we bring more joy, more laughs, and more fun to the lives of everyone we serve!

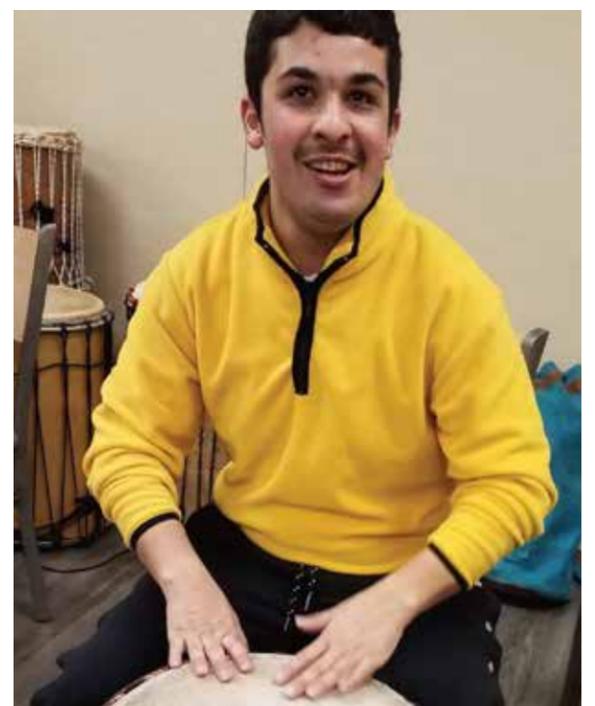
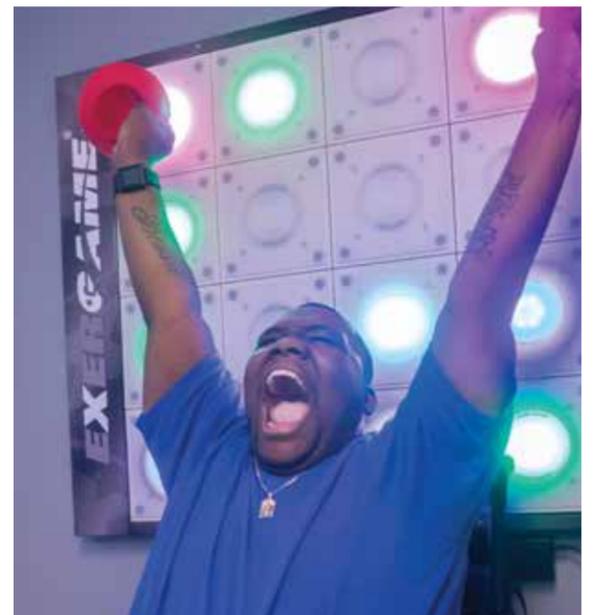
This past year, our innovative “Bringing the Community to Us” programming model has been critical to our great days. We have seen significant personal growth in the individuals we serve, including **steps towards independence** and finding new interests and talents. This success means we will continue to offer – and increase the frequency - of these life-enhancing activities to ensure more great days ahead.

Our recipe for great days begins with finding community members who can incorporate unique opportunities for wellness, culture and creative expression into our programs. Then, we bring **caring, energetic staff** to get individuals motivated to participate. Next, we get their friends involved and it turns into the kind of day that leaves our cheeks hurting from smiling so much. Now, that is a **GREAT DAY** spent making great memories - and great relationships! Highlights from these new experiences include:



- Banging drums, chanting, and letting loose while listening to the rhythm during African Dance and Drumming!
- Seeing everyone’s faces light up when we tell them PoundPro has arrived for a high-energy, drumstick and dance workout!
- Watching a budding artist mix their palette of colors to make a new shade during Peaceful Painting Art Therapy.
- Admiring their courage as representatives from each program face their fears and dance their hearts out during the First Annual Everyone Shines Dance Showcase held in October in partnership with Ohana School of Performing Arts!

We look forward to enjoying these experiences – and even more fun activities – as we develop more partnerships in the months and years to come!



“Perhaps the most striking thing to me as the mother of someone who is pretty new to Sunshine Village is the complete joy my daughter has going there.” –Dawn, Mother of Tessa





Caring staff make each and every day great!

“My son thoroughly enjoys Sunshine Village! It brings me great joy to know that his days are filled with fun and skill building, with staff that we know truly care about and value him.”

—Elizabeth Jasse



Lasting Legacy the legacy continues

We are proud to share with you all that Sunshine Village has accomplished this past year and we are looking forward to even greater achievements in the years to come! We will work to make great days, every day – with **caring staff, state of the art programming and unique strategies**, such as...

BRINGING THE COMMUNITY TO US! This distinctive approach to community inclusion has been an innovative addition to all of our life engagement programs – and we will continue to pursue partnerships that will bring interesting and appealing activities into our sites in Chicopee, Springfield, Three Rivers and....

AGAWAM! Earlier this year, we purchased a new building on Silver Street. We relocated our Westfield program into this site and we will begin renovations early in 2020 to accommodate more participants. The Silver Street program will offer an array of life engagement and community engagement services for young adults who are turning 22 and graduating from local school systems. We are also working with Department of Developmental Services on...

TRANSFORMATION! Community Based Day Services (CBDS) will be re-inventing itself in 2020 as a community engagement service with more levels of professional, academic and programmatic support to ensure the success of all individuals - whether their personal goal is to be an artist, an athlete, or a humanitarian or their ambition lies in pursuing life-long learning or obtaining a job.

We welcome you to be a part of our legacy of great days in the next year and beyond – where everyone **SHINES!**

2019 DONATIONS

In Memory

- Darlene Almeida
- Roger Aubuchon
- Donald Banville
- Mary Federici
- Lorraine Goyette
- Patricia Pushee
- Winifred Renauld
- Carmelo Serafino
- Pat Hogan
- Ken Golash
- John Marra
- Judy Marra
- Tony Marra

In Honor

- Teri Szlosek

“Kelli transitioned from public high school to Sunshine Village and this was the best decision we could have ever made. The transition was eased by all of the caring and professional staff. Sunshine Village is the perfect place for Kelli to enjoy adulthood! Her ear to ear smile every morning when entering the doors at Sunshine Village is priceless. Kudos to them for allowing her to grow, become more independent, increase her social skills and enjoy this time in her life!!!!”

—Sharon Quesnel



OUR MISSION: To strive to improve the lives of people with intellectual and/or developmental disabilities, including those on the autism spectrum. We believe people with disabilities can lead rich, meaningful lives. We are a thriving, vibrant community to connect, learn, contribute - and shine.

75 Litwin Lane, Chicopee, MA 01020 | 413.592.6142 | www.sunshine.us