



ANNUAL REPORT 2018-19



The Guild
FOR HUMAN SERVICES

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Dear Families and Friends,

By any measure, The Guild for Human Services experienced tremendous growth in 2018-19.

The Guild now serves 140 people with complex special needs, more than ever before. We equipped our classrooms with cutting-edge assistive technology; constructed a 6,400-square-foot, inclusive playground; instituted innovative clinical treatments; provided leadership and professional learning opportunities for nearly 200 staff; added three members to the Board of Trustees; and unveiled our new brand, including an accessible website.

While we are proud of these accomplishments, taken alone, they fail to capture the essence of The Guild. Since our founding, we have measured our performance by the accomplishments of the people we serve: A word spoken, an experience enjoyed, a page read, a skill mastered, a behavior improved, a concept understood or a friendship made.

Every day, we celebrate the moments created by our remarkable educators and compassionate caregivers, who are dedicated to the individuals we support. In 2019-20, we will continue to implement our ambitious three-year strategic plan: *Lead, Support, Connect, Serve, Include*.

Our 2018-19 Annual Report describes The Guild's accomplishments, highlights the achievements of the individuals in our care and showcases the people who provide a sense of belonging to our extraordinary community. Thank you for partnering with us and contributing to these special moments.

Sincerely,

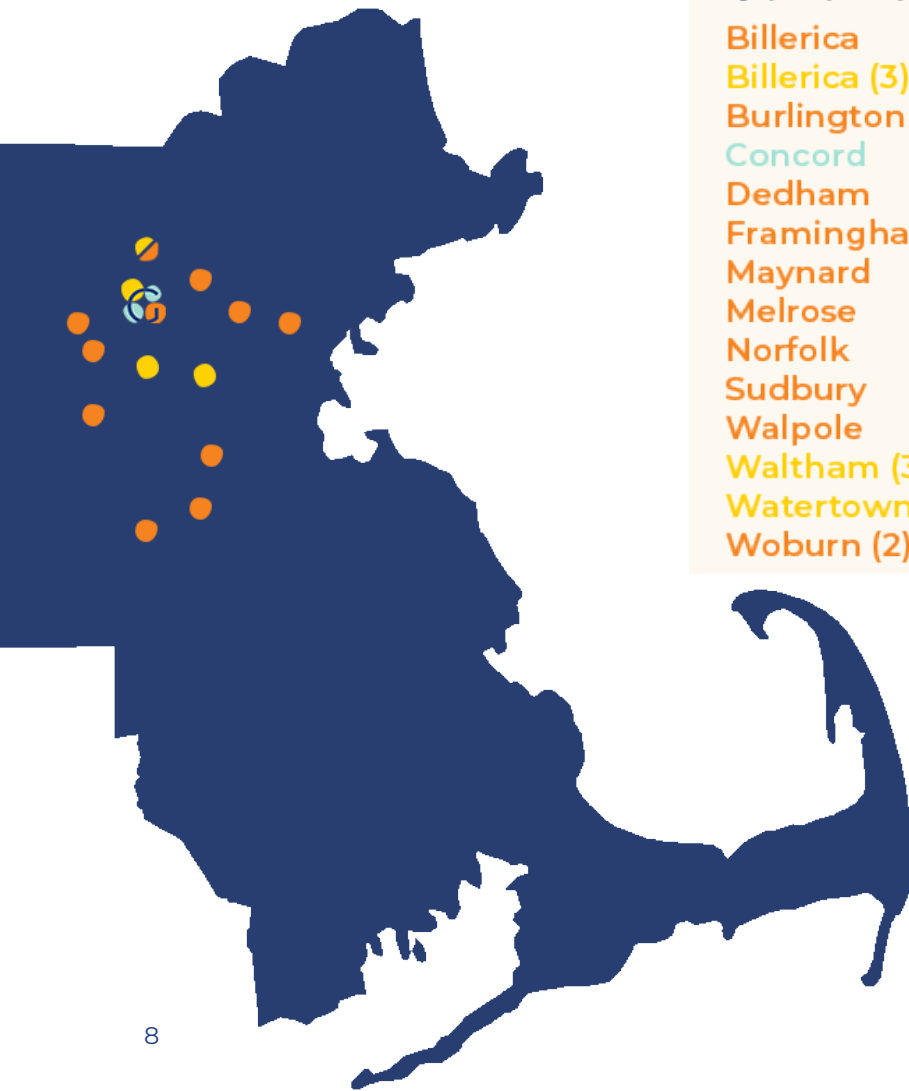
A handwritten signature in white ink that reads "Thomas P. Corcoran".

Thomas P. Corcoran
President, Board of Trustees

A handwritten signature in white ink that reads "Amy C. Sousa".

Amy C. Sousa
Chief Executive Officer

The Guild's mission is to educate, encourage and empower individuals with intellectual disabilities so they may achieve their full potential to lead high-quality lives and participate meaningfully in society.



Guild Locations

Billerica

Billerica (3)

Burlington

Concord

Dedham

Framingham

Maynard

Melrose

Norfolk

Sudbury

Walpole

Waltham (3)

Watertown (2)

Woburn (2)

● Adult Residence

● Headquarters

● Youth Residence

Since its founding nearly 75 years ago, The Guild for Human Services has served the most vulnerable among us. Today's Guild offers a continuum of services for 140 youth and adults with intellectual and developmental disabilities, including autism, and behavioral and mental health challenges. The Guild operates a school in a suburban setting in Concord for 85 students ages 6 to 22; a companion residential program for 65 youth who live in eight homes in nearby communities; and a residential program for 55 adults residing in 11 communities throughout Eastern Massachusetts.

At The Guild, skilled teachers and teaching assistants; talented clinicians and related-service professionals; and compassionate residential staff ensure that every youth and adult served feels part of a special community that empowers them to reach their full potential.

BOARD OF TRUSTEES

Thomas P. Corcoran, President
Michael D. McDonnell, Vice President
Cliff Meijer, Treasurer
Susan L. Connors, Clerk
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Amy O'Doherty
Michelle Peters

SENIOR LEADERSHIP

Amy C. Sousa, Chief Executive Officer
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Michael J. Clontz, Chief Operating Officer
Maureen Costello-Shea, Chief Program Officer
Jennifer Magnuson, Chief Clinical Officer
Ivette Rodriguez, Chief Financial Officer
Annie Willis, Chief Education Officer

Looking back

1952

The Protestant Guild for the Blind incorporates and establishes offices in Boston, seven years after its founding by a group of churches. The early Guild provides religious instruction and reading services to individuals with visual impairments.

The Guild opens the Learning Center for the Multiply Handicapped in Watertown to serve youth with mild to severe intellectual disabilities.

1971

2014

The Guild establishes an Adult Residential Program for individuals who have reached their 22nd birthday, expanding the organization's capacity to serve people across the life span.

After nearly 30 years at Waverley Oaks Road in Waltham, The Guild moves to a new, significantly larger home in Concord.

2016

2019 Accomplishments

- The Guild opens the 6,400-square-foot, fully accessible **Belmont Savings Bank Foundation Playground**.

- **The Speech and Language Department** presents the findings of a research study, which examined a method to train teachers and aides as “**communications partners,**” at the American Speech and Hearing Association Convention.

- The student-run **Coffee Shop** begins serving beverages and baked goods.

- The Guild’s multidisciplinary team continues to improve safety, incident tracking and reporting mechanisms. As a result, **restraints decrease 29%**.

- The Guild expands its **Adult Residential Program by 15%** and opens an 11th house in Woburn.

- The Guild **adds 60 staff** to enhance services and support the expanded needs of the individuals served.

- The Guild refreshes its visual presence by unveiling a new website (GuildHumanServices.org) and logo. The website meets the highest level of Americans with Disabilities Act (ADA) compliance.

- The Guild School equips classrooms with **leading-edge assistive technology** to improve functional abilities and enhance access to dynamic content.









AT BURLINGTON HOUSE, IT'S A FAMILY AFFAIR

It doesn't take long for a visitor to Burlington House to recognize that the residents of the home on the hill have formed a special community.

On one evening, perpetual prankster Lukas spots housemate Melissa's new glasses on the dinner table while she is out of the room. He jokingly decides to put on the ill-fitting spectacles. Melissa returns, Lukas grins broadly and cries out, "Gotcha!" The housemates and staff share a laugh: Lukas has struck again.

Opened in May 2014 as The Guild's first adult residence, **Burlington House exudes a warm, supportive environment** in which its five residents – four of whom attended The Guild School together – care about one another's well-being. The experienced staff is dedicated to each individual's personal development.

“They're not just roommates, they are longtime friends,” reports Bob Pelletier, Melissa's father. **“It feels like a family.”**

When Melissa was restricted to the couch as she recovered from eye surgery, Lukas and Tyler ensured she was comfortable and had what she needed. When Shirin's mom picked her up for dinner one evening, Gabe wondered aloud where his friend had gone.

The parents credit the staff, led by residential manager Gina Germeil, who has worked at the house for more than five years, for creating an environment in which their children can thrive and for imbuing a sense of belonging.

“The care provided is very professional and attentive to my son's needs,” says Jen Young, Tyler's mother. **“The staff are the unsung heroes.”**

“
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like a family.

Bob Pelletier

Parent of Burlington House resident

FROM A YOUNG AGE, NIN CHAN WANTED TO MAKE A DIFFERENCE

Even when she was just 5 or 6 years old, Nin Chan displayed the extraordinary compassion, enduring patience and cheerful disposition that has made her a standout in the field of human services.

Chan recalls her kindergarten schooling in Lowell when a classmate was not readily accepted by most of her peers because she had a disability and had difficulty speaking.

“I was always the first one to grab her hand and say, ‘I’ll be your partner,’” she remembers. **“From then on, I realized that the smallest gesture could make a difference in somebody’s life.”**

“

I feel like I’m helping assist individuals be more productive and enjoy their lives more. It’s very satisfying work.

Nin Chan

Billerica House lead residential assistant



Since joining The Guild for Human Services in August 2015, the lead residential assistant at the Billerica House has been making a difference in the lives of the house's five adult residents. In her four years, Chan has forged strong relationships with all of the individuals in the home.

To establish a positive tone to open each day, Chan welcomes every resident with an enthusiastic, customized greeting. In response, they might smile, hum a tune or even dance with her. The adults have come to trust Chan and treat her as a family member.

Chan enjoys helping the residents participate in activities – taking walks and hikes, visiting area parks and

community centers, going shopping, and eating at local restaurants – that connect them to Billerica and its citizens. Each adult's Independent Support Plan specifies the number of Community Engagement activities they are expected to complete.

Chan finds her work at The Guild to be deeply rewarding. **"It is difficult at times, but when our residents' days go well, you really feel like you've achieved something,"** Chan says. "I feel like I'm helping assist individuals be more productive and enjoy their lives more. It's very satisfying work."



DURING MUSIC THERAPY, STUDENTS IN TUNE WITH EACH OTHER

For Julie Finke, collectively creating beautiful music has nothing at all to do with the quality of the sound.

“Music therapy combines clinical interventions and the creative process of making music,” Julie explains. **“Although it can look very similar to a traditional music class, I’m thinking very intentionally about the non-musical skills and benefits of music rather than making the best-sounding product.”**

During Julie’s sessions, students enjoy playing instruments (drums are

a particular favorite), singing along, swaying in their chairs or listening alongside others. Sessions are held either in The Guild's well-equipped music room or in the classroom. Julie also conducts one-on-one music therapy sessions.

Julie is part of The Guild's clinical team, which uses a variety of strategies to improve students' behavioral, emotional and interpersonal skills. The team also includes Board Certified Behavior Analysts (BCBAs), behavior clinicians/specialists, social workers,

psychologists and other mental-health professionals.

During one memorable session, Julie asked the class to customize the words to the Romantics' song "What I Like About You" to reflect what they liked about a classmate.

"When one of their peers sang about them, they were beaming," Julie says. **"It was really sweet to see how much they care about each other."**

“

When one of their peers sang about them, they were beaming. It was really sweet to see how much they care about each other.

Julie Finke
Music therapist

YOUNG DOCTOR INSPIRED BY HIS SISTER AT THE GUILD SCHOOL

Although Kaitlyn Tarr may not realize it, she has long served as an inspiration to her beloved big brother, “Mikey.”

The 21-year-old Guild School student contributed to Michael’s decision to pursue a career in medicine, shaped his positive outlook and taught him to be grateful for what he has.

“Who I am and where I’ve gone in my life is because of my relationship with Kaitlyn and what she has taught me,” says Michael, 29, an emergency medicine resident who works at three hospitals in the Bronx. **“From her, I learned to enjoy every day and not take for granted what I have and what my abilities are.”**

The second oldest of Norman and Sue Tarr’s four children, Michael and older

“

Who I am and where I’ve gone in my life is because of my relationship with Kaitlyn and what she has taught me.

Michael Tarr

Brother of Guild student Kaitlyn



sister Becky, 32, spent many a summer day taking care of Kaitlyn and Elizabeth, 23, at a camp in New Hampshire. Michael fondly recalls the older siblings bringing the younger girls to the beach to swim and play in the sand.

While Kaitlyn could occasionally be difficult, she was easy to cheer up and had a generally pleasant demeanor. Her positive attitude affected her brother.

“You can look at life any way you want,” he says. **“It’s not hard to be miserable if you want to be, but if you focus on the enjoyable aspects, it’s easy to be happy.”**

Influenced by Kaitlyn, Michael originally wanted to pursue a career as a physical

therapist working with children with special needs. He enrolled in Quinnipiac University’s six-year doctoral program for aspiring physical therapists, but later switched his focus to medicine and enrolled at New York Medical College. He retained his interest in people with special needs.

“Throughout medical school and throughout my residency, I have been heavily involved in advocating for people with special needs and how providers can improve the quality of care that individuals with intellectual disabilities receive,” he says.

Clearly, Kaitlyn would be proud of “Mikey,” just as he is proud of her.



FOR CLASSROOM LEADER, DAY FULL OF ‘TEACHABLE’ MOMENTS

For the 12 years he worked for and later helped manage an after-school program in Boston, Andrew Kilgore fielded one question with great regularity.

“You are so good with the kids, why don’t you become a teacher?” parents and colleagues would frequently ask him.

“I don’t know – maybe someday,” the Boston University graduate typically answered.

“Someday” came in 2014 as Andrew took the first step to becoming a teacher when he simultaneously joined The Guild and enrolled in a program to obtain his master’s degree in education through a partnership with Bay Path University.

After stints as a job coach and teaching assistant at The Guild School, Andrew has served as a teacher for the last two years. He and his three teaching assistants work with a group of five students ages 17 and 18 in a classroom focused on developing the students' expressive and receptive language skills.

For Andrew, many of his most memorable moments as a teacher come when students show progress: trying new activities, connecting with a fellow student, pointing out a favorite song on an iPad or finding new ways to use classroom materials to construct objects.

“I get great satisfaction from helping my students engage with their surroundings in a meaningful way,” he says.

Looking back, Andrew is grateful that his former colleagues and parents at the after-school program in Boston encouraged him to pursue a teaching career. He finds his work at The Guild to be personally fulfilling and extremely meaningful.

“At the end of each day, I feel emotionally and physically exhausted, but I know what I did mattered,” he says. **“I know that all of that effort I expended made a difference in someone else’s life. It’s a tremendous feeling.”**

“
At the end of each
day, I feel emotionally
and physically exhausted,
but I know what
I did mattered.

Andrew Kilgore
Guild School teacher

This year, nearly 150 donors and businesses made our work possible. We are deeply grateful to these benefactors and our collaborative partners for their support of The Guild in 2018-19.

INDIVIDUALS (Includes gifts in-kind)

Deanna and Robert Asselin	Boris Fomo	Thomas and Mary Nolan
Glenn and Lynne Autorino	David Frank	Pam Nourse
Angela Avellani-Oddi	Sara Frost	Kevin and Sara O'Connor
Murat and Jaleh Azizoglu	Howard Giller	Amy O'Doherty
Steven Belec	Faye Ginsberg	Holly and Christopher Perkins
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Thomas and Maureen Corcoran	Joseph Jianos	Amy C. Sousa and Eric Horton
Cheryle Coren	Katie Johnson	Raymond Spinola
Mary Corsaro	Muyani Kasune	Ed Sullivan
Maureen Costello-Shea	Heidi Kenny	Sullivan Family
Darlene and William Coughlin	Johanne Kieffer	Norman and Susan Tarr
Deborah and Brian Daigle	Bond Koga	Anna Thorpe
Kathleen and Nicholas DeMattie	Keisuke and Shiei Kuida	Thanh Tran and Baonhu Le
Claudia de Piante Vicin	Kathy Lewiecki	Mary Tremblay and Susan Krieger
Maureen Doe	Samuel Lipman	George Verghese and Ann Kaidath
Margaret Doherty	James Littlefield	Louis and Denise Vigliotti
Frank and Colleen Duffy	Jen Magnuson	Gregory and Tara Waldron
Marc Emmerich	Carol and Lawrence Mammoli	Erik Wallin
Thomas and Lucy Erhard	Perry Maresca	Stephen and Carol Webber
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Nicholas Estrada	Joseph McConville	William Wemer
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Lawrence Firment	Michael McDonnell	Ilana Wilcox
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John Flannery	Kwagala Sheila Namugenyi	Robert and Anne Young
Marty and Suanne Flax	David and Susan Nathan	Jennifer Young
	Florence Nathan	Elina Yung and William Chan
	Tho Nghiem and Holly Ann Constant	

BUSINESSES AND ORGANIZATIONS

AmazonSmile	Jan's Janitorial
Belmont Savings Bank Foundation	JR's Landscaping & Sons
Benevity Fund	J.W. Lopes LLC
Discovery Museum	Main Street Massachusetts/Lowell Spinners
etranslations	Massachusetts Administrators for Special Education
Finder's Keepers	MDCOM
Galante All Season Landscaping	PayPal Giving Fund
GE Foundation	Prime Buchholz
Goulston & Storrs PC	San Marino Landscaping
Hingham Congregational Church	Super Flash T-Shirts

SCHOOL DISTRICTS

Acton-Boxborough Regional	Lawrence	Pembroke
Arlington	Leominster	Revere
Bedford	Lexington	Rockport
Beverly	Lincoln-Sudbury Regional	Salem
Boston	Lowell	Sharon
Brockton	Lynn	Somerville
Brookline	Lynnfield	Spencer-East Brookfield Regional
Burlington	Malden	Springfield
Cambridge	Masconomet Regional	Stoneham
Dedham	Maynard	Waltham
Dennis-Yarmouth Regional	Methuen	Watertown
Fall River	Natick	Westfield
Framingham	Newton	West Hartford (CT)
Franklin	North Andover	Weymouth
Hingham	Northborough-Southborough Regional	Woburn
Holbrook	North Middlesex Regional	
Holliston	Peabody	

STATE AGENCIES

Massachusetts Commission for the Blind
Massachusetts Department of Children & Families
Massachusetts Department of Developmental Services
Massachusetts Department of Early Education and Care
Massachusetts Department of Elementary and
Secondary Education
Massachusetts Department of Mental Health

COMMUNITY PARTNERS

Association of Developmental Disabilities Providers
Artists for Humanity
Belmont/Watertown S.P.O.R.T.
Gaining Ground
International Institute of New England
Karma Coffee
maaps
North Suburban YMCA (Woburn)
Revival Café + Kitchen
Waverley Oaks Athletic Club

We make every effort to list donors and partners accurately. If we left you out or listed you incorrectly, we apologize and hope you will let us know. Please contact us at admin@guildhumanservices.org.

FINANCIALS

Statement of Financial Position

ASSETS

Cash	\$1,667,358
Accounts Receivables	1,547,307
Investments	14,222,815
Prepaid Expenses	204,827
Property & Equipment	23,169,160
Other Assets	676,862
Total Assets	\$41,488,329

LIABILITIES & NET ASSETS

Accounts Payables	\$362,835
Accrued Expenses	1,659,414
Deferred Revenue	2,354
Debt	3,499,761
Long-Term Liabilities	16,413,607
Total Liabilities	\$21,937,971

NET ASSETS

Without Donor Restrictions	\$18,904,063
With Donor Restrictions	646,295
Total Net Assets	19,550,358
Total Net Liabilities and Net Assets	\$41,488,329

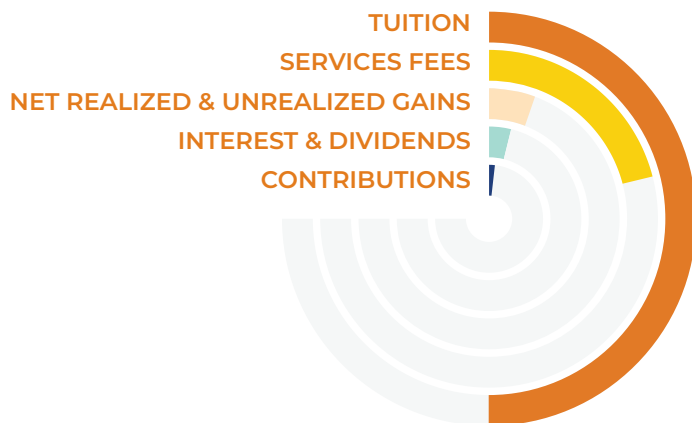
Statement of Activities

REVENUE

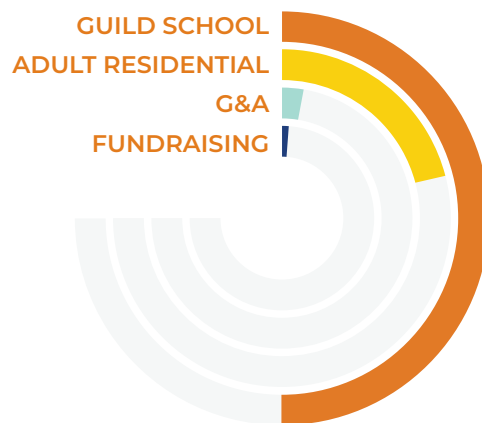
Tuition	\$20,439,103
Services Fees	8,111,813
Contributions	106,648
Interest & Dividends	225,752
Net Realized & Unrealized Gains	484,450
Other	219,845
Total Revenue	\$29,587,611

EXPENSES

Guild School	\$19,371,097
Adult Residential	8,541,240
G&A	1,665,718
Fundraising	93,193
Total Expenses	\$29,671,248



Total Revenue
\$29,587,611



Total Expenses
\$29,671,248

Guild at a Glance



500+

INDIVIDUALS
WORK AT THE
GUILD



103%

PAGE-VIEW INCREASE
ON THE GUILD'S
NEW WEBSITE



49

SCHOOL DISTRICTS
REPRESENTED AT
THE GUILD SCHOOL



55

ADULTS LIVING IN
COMMUNITY-BASED
RESIDENCES



90

GUILD
SUPERVISORS
TRAINED ON
EVIDENCE-BASED
YALE SUPERVISION
MODEL



94%

OF THE
PARENTS/GUARDIANS
OF THE GUILD'S ADULT
RESIDENTS REPORT
THEIR FAMILY MEMBER
IS HAPPY WHERE
S/HE IS LIVING



3

COMMUNITY WORK
PARTNERS: GAINING
GROUND ORGANIC
FARM, REVIVAL
CAFÉ + KITCHEN AND
WAVERLEY OAKS
ATHLETIC CLUB



96%

OF GUILD STAFF
FEEL THAT THEY
CONTRIBUTE TO THE
ORGANIZATION'S
CULTURE OF
EXCELLENCE

Service Milestones

10 YEARS OR MORE

Matthew Carmichael
Michelet Deye
Mary Jane Jacobs
Joelle Keuchkarian
Kelly Lahiff
Mark Leonard
Sylvester Nsama
Junior Paris
Norman Rutinwa
James Serunjogi
Molly Weiner
Tiffany Wyatt

15 YEARS OR MORE

Edmund Barry
Nerline Desjardins
Patrick Joseph
Jo Anne "Jodi" Mangini
Carl Mardy
Sheila Masciari
Kimberly Saad

20 YEARS OR MORE

Aise Calixte
Eunice Demezier
Karma Flanagan
Pierre Marseille
Jean Robert Renois
Adam Tillman

25 YEARS OR MORE

Richard Asztalos



The Guild
FOR HUMAN SERVICES

521 Virginia Road, Concord, MA 01742
GuildHumanServices.org

Connect with us:



[@GuildHumanServices](https://www.instagram.com/GuildHumanServices)

Subscribe to our e-newsletter at GuildHumanServices.org/sign-up.

Rendering of Guild logo created by students.