

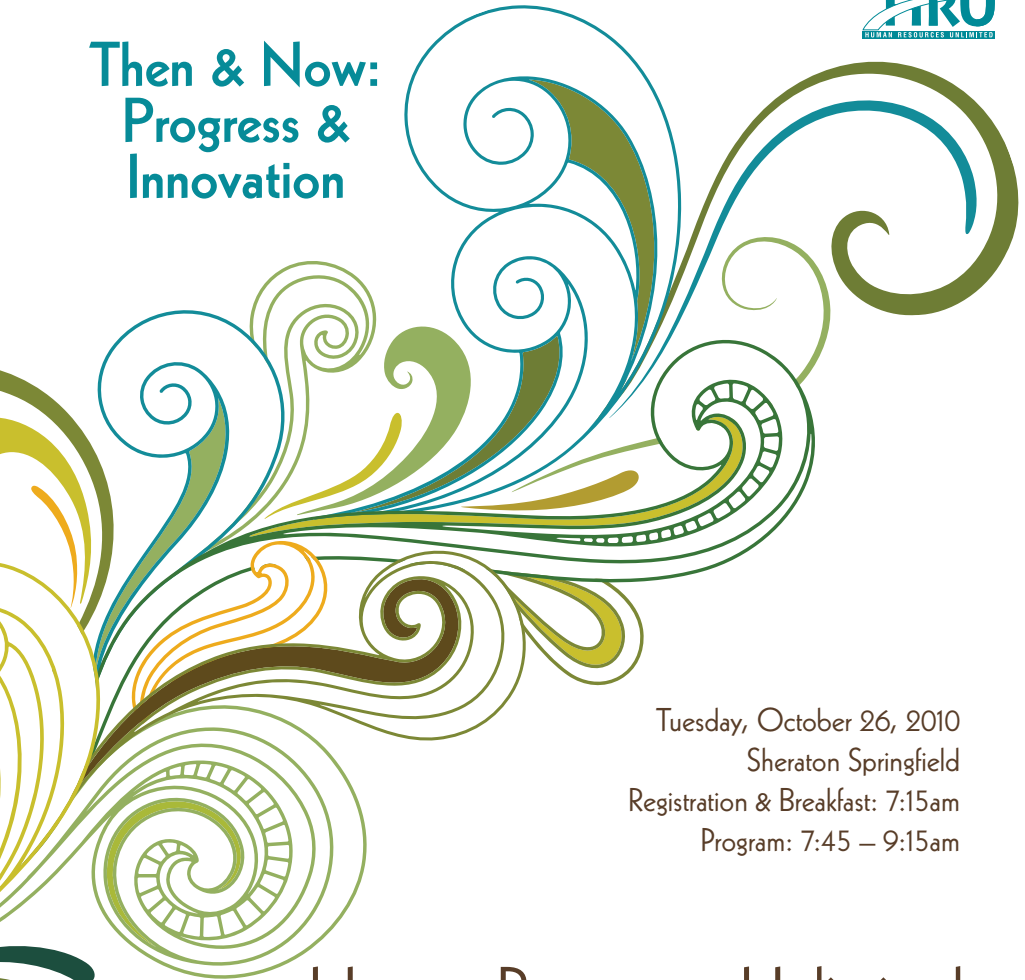


2010 ANNUAL REPORT /
2011 CALENDAR



Then & Now
Progress & Innovation

Then & Now: Progress & Innovation



Tuesday, October 26, 2010
Sheraton Springfield
Registration & Breakfast: 7:15am
Program: 7:45 – 9:15am

Human Resources Unlimited 40th ANNIVERSARY CELEBRATION

with Keynote Speaker Troy Brown, former New England Patriot



Featuring Keynote Speaker Troy Brown,
former New England Patriot

PRESENTED BY FIELD EDDY INSURANCE AND
PIONEER VALLEY FINANCIAL GROUP



Employer of the Year: Westfield Public Schools, Westfield
Rookie of the Year: Cooley Dickinson Hospital, Northampton
Volunteer of the Year: Hector Toledo of Springfield,
Vice President of Retail Operations at Hampden Bank





IN THE LATE 1970'S, Virginia was working at MassMutual Financial Group when she first experienced symptoms of mental illness and was subsequently hospitalized. Unable to return to work, she struggled for the next 8 years. In 1986, Virginia was introduced to a Springfield program called Lighthouse. She understood that in this "clubhouse" she would find support to help her get back to work, develop friendships and get assistance with her mental health and substance abuse issues.

When Virginia first walked into Lighthouse she felt like she finally belonged somewhere. After 8 years of being unable to return to work, Virginia was eager to get a job, but didn't know where to start. Her illness kept



Virginia's Story

her isolated and the thought of work was completely overwhelming. At first, socializing with other members was all she could do, but slowly, she became involved in the work units and, because of the relationships and support she received, found herself building confidence and self-esteem. Virginia returned to work through the Clubhouse's Transitional Employment Program and joined the staff of the American Red Cross. Virginia says that without Lighthouse's support, she would have remained out of work permanently.

REFLECTING BACK ON THE PAST 24 YEARS, VIRGINIA SAYS, "THERE HAVE BEEN MANY UPS AND DOWNS IN MY LIFE, BUT THE ONE CONSTANT AND GOOD THING HAS BEEN LIGHTHOUSE."

Through Lighthouse, she has remained an active and proud member of the workforce, has gone back to school and earned word processing certification from Springfield Technical Community College, and most importantly, maintained strong relationships that have been the key to her recovery. Today, Virginia is a very different person from the one who walked through the doors in 1986. She is happily married and well into her recovery from mental illness, the focus of her work at Lighthouse now is supporting other members as they work to overcome the same obstacles.



JANUARY

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About HRU

HRU Mission

To seek out knowledge and opportunities for the implementation of innovative pre-employment and employment services.

To maximize opportunities for the personal growth and independence of disabled and disadvantaged people.

To provide information and technical resources to businesses, organizations and individuals.

HRU Vision

To provide high quality community rehabilitation for individuals who have disabilities or are otherwise at a disadvantage to access employment, skills training, and community resources. We will excel at creating and supporting employment options that incorporate individual goals and promote full inclusion into the community.

THEN & NOW

1970 Belchertown State School and Northampton State Hospital were the primary residences for the majority of individuals with mental retardation and mental health issues in Western Massachusetts.

2010 HRU assisted 1,419 individuals in moving toward self sufficiency by providing opportunities to increase their vocational and educational skills, find meaningful work and contribute to the community. Additionally, HRU provided housing support to 46 individuals this year.



FEBRUARY

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Board of Directors

Henry Rigali
CHAIRMAN

Timothy Marini
VICE CHAIRMAN

Michael Moriarty
TREASURER

Francis Fitzgerald
SECRETARY

William Marsh

Thomas Bienkowski

Ed Wytrych

Patrick Leary

Charlene Smolkowicz

Joel Morse

Curtis Edgin

Amy Royal

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.

THEN & NOW

1970 HRU was originally founded as Carval Assembly & Packaging and ETS Career Services and served as the vocational training center for residents of Belchertown State School with a mission to assist them in getting real work in businesses in the community.

2010 ETS Career Services and Custom Packaging employed 120 individuals with disabilities in year round positions that enable them to earn fair wages. Today, industry reports consistently rate workers with disabilities as average or above average in performance, attendance and safety.





MARCH

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It is hard to believe HRU is celebrating its 40th year of operation because in many ways it feels like we have just begun. As the number and needs of the disabled and disadvantaged members of our community continue to grow, so are we at HRU. Our origin as the vocational training center for residents of Belchertown State School focused on the development of work skills and employment. We remain committed to our core mission of employment and training but our service delivery mechanism, populations of disability and disadvantaged groups served, and approach to fulfilling our mission have changed dramatically over time and are about to change again.

With the economy still struggling, local employers downsized and were forced to implement hiring freezes. Fewer jobs were available and we struggled to expand new job placement opportunities. Hard times notwithstanding, twelve new civic minded business partners joined HRU and committed

Letter from the Chairman of the Board and the President

to work with us to provide jobs and job training for our members. While pleased with this accomplishment, we are not satisfied, and are constantly on the look out for new and better ways to serve our community. We all know there is more to be done and we at HRU have a sense of urgency to do it. This past year we engaged in a new and cutting edge research and development project, the goal of which is to accelerate job preparation for our members so that they are better prepared to meet employer expectations. With community help, we expect to launch this innovative job readiness program this fall.

In addition to improving our services, we have been working to change our business model to create sustainable, community solutions. To assist us in making this transition, we have created a development office and have begun to diversify our revenue streams. Our 40th anniversary celebration; Then & Now: Progress & Innovation, will be our first major fund raising effort and will begin the shift to a more coordinated, community-based, development culture less dependent on government contracts.

Organizationally we have had a number of milestones this year. Our very first community service program, ETS Career Services, which provides employment for individuals with developmental disabilities, celebrated its 40th birthday. Lighthouse and Tradewinds, two of our vocational rehabilitation clubhouse programs for individuals with mental illness, turned 25 and 20 years of age, respectively, and Pyramid program, our day habilitation program for individuals with developmental disabilities celebrated its 25th anniversary.

We are excited about our accomplishments and the many lives that have been changed by the commitment of dedicated, hard working HRU employees and our community partners. We are honored and privileged to serve our members and the community and as excited about our mission as we were 40 years ago. All of us here at HRU look forward to doing everything we can to fulfill our mission of providing the highest quality vocational and rehabilitation services for individuals with disabilities and other disadvantages for many years to come.



Henry S. Biggle



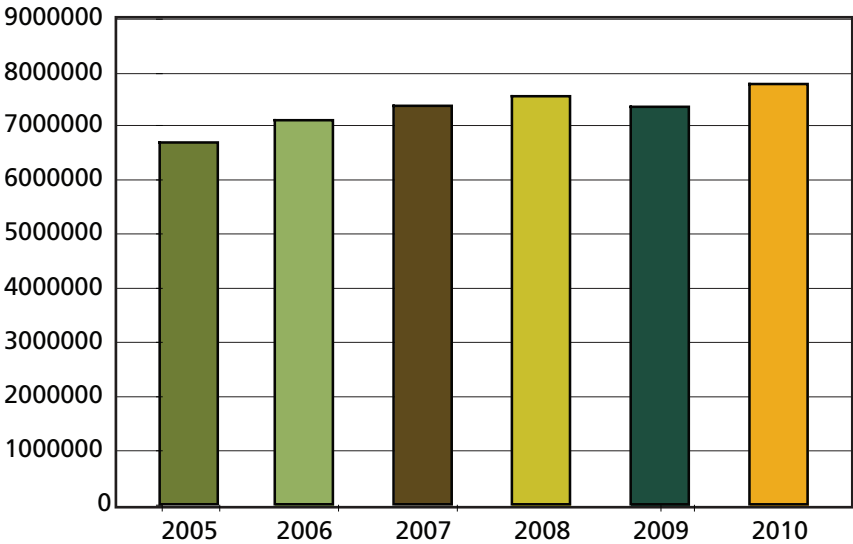


APRIL

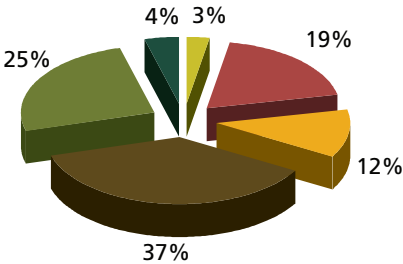
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2010 Financials (unaudited)

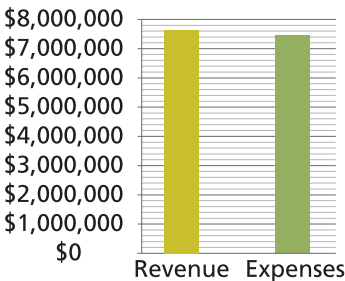
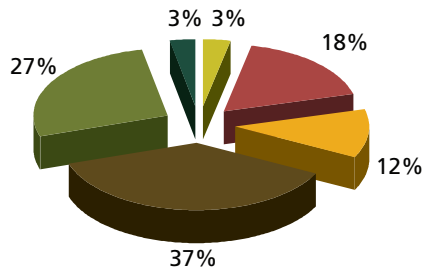
Revenue Growth



Revenue Composition



Expense Composition



- Investments/Other
- Pyramid Day Hab.
- Transportation
- Clubhouse Related
- ETS Employment
- Workforce Alternatives



MAY

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2010 Membership Highlights

During FY2010 HRU served 1,419 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. HRU welcomed 398 new program participants this past year.

HRU also placed and supported 394 individuals in employment this fiscal year.

HRU worked with 122 business partners in providing employment opportunities that enabled individuals with disabilities and disadvantages to increase their self sufficiency and independence.

HRU's 4 vocational rehabilitation clubhouse programs served 155 individuals who were homeless or formerly homeless this past year. The 4 programs supported 46 individuals in our supported housing programs, assisting these individuals in gaining skills for greater independence and autonomy. There were 57 new individuals served and more than 43% of all persons served actively sought employment opportunities through the supports of the clubs.



THEN & NOW

1970 HRU established its first employment partnerships with Architects of Packaging and Commonwealth Packaging in line with our core mission to increase the number and types of employment opportunities for our members.

2010 Today, HRU partners with 122 employers from Southbridge in central Massachusetts and throughout Springfield, Westfield and Florence in western Massachusetts. The vast majority of employer partners report that their workers with disabilities do not require accommodations that cost the company money. For costs that are incurred, most employer partners are eligible for tax credits.



JUNE

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Amy's Story



AMY HAS BEEN AN ACTIVE MEMBER OF THE PYRAMID PROGRAM since February 2004. Over the past several years, Amy has demonstrated many positive changes in her life. Amy's determination and constant drive to be independent has made her a role model for her Pyramid peers. Through recreational activities offered at the program, such as air hockey, basketball, soccer, and games on the Wii, Amy increases her mobility, range

of motion and independence skills. Amy actively assists staff with essential programmatic responsibilities such as distributing daily schedules and delivering inter-office mail. Amy loves to socialize and has learned to express herself effectively through written words. She enjoys frequenting various places throughout the community, including malls, movies, the Big E, and Sturbridge Village. During her personal time, Amy gives back to the community by volunteering and was recently involved in a fund raiser which benefited the Haiti relief fund.



Travis' Story

TRAVIS HAS BEEN A MEMBER OF THE PYRAMID PROGRAM since graduating high school in 2009. Pyramid project has provided Travis with a vast array of social activities that have allowed him to be a part of his community. Travis enjoys going to the mall, local parks, pet therapy, participating in Pyramid's "Coffee Club" and helping HRU become a "green" organization by beginning a recycling initiative at the program which has been quite successful.



Travis also enjoys music therapy where he has the opportunity to sing and play different instruments. Travis stated "Pyramid is my favorite place to be, I like helping people out at Pyramid." Travis' schedule includes providing program tours to visitors and greeting our guests. If you are interested in seeing Pyramid, make sure to ask for Travis who will be happy to be your tour guide.



JULY

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2010 Agency Accomplishments

Human Resources Unlimited was the beneficiary of several grants this past fiscal year which enhanced services for the individuals we serve. These included grants from:

- **The Community Foundation for Star Light Center** entitled "Young Adult Transition into Independent Living"
- **Peoples United Community Foundation** also for Young Adult Transitions into Independent Living, utilized by the agency's four psychosocial rehabilitation programs.
- **Westfield Academy** for Forum House to assist program members with their educational pursuits.
- **United Bank Foundation** for Forum House to assist with creating greater energy efficiencies in their building.

In addition, the agency's programs continued to receive donations from individuals, businesses and supporters including the annual contribution from Forum House's work at the **Glasgow Land's Scottish Festival**.

HRU's **Annual Stakeholders Meeting** was attended by over 100 people representing the community, our Board of Directors, area employers, funders, friends, our members and their families and our employer award winners. This year HRU honored **Hilton Garden Inn Springfield** as our Rookie Employer, **Holiday Inn** as the Employer of the Year, and **Barbara Trant** was awarded the Armand Tourangeau Volunteer of the Year award winner.

Our 4th Annual **"Black and Blue Dodge Ball"** fundraiser was held in November at AllSport Soccer Arena. **GLC 2 of GLC**

Corporation, Hadley, MA took First Place for the adult teams and **Team Fitz** was the first place winner for the kid's teams. Both events were successful in helping HRU raise awareness and funding for the important and valuable services we provide to members.

The **Carmino Longhi Employee of the Year Award** was presented to **Michael Malave, Senior Driver** in our Transportation Department. This award was named in remembrance and honor of Transportation Manager, Carmino Longhi, who passed away in 2007. The award is given to an outstanding HRU employee whose dedication to our mission, fellow employees and members sets him or her apart from their colleagues.

HRU formed the "Green Team" this year with a mission focused on reducing our carbon footprint by developing and evaluating agency wide "green goals" in the areas of recycling, energy consumption, gas consumption, paper utilization and building maintenance.

HRU began a formal relationship with the Center for Human Development providing the employment services for those individuals in their mental health community based flexible support services contracts.

We've hired a director to spearhead our new **development** effort, allowing our programs to gain wider exposure throughout our service area. The department's initial outreach is to encourage supporters to tour programs, to see for themselves the impact our agency has on the people and communities we serve.



AUGUST

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Alisha's Story

IN EARLY 2010, Alisha was tired of job searching and going on interviews that never resulted in a job and despaired of ever getting “somewhere in life.” She longed to be able to tell her kids when she dropped them off at school that “mommy has to go to work.” Coming to the realization that she really wanted to get a job was the first step for Alisha.

Thinking about reasons she may not have been successful in applying for previous jobs, Alisha recognized that she didn't possess the appropriate skills for some jobs. That night she sat down and wrote a list of goals. The first was that she wanted to find a job that would make her happy; where she could use the skills she already possessed. She loved working with and getting to know new people, so she thought a receptionist, office position or something in customer service might be a good fit.

SET YOUR SIGHTS HIGH, REACH FOR THE STARS!

Referred to HRU's Workforce Alternatives program by the Department of Transitional Assistance, Alisha began taking a clerical class. At first, it was difficult to take this new opportunity seriously: she was ashamed that she didn't have the same skill level as others in the group. But the Workforce Alternatives staff, especially Olga, wouldn't let her give up. Alisha found out about an open position at an insurance company and she was really interested but the minimum typing requirement was 25 words per minute. She thought it impossible for her to get her typing speed to that level because she was currently typing only 11 wpm. She wanted that position badly, so with her own positive attitude, Olga's encouragement, and many hours of typing practice, Alisha applied for the position. She typed 26 WPM and got the job!

Even though Alisha is now working and bringing home a truly livable wage, she still receives support and encouragement from Workforce Alternatives staff. Alisha said that the Workforce Alternatives program “helped her realize that she could accomplish a lot.” Now that she has a job and has seen how happy it's made her and her family, she has set her next goal: to go to college and become a pharmacist!



SEPTEMBER

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2010 Program Accomplishments

Lighthouse celebrated its 25th anniversary in style in May, with a dinner dance at the Sheraton Springfield Hotel. This event was attended by over 200 guests and included local and state politicians, family members, former employees, business partners and many past and present program members. Speeches highlighted the success that Lighthouse has experienced in assisting individuals to take control of their lives and become successfully employed, return to school and gain greater independence.

Both Tradewinds and Lighthouse hosted legislative events at their programs this year – Tradewinds held two events where numerous state legislators attended and heard from program members about the importance of the clubhouse in their rehabilitation and recovery. Lighthouse held their event in the spring and received tremendous support from legislators for their programs and services.

The **Mental Health Services** division, in analyzing rates of hospitalizations of program members, determined that 78% of members surveyed reported fewer psychiatric hospitalizations after

becoming a member, from an average of 5 hospitalizations to less than 1 per person per year.

Workforce Alternatives implemented several important training and education components this fiscal year including a GED program, a Direct Care Certificate program, computer classes, ESL classes, and clerical classes. The results from our first ever GED training class were that 100% of individuals who took the test passed and received their GED certificate.

ETS Career Services received a Two-year certification from the Department of Developmental Services Quality Enhancement Division (QUEST).

Transport provided 100% safe delivery days to nearly 200 people per day.

Pyramid solidified their relationship with Springfield College Rehabilitation Department offering 55 college students internships. Members were provided opportunities in a variety of activities to increase their skills and competencies such as pet therapy, music therapy, book club, coffee club and armchair travel.





OCTOBER

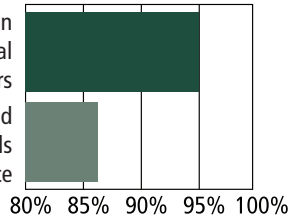
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2010 Satisfaction Survey Results

2010 External Satisfaction Survey

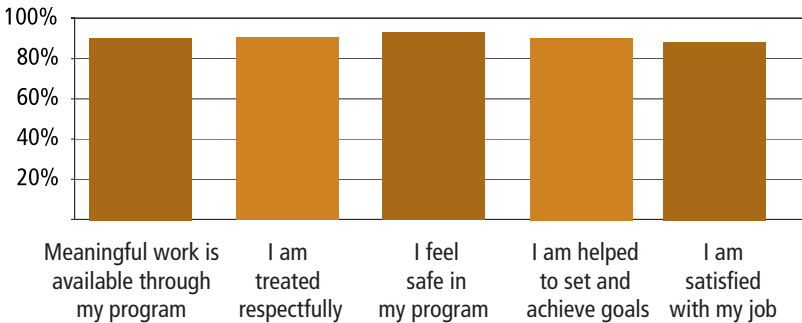
Satisfied or expressed strong satisfaction with how our programs respect individual rights of our program members

Believe that we demonstrate superior and above average service in promoting skills for empowerment and independence



Member Satisfaction Survey

Our program member survey feedback once again demonstrated that our agency is working hard to meet the needs of those we serve. In particular, respondents expressed strong satisfaction in many areas, including:

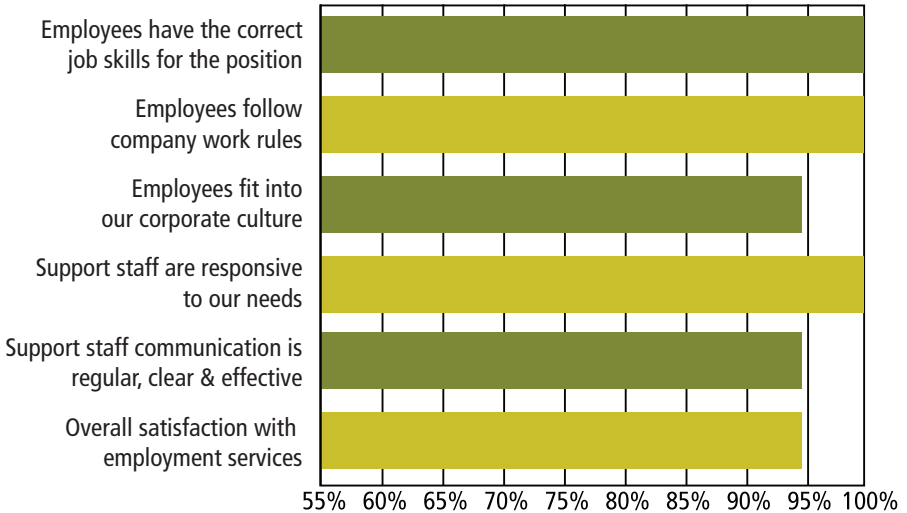




NOVEMBER

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2010 Employer Satisfaction Survey



“Developing life and social skills and work ethics for individuals with disabilities is integral to daily living. Star Light Center offers this to its consumers and helps enrich their lives with this wonderful program.”

“This employment program is a win-win situation for the employer and employee.”

“The employees come to work and give 150%.”
– Stop & Shop

“The biggest benefit to working with HRU is your willingness and ability to find us the right people to work here, to do the job and do it correctly” – McDonald’s Corporation

The employees we find through HRU “like coming to work every day, work hard, and are dedicated and dependable”





DECEMBER

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HRU Programs



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ETS Career Services

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Custpack@hru.org

ACCREDITATION: The International Center for Clubhouse Development (ICCD) has certified HRU's mental health programs. CARE-The Accreditation Commission 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.

Pyramid

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Star Light Center

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HRU photographs by Paul Schnaittacher