



2011 ANNUAL REPORT 2012 CALENDAR

HUMAN RESOURCES UNLIMITED



Changing Habits 
Transforming Lives

Changing Habits Transforming **Lives**

Thursday, October 27th
Sheraton Springfield · One Monarch Place

Breakfast at 7:15am
Program from 7:45 to 9:15am

Suggested minimum donation: \$100

HRU 40th Anniversary Celebration – October 2010



Keynote Speaker: Dick Hoyt of Team Hoyt

HRU
HUMAN RESOURCES UNLIMITED

HRU 2010 Employer and Volunteer Award Winners

Each year, at our annual meeting, HRU recognizes Employer Partners who have demonstrated a commitment to HRU, our members, and our mission. Nominated employers will have made an organizational commitment to hire individuals with disabilities and clearly demonstrate support for diversity in their workplace. Ask an HRU employee how your organization can be eligible for these annual awards!



*Presentation of the 2010 Armand Tourangeau Volunteer of the Year Award to Hector F. Toledo Patricia Attanasio - HRU Director of Developmental Disability Services
Brian P. Lees - Clerk of Courts for Hampden County and longtime HRU Champion
Hector F. Toledo - Hampden Bank, Retail Sales Director/Vice President
Carol Tourangeau - Wife of the late Armand Tourangeau and longtime HRU Champion
Donald Kozera - CEO and President HRU*



*Presentation of the 2010 HRU Employer of the Year to Westfield Public Schools
Brian P. Lees - Clerk of Courts for Hampden County and longtime HRU Champion
Frank Maher - Westfield Public Schools
Donald Kozera - CEO and President HRU*



*Presentation of the 2010 HRU Rookie Employer of the Year Award to Cooley Dickinson Hospital
Brian P. Lees - Clerk of Courts for Hampden County and longtime HRU Champion
Erica Pellegrino - Cooley Dickinson Hospital, Lead Recruiter
Tom Thomas - Cooley Dickinson Hospital employee and HRU member
Gary Weiss - Cooley Dickinson Hospital, Executive Chef*

About HRU

Our HISTORY:

In the 1960s, awareness of disabled people as individuals with human rights began transforming individual care. HRU was born in 1970, as Car-Val Industries, offering employment to individuals capable of working and becoming productive members of their community.



Today, HRU serves more than 1329 people, some of whom have physical and/or mental disabilities; others are disadvantaged by poverty or homelessness...all of whom struggle to overcome great obstacles in their lives. With programs in Northampton, Westfield, Southbridge, and Springfield, HRU helps individuals overcome barriers and achieve their goals, whether by participating in community activity or finding a job with a business that sees the benefit of diversifying their workplace by employing a disabled or disadvantaged worker.

Our FUTURE:

HRU believes that every individual, no matter their ability, can be a valuable contributor to our community and our workforce. We envision a future of inclusion and success for disabled, chronically unemployed and disenfranchised individuals through our innovative service delivery model that empowers each person to reach their goals.



Changing Habits Transforming Lives participants
engaging in 'Active Learning' exercise.

January

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2010 - 2011 Board of Directors

BOARD VISION STATEMENT: We are dedicated volunteers from diverse backgrounds and life experiences who desire to provide dynamic oversight, expertise and support of HRU. We are not only committed to the vision and goals of HRU, but also committed to continuing to foster the well-being and development of its members, staff and the community we all serve.

HRU BOARD OF DIRECTORS

Henry Rigali

Timothy Marini

Michael Moriarty

Charlene Smolkowicz

William Marsh

Thomas Bienkowski

Ed Wytrych

Patrick Leary

Francis Fitzgerald

Joel Morse

Curtis Edgin

Amy Royal

Chairman

Vice Chairman

Treasurer

Secretary



“Our belief is that it is a financial, social and moral imperative that we find a new way to solve the community and individual costs of being chronically unemployed; HRU is committed to addressing this imperative as we fulfill our mission.”

— HENRY RIGALI, CHAIRMAN

Pyramid Program at New England Falconry



February

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LETTER FROM THE CHAIRMAN OF THE BOARD AND THE PRESIDENT

There is an energy and resiliency about HRU that was quite evident this year as the agency worked through a recessionary economic climate, funding uncertainties and a direct hit from a tornado. Even after we were forced to evacuate our 20,000 SF ETS/Custom Packaging site at 1 Allen Street in Springfield, the staff and HRU network pulled together to relocate and have programs operational within 3 business days. It is this type of effort that exemplifies the persevering culture of HRU, its staff, members and volunteers, many of whom were publicly recognized for their accomplishments this year.

Changing Habits Transforming Lives, the theme of this annual report, began as a research and development project to determine how we could move our services and organization from good and very good to great. This year we committed ourselves to designing and testing ideas that not only improve our services but also have the potential to revolutionize the way that job readiness should be delivered, not only within our populations and communities, but way beyond. We challenged conventional thinking about job readiness, designed and operated two pilot programs that innovated both the educational components of what makes someone job ready and the method of delivery for learning. Based on the latest neuroscience findings that people retain and process information better after a sustained elevation of heart rate, our research pilots take a holistic view of what makes up a productive, healthy worker. This not only imparts knowledge and skills on its participants, but recognizes that changing existing habits and beliefs are necessary to make the transition from dependency to successful employment and independence.

Our belief is that it is a financial, social and moral imperative that we find a new way to solve the community and individual costs of being chronically unemployed, HRU is committed to addressing this imperative as we fulfill our mission.



Henry Rigali,
Chairman of the Board



Donald Kozera,
President

Community embraces 1st annual HRU run4FUN! run2overcome



March

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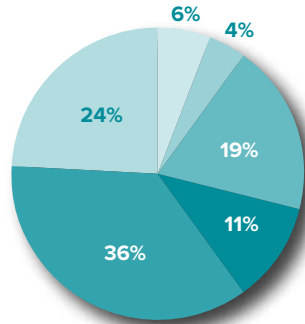
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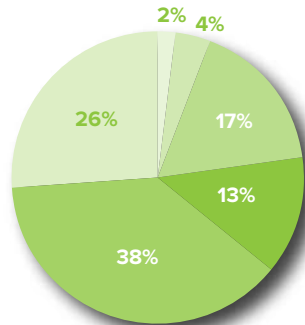
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2011 Financials (Unaudited)



2011 REVENUE COMPOSITION

Investments/Other	6%	\$480,343
Workforce Alternatives	4%	\$349,973
Pyramid Day Hab.	19%	\$1,496,955
Transportation	11%	\$905,978
Clubhouses	36%	\$2,881,797
ETS Employment	24%	\$1,972,082
Total Revenue	100%	\$8,087,128



2011 EXPENSE COMPOSITION

Investments/Other	2%	\$131,671
Workforce Alternatives	4%	\$304,599
Pyramid Day Hab.	17%	\$1,314,060
Transportation	13%	\$975,988
Clubhouses	38%	\$2,924,563
ETS Employment	26%	\$1,969,027
Total Expenses	100%	\$7,619,908

Changing Habits Transforming Lives participants engaged in exercise activity at Star Light Center in Florence



April

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2011 Membership Highlights

- During FY2011, HRU served 1329 individuals through ETS, Pyramid, Workforce Alternatives and our 4 clubhouse programs (Forum House in Westfield, Star Light Center in Northampton, Tradewinds in Southbridge and Lighthouse in Springfield), of these, 317 were new members.
- HRU also placed or supported 402 individuals in employment this fiscal year.
- HRU worked with 122 business partners in providing employment opportunities for our program members this year, of these, 29 were new employers.
- The agency's HUD/McKinney permanent housing projects provided housing and support services to 122 individuals who were homeless as well as recovering from mental illness; 33% of those individuals were employed during the year.
- Members participated with staff in International Center for Clubhouse Development Colleague Training at certified centers in St Louis, MO and Greenville, SC.
- Members shared their stories of recovery and achievement at many community events including business groups, colleges, and hospitals throughout our service area.
- 18 program members volunteered at HRU's 40th Anniversary Celebration in October 2010 and at HRU's run4FUN! run2overcome, our 1st annual 5k run and 1m walk in downtown Springfield in March 2010.
- ETS members began working with Peter Pan Bus Lines, sending a team to provide cleaning services each weekday.
- Workforce Alternatives provided assessment services to 79 members, education and training services to 53 members, GED educational services to 30 members and assisted 32 members in securing competitive job placements within the community.
- Pyramid Project increased its membership to 77 this fiscal year.

“I have felt so much acceptance and understanding for my mental health issues.”

Tradewinds at work at Harrington Hospital in Southbridge



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HRU Staff Go Above and Beyond



To put it mildly, June 1st was a memorable day! ETS Career Services and Custom Packaging, both at 1 Allen Street in Springfield, sustained significant building damage from the tornado that devastated the Watershops Pond/Upper Hill neighborhood. Thankfully, no HRU members or staff were injured. Through our network of friends and supporters, we were able to secure immediate work space at Springfield Jewish Community Center and a long-term, temporary location at Vaupell Northeast Molding & Tooling at 101 Almgren in Agawam. We are grateful to the many business partners, volunteers, parents, and friends who helped out during this difficult time. Special thanks to the JCC and to OMG, Inc and Vaupell, whose quick responses were vital to our relocation effort.

The Transportation Department deserves special recognition for an outstanding effort in the immediate aftermath of the tornado, ensuring that members and staff were safely out of harm's way, and for the weeks following, as they adapted to numerous challenges. From moving people, furniture, supplies, and goods, all while navigating the trauma of the neighborhood, Transportation had ETS fully operational in a new location in 3 days! Deserving of special recognition is Aimee Bell, Transportation Manager, for her outstanding leadership and never-give-up attitude during this unexpected and difficult situation.



Transportation Department keeps HRU moving!



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2011 Agency Accomplishments

- Conceived, developed, and launched a unique job readiness pilot program, **Changing Habits Transforming Lives**. This active learning, healthy habits workforce initiative is designed for chronically unemployed adults with mental disabilities and socially disadvantaged welfare-to-work recipients, developing workforce readiness skills and healthy lifestyle habits leading to personal success. Data is being analyzed to establish a correlation between active learning, health, and wellness to work readiness, sustainable employment, and productivity.
- HRU held several successful events. The 40th Anniversary Celebration with guest speaker **Troy Brown, former NE Patriot**, was held in October. More than 400 people heard inspirational member stories, and watched as Westfield Public Schools received the **Employer of the Year Award**; **Cooley Dickinson Hospital** received **Rookie Employer of the Year Award**; and **Hector Toledo** of Hampden Bank was named the **Armand Tourangeau Volunteer of the Year** award winner. Our **5th Annual Black and Blue Dodge Ball** fundraiser was held in November with 14 participating teams. Gary Glenn's Newman Center Café team took First Place. **HRUn4fun! run2overcome, our first-ever 5k run and 1m walk highlighting the ability of all people**, was held in March with 200 participants gathering at the Naismith Memorial Basketball Hall of Fame and running through downtown Springfield.
- The **Carmino Longhi Employee of the Year Award** was presented to **Karen Pellissier**, Senior Program Coordinator at Pyramid Program. This award is given annually to an outstanding member of our staff in memory of long-time Transportation Manager, Carmino Longhi, who passed away in 2007.

HRU Special Recognitions awarded this year:

- **Donald Kozera**, President, was named one of **BusinessWest's 2011 Difference Makers** in March;
- **Karen Pellissier**, Senior Program Coordinator of Pyramid Program, was the recipient of **Human Service Forum's Clara Temple Leonard Direct Care Award** in May;
- **Kathleen Plante** was presented with the **Excellence in Leadership Award** given by **YPS of Greater Springfield** and **Leadership Institute**, a program of the ACCGS and Western New England University. Kathleen was also honored as one of **100 Massachusetts Unsung Heroines** by the **State Commission on the Status of Women** in May;
- Two of HRU's program managers, **Christin Deremian** of Pyramid and **Jeffrey Trant** of Lighthouse, were named to part of **BusinessWest's Class of 2011 Forty Under 40** in June.

Changing Habits Transforming Lives participants engaged in Job Readiness curriculum

July

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My story with HRU began in 2010 when I was a stay at home mom. I made some poor choices and quit school in 10th grade. A few years later, I recognized that I needed to get a GED to get back on track to getting a good job. I was working with the Department of Transitional Assistance and was referred to HRU's Workforce Alternatives program. My experience with HRU was wonderful. I received a great deal of support from the staff, especially Pattie Attanasio, while studying and preparing for the GED exam.



Laura's Story

As each week went by, HRU provided me with the education and training I needed to reach my goal of passing the GED exams. It wasn't easy, but with their help I did it! Once I had my GED, HRU continued to provide training to help me reach my next goal of getting a good job. HRU's staff worked with me daily, teaching the skills I would need to make a positive contribution in an office environment. I learned communication and customer service skills while working hands-on at HRU's main office reception desk. I also received training on computers, telephone systems, copiers, and other office equipment. Additionally, they provided me with First Aid and CPR training which I can use in both my personal and professional life. HRU staff helped me develop an effective resume, taught me job search and interviewing skills, and always challenged me to keep learning new things as we worked together on my job search. Through HRU's employer network, I was informed of a job opportunity as a receptionist with Caolo & Bieniek Associates, an architectural design firm. I applied, was interviewed, and am happy to say that they offered me the position. I've been there ever since; it's a great place with wonderful people. HRU has changed my life by providing me with the education, training, and support I needed to reach my goals.

"I'm happy to say that they offered me the position and I've been working there ever since. HRU has changed my life by providing me with the education, training and support I needed to reach my goals."

Laura and employer, Curtis Edgin of
Caolo & Bieniek Associates, Inc.

August

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2011 Program Accomplishments

- Forum House, Lighthouse, and Tradewinds continued strong Legislative Advocacy efforts hosting well attended events again this year.
- Forum House was named the beneficiary of The Episcopal Church of the Atonement's 148th annual Strawberry Festival. The proceeds will support Forum House's Transitional Age Youth Unit, a program which assists vulnerable youth, ages 18-23, with life skills and job placement. Forum House also received continued support in the form of grants from the proceeds of the annual Glasgow Lands Scottish Festival, held at Look Park in August, and from Westfield Academy.
- Partnering with the Jewish Community Center of Springfield, HRU began operation of the HRU Café @ Vi's Coffee Corner in March. This partnership raises community awareness about the abilities of all people by providing employment opportunities at the Café for individuals from two HRU programs, Workforce Alternative and Lighthouse Clubhouse. The Café, located in the lobby of the JCC on Dickinson Street is open to the public.
- ETS & Custom Packaging, temporarily relocated in Agawam after the tornado; the program successfully assisted 8 members in securing individual supported employment positions. Custom Packaging provided meaningful work to ETS' 95 members 90% of the time.
- Pyramid Project members participated in a variety of activities to increase their skills including HIPPO therapy, music therapy, hydro therapy, pet therapy and massage therapy. An exciting new Armchair Travel program was also launched. Through the year, Pyramid members participated in 225 community integration opportunities. Pyramid was selected by Mass Health, Office of Long Term Care, to participate in an "EpiPen" pilot program.
- Transportation Department provided 99% safe delivery days to its members.
- As is typical of our outstanding Clubhouse programs, Lighthouse and Tradewinds received 3-year International Center for Clubhouse Development Certification again this year.
- Lighthouse participated for the 3rd year in Springfield's Project Homeless Connect, spending the day long resource fair assisting homeless individuals with employment resources.

The HRU Café @ Vi's Coffee Corner at the Springfield Jewish Community Center



September

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My young son and I left South Carolina five years ago and traveled to Massachusetts to search for a better life. My grandmother had offered to help us, so we lived with her and I worked some part-time jobs while I studied for and attained my GED, then got a good job. I was at the company for three years and doing well until a year ago when the company went under and I was out of work - I was devastated and jobs were scarce.



Calvin's Story

Through the Department of Transitional Assistance, I was connected with a new HRU program called Changing Habits Transforming Lives. It was a pilot program that had a new approach to work readiness, providing skills and support that would help me on my job search. The new approach connected those skills to my emotional, physical, and financial health.

There were job readiness classes that covered topics like self-esteem, nutrition, conflict management, and team building. The program was held in a local gym, so I was also able to work on my long-term fitness goals at the same time. I knew the program was impacting my life when grocery shopping with my son one day, he asked, "Dad, why are you reading the boxes?" I explained that sometimes food that tastes good is not always healthy for you and labels can help you make better choices. We now read food labels together when we shop. I've been able to take many skills and lessons away from this pilot that have helped in work, in life, and in being a better dad.

I'm now working full time at a construction company and love every minute of it! My life is finally on a great track. The HRU staff has provided knowledge, support, kindness and compassion.

*"Words cannot express how grateful I am
for all they have done."*

ETS at work on an OMG job



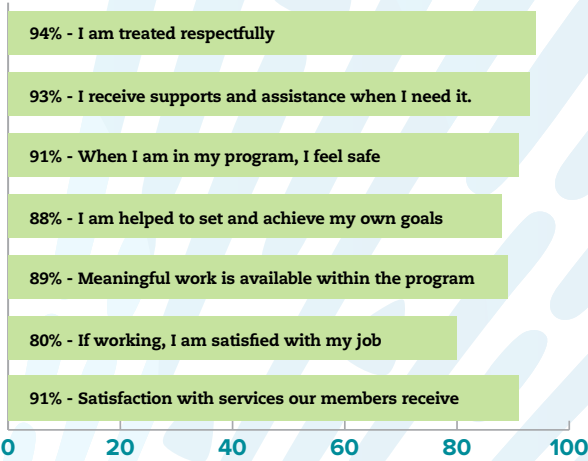
October

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2011 Member Satisfaction Survey

Our program member survey feedback demonstrates that HRU continues to meet the needs of those we serve. In particular, respondents expressed strong satisfaction in many areas including:

MEMBER SATISFACTION



2011 External Satisfaction Survey

PROGRAM/SERVICES EXTERNAL CUSTOMER SATISFACTION



Pyramid Program at Magic Wings Butterfly Conservatory
in South Deerfield

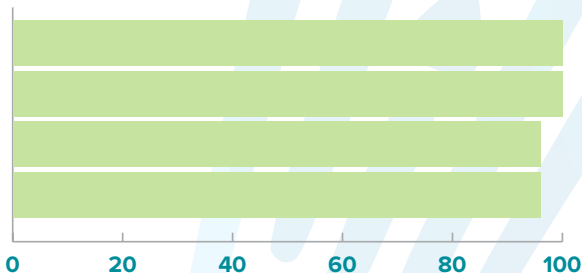


November

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2011 Employer Survey

This survey is sent to all HRU's Employer Partners to assess satisfaction with HRU programs.



100% surveyed believe the employees we place have the correct skills for the position

100% were satisfied with the employment services we provide

96% of employers surveyed said they would recommend us to other employers

96% say that our staff communication is regular, clear and effective

“you supply well trained individuals who are ready to work”

“appropriate placements, great staff support.”

“they are professional staff, find quality associates, provide consistent follow up”

- 1st Notice
- Abbott-Action Inc.
- Acheson Company
- AJ Wright
- American International College
- Ameritech Brands
- Apex Healthcare Services
- Applicisic
- Aramark Campus Services at American International College
- ArchapeX, Inc.
- Architects of Packaging
- Bargain Outlet
- Bassette Printers
- Baystate Health Foundation
- Baystate Medical Center
- Behavioral Health Network
- Big Y World Class Markets
- Bobbo Inc.
- Bread Euphoria
- Carson Inc.
- Caolo & Bieniek Associates, Inc
- Carson Center for Human Services, Inc
- Casils of Knights
- Channing L. Bete Company Inc.
- Chartpack Inc.
- Clinical & Support Options
- Colony Club
- Commonwealth Packaging
- Coolley Dickinson Hospital
- Creative Machining & Molding Corp
- CVS
- Dalton Enterprises
- Denny's Restaurants
- Department of Mental Health
- Department Of Transitional Assistance
- DFS International LTD
- Donnelly Mail
- Dunkin Donuts
- Excel Advertising
- Famous Dave's BBO Restaurants
- Fantazia
- Fiscal Training Solutions
- Friendly's
- Gerena School, Springfield
- Giggle Gardens Childcare Center
- Greater Senior Services
- Greenfield Paper Box
- Hadley Printing
- Harrington Hospital
- Harvey Industries
- Hasbro
- Healthtrax Fitness & Wellness, East Longmeadow
- Helbert Candy
- Highland Valley Elder Services
- Hilton Garden Inn Springfield
- Holiday Inn
- Holiday Inn Express, Westfield
- HR Block
- HRF Fastener Systems Inc.
- HRU Cafe at V's Coffee Corner
- Human Resources Unlimited
- ii Creative Inc.
- ISHD Advertising
- Jarlyn
- Lenox
- Marshall's
- McDonalds
- Meredith Management
- Mex-Italia
- Mount Tom Box Company
- Newman Center
- O'Connell's Convenience Plus
- Old Sturbridge Village
- OMG Inc.
- Papa Gino's
- PEO Management
- Peter Pan
- Price Rite Supermarkets
- Pride Stations & Stores
- PSF, Inc. - Burger King
- Recyclers Extraordinaire
- Red Robin
- Renaissance Specialty Products Inc.
- River Valley Counseling Center
- Rock Tenn CP LLC
- Sheraton Springfield Monarch Place Hotel
- SJ Services
- Socieve, Westfield State College
- Solutia
- Sonicron Systems Corporation
- Southbridge Public Schools
- Southworth Company
- Springfield City Library
- Springfield Jewish Community Center
- Springfield Label & Tape Co.
- Springfield School Department
- Slavovs, Center for Independent Living
- Stop & Shop
- Sturbridge Federated Church
- The MacDuffie School
- The New ADE
- TJ Maxx / TJX Corporation
- Toner Plastics
- Unicorr
- Union News
- Vanguard Realty
- VPI Distribution & Warehousing Inc.
- W.F. Young Co. Inc.
- W.G. Fry Corporation
- Wal-Mart
- Wendy's
- Western Mass Recovery Learning Community
- Westfield Bank
- Westfield BID - Garten, LLC
- Westfield Public Schools
- WF Young
- WGBY Public Television for Western New England
- Whip City Candle Company
- Whole Health Expo
- YMCA of Greater Westfield

ETS at work



December

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HRU Programs

Administrative Offices

120 Maple Street, Suite 400
Springfield, MA 01103
Phone: (413) 781-5359
Fax: (413) 746-3370
www.hru.org

Workforce Alternatives

120 Maple Street, Suite 400
Springfield, MA 01103
Phone: (413) 781-5359 x113
Fax: (413) 746-3370

ETS Career Services

120 Maple Street, Suite 400
Springfield, MA 01103
Telephone: (413) 739-5666
Fax: (413) 746-3370
E-mail: Info-ETSCareerServices@hru.org

ETS Career Services

1 Allen Street
Springfield, MA 01108
Telephone: (413) 746-6801
Fax: (413) 746-6805
E-mail: Info-AllenStreet@hru.org

Custom Packaging

1 Allen Street
Springfield, MA 01108
Telephone: (413) 732-0452
Fax: (413) 732-3181
E-mail: Custpack@hru.org

Pyramid

130 Maple Street
Springfield, MA 01103
Telephone: (413) 736-6591
Fax: (413) 746-0280
E-mail: Info-Pyramid@hru.org

Forum House

55 Broad Street
Westfield, MA 01085
Telephone: (413) 562-5293
Fax: (413) 562-9163
E-mail: Info-ForumHouse@hru.org

Lighthouse

1401 State Street
Springfield, MA 01109
Telephone: 736-8974
Fax: (413) 785-5030
E-mail: Info-Lighthouse@hru.org

Tradewinds

309 Main Street
Southbridge, MA 01550
Telephone: (508) 765-9947
Fax: (508) 764-7208
E-mail: Info-Tradewinds@hru.org

Star Light Center

251 Nonotuck Street
Florence, MA 01060
Telephone: (413) 586-8255
Fax: (413) 586-8311
E-mail: Info-StarLightCenter@hru.org

ACCREDITATION: The International Center for Clubhouse Development (ICCD) has certified HRU's mental health programs. CARF International – The Commission on Accreditation of Rehabilitation Facilities has accredited HRU's community services, employment services, psychosocial rehabilitation and supported living services. The quality review body of the Department of Developmental Disabilities has certified HRU's mental retardation programs. The Department of Medical Assistance has certified Pyramid as a Medicaid program.

FUNDING: Human Resources Unlimited, Inc. is funded in part by the Department of Mental Health and Department of Developmental Disabilities Services, Department of Transitional Assistance, Division of Medical Assistance, The Massachusetts Rehabilitation Commission, Massachusetts Behavioral Health Partnership and HUD McKinney funds.

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