

20  
20



**incompass**  
HUMAN SERVICES

# Annual Report



"A Year of Firsts"



# 2020 Year in Review

## What. A. Year.

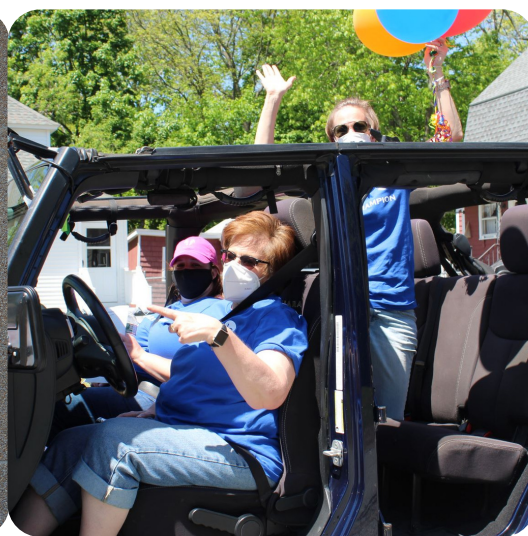
We started the year as LifeLinks CLASS, and ended it as Incompass Human Services. We came into the year as a merged entity still coming together and ended it with a Care Champion culture statement created by our staff.

Down the road, the year 2020 will undoubtedly be defined by the COVID-19 pandemic. But we prefer to think of it as a year of firsts!

We launched our first virtual programs. We received our first innovation award. We took part in the first “Care Champions Caravan.” We broke ground on our first group home for people with acquired brain injuries. We streamed our first podcast. We’re also pretty sure we are the first agency to use a pool noodle as a social distance marker.

Oh, and did I mention it was the year we first introduced ourselves as “Incompass Human Services?”

We challenged ourselves to overcome adversity to ensure we were there for the people and families who need us. And we proved along the way that our open hearts really do open doors for the people we support.





# INNOVATION & PROGRAMS

## Received ADDP's "Innovation Collaboration Award"

for our Strive2Thrive Innovation Pilot Program that targets the ASD without ID population and was recognized by the Commonwealth of Massachusetts DDS Northeast Region.



**Launched our first bilingual online virtual event calendar in April,** and by the end of the year had run over 1,000 virtual programs and events for individuals and families.

**Hired a new Director of Day Services** to oversee all day programs at Chelmsford and Lawrence, unifying this important function.

**Secured CARF accreditation for our AFC program and day programs in Chelmsford and Lawrence** with a glowing review of our operations.



**Announced plans to open an acquired brain injury residence in 2021,** the first of its kind in our service portfolio.



# CARE CHAMPION CULTURE

**Announced our new Care Champions culture statement:**



*Inclusive. Innovative. Open-Hearted. We are Care Champions.  
A team of adaptable, collaborative, diverse, mission-driven individuals  
with a passion for purposeful innovation and service excellence.  
Our community commits itself to being inclusive and welcoming as  
we put the whole person at the center of everything we do.*



**Participated in the first-ever “Care Champions Caravan”**

mobile show of appreciation to the front-line staff who worked throughout the COVID-19 pandemic under incredibly challenging circumstances.

**Honored nearly 50 members of the staff as Care Champions of the Week”**

after being nominated by their managers.

**Distributed new Incompass Human Services Care Champion promotional items**

to all staff, group home residents and day program participants.

**Collaborated with area colleges and universities**

including Merrimack College, UMass Lowell, and Northern Essex Community College to engage students in our work inside and outside the classroom.





# CARE CHAMPION CULTURE





# STRATEGY

## Distributed the agency's new 2020-2023 strategic plan

as part of the Incompass 2030 vision to grow our portfolio of services and expand our geographic reach to provide comprehensive and life-long supports to the people we serve at every stage of their lives.



## INCOMPASS HUMAN SERVICES

FY2021 - FY2023  
STRATEGIC PLAN

---

*“innovating to help the most  
vulnerable thrive...”*

4 Omni Way  
Chelmsford, MA 01824  
info@incompasshs.org





# PANDEMIC RESPONSE

## Formed the COVID-19 task force

that immediately began putting new protocols in place focusing on the health and safety of our Care Champions and the people we support.

## Launched the #ForEachOther campaign

rooted in shared responsibility of CDC guidelines to prevent the spread of coronavirus.

## Created new virtual programming and telehealth supports

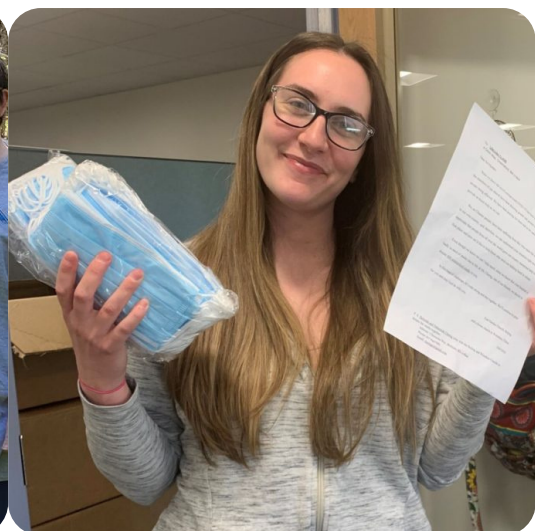
for day program participants and families and caregivers.

## Received a federal PPP loan

to cover the enhanced costs of PPE, staff overtime, and cleaning as part of our COVID-19 plan.

## Secured volumes of PPE and cleaning supplies

and distributed stock to other human services agencies in the area.





# PANDEMIC RESPONSE



#ForEachOther







# FACILITIES & GROUP HOMES

**Opened our 17th group home** after completing construction on our newest residence in Tyngsboro.



**Broke ground on three new group homes in our region** that will bring our number of homes in operation to 19 in 2021.

**Completed the “Incompass Human Services” signage installation on our core facilities** in Chelmsford and Lawrence.

**Built a new virtual program studio space** at our facility in Lawrence.





# FACILITIES & GROUP HOMES





# BRANDING AND COMMUNICATIONS

## Announced the new Incompass Human Services brand

at a special outdoor launch ceremony at Omni Way attended by individuals, families, community members, and state officials.

## Created the “With Open Hearts We Open Doors”

marketing campaign to promote the new brand to the community of stakeholders.



## Launched a new website and created new communication vehicles

to engage the community in our work including the weekly Care Champion Bulletin and the "All Incompassing Minute" podcast.

## Featured in print and online media

in the *Washington Post*, *Vox*, *Lowell Sun*, *Provider*, and *The Advocate*.





# FUNDRAISING

**Secured 20 contributions of \$1,000 or more** from individual donors, foundations, and corporations including:

- Digital Federal Credit Union
- New Balance Foundation
- Greater Lowell Community Foundation
- Eastern Bank Foundation

**Raised more than \$20,000 for families** as part of our "Adopt-a-Family" fundraiser in December.



**Participated in our first virtual silent auction** raising \$3,000 from members of the community.





# FY20 FINANCIAL STATEMENT

**Incompass Human Services**  
**Comparative Statements of Financial Position**  
(thousands of dollars)

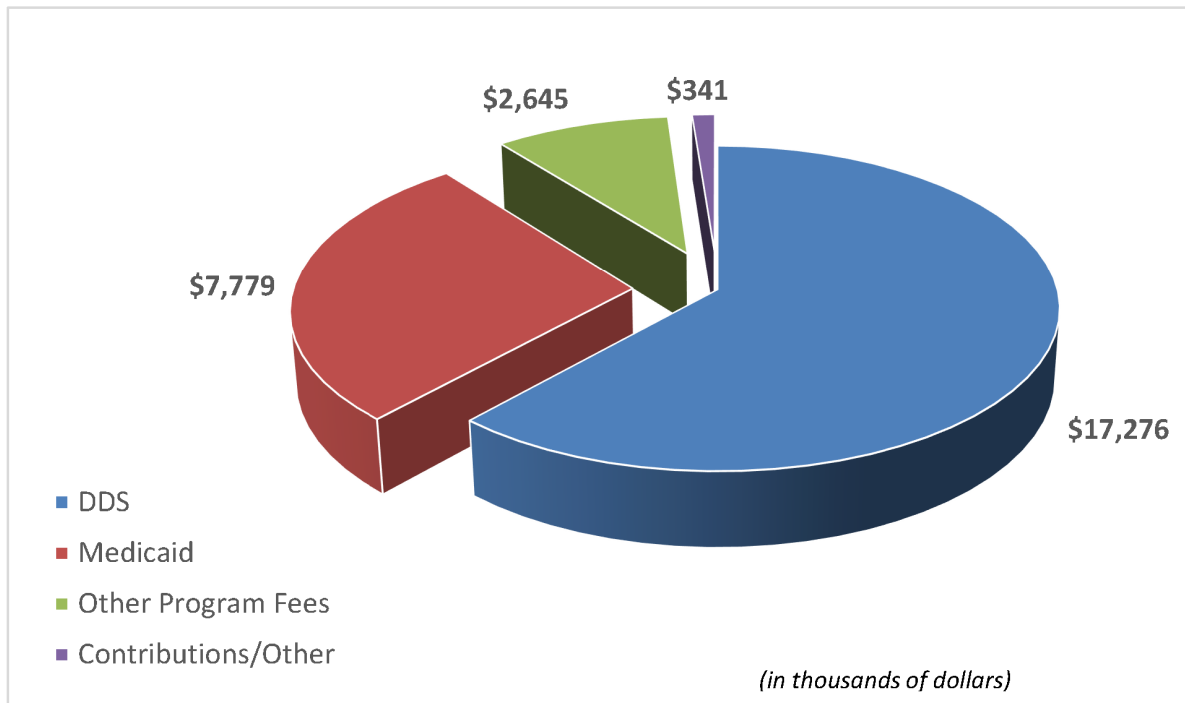
	as of 6/30/20	as of 6/30/19	Change
<b>Assets</b>			
Current Assets			
Cash and Equivalents	\$3,156	\$9	\$3,147
Account Receivable	2,582	1,641	941
Other Current Assets	405	204	201
<b>Total Current Assets</b>	<b>6,143</b>	<b>1,854</b>	<b>4,289</b>
Fixed Assets, net	10,073	5,216	4,857
Investments	2,391	2,316	75
Other Assets	253	231	22
<b>Total Assets</b>	<b>\$18,860</b>	<b>\$9,617</b>	<b>\$9,243</b>
<b>Liabilities &amp; Net Assets</b>			
Current Liabilities			
Accounts Payable	\$398	\$278	\$120
Current Portion of Long-Term Debt	334	107	227
Other Current Liabilities	1,577	1,540	37
<b>Total Current Liabilities</b>	<b>2,309</b>	<b>1,925</b>	<b>384</b>
Long-Term Debt	11,894	4,394	7,500
<b>Total Liabilities</b>	<b>14,203</b>	<b>6,319</b>	<b>7,884</b>
Net Assets	4,657	3,298	1,359
<b>Total Liabilities &amp; Net Assets</b>	<b>\$18,860</b>	<b>\$9,617</b>	<b>\$9,243</b>

**Incompass Human Services**  
**Comparative Statements of Activities**  
(thousands of dollars)

	FY2020	FY2019	Change
<b>Revenue</b>	<b>\$28,041</b>	<b>\$16,386</b>	<b>\$11,655</b>
<b>Expenses</b>			
Salaries and Related Costs	20,382	12,516	7,866
Occupancy Costs	3,053	1,906	1,147
Transportation Costs	600	201	399
Program Costs	3,790	2,322	1,468
Management and Admin. Costs	1,287	581	706
<b>Total Expense</b>	<b>29,112</b>	<b>17,526</b>	<b>11,586</b>
<b>Operating Surplus/(Deficit)</b>	<b>(1,071)</b>	<b>(1,140)</b>	<b>69</b>
<b>Non Operating Revenue/(Expense)</b>	<b>411</b>	<b>579</b>	<b>(168)</b>
<b>Net Surplus/(Deficit)</b>	<b>(\$660)</b>	<b>(\$561)</b>	<b>(\$99)</b>



# FY20 REVENUE BREAKDOWN



DDS	17,276
Medicaid	7,779
Other Program Fees	2,645
Contributions/Other	341



# WHAT'S NEXT?

## On the horizon

What does 2021 hold for Incompass Human Services? We've proven we can adapt. We've proven we can collaborate. We've proven we can innovate.

But most importantly, we've proven we will be there for the people we support even under the most challenging circumstances. And with that mindset, the sky is the limit.



The way we rose to the challenge this year - and dusted ourselves off every time we were knocked down - tells me something about Incompass Care Champions.



-Jean Phelps, CEO



# incompass

HUMAN SERVICES

With open hearts we open doors



[incompasshs.org](http://incompasshs.org)

4 Omni Way | Chelmsford, MA 01824

