

2011 By the Numbers

Our Mission – Celebrating Thirty Years

Gateways Community Services believes that all people are of great value and strives to be innovative when providing quality supports needed for individuals to lead meaningful lives in their community. The people we serve: Infants with Developmental Delays, Children and Adults with Disabilities, and Seniors in Need of Care.

Financial Highlights

Fiscal Year Ended June 30, 2011 and June 30, 2010

	Unaudited June 30, 2011	Audited June 30, 2010	\$ Change	% Change
Total Revenue	33,409,878	30,162,878	3,247,000	10.76%
Total Expenses	33,191,506	30,115,324	3,076,182	10.21%
Increase (Decrease) in Net Assets	218,372	47,554	170,818	359.21%
Total Net Assets	2,929,629	2,711,257	218,372	8.05%
General Management Expense	1,445,098	1,527,923	(82,825)	-5.42%
General Management %	4.35%	5.07%		-14.19%

What You Can Do

Gateways Community Services relies on your generous contributions to fulfill our mission. For more information about including Gateways in your estate plan, making a general donation, or designating a gift in honor or memory of a loved one,

please contact our Development Department at (603) 459-2702. Your contribution will make a positive impact on the lives of individuals with all types of disabilities and seniors needing care. Gifts are deductible to the full extent permitted by law.

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www.gatewayscs.org



KEEP ON RISING UP!



GATEWAYS
COMMUNITY SERVICES

2011 Annual Results

www.gatewayscs.org



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Matthew Ertas Receives 2011 Sandy Garrity Award

commitment to community inclusion, consumer rights, and the principle of choice. Above all else, Matthew is respected for his integrity as a person.

When reflecting upon Matthew, those who know him well are immediately reminded of the opening lines of Rudyard Kipling's poem "If"...

*"If you can keep your head when all about you
Are losing theirs..."*

One of Matthew's greatest qualities is reflected in this sentiment. Matthew has exhibited a quiet calm, grace, and steadfastness in support of those in the DD community. He stands unflappable in the face of enormous challenge and controversy.

Matthew possesses the extraordinary gift of listening. He listens actively,

attentively, and compassionately. This powerful quality provides a foundation for his effective leadership. He leads with knowledge, respect, and generous spirit.

Matthew has a subtle, but well developed sense of humor that is much appreciated.

And most importantly, as a leader, Matthew is wonderfully accessible.

These qualities and Matthew's personal style allow many to trust him. And trust is the foundation of the granite state's collaborative approach to care – trust between the Bureau, families, area agencies, and vendors to put the individual first and foremost.

His commitment exemplifies a solid core of personal and professional values that keep the individual at the center of services and supports.

Matthew's 30-year career has spanned New Hampshire's journey in supporting those with developmental disabilities from the institution to the community. He served as a psychologist at Laconia State School where he assisted in closing that institution and establishing a community based support system. As the head of the Bureau of Developmental Services, he has provided steady leadership through challenging times for funding and political change. Matthew has gained the respect and admiration of professionals, families, and the individuals with developmental disabilities for his unwavering

Many thanks to Tim Sullivan from The Institute of Professional Practice, Inc. for his insights on Matthew Ertas' leadership and service to those with developmental disabilities.

A Letter from the Chair and President

Thirty years ago, Gateways Community Services was established to develop community-based services for people with developmental disabilities and their families. As people moved from the Laconia State School to Greater Nashua, there were many changes that presented challenges. Where would people with disabilities live? Could they find jobs? Would the community welcome them? Who would help them lead quality lives? Did the system have sufficient, sustainable funding? Did lawmakers in Concord understand people with developmental disabilities and their needs? Today, our community continues to struggle with these questions. And, passion, purpose, and people continue to make an impact.



Passion Makes a Difference ... New Hampshire's 2011 legislative session clearly telegraphed that many lawmakers, and the general public, still do not understand the compelling needs of those with disabilities and their families. Some even question the need for a community-based system and the associated costs for service delivery. From September 2010 to June 2011, individuals and families statewide, called and emailed Representatives, participated in a historic State House Rally for those in need, communicated to Senators, gave testimony in House and Senate public hearings, wrote letters to newspapers, and expressed concerns to neighbors for the need to continue to fund an established, cost-effective system for essential services. Gateways' families and stakeholders took a leadership position in all these instrumental activities.

After months of difficult negotiations, the biennial budget for developmental services reflected \$6 million for services to individuals on the Developmental Disabilities Wait List, as well as limited cuts to the operational budget for those currently in services. Despite preventing major reductions to funding, our system is facing a lack of resources to help people who will not receive Wait List funding. Under the current economic circumstances, the budget achieved is a good outcome. It is evident that your voices were heard and that your passion made an impact.

Purpose Is Central ... We anticipate a continued increase in demand for services and systemic changes with managed care. Over the next year, we will work together to preserve the person centered, values driven, quality services that individuals and families expect. With your help, Gateways will continue to focus on our *purpose*.

People Do Count ... Amidst all these changes, it is very important that we do not lose sight of the people we serve and concentrate on what works well. Gateways' statewide leadership position in delivering Consumer Directed Services will continue. Our families embrace this model and outcomes are good. People know that the most effective path to independence is through gainful employment, so Gateways, with its LINKABILITIES initiative, will continue to invest in employment supports that yield results. In addition, with a growing senior population, our *Gateways for Seniors* program will continue to play an increasingly important support role in our community.

As Gateways celebrates 30 years of serving individuals and their families, our passion, purpose, and people will help us to continue to fulfill our mission anew. We are confident that our community will *Keep On Rising Up!*

Sandra B. Pelletier

Sandra B. Pelletier
President & CEO

Carol Bambrick

Carol Bambrick
Chair, Board of Directors



Keep On Rising Up!

Brian Sets His Own Pace

When little Brian, her first-born, was unable to roll over, and could only raise his head a little as he approached his first birthday, his mom, Ashlie, knew that she had to take action. "He was so quiet as a baby," she explained. "I just thought that he should be doing what the other kids were doing."

She arranged, through another provider, for outpatient physical therapy, but Brian did not seem to be making much progress. Then her pediatrician told her about Gateways. Brian was diagnosed with a significant motor delay. His trunk and body had stiff muscle tone. His cognition and speech, however, were right on track.

Karen Barrows, Pediatric Clinical Specialist in Physical Therapy, began working with him in January and recently completed his six-month evaluation. "He is doing so much that we wouldn't have expected," Ashlie, his proud mom continued, "He is sitting up, army crawling, eating with utensils, and reaching up to hold on to furniture. It's amazing. He has met all his fine motor goals. He has come so far in 6 months. He has become quite a character. He's an Elmo fanatic. He knows what he wants."

Brian has been coming to Gateways for his therapy to use a machine called the Lite Gait. Initially, mom was worried that he might be scared by the equipment, but that is not the case. "He is a good little worker," she said. It is clear that Ashlie has a passion to help her son be the best that he can be. "Karen said to me, 'He isn't going to kindergarten crawling,' and she was right."



This young family places a high value on their therapy services. After Brian's parents were married recently at City Hall, they went directly to his therapy appointment. "We couldn't miss an appointment just because we got married," she explains.

Looking to the future, mom is confident that "Brian will be doing anything that any other kid is doing. He is coming along at his own pace. We couldn't wish for anything more. Brian is right where he needs to be. Going to Gateways was the best thing I could have done for my son."



Postcards from Eric's Journey

Eric is young man who knows what he wants. He advocates, reminds others, and lives the life he wants. His journey may have not been the easiest, or the fastest, but it has been a journey marked with strong direction and success.

Eric's parents, Dan and Trish, have a clear outline of what they want for their son; to be a contributing member of his community and to live as independently as he is able and wants. Eric has demonstrated through his actions, dedication, and eagerness what he wants. Eric's vision motivates his team members to think outside the box for opportunities.

Eric started his transition journey by examining his abilities and interests. Eric makes a mean rack of ribs and has a strong interest, and skill, for cooking. He participated in the inclusive culinary program at Manchester School of Technology, through the Litchfield School District. Eric continued to gain skills with this program, but the class opportunity did not lead to marketable skills and Eric was not developing the social connections to others as hoped. The team did not give up. They joined with Gateways Community Services and explored other options. They kept the vision and looked for other opportunities that would direct him to competitive paid employment.

Eric next met with Cravings; a program of TILL NH. The program includes a café and kitchen in downtown Nashua that is open to the public. Eric continued to gain independence and skill. He participated in delivering and serving food, cooking, and baking. Again, he flourished.

After two years with Cravings, Eric participated in Project Search, a school-to-work program located at St. Joseph Hospital. This was a big decision because this truly moved Eric to a new level of independence. Eric worked three different rotations while in the Project Search program. When the program was coming to an end, the team began strategizing for job development and then the phone rang.

Eric participated in an internship in Materials Management where he was responsible for all the inventory and requisitions for the entire hospital. His team did not need to job develop because his internship manager said "I want him." Eric accepted and has been working for over a year as the highest paid Project Search graduate to date. In fact, the accuracy in the department has increased since Eric has been in their employ.

Eric just celebrated his 21st first birthday. He is employed and building the life he, and his family, have directed. His journey has had many turns and hills. But, through partnering, connections, and a clear vision, Eric is well on his way. It is bound to be an unforgettable trip with lots of postcards marking milestones.

People, Purpose, Passion

Linda Brought Me Back

Alex Gagnon, 85, has had a lifetime of achievements, hardships, and experiences. Alex has been a loving husband, father to nine children, hard worker, musician, and served his country in the Navy. Alex has spent much of his life working and taking care of others.

While in the Navy, Alex met his first love and they were blessed with five children. Sadly, at the age of 31, she tragically passed on. At the time, Alex was only making \$3.00 an hour and some suggested he give up his children, but Alex persevered and did his best to raise his children. Then, Alex unexpectedly found love again when meeting his beloved Betty.

In 2006, Alex signed up for the *Gateways for Seniors* program to get some help taking care of Betty. Betty told Alex he needed a break, but Alex once again persevered and was by her side taking care of her with just a bit of help from Gateways. After 49 years together, Alex sadly lost Betty and found he needed services himself to stay living independently at home.

It took a few workers until Alex found the right match. When his current worker Linda first came, Alex knew she was special. "You just know when the mechanics are right and when Linda came it was right," recalls Alex. Linda started helping Alex with personal care services, housekeeping, and preparing healthy meals.

After 70 years of smoking and a bad knee, Alex weighed 250lbs with a size 50 waist. With a little encouragement from Linda, Alex started eating healthy and exercising. Alex noted he is fortunate to have his mind working at full capacity and now his body starting to get stronger too. Today, Alex is a healthy 179 pounds and is still exercising every day with the Linda's encouragement.

Alex said after Betty passed he had no reason for living and didn't care about himself. "You lose too much, you don't care, and it takes someone special to bring you back -- Linda brought me back," explains Alex.

For his 85th birthday, Alex was planning on spending it alone. Just when he thought no one had remembered this milestone, Linda arrived bringing a birthday party to him. Alex is happy again and is thankful for the help he is receiving from Linda and Gateways. "Gateways is the best," he closes with a smile.



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