

# 2022 Annual Results

*Celebrating*

*Years*



Main Office  
19 Chestnut Street  
Nashua, NH 03060  
603-889-0652

Tewksbury Office  
1059 East Street,  
Tewksbury, MA 01876  
978-640-3936

## A LETTER FROM THE CHAIR & THE EXECUTIVE DIRECTOR

In 1972, a small group of Nashua citizens came together in the belief that individuals with disabilities could learn the skills necessary to live and work within the community. At a time when many were questioning the practice of institutionalizing those with disabilities, this group took action, creating the Mount Hope Rehabilitation Workshop, a facility “dedicated to the concept that each person has the potential to reach the highest level of self-sufficiency which he or she is capable of achieving.” If the sentiment sounds vaguely familiar, it’s because our current mission statement to empower individuals with disabilities to maximize their independence is essentially the same as those words crafted 50 years ago. While the methods used to teach skills may have changed and our work expanded to include all aspects of life, work, social, and educational opportunities for individuals with disabilities, the idea of allowing each client to work towards their goals and live as independently as possible within the community remains unchanged and is central to everything we do at The PLUS Company.

Turning 50 is an amazing milestone for any nonprofit. The PLUS Company owes all of our success to the dedication of our staff, the support of our families and community partners, and all of our volunteers. We also need to thank our sponsors and business partners, who donate time and money to ensure PLUS can provide quality services to individuals with disabilities. Most of all, we need to recognize our clients who work tirelessly day after day to improve their skills, find jobs, and live as independently as possible. You are truly an inspiration and the reason we have been able to adapt and improve over the past 50 years.

As PLUS moves forward into the next 50 years, the hope is that we can all work together to overcome the challenges currently faced by the organization. One of the biggest challenges continues to be our need for staff. It’s a common refrain among all businesses and nonprofits right now, but as a person-centered organization, we cannot hope to expand and innovate without creative, dedicated people. Hopefully, you will find a few moments to share the stories within the annual report with friends and family, and maybe inspire someone looking for meaningful, fun work to join us. We cannot do it without you.

**KimShottes**  
*Executive Director*

**Jim Allard**  
*Chair, Board of Directors*

## STAFF SPOTLIGHT: BOB SCHWARTZ



Bob Schwartz has been with The PLUS Company for almost 4 decades, yet he remains as patient and kind as the very first day he started. Bob takes his role as a worksite supervisor for clients very seriously, using his calm demeanor to keep clients on task and diffuse any difficult situations that may arise. His coworkers say that Bob has always been able to tell which individuals needs his focus at any given

moment, and exactly what kind of attention helps each one excel as an individual. He has been known to sit for hours, practicing sign language with a client, organizing discussions around football, playing endless games of Uno, and doing all the other “little” things that allow the people he works with to not only trust him, but like him as well. His clients say they feel reassured whenever Bob is around, knowing that they will get the care and respect they deserve.

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## STAFF SPOTLIGHT: ELLEN GRETEN



Ellen Greten has worked for The PLUS Company since 1983, before many of the current staff were born! At the time, The PLUS Company operated a large sheltered workshop on Simon Street, and clients were expected to spend their days working or learning vocational skills. Ellen was hired to lead a new, innovative program called "Work Stations in Industry." This program allowed PLUS to put small,

supervised groups of people with disabilities to work in companies throughout the community. Ellen's first site was working with a group of ladies cleaning hotel rooms at Howard Johnson's. "I must admit it was one of my favorite jobs," Ellen says. "My group, many of whom have since passed away, was delightful. The head of housekeeping and all the staff at HoJo's were so welcoming. It was challenging work, but a lot of fun too." As time passed, Ellen moved on to more management positions, but is often still called upon to do direct care and site supervision. "The best part of my job is working with the most varied collection of uniquely wonderful people. I have worked with people under some extremely challenging situations, where everyone worked together, helping each other through. When I eventually retire (and I know that will happen someday), I will look back on my years at PLUS with great fondness."

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## TEAMWORK, COMMUNICATION, AND PROJECT SEARCH LEAD TO JUSTIN'S DREAM JOB



Justin Richards loves keeping things organized and paying attention to the details, which has made him a true asset to the Materials Management department at St. Joseph Hospital. Described as quiet and polite with a great work ethic, Justin was a successful participant in the Project SEARCH program at the hospital, graduating in June 2021. During the program, Justin worked with his PLUS

Company Career Trainers to complete three 10-week internships in Infection Prevention, Sterile Processing, and Materials Management. He was hired to work in Materials Management upon graduation, and currently works 30 hours per week. Justin's duties include stocking, monitoring inventory, and delivering items throughout the hospital. "I enjoy working in the warehouse because of my co-workers," says Justin. "I like working as a team. I am always learning new things and am never bored. I like working at the hospital because we help others get well. Project SEARCH taught me that communication is the key to teamwork. I am proud to work independently and help my team." In addition to his work at St. Joseph Hospital, Justin enjoys video games, going to the library, reading, and information about World War II.

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## LINCOLN LEARNS THE SKILLS THAT LEAD TO EMPLOYMENT



Lincoln Grady is an extremely hard worker and has been determined to learn the skills necessary to get a job he loves. Lincoln participated in the PLUS Company's Retail Training Program at Marshalls in Tewksbury, landing a job at the Goodwill Store in Salem, NH, upon graduation. When he decided to upgrade his skills, he entered the CVS Abilities in Abundance Training program with the support of PLUS Company

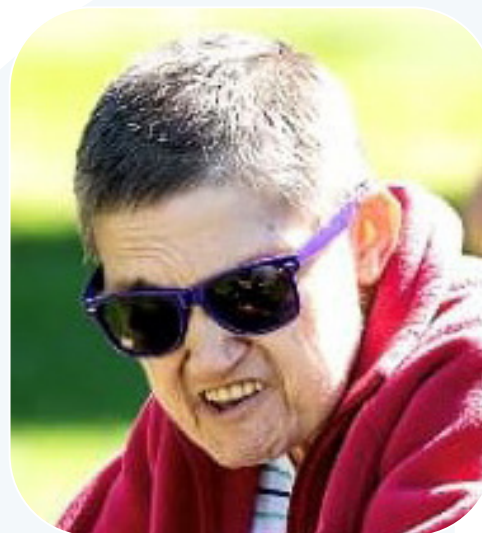
Employment Specialist, Mike Flynn. Lincoln completed three weeks of soft skills training and a one day in-person cash register training session at the CVS Experience Center in Boston. He then finished the program with 32 hours of in-store training over four weeks. During his in-store training, he gained experience stocking merchandise and overstock, facing store shelves, and all the operations of a CVS Associate. Lincoln particularly excelled in the 'pick & pack' operation at his CVS, fulfilling customer online orders and packaging them for shipment. Lincoln graduated from the training program on October 20, 2022, and was hired at the CVS where he completed his internship.

The CVS Abilities in Abundance Training Program is a workforce initiative of the CVS Corporation executed in partnership with Regional Employment Collaboratives. The PLUS Company of Massachusetts is able to participate in the program as a member of the Northeast Regional Employment Collaborative.

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## LINDA STAYS ACTIVE WITH A LITTLE HELP FROM PLUS



Everyone who meets Roy describes her as a kind and generous individual who loves to socialize and make friends. Linda came to The PLUS Company in 2008. She loved her apartment in Hudson, and was able to live there independently with her beloved cat with support from PLUS. Staff helped Linda to grocery shop, clean, run errands, and most importantly to Linda, engage in activities like quilting, crafting, and

bingo that allowed her to be with other people. She enjoyed being with her neighbors and the friends she made at PLUS. "The PLUS Company means so much to me," Linda has said. "It makes me happy. Makes me talk to my friends. I enjoy myself here."

When Linda needed a little more support in her daily life, PLUS helped her to find an Enhanced Family Care situation with the Foley family. It was an ideal placement for Linda, as her days were filled with music. While living at the Laconia State School as a child, Linda had discovered a talent for the piano, and she often played for people at PLUS, the residents at the Hunt Community, and at social events. Everyone marveled at her skill to play without any sheet music.

As Linda grew older and her health started to deteriorate, she moved into a staffed residence, where she continues to enjoy activities like crafts, drawing, yoga, and, going shopping and to the movies with her housemates, despite being diagnosed with Parkinson's. She remains close with her boyfriend, her large family, and all of the friends she has made over the years, saying not even her health challenges will get her down. "I still can like to do the same things," she tells us, "I just sometimes need some extra help from my PLUS staff."

## PLUS SUPPORTS RHEAL THROUGH ALL WALKS OF LIFE



Rheal Laforest has been a client of The PLUS Company for almost 45 years. While the majority of his life has been spent in Nashua, he lived at Laconia State School for 20 years. Rheal not only survived life at Laconia but has thrived since returning to live in the community. Although legally blind, this has never slowed Rheal down. He is proudly independent, outgoing with everyone he meets, and has

many friends. Rheal has lived in his apartment with his roommate, Ray since 1997. The two have a wonderful relationship that allows them to have fun and assist each other as needed.

Originally, PLUS supported Rheal with his employment goals. Since retiring, his PLUS staff focus on assisting Rheal in his home. He enjoys learning new skills, craft projects, and cooking healthy meals with PLUS staff. Rheal also likes watching construction, baseball games, trips to the beach, and meeting up with old friends. He is also an amazing historian and has spoken all around the state about his time at the Laconia State school and his participation in the documentary, "Lost in Laconia." Rheal is a fitting example of how PLUS partners with individuals to support them throughout their life, adapting their supports as their needs change.

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## SATORI WORKS TOWARDS INDEPENDENCE



Satori Johnston is an energetic, enthusiastic young woman who is pleased to make the most of the supports The PLUS Company provides. Those who work with Satori describe her as an adventurous person who is always willing to try new things. Satori has lived with her provider, Samir, and his family since 2019, and loves hanging out with the family, shopping, trips to the beach and mountains, and having

fun with the kids in her home. Satori is an active participant The PLUS Company Adult Education program and a member of The PLUS Pride Special Olympics Softball team. "I love taking Zoom classes," says Satori. "I love seeing my friends and staying connected to them. I also love music, anime, Travel the World class, and learning something new every day." Satori is also proud to earn a paycheck, thanks to the support she receives from her PLUS staff, and hopes to gain even more independence as she continues to work with her staff and provider to learn new skills.

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# SUSAN FINDS HER “ANGEL” DURING THE PANDEMIC



If you are looking for a client known by everyone for her sociability and friendliness, Sue Paquette would definitely come to mind. A long-term PLUS Company client, Sue lived in staffed residences for over 20 years, where she enjoyed learning new skills, working, socializing with her roommates, and living life to the fullest. When the pandemic struck, Sue was in a need of a new living

situation. Luckily, PLUS staff was able to find her an Enhanced Family Care placement with former Direct Support Professional, Angel.

Susan and Angel began living together in April of 2020. It was a big change for both, but they worked together to find routines that allowed them to be comfortable and successful. The two found they both enjoy puzzles, cooking, and gardening together. Angel states that living with Sue has “given her a purpose”. Sue is grateful that Angel has kept her active and healthy, helps her practice her speech to express herself better, and encourages her to take pride in her appearance. Sue also enjoys the personal attention she receives from Angel, which makes her feel cared for and safe. Angel has opened up her world to Susan, and she now has a whole new circle of friends and pets, something she has always wanted. Susan states that her life with Angel is wonderful and just “more fun!”

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## DONOR LIST

### Individuals

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 Matthew Peters and  
 Stephanie Streeter  
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 Elizabeth Voorhees  
 Pamela Wellman  
 Daniel Wojcik

## Businesses and Corporations

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 Anthem Blue Cross and  
 Blue Shield  
 Bar Harbor Bank & Trust  
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 Charron Medical Services  
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 The Nashua Garden Club of  
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 Northeast Planning Associates  
 Pennichuck Water Service  
 People's United Bank  
 Philadelphia Insurance Co.  
 Prolman Realty  
 Rivier University  
 St. Joseph Hospital  
 St. Mary's Bank  
 Tewksbury Florist & Greenery  
 Triangle Credit Union  
 USI Insurance Services  
 WBS / Hub International  
 Worthen Industries, Inc.

## Honorariums and Memorials

in honor of Asaminew Primmer  
 - *Freedom CAD Services, Inc.*  
 in honor of Leni "The Lemur"  
 Hodgins  
 - *Susanna and James  
 Hargreaves*  
 in honor of Richard Hewitt  
 - *Margaret and Dolph Bosse*  
 in honor of Terry Robinson  
 - *Toni Frahm*  
 in honor of the Maynard  
 Family  
 - *Jaclyn Maynard*  
 in memory of Bernie Streeter  
 - *Ryan Campbell*  
 - *Liz Cashman*  
 - *David and Patricia Gregg*  
 - *Daniel Guerrette*  
 - *Christopher Johnson*  
 - *Martin Peters*  
 - *Kent and Donna Swanson*  
 in memory of Bob Cousens  
 - *Ashley Cousens*  
 - *Leni and Chris Hodgins*  
 - *Laura E. Horowitz*  
 - *Heidi and Gregg Jeffrey*  
 - *Ann Manning*  
 - *Carolyn McCallum*  
 - *Jacob Rosenberg*  
 - *Cindy and Steve Shetensky*  
 - *National Christian Foundation*  
 in memory of Gerald Carson  
 - *Jackson and Linda Carson*  
 - *Paul and Deborah Harkins*  
 in memory of Haig, Verna &  
 Susan DerManoogian  
 - *Debra DerManoogian  
 and John Christie*  
 in memory of Jerry & Kathy  
 Carson  
 - *Gianna Prata*

in memory of John Laquerre  
 - *Lisa Katsioulis*  
 - *Theresa Laquerre*

in memory of Mike Monks  
 - *Maureen and Jack Boland*  
 - *William and Christine  
 Bonner*  
 - *Teresa and Gerry Gartner*

in memory of Patrick  
 Fitzgerald  
 - *April Fitzgerald*

in memory of Robert  
 Maynard  
 - *Jaclyn Maynard*

in memory of Susan Galli  
 - *Rebecca Landon*

in memory of Thomas Dionne  
 - *Kim and Ed Carter*  
 - *David and Nancy Dionne*  
 - *Lisa and Michael Dionne*

## Funding Sources

AmazonSmile  
 Arbola Foundation, Inc.  
 Bangor Savings Bank  
 Foundation  
 Bank of New Hampshire  
 Benevity Community Impact  
 Fund  
 Bob's Discount Furniture  
 Charitable Foundation  
 Boston Billiard Club Charity  
 Citizens Charitable  
 Foundation  
 City of Nashua - Community  
 Fund  
 Club National Inc.  
 Enterprise Holdings  
 Foundation  
 Granite United Way  
 Hologic Charitable Fund  
 John Flatley Charitable  
 Foundation  
 Lowell Five Charitable  
 Foundation

Network For Good  
 Rotary Club of Nashua  
 Rotary Club of Nashua West  
 TD Bank  
 United Way of Greater  
 Nashua, Inc.  
 United Way of Massachusetts  
 Bay and Merrimack Valley  
 We Share a Common Thread  
 Foundation

## In Kind Donations

Cupcakes 101  
 Fortin Gage Flowers & Gifts  
 Gate City Electric

# 50 YEARS OF THE PLUS COMPANY HIGHLIGHTS

- 1972** PLUS Opens as “Mount Hope Workshop” on Lake Street by Nashua ARC
- 1973** Mount Hope Workshop also becomes known as PLUS Company and primarily manufactures ball point pens. PLUS also does other piece work for industrial and manufacturing businesses
- 1975** Skills taught expand to include life skills, such as making lunch, grocery shopping, doing dishes, etc. Clients also participate in bowling as a way to learn sportsmanship, math, and physical coordination.
- 1977** Nashua ARC reduces the amount of monetary support provided, due to lowered fundraising. PLUS begins to look for new avenues for support.
- 1978** PLUS incorporates as a nonprofit and establishes case management and residential services.
- 1981** Named “Area Agency” for Region VI and moves to Simon St. Now oversees 5 residential homes, work sites, day hab, and more.
- 1983** Area Agency incorporates as separate nonprofit.
- 1986** PLUS expands into Massachusetts.
- 1991** Wild Irish Breakfast founded by Bernie Streeter and Mike Monks.
- 1994** PLUS moves to Dunstable Rd.
- 1997** First Silent Auction and Dinner Dance held.
- 1999** Independent Living Program Launched - assists those who want customized supports in the community.
- 2005** Progress Center Opens expanding the Adult Education program.
- 2010** Purchase of 19 Chestnut St.

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*Years*

## BOARD OF DIRECTORS

Executive Director

Kim Shottes

Jim Allard - Chair

Donnalee Lozeau – Vice Chair

Tim Kerrigan - Secretary

Mark McKenna – Treasurer

Robin Hefflefinger

Dia Kalakonas

Kevin Kouble

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Sandy Pelletier

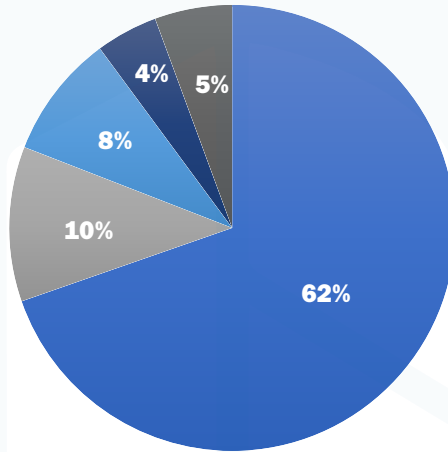
Kathleen Rice Orshak

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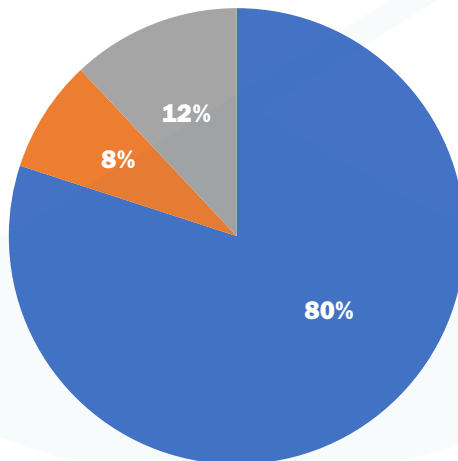
# 2022 FINANCES

## PLUS Company Funding Sources



■ State of NH ■ State of MA ■ PPP ■ Development ■ Other

## PLUS Company Expenses



■ Staffing ■ GM ■ Other