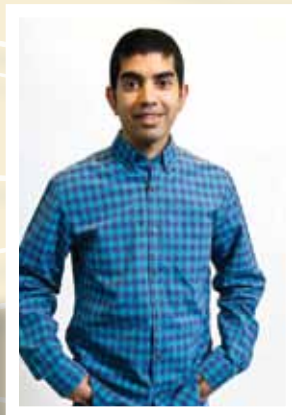


# ADVOCATES

First, we listen ...



Celebrating  
**35**  
YEARS OF CARING

## 2010 ANNUAL REPORT

**Advocates' mission** is to help people achieve their hopes and dreams within the fabric of their communities. We partner with people with disabilities, elders and those with other challenges to overcome personal obstacles and societal barriers so that they can obtain and keep homes, engage in work and other meaningful activities and sustain satisfying relationships. We work to inspire communities to create opportunities for contribution and participation by all.

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Dear Friends,

In 1975, six families founded a coffee shop to be run for and by the patients of Westborough State Hospital. That was the beginning of Advocates. While our organization has since grown exponentially—in 2010 more than 1,200 staff members served over 20,000 individuals—our vision hasn't wavered: helping people with disabilities and life challenges carve out a meaningful place in the community, from finding jobs and homes to maintaining satisfying relationships.

Last year marked our 35th anniversary. While we've cast our net much wider over the past three decades to serve individuals and families facing a diverse range of life challenges, we remain committed to our founding vision. With the right supports, we know that all people can live meaningful lives of their own design in the community.

Just what that vision looks like is as varied and unique as the thousands of people we've supported over these 35 years. More than any numbers or data, the success of our work can only truly be measured by the stories of those we work with each day: the goals met, the dreams fulfilled and the challenges overcome.

Francis Albrecht has not only moved from a group home into his own place after Advocates helped him overcome challenges stemming from auditory hallucinations, but he's also back in the work force and looking forward to getting married. When complications from multiple brain surgeries left him unable to continue work as a graphic artist, Juan Lucero worked with Advocates to tap into his determined work ethic and affable personality and succeed in a competitive job with a car rental agency.

As Advocates has grown, we've come to understand that each relationship with the individuals and families we support is a partnership and that our mission is best accomplished when the individuals we serve are charting their own course and driving their own decisions. Take Megan Rasbold-Gabbard, a young woman who was born with cerebral palsy and is legally blind. Advocates staff has forged a unique partnership with Megan and her family that allows them to drive all the decisions regarding her support.

We continue to hire more people with lived experience to bring their critical perspectives into our programs. Through the Ayer-Concord Drug Court program, Chelcee Agraz, the proud mother of two, won her battle with heroin addiction; now she wants to give others the kind of support she received by taking on the role of a peer specialist for the program.

In the following pages, you'll read the stories of Francis, Juan, Megan, Chelcee and others. You'll learn about our staff's dedication to giving clients the tools to thrive and grow. And, you'll see how our funders, donors and partners are integral to furthering our mission.

I think I've got the best job in the world. Every day, I get to see people involved in heroic struggles succeeding in life. It's an inspiring vantage point. Through the ensuing stories, we hope to give you a glimpse of the successes that happen here each day of the year.

Sincerely,

Bill Taylor



“[Advocates has] shown me I can get through things in my life that are difficult.”

FRANCIS ALBRECHT

## RESIDENTIAL Services

In 1979, Advocates launched what would become a comprehensive network of community based services with a single group home for adults in mental health recovery on Frederick Street in Framingham. Thirty years later, residential services remain at the heart of Advocates’ mission. In 2010, Advocates helped over 1,000 individuals with disabilities and other challenges to live successfully in homes in their communities. From that first group home in Framingham, residential supports have grown and evolved to include group homes that provide around-the-clock support; supported living in which individuals live on their own and receive outreach services; Shared Living and Adult Foster Care programs where individuals live with community members or family members in their homes; and family-centered partnerships designed to meet families’ unique needs and wishes.

*Your support makes these stories possible.*

**Thanks to our donors and Residential Services funding partners:**

- Community Economic Development and Assistance Corporation
- Department of Developmental Services
- Department of Housing and Community Development
- Department of Housing and Urban Development
- Department of Mental Health
- Federal Home Loan Bank of Boston
- Massachusetts Commission for the Blind
- Massachusetts Rehabilitation Commission
- MassHealth

## FRANCIS ALBRECHT

### A HOME OF HIS OWN

**F**rancis Albrecht was 41 when he started experiencing auditory hallucinations that disrupted his sleep and daily living. At the time, he’d been living in his own apartment with support from Advocates Mental Health Division outreach staff, but these new symptoms became too much to manage while living on his own.

He moved into a group home in 2008 and worked hard on his recovery with Advocates staff for nearly two years. Thanks to these efforts — including the Wellness Recovery Action Plan (WRAP) process and Person-Centered Planning — Francis, now 45, recently reached a major milestone: he moved into his own apartment in October 2010, where he is happily living with his fiancée Gloria.

“It is a great feeling of independence and brings with it the privileges of freedom,” says Francis. “It’s shown me I can get through things in my life that are difficult.”

Through Person-Centered Planning, Francis worked with Advocates staff to identify life goals and aspirations and determine the supports he needs to achieve them.

Person-Centered Planning allowed Francis to take the reins and construct a team of support professionals to help him chart out his course.

Already, he’s reached several of his goals: managing his medication, living independently and maintaining a successful, long-term, romantic relationship.

By offering the tools and support needed to identify and reach his goals, Advocates provided the pathways for Francis to succeed. All the while, he was able to drive the process.

“Often, people in the mental health system can be oppressed. Fran had a tendency to be quieter and more laid back,” says Brendon Castle, clinical program manager and Person-Centered Planning facilitator. “His voice has become much stronger through this process.”

Today, Francis is looking forward to marrying Gloria and enjoys spending time with her family. Meanwhile, he is getting back into the workforce, accepting clothing and appliance donations at a drop-off center for Big Brothers Big Sisters a couple of days each week. Francis, who at one time worked as a quality control technician, would ultimately like to get back to using his technical skills. “Now, I’m easing back into the workforce. That’s a good feeling.”

“His voice has become much stronger through this process.” BRENDON CASTLE



# MEGAN RASBOLD-GABBARD

## CHARTING HER OWN COURSE

**M**egan Rasbold-Gabbard practices yoga, paints with watercolors, keeps up with current events and is active in her church — interests not uncommon for a 27-year-old. But for Megan, who was born with cerebral palsy and is legally blind, life is anything but ordinary. Activities such as these — along with eating, dressing and personal care — require assistance.

To assist with her daily needs, Megan enlists the services of personal care assistants (PCAs). As a result of Advocates' unique approach, all of the decision-making related to Megan's care — including the hiring of staff — is driven by Megan and her family. Under the leadership of Jeff Keilson, vice president, Advocates staff has helped with a variety of Megan's needs, including screening and training staff; working with the family to develop a budget and pay for Megan's needs; and helping Megan find someone to shovel out her van, which is driven by her PCAs and parked at her apartment. But through it all, Megan and her family have had control.

"Megan has a vision of what she wants her life to be," says Megan's mother, Ruth-Ann Rasbold. "Part of that is living on her own, having good staff and being active in her community. Jeff and Advocates really figured out how to make that work." Ruth-Ann and her husband,

Glenn Gabbard, were pleased to find Advocates already had a model for this kind of family-centric planning when they partnered with the agency about three years ago.

Everyone — whether living with a disability or not — thrives on forging myriad connections, says Ruth-Ann. "Advocates is trying to support Megan and others to do just that — to maximize the natural connections in their lives," she says.

By featuring Megan's painting in its annual calendar, Advocates has opened up doors in the art community by getting her work noticed. This is all especially meaningful after a choking incident in November 2009 resulted in a coma and a brain injury, putting Megan on a challenging road to recovery.

"There are more and more families who want to have more direct control of the care of their loved ones, and more and more people with disabilities who want to have more control," says Jeff. "We feel very strongly about meeting families where they're at."

Since Advocates came on board about three years ago, there's been a noticeable difference in Megan's outlook, Ruth-Ann says. "She's become empowered to make her own decisions."



"With Advocates, it's a can-do attitude. It's not about: 'Can we do this?' It's about: 'How can we do this?'"

RUTH-ANN RASBOLD

## 2010

### INDIVIDUALS SERVED BY ADVOCATES RESIDENTIAL SERVICES

MENTAL HEALTH DIVISION	594
DEVELOPMENTAL DISABILITIES DIVISION	249
BRAIN INJURIES DIVISION	40
SHARED LIVING / SUPPORTED HOME CARE	162
<b>TOTAL</b>	<b>1,045</b>



## OUTPATIENT Services

With four outpatient clinics and two mobile psychiatric emergency teams serving over 30 Massachusetts communities, Advocates provides a vital role in meeting the behavioral health needs of individuals and families across the state. Since 1987, when Advocates won its first contract to provide psychiatric emergency services in the Marlborough area, our outpatient services have grown to meet the diverse needs of people across the lifespan continuum. From in-home services for children and families to school-based intervention for at-risk youth to depression screening and intervention for elders, Advocates outpatient services are designed to meet the needs of all members of the community.

*Your support makes these stories possible.*

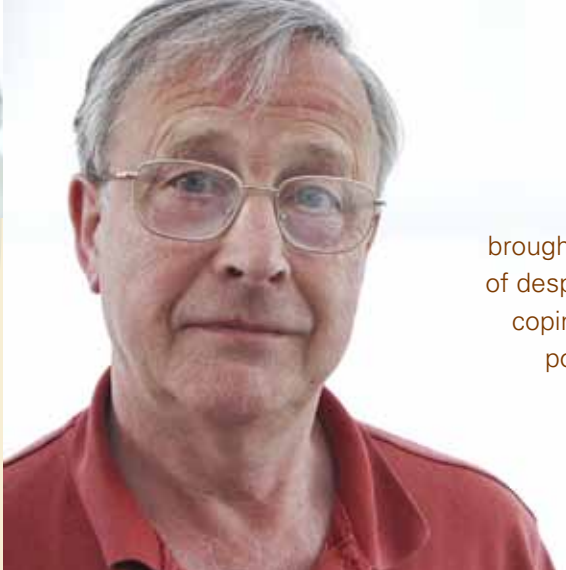
### Thanks to our donors and Outpatient Services funding partners:

- Department of Public Health
- Massachusetts Behavioral Health Partnership
- MassHealth
- Substance Abuse and Mental Health Administration

# 2010

### INDIVIDUALS SERVED BY ADVOCATES OUTPATIENT SERVICES

OUTPATIENT MENTAL HEALTH SERVICES	5,144
OUTPATIENT ADDICTION SERVICES	2,068
ELDER SERVICES	530
PSYCHIATRIC EMERGENCY SERVICES	4,536
<b>TOTAL</b>	<b>12,278</b>



## ALAN SMITH

### A CAREGIVER'S STORY

**A**lan Smith (not his real name) cares for his wife, who has Alzheimer's disease. This has taken a toll on Alan — both the physical challenges of caring for her and the emotional effect of watching his significant other change so drastically.

Alan sought help by taking part in the Family Caregiver Support Program at BayPath Elder Services in Marlborough. Through that, Alan opened up about the anxiety and depression he was experiencing as a result of his wife's dementia, and he was referred to Elder Community Care (ECC) for individualized short-term therapy. ECC, a collaborative program led by Advocates in partnership with BayPath and the Samaritans, addresses the often under-recognized mental health problems among older adults, through comprehensive assessment and counseling services. The program helped Alan better understand and cope with his wife's illness as well as identify and address his own needs.

"My ECC therapist brought me from the brink of despair to a condition of coping I didn't think was possible," says Alan.

Alan's therapist recommended a book "The 36-Hour Day," which helped him better understand his wife's dementia. "Understanding

"My ECC therapist brought me from the brink of despair to a condition of coping I didn't think was possible." ALAN SMITH

was key to my coping." The ECC therapist also helped Alan work out techniques and approaches for handling challenges he and his wife were facing, such as how to get his wife to doctor appointments, a source of deep anxiety for her.

In addition, she helped find a doctor specializing in elder care for Alan's wife. "After only two office visits and one medication, my wife stated she feels better overall — more confident, more like her old self — and both she and I notice that her cognitive abilities have improved significantly," says Alan, crediting ECC and his therapist for this breakthrough.

Following the short-term counseling, Alan elected to continue to see his therapist on an insurance basis. This is often how ECC works, notes Lynn Kerner, LICSW, clinical and program manager for ECC. "It serves as a bridge to other services."

"He's a wonderful example of how our collaboration works," Lynn says of Alan. "The referral process from one of the programs of BayPath made it so easy for him. He could test-drive counseling without making a major commitment in the beginning. He could get comfortable with it and see how it worked for him."

“Our house is a totally different one today. I feel better, empowered and respected.”

VILMA MARTINEZ

## VILMA MARTINEZ

### TENANTS FIND A VOICE

When Liliana Mangiafico walked into Vilma Martinez’s and Oscar Ortega’s apartment, she wasn’t prepared for the extent of the substandard conditions she found. There were bed bugs, mice, a hole in the living room ceiling and a sopped carpet due to a severe water drainage problem, among other problems. “I wouldn’t even know what word to describe it. I was in shock,” says Liliana, attorney and program director for Advocates Advocacy, Benefits & Legal Services (ABLS) program.

Vilma, who has a disability and her husband, who works as a custodian, have rented the subsidized unit for eight years. They reported the issues to management over the course of two years to no avail. Vilma contacted ABLS in 2009 after a neighbor told her about the program. “My house was in total disrepair when I went to see Liliana,” says Vilma. “The landlord had totally disregarded our multiple requests for maintenance and we were afraid that if we complained we were going to be evicted. I felt desperate and very alone back then.”

Liliana went with Vilma to management, who claimed the issues had never been reported. Immediately, she put management on notice of the legal violations and need for repairs. Next, she assisted Vilma and her husband with reporting the situation to the Board of Health. Inspectors found

more than 25 health code violations in the apartment. Even with repeated inspections and fines, the landlord didn’t make prompt repairs. Liliana began a mediation effort and inquired whether other tenants were facing similar issues.

Ultimately, after nearly two years of work, including reporting health code violations and court action, Liliana was able to get management to comply with repairs. The apartment underwent a full renovation. “My client and her family today have a home that affords its residents dignity and safety,” says Liliana.

As a result of Liliana’s work with Vilma, more than a dozen other tenants in the 585-unit complex came forward and asked for assistance. Liliana helped them form a tenants’ association. “The idea is to empower tenants with knowledge of their legal rights, remove ourselves and ensure that the clients feel entitled and capable going forward to address issues on their own,” says Liliana.

For Vilma’s part, ABLS’ assistance was life-changing. In addition to effecting much needed repairs, and renovation, Liliana helped give the family a voice. “ABLS has tremendously changed my life,” says Vilma. “Our house is a totally different one today. I feel better, empowered and respected.”



## ADVOCACY, BENEFITS & LEGAL Services

Since 1995, the Advocacy, Benefits & Legal Services (ABLS) program of Advocates has served as a crucial safety net for community members at risk of homelessness. With a staff of one attorney who serves as program director and two part-time volunteer attorneys, the small but impactful program has helped thousands of individuals and families to access the resources they need to obtain or remain in the safety and dignity of their own homes. Among the many services we provide are eviction prevention, mediation, social security applications, assistance with benefits and entitlements, guardianships and referrals for health care and mental health services.

*Your support makes these stories possible.*

#### Thanks to our donors and ABLS funding partners:

- Emergency Shelter Grant
- Foundation for MetroWest
- Massachusetts Bar Foundation
- Peoples United Community Foundation
- Robert Wood Johnson Foundation
- Substance Abuse and Mental Health Services Administration
- TJX Foundation

# 2010

INDIVIDUALS SERVED BY ADVOCATES  
ADVOCACY BENEFITS & LEGAL SERVICES

500



"[Advocates'] persistence in showing me I was worth the chance made me who I am today."  
CHELCEE AGRAZ

## COMMUNITY JUSTICE Services

Advocates launched its Community Justice Services division in 2003 with the highly successful Framingham Jail Diversion program. Since then, we have introduced several new programs and helped thousands of individuals whose problems stem from mental health needs or addiction at many points along the criminal justice continuum. In 2010, we introduced a second Jail Diversion Program in Marlborough and our program serves as a model replicated in cities and towns across the state.

*Your support makes these stories possible.*

### Thanks to our donors and Community Justice Services funding partners:

- Department of Mental Health
- Department of Public Health
- Massachusetts Parole Board
- MetroWest Health Care Foundation
- Substance Abuse and Mental Health Services Administration
- Worcester County Sheriff's Office

## 2010

### INDIVIDUALS SERVED BY ADVOCATES COMMUNITY JUSTICE SERVICES

JAIL DIVERSION PROGRAMS (FRAMINGHAM AND MARLBOROUGH)	1,270
WORCESTER COUNTY JAIL	4,005
AYER-CONCORD DRUG COURT	60
<b>TOTAL</b>	<b>5,335</b>

## CHELCEE AGRAZ

### A LIFELINE TO RECOVERY

Chelcee Agraz had been using heroin for four years when she landed in court on charges of possession and receiving stolen goods. She was struggling not only with addiction but also with the effects of trauma. The challenges in her life seemed insurmountable.

A week after her probation officer referred her to Advocates Ayer-Concord Drug Court program, Chelcee learned she was pregnant. Motivated to turn her life around and provide a healthy future for her baby, Chelcee wholeheartedly embraced the program.

Fast forward four years. Chelcee — an exemplary graduate of the program who ran treatment groups in her final months and earned a reputation as one of the strongest peer leaders — is poised to give others battling addiction the life-changing kind of support she received. She will soon become the first Advocates peer specialist in the Drug Court program. "It will be great to be able to pass on what was given to me," she says.

In partnership with probation officers, attorneys and judges, Drug Court program case managers and clinicians develop treatment plans and provide tools to help individuals

like Chelcee maintain sobriety. Indeed, Chelcee's recovery story is an inspiring one. During the two years she participated in the program, she landed a full-time job, obtained her driver's license, bought her first car, achieved her lifelong goal of earning her equestrian teaching license and, most significantly, became the mother of two healthy, drug-free babies.

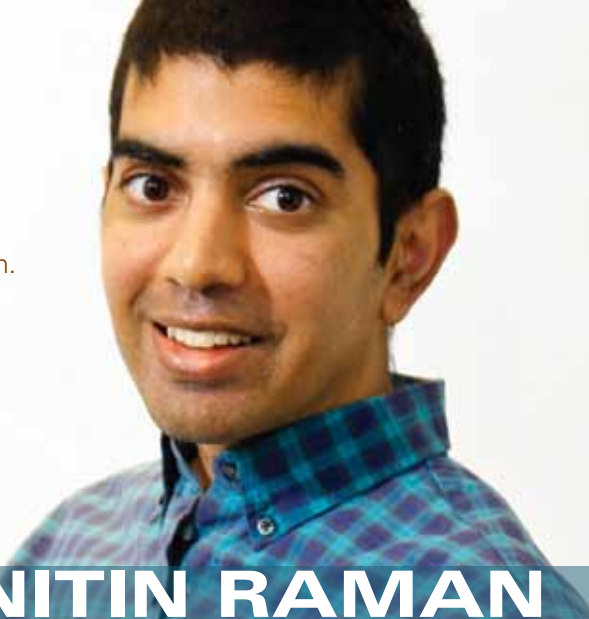
"Chelcee is simply an amazing person, mom and fighter for her own life," says Hilary Curtis, program director for the Ayer-Concord Drug Court. "She is a feisty, tenacious and brilliant young woman who has grown so much in the time I have worked with her. As a trauma therapist, I hear amazing stories of survival; Chelcee's story makes you proud to be a part of it."

For Chelcee, Advocates was a lifeline. "The clients and staff at Advocates have been like family to me during my recovery and they continue to be an important source of support," says Chelcee. "Knowing that I have a 'whole' family that is wholly there to support me has really made a difference in staying clean... Their persistence in showing me I was worth the chance made me who I am today."

"As a trauma therapist, I hear amazing stories of survival; Chelcee's story makes you proud to be a part of it."  
HILARY CURTIS

"[Les] is a good coach. He's trained me in all the skills."

NITIN RAMAN



## NITIN RAMAN

### WORKING TO HIS FULL POTENTIAL

**A**s a senior employment consultant for Advocates, Les Barnstone knows the importance of job matching, pairing candidates with positions well-suited to their strengths, backgrounds and interests. He knows that for many individuals with disabilities, a job offers much more than a source of income; it can provide a boost to self-esteem and an opportunity to develop new skills and a meaningful role in the community. That's why it's so essential to find the right fit.

Les did just that with Nitin Raman. Nitin, who has a developmental disability, was working with Les's support at High Speed Video when it went out of business, and Les sprung to action to help Nitin find a new job. In May 2010, Nitin landed a position as an assembler at HomeGoods in Framingham, unpackaging and assembling lamps.

Les has seen tremendous growth in Nitin in his new post. While he had trouble focusing in former positions, at HomeGoods he stays on task and in tune with his productivity goals. "This has been quite a breakthrough for Nitin," says Les, noting the position has not only improved Nitin's self-esteem but also increased his sense of responsibility and independence. "He's doing a job in a high-pressure situation. He's risen to the occasion."

Chris Wilcox, assistant manager at HomeGoods in Framingham, is impressed with Nitin. "He's a good worker. He works at a very steady pace. He's always on time. It's not an easy task," he says. "He's a great contributor."

Nitin's father, Ven Raman, credits Les for an exemplary job. In addition to finding Nitin a job and coaching him, he also has gone beyond the call of duty. When an issue of identification documents cropped up, rather than risk a delay in hiring, Les took Nitin to the Registry of Motor Vehicles in Natick and fronted the expenses for a Massachusetts state ID.

"We feel fortunate that Nitin has such an empathetic, professional and supportive job coach in Les Barnstone," says Ven. "He's truly benefited from this kind of attention from Les. This opportunity has given him new skills in new areas... Professionals like Les are absolutely indispensable to individuals like my son to allow them to reach their full potential."

Most importantly, both the coach and the job are the right match for Nitin. "He's a good coach," Nitin says of Les. "He's trained me in all the skills. I think this is a nice, good job for me."

"Professionals like Les are absolutely indispensable to individuals like my son to allow them to reach their full potential." VEN RAMAN



## DAY SUPPORT Services

With Advocates' growth through the years, our mission has expanded to encompass much more than residential services.

Today, Advocates' mission includes helping individuals with disabilities to engage in work and other meaningful activities, and inspiring communities to create opportunities for contribution and participation by all.

To this end, in 2002, we began operating day habilitation programs and employment supports for individuals with intellectual/developmental disabilities. Individuals receive life and vocational skills training, participate in recreational and volunteer experiences and build relationships through social activities. Job coaches help individuals with job planning, placement and support.

*Your support makes these stories possible.*

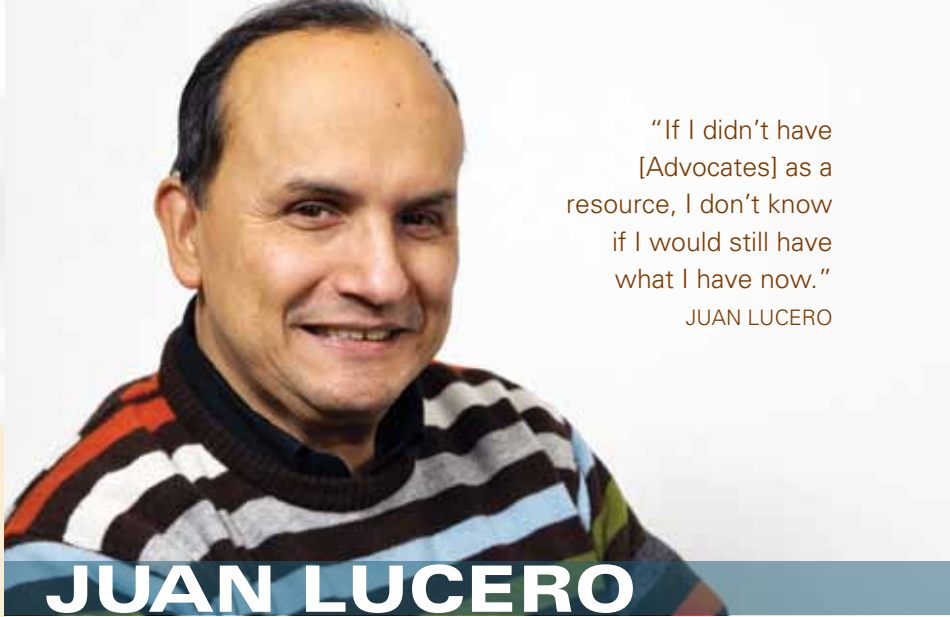
#### Thanks to our donors and Day Supports funding partners:

- Department of Developmental Services
- Department of Mental Health
- Massachusetts Rehabilitation Commission
- MassHealth

## 2010

#### INDIVIDUALS SERVED BY ADVOCATES DAY SUPPORTS PROGRAMS

DAY HABILITATION	167
METROWEST EMPLOYMENT SERVICES	221
NORTHEAST VOCATIONAL REHABILITATION	62
TOTAL	450



“If I didn’t have [Advocates] as a resource, I don’t know if I would still have what I have now.”

JUAN LUCERO

## BRAIN INJURY Services

The residential programs that Advocates runs in partnership with Supportive Living, Inc. (SLI) are custom designed to meet the unique needs of adults with traumatic or acquired brain injury (TBI/ABI). Advocates joined forces with SLI in 2007 as the service provider in three residential homes that SLI built for survivors of TBI/ABI. Our brain injury services are provided in accordance with each individual’s wants and needs, and services are coordinated and overseen by experts in the field of TBI/ABI. Also in 2007, Advocates launched Northeast Vocational Rehabilitation, the only program funded by the Massachusetts Rehabilitation Commission that exclusively serves individuals with TBI/ABI.

*Your support makes these stories possible.*

**Thanks to our donors and Brain Injury Services funding partners:**

- Massachusetts Rehabilitation Commission
- MassHealth

# 2010

INDIVIDUALS SERVED BY ADVOCATES  
BRAIN INJURY SERVICES

BRAIN INJURY RESIDENTIAL SERVICES	40
NORTHEAST VOCATIONAL REHABILITATION	62
<b>TOTAL</b>	<b>102</b>

## JUAN LUCERO

### DRIVEN TO SUCCEED

**T**rained as a graphic artist, Juan Lucero was out of work for several years after a series of surgeries to remove benign brain tumors. The effects of his surgeries, including executive memory impairment and hearing loss, have made it impossible for him to continue in his chosen field which relies heavily on communicating with clients.

Today, thanks to his determination to reach his goals and with help from Advocates’ Northeast Vocational Rehabilitation (NEVR) program, Juan is back in the working world and thriving.

According to Michelle Demore-Taber, director of NEVR and senior operations director for brain injury program development, “The degree of Juan’s hearing loss, along with the fact that English is his second language, set him on a challenging path. Yet he has exhibited a remarkable determination to work competitively, to live independently and to be a contributing member of society.”

For several years, Juan worked in volunteer capacities and eventually interned at a Boston public relations firm, drawing on his training in graphic design. “The time Juan spent volunteering and interning really prepared him for success in a competitive job,” says Michelle. “He was able to adjust over time to the routines and demands of the work world.”

When the time came for Juan to enter the competitive workforce, the NEVR staff tapped into his neat-nick tendencies and affable personality and matched him with a position well suited to these strengths. Three years ago, he started a job reconditioning cars and transporting customers for a rental car agency in Boston’s Government Center.

“Finding that niche job that gives a person the likelihood of success can take a lot of time on the front end, but the likelihood of retaining it is good,” says Michelle, who continues to provide Juan with ongoing support through meetings a few times each month.

“He’s made enormous progress,” Michelle says of Juan. “It’s a credit to his tremendous determination and work ethic that he’s been so successful. His disease is still progressing and he’s losing his hearing gradually, but he’s more independent now than he’s been in the last 10 years.”

For Juan, Advocates has given him a way to reengage in the work force and maintain his independence. “It has been a very rewarding experience being helped by Advocates and their employees. If I didn’t have them as a resource, I don’t know if I would still have all that I have now.”

"We are lucky to have Project Able . . . to solve some daily life problems."

YANLI HONG

## YANLI + XIO HONG

### BRIDGING THE GAP

**Y**anli Zhong and her daughter Xio Hong Lin left California in 2009 for Massachusetts. Since arriving here, they've faced myriad challenges, from finding a place to live, to navigating school and care for Xio Hong, who has Down syndrome. Add to this the fact that Yanli, who was born in China, only speaks a bit of English.

That's where Project Able stepped in, providing a critical safety net for Yanli and her daughter. One of Advocates' family supports programs, it provides culturally competent family supports to Chinese and Vietnamese families caring for loved ones with developmental disabilities in Greater Boston and the South Shore. Bridging linguistic and cultural barriers, Project Able helped Yanli seek out resources and services she didn't know were available.

Upon their arrival, Yanli and Xio Hong initially stayed with a friend from church, but they soon found themselves homeless. Community officials helped the family find a temporary place to stay. Soon after, Kwang Chan, Project Able program manager, was contacted and helped Yanli begin the application process for permanent housing.

Meanwhile, Kwang helped resolve a misunderstanding that arose from the family's move, ensuring Xio Hong remained eligible to continue to attend the school where she had established ties. He arranged transportation and advocated for her in the individualized education plan (IEP) process.

Kwang has also helped Yanli to manage Xio Hong's other needs, arranging personal care assistant services and finding a home behavior consultant with assistance from the state Department of Children and Families (DCF). Kwang arranged doctor appointments for Xio Hong with a Chinese-speaking physician, and went with Yanli and Xio Hong to an appointment.

"They came here alone," says Kwang. "This is too big a thing. We've done our best to help the family wherever there are problems."

Yanli is grateful for the support Project Able has provided to her and her daughter. "We came here without knowing too many people," she says through Kwang. "We are lucky to have Project Able to help with my daughter's school and solve some daily life problems."

"We've done our best to help the family wherever there are problems." KWANG CHAN



## FAMILY SUPPORT Services

Advocates offers a range of family supports programs, which assist families caring for loved ones with disabilities in their homes. Project Able, which became part of Advocates in 2007, provides culturally competent family supports to families in the Chinese and Vietnamese communities of Greater Boston and the South Shore. The Autism of Alliance of MetroWest is an invaluable support system for 865 families caring for loved ones on the autism spectrum. Our newest family supports program, the South Coastal Family Support Center, partners with families in the South Shore to provide resources, referrals, trainings, case management and much more.

*Your support makes these stories possible.*

#### Thanks to our donors and Family Supports funding partners:

- Department of Developmental Services
- MassHealth
- The Doug Flutie Jr. Foundation for Autism

## 2010

#### INDIVIDUALS AND FAMILIES SERVED BY ADVOCATES FAMILY SUPPORTS PROGRAMS

PROJECT ABLE	95
AUTISM ALLIANCE OF METROWEST	865
SOUTH COASTAL FAMILY	300
SUPPORTED HOME CARE (ADULT FOSTER CARE)	126
<b>TOTAL</b>	<b>1,386</b>

# YOUR SUPPORT MAKES THESE STORIES POSSIBLE

From the first six founding families, the Advocates family has grown to include not only our staff and the individuals we serve, but also an entire community of supporters. The work of our staff and the successes of the individuals we serve could not be accomplished without such a strong network of support. From the government agencies and private foundations that fund our core programs to the business partners and individual donors who help the individuals we serve pursue their personal goals and dreams, Advocates supporters are integral to our mission.

## 2010

### CONTRIBUTORS TO ADVOCATES

GOVERNMENT AGENCIES	20
PRIVATE FOUNDATIONS	9
CORPORATE DONORS	76
INDIVIDUAL DONORS	379
IN-KIND DONORS	122



## THE FRALEIGH FAMILY

### GIVING TO PROMOTE RECOVERY

**J**ill and Russell Fraleigh first got involved with Advocates in 1983 when their son, David, moved from Westborough State Hospital into an Advocates group home in Framingham.

In the years before the family found Advocates, they discovered there were not many options in the community for people experiencing significant mental health challenges. "From the very beginning, Advocates provided a great deal of support to David and our entire family," says Jill.

Over the years, David has moved forward in his recovery and reached many life goals, including moving into his own apartment with support from Advocates MetroWest Outreach program. According to Jill, "We're so glad David can live independently with the benefits of staff to provide support with medications, errands and other needs." David particularly enjoys the group outings to places like the Worcester Art Museum, as well as weekly movie nights.

Early on, Jill and Russell decided to help others access the supports they need to succeed in their recovery. "Advocates has given so much to us, and our support makes a difference for thousands of people. It's very important to us," says Russell. In recent years, their concern about the economy lent a greater urgency to their desire to support Advocates. "We're thrilled that Advocates has been able to grow, but resources are diminished. We want to help Advocates maintain services and continue to support people in the community."

"Advocates has given so much to us, and our support makes a difference for thousands of people. It's very important to us,"  
RUSSELL FRALEIGH

## HOUSING FOR ALL — MAKING A HOUSE A HOME

In these difficult economic times, it can be especially challenging to make sure all people have a home that is not only safe but also welcoming and comforting. Funding cuts and rising costs make for tight program budgets. In turn, it can be harder to address those seemingly small but important details that make a house a home.

That's where Chris Ross and his organization, Housing for All, stepped in to help the residents of the Advocates group home at Clara Road in Framingham, where the faded and peeling wallpaper was creating a drab environment.

Housing for All is a nonprofit, volunteer-driven affordable housing advocacy and assistance organization serving the MetroWest region. One Saturday in November, Chris and his team of five volunteers got to work scraping, peeling and patching. The tricky and tedious work of removing the wallpaper and prepping the walls took the six volunteers all day and paved the way for a much needed makeover. **The volunteers' hard work and time paid off for the residents of Clara Road who are delighted with the bright, clean and cheerful paint that has breathed new life into their home.**

### THE FOUNDATION FOR METROWEST

STRENGTHENING A COMMUNITY'S SAFETY NET

Since 2007 Advocates has been fortunate to partner with the Foundation of MetroWest (the Foundation) to prevent homelessness in Marlborough and surrounding communities. The Foundation's repeated grants have allowed for staff from Advocates Advocacy, Benefits & Legal Services (ABLS) program to offer services at the Advocates outpatient clinic in Marlborough, providing a vital safety net for the area's most vulnerable residents.

The Foundation connects philanthropic opportunity with demonstrated need in the MetroWest area. **Because of the Foundation's support of ABLS, Marlborough-area residents at grave risk of homelessness can access a wealth of services to help them remain in the safety and dignity of their own homes.**

"The Foundation for MetroWest believes it is incredibly important to support organizations like Advocates that are improving the quality of life for at risk populations in the region," said Judith Salerno, executive director of the Foundation. "With the challenging economic climate continuing to persist we are glad that in a small but targeted way we can help these organizations fulfill their mission in their communities."



### TELAMON INSURANCE NETWORK PROVIDING HOPE FOR THE HOLIDAYS

As an insurance provider for Advocates, Newton-based Telamon Insurance Network has sponsored several Advocates events. Through these events and their interactions with Advocates staff, Telamon employees like vice president Greg Susco have learned firsthand about the difference Advocates' services are making in the very communities where Telamon does business.

In 2010, Greg teamed up with Advocates to determine what more Telamon could do to help further the work of building strong and inclusive communities where all members can thrive. When they learned of a potential funding shortfall that would severely limit Advocates' ability to provide holiday gifts for individuals in need, Greg and the entire Telamon community were eager to help. **Not only did Telamon pledge to support Advocates with an increased financial contribution, but they also got their employees involved directly** by holding a "Donate to Wear Your Jeans to Work Day" and a Holiday Decoration Drive.

"Telamon employees helped hundreds of people served by Advocates enjoy a festive and hope-filled holiday season."

# Thanks to the following for their support in 2010

## **\$10,000 +**

Krokidas & Bluestein  
People's United Bank  
Foundation for MetroWest  
Massachusetts Bar Foundation  
MetroWest Community Health Care  
Foundation  
The Doug Flutie Jr. Foundation for  
Autism  
James and Patricia Poitras

## **\$5,000- \$9,999**

Harvard Pilgrim Health Care  
Parsons Commercial Group  
TJX Foundation, Inc.  
Ken and Jan Cunningham

## **\$1,000- \$4,999**

200 Foundation  
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People's United Community  
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David and Ann St. Germain  
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Patricia and Steve Vinter\*  
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## **\$250-\$999**

Anonymous  
American Alarm  
Arrow Fence Company, Inc.  
B & B Land Corporation  
The Bonazzoli Corporation  
Bouvier Pharmacy  
B-P Trucking, Inc.  
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Coolidge Coolant Co., Inc.  
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Middlesex Savings Bank  
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Roche Bros  
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Supportive Living, Inc.  
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 Boston Duck Tours  
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 Morse Institute Library  
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 The Elephant Walk  
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#### **SPECIAL THANKS**

Lucy Everts & Family  
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Bureau of Justice Assistance  
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 Department of Developmental  
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 Department of Housing and  
 Community Development  
 Department of Housing and Urban  
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 Department of Mental Health  
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 Housing Stabilization Fund  
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 HUD/McKinney- Newton Continuum  
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 Massachusetts Commission for the  
 Blind  
 Massachusetts Parole Board  
 Massachusetts Rehabilitation  
 Commission  
 MassHealth  
 Substance Abuse and Mental  
 Health Services Administration  
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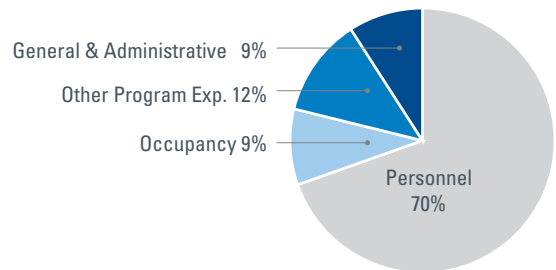
\*Board member.

# Statement of Financial Position

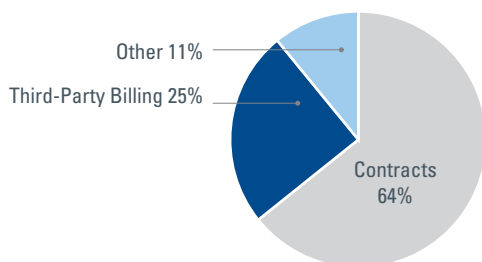
## ADVOCATES, INC. AND AFFILIATES BALANCE SHEETS AS OF JUNE 30,

ASSETS	2010	2009
Cash	\$5,205,822	\$2,934,925
Accounts Receivable	\$4,686,624	\$4,613,594
Prepaid Expenses and Deposits	\$478,638	\$340,002
Investments	\$627,382	\$535,886
Net Property and Equipment	\$22,111,006	\$22,206,552
Other Assets		\$11,518
<b>TOTAL ASSETS</b>	<b>\$33,109,472</b>	<b>\$30,642,477</b>
<b>LIABILITIES</b>		
Accounts Payable	\$726,132	\$783,248
Accrued Expenses	\$4,689,333	\$4,053,078
Deferred Contract Revenue	\$82,289	\$79,579
Funds Held in Trust	\$453,299	\$321,775
Mortgages and Notes Payable	11,913,271	12,018,934
<b>TOTAL LIABILITIES</b>	<b>17,864,324</b>	<b>17,256,614</b>
<b>NET ASSETS</b>		
Unrestricted Net Assets	8,000,902	6,782,824
Temporarily Restricted Net Assets	7,244,246	6,603,039
<b>TOTAL NET ASSETS</b>	<b>15,245,148</b>	<b>13,385,863</b>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$33,109,472</b>	<b>\$30,642,477</b>

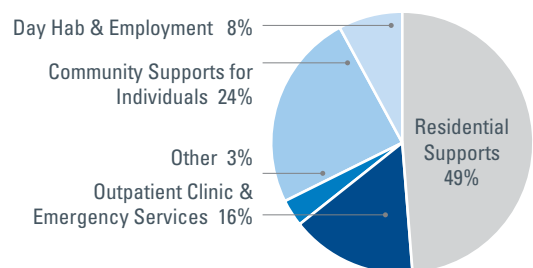
**FY 2010 Expenditures: \$55,212,000**



**FY 2010 Revenue by Source: \$57,072,000**



**FY 2010 Revenue by Service**



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Diane Gould, Executive Vice President

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Ruth Harrigan, Vice President

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