



PLUScompany

Empower Individuals Maximize Independence

2021 Annual Results

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A Letter from the Chair and the Executive Director

Staying connected, while staying apart. It has become one of the biggest parts of our mission over the past year. How do we keep clients, staff, and supporters in sync with each other when we can't all physically be together? It's been a very tough challenge for all of us, but through hard work, creativity, and clear communication of our goals and needs, we have really come together as an organization. Virtual classes became part of the "new normal", and our clients can now participate in more than 40 classes each week to build skills, learn, and practice social skills. This new online world has also allowed our clients to connect with each other and with staff in new ways. We are able to deliver popular classes to a larger audience online, and allow clients to design and lead their own seminars. Lack of transportation is much less of a factor, as is time of day, and many of our clients can now participate in classes and activities after work or appointments. Staff can also check-in on clients, lend assistance, and teach simple living skills, such as folding laundry, virtually.

Every facet of our operations has been heavily impacted by the pandemic over the past year. 90 of our residential clients had their full-day support programs transitioned to their home due to health and safety concerns. Our Career and Business Services Department is working to find jobs for clients who were laid off during the shutdown, and both our full-day and hourly customized supports have been reorganized to accommodate for virtual, hybrid, and small-group classes and community-based activities. Our clients have been amazing throughout it all, learning to adapt, continuing to build their skills, becoming more independent, and finding new ways to work with staff to meet goals. We could not be prouder of all of them.

We have dealt with many obstacles due to the pandemic, but one of our biggest hurdles is, and continues to be, the nation-wide staffing shortage. It seems every industry is lacking in employees, and none more so than human services organizations like The PLUS Company. Our hopes to bring more clients back to face-to-face services has been significantly slowed due to our need for more Direct Support Professionals. The current staff is working incredibly hard to assist all of our clients as much as possible, finding new and creative ways to service their needs and provide services, and helping everyone stay connected through virtual and in-person means. We do need help, however, and would be incredibly grateful for anyone you could send our way over the coming year.

Through all of the past year, the support of our families, donors, and businesses, and community contacts has kept us all moving forward in this new world. Thank you all. We are so happy to work with you and our clients to stay connected.

Donor Spotlight: The Flatley Foundation

The PLUS Company is honored to receive a \$250,000 grant from the Flatley Foundation to assist with providing supports and services to the clients we serve. The past year has been a true challenge for PLUS and the medically vulnerable people we serve. Thanks to the support of The Flatley Foundation, PLUS will be able to continue creating innovative programs that allow individuals with disabilities to reach their full potential.

This contribution is even more meaningful to PLUS, as it comes in honor of our dear friend, Mike Monks. Mike served on The PLUS Company Board of Directors for decades. He was truly committed to our clients, to assisting them to find jobs, and to ensuring that everyone is given an opportunity to learn and grow as productive members of the community. John Flatley says the foundation is pleased to be able to remember Mike with this donation. "Mike was one of the best commercial brokers in New Hampshire," he says. "He was honest, hardworking and dedicated to The PLUS Company and Nashua."

The Flatley Foundation is an independent non-profit private foundation based in Braintree, Massachusetts. Established in 1982 by the late Thomas J. Flatley, who was the Founder of The Flatley Company, a commercial real estate development company in the Northeast. The foundation primarily supports educational organizations, health care, and Roman Catholic organizations. The assets of the foundation are governed by the board of trustees.



JOHN FLATLEY
Company

Employer Spotlight: Jake's Old Fashioned Ice Cream and Cakes

In 2003, Roni Vetter bought a small ice cream parlor in Milford, NH. It wasn't long before the former award-winning, Ritz Carlton pastry chef outgrew the space and moved to Nashua, NH. Today Jake's Old Fashioned Ice Cream and Cakes has gone from selling single scoops to a larger scale commercial operation, and can be found all over over Southern, NH (including another all-star PLUS Employer, Moulton's Market in Amherst). For the past decade, Roni has been employing individuals from The PLUS Company. She started with one part-time employee, but now has grown to have 4 part-time workers from PLUS. One of those employees, Chris Boilard has been given the title of "Vice President of Ice Cream Cookie Sandwiches" after hand packaging over 4,000 cookie sandwiches with colleague, Tim Cleaveland. Tim helps with these duties in between being the Jake's Delivery Driver. "Both Tim and Chris have truly grown over the years they have worked with me and I am so proud of them," said Roni, who recently hired PLUS Company clients, Timothy Heskett and Ivan Ramirez Diaz to complete her company roster.

Roni is an excellent and patient mentor. She trains her team proper technique and procedures that would carry over into any size commercial kitchen. Roni never lowers her standards or expectations. She takes a tremendous amount of time to teach each task slowly and patiently. Roni never assumes that individuals cannot do something, she finds a way to make them successful, which sometimes involves making instructions for employees in the style that serves them best. When we asked Chris what he liked best about working for Roni he stated, "Everything, Roni is the best boss ever."



Direct Support Professional Spotlight: Carmen Lacasse

Carmen has been with The PLUS Company for over 20 years. She chose PLUS after spending a great deal of time caring for her mother, which piqued her interest in assisting people with disabilities. Carmen began her career at PLUS as a Direct Support Provider assisting PLUS Company Client, Paula, as a one-to-one. After that she moved to working overnights at a staffed residence for 7 years. When Paula's one-to-one provider left, Carmen decided to resume that position, and both have never been happier.

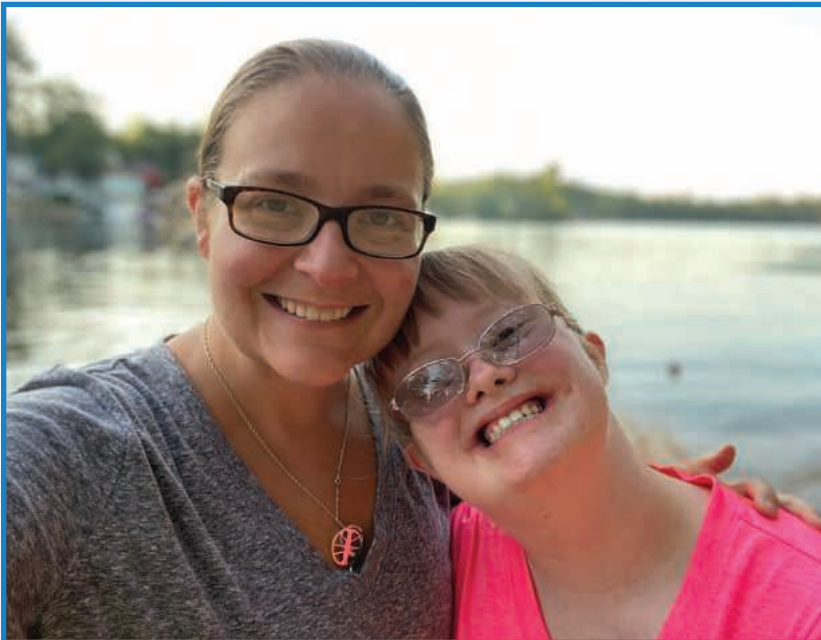
Carmen and Paula work very well together. Every year, they plant several container gardens outside of Paula's staffed residence and harvest the vegetables they grow. Carmen also helps Paula to learn skills and better express herself – something that can be difficult for Paula at times. "I love working at PLUS," says Carmen, "it allows me help others and provide a good quality of life for the clients." Carmen's supervisors believe that her positive attitude, ability to think outside of the box, and generosity has benefitted all of the clients she comes in contact with. Paula agrees, expressing her preferring Carmen to assist her with any task with a clear, "Not you – Carmen."

Thank you, Carmen, for your dedication over the past 20+ years.



Brooke and Laura Find Connections Together

Brooke O'Brien has been receiving services from The PLUS Company for over two years, and is excited about everything she has learned during that time. "I love my staff," she says, "They help me learn how to do things by myself. When I don't know how to do something, staff help me. My staff help me calm down and share." The PLUS Company Residential Department helped Brooke to find her roommate, Laura, and the two are clearly meant to be. "I love Laura. She helps me eat healthy, teaches me to cook, and makes sure I do my chores." When the pandemic hit, the two relied on each other for more than just companionship. They decided to get in better shape with long walks, and even some running, worked on cooking healthy meals, and began scrapbooking all of their adventures. Brooke stayed connected to her PLUS Company friends via virtual classes, including cooking and art class, got outside with The PLUS Company walking club, and now works with PLUS staff at the Hudson Community Thrift Shop. According to Laura, "Brooke loves having the ability to do things for herself. For adults with disabilities, it can be really isolating. Having the chance to be around friends her age and socialize is a great opportunity for her." Brooke says she has big plans for the next year. "I love The PLUS Company! I want to learn new things this year. I want to get a job, be healthy, and have fun with my friends and my roommate."



Andy Keeps Connections on Track with the Help of PLUS Staff

Andre (Andy) has been receiving life, work, and home supports from The PLUS Company for nearly 30 years. PLUS Company staff has been providing support for Andy in his own apartment for 22 years. He loves the community within his apartment complex and plans to live there forever. Andy is proud to be as independent as possible, working with PLUS staff to go grocery shopping, get to appointments, do laundry, and keeping his home neat and clean. After working at Benchmark for 28 years, Andy worked with PLUS Career and Business Services to find a new position at American Warehouse. He does many tasks there, including packaging products, unloading, condensing products, and labeling. Andy does miss his friends from Benchmark, but they still join him for his birthday celebration each year.

One of Andy's dreams was realized a few years ago, when he moved to a two-bedroom apartment within his complex. This move allowed him to expand his train layout. Trains truly are Andy's number one joy, and he is working on increasing his current layout to be an L-Shape. He is a proud member of the Lionel Train Club and the Main 3-Railers, and his love of trains has brought him new friends throughout the years. It is not unusual to find Andy and his staff at the local Hobby Shops. He enjoys seeing his friend Ray at Trains on Tracks, Bill at Double Play Hobby Consignment, and Pete at New England Railroad. His goal is to retire and work in a Hobby Shop. "I am happy I am getting help to build my L-shape train layout and that staff take me to train shows," says Andy. "Staff also help me with work. They do really good."

Andy is also a creative cook and enjoys coming up with new recipes. He specifically enjoys those he can cook in his cast iron pan like they did on the railroad many years ago. He also is a pancake connoisseur and enjoys finding new pancake joints. His absolute favorite place to go with staff is Trackside Café, which combines his two loves - trains (it is an old train station) and pancakes.



Staying Connected Through Work

Mike Brunco is an incredibly hard worker, and not even a pandemic can change that. Mike began services with The PLUS Company right out of high school in August of 2016. In 2018, Mike began working at TJ Maxx, where he is responsible for basic maintenance, including cleaning air vents and building store shelves and fixtures. He also assists the cashiers by keeping the front of the store fully stocked with any items they need. The managers at TJ Maxx say that Mike is one of the employees they rely on, asking him to fill in wherever needed. Mike has done everything from lay-up, to building furniture and tagging luggage, to assisting customers with merchandise to cars. When Covid hit, Mike was asked to help out with sanitizing the carts to keep them clean for the customers. "I love working at TJ Maxx," says Mike, "Everyone treats me like family, and I was so happy to keep working with them even during the pandemic. I am saving the money I make working to take driver's ed, and someday help out my parents by having a license and taking my nana to her appointments." Mike's hard work has certainly not gone unnoticed. He was recently recognized as the "Associate of the Quarter" and was given more hours on the schedule. Mike says he is very proud and could not have done any of it without the help and support of The PLUS Company staff.



Staying Connected Through Humor

Nick Koenig is known throughout PLUS Company for his amazing sense of humor. He loves to tell jokes and make people laugh, a skill that he has only enhanced since the start of the pandemic. Nick has been with PLUS for 10 years. He has participated in PLUS Pride Special Olympic Track and Field and snowshoeing, along with a host of adult education classes. When the pandemic hit, Nick decided he wanted to stay connected to his peers, and began the process of learning how to use his iPad, computer, and phone to connect with PLUS staff and participate in activities with his friends. Nick has taken Cooking Class and Positivity, and Coping Skills, where he has learned to focus on the positive things in life. Nick says that when others are feeling stressed, he can now talk to them about their feelings and help them relax. He believes one of the best ways of doing this is by telling a joke and getting people to laugh. He has showcased his ability to make others smile during PLUS Company Virtual Talent Shows and whenever called upon during online educational and social activities. Nick says, "I like to make people laugh and treat them with respect. I know if I treat others with respect, they will do the same to me. I would like to thank The PLUS Company for keeping me connected with my friends and helping me learn. Thank you!"





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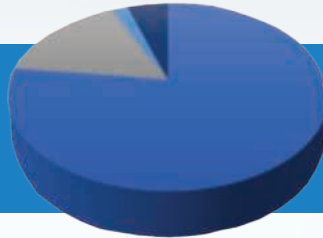
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State of NH.	77%
State of MA.	16%
Development.	2%
Other.	5%



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Allocated Expenses.	10%
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