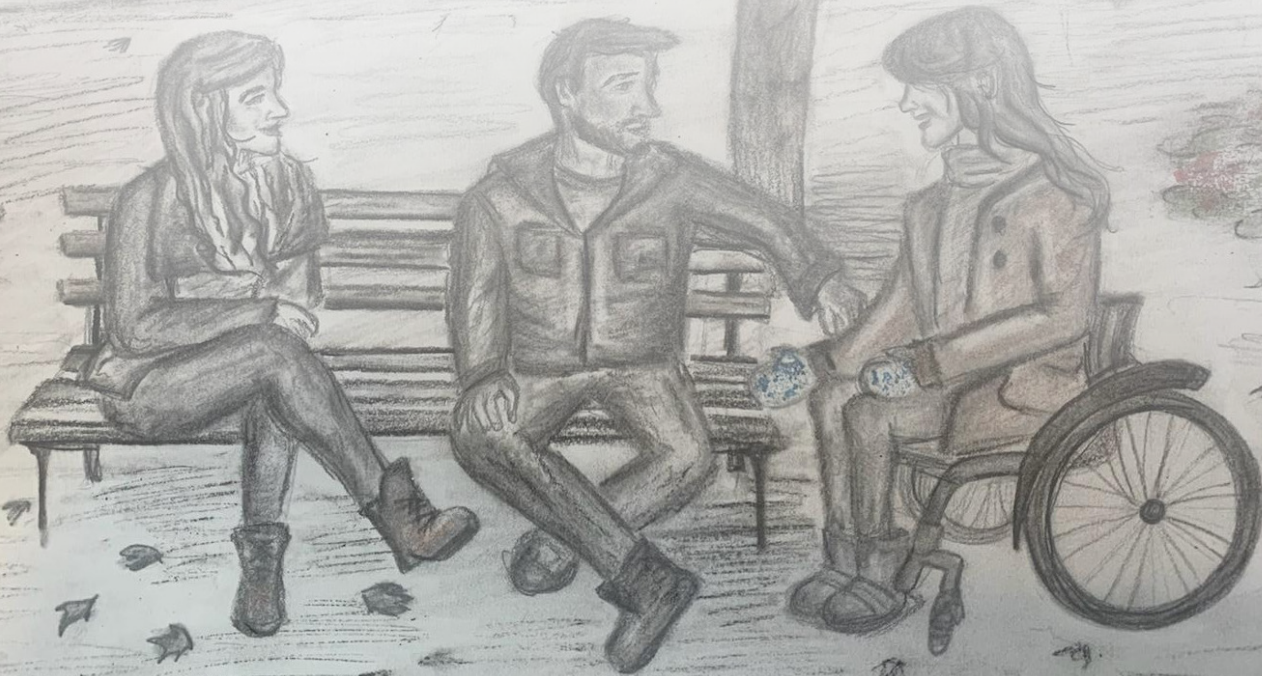


2021 ANNUAL REPORT

LAKES REGION COMMUNITY SERVICES

Engage. Empower. Inspire.

Adept at Adapt



Independence. Dignity. Opportunity.

Dear Friends,

“A good head and a good heart are a formidable combination”— Nelson Mandela. Like it did for most people and organizations, there’s no doubt that 2020 tested us. With most of our core programs serving people with particular vulnerability to the virus, it was clear early on that decisions and actions taken would literally be of life-and-death consequence. And for the many hundreds of other families that count on us, making the right choices about how to balance their needs with the responsibility and practical challenges of keeping them and our staff safe—particularly our several hundred frontline direct-care professionals—was vital.

As the pandemic began to take hold last winter, nobody could fully predict the scope and magnitude of disruption and challenge that we’d all face. But we were well prepared. The time to prepare for a crisis is before one occurs, and our capable and experienced management team was well positioned to act decisively. Even before clear guidance was being offered by State and Federal authorities, LRCS was working to adapt programs and processes for what would become the new normal. Then, as guidance was made available—and then changed, and changed again...(and again!) organization-wide communication and implementation was timely and thorough.

Preparedness, prudence in decision making, and effectiveness in administering adaptations—while all key to our success in responding to the pandemic, is only half the story; it was the collective “good heart” of our staff and partners, up and down the organization, that has yielded the most positive outcomes possible. Like many organizations did, it would have been easiest and safest to fully suspend direct-support services for all but those who rely on us for 24/7 care, but despite the challenges, despite the fears, fidelity to our mission compelled our adaptations, and inspired our resolve. Pandemic or not, the families that we serve still needed us. For many, more than ever.

The organizational strength and capacity that LRCS has worked to build over the years paid dividends in our nimbleness and responsiveness over this past year. Donors’ contributions that have enabled our investments in technology, and in staff training and development—especially for our front line workers—similarly supported our ability to adapt effectively. But ultimately, the biggest difference-maker was no adaptation at all; it was the *heart-felt* dedication and commitment to provide care to those who count on us—regardless of the challenge. Same as always.

We don’t do this alone. I’m so proud of our staff, and grateful to our entire community of stakeholders, partners, and supporters. The pandemic continues, and so does our resolve.



Rebecca L. Bryant
Rebecca L Bryant
President & CEO



Gary S. Lemay
Gary Lemay
President of the Board of Directors

Lakes Region Community Services (LRCS) is “Dedicated to Serving the Community by Promoting Independence, Dignity, and Opportunity.”

Lakes Region Community Services is a private, nonprofit, family-centered social service organization founded in 1975.

LRCS is designated by the State of New Hampshire as one of its ten “Area Agencies” to support individuals with developmental disabilities or acquired brain disorders, and their families; LRCS is recognized by Family Support NH as the Family Resource Center of Central New Hampshire; and is licensed by the State of New Hampshire to support seniors and adults living with chronic illness to maintain independence in their home.

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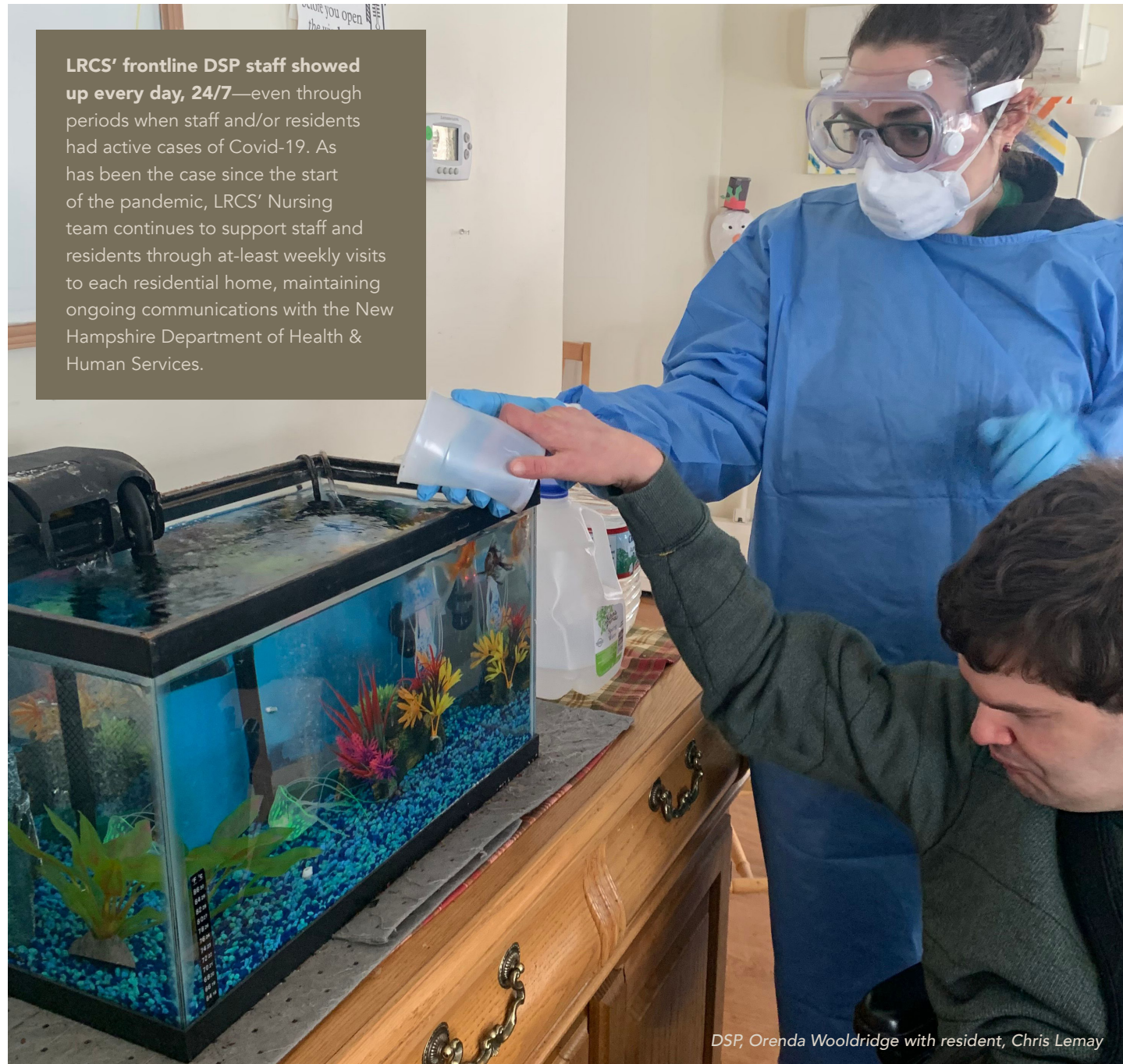
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Lisa Clark, RN, *Director of Nursing*
Judith Maguire, *Executive Assistant*
Wendy Robb, *Director of StaffWorks*
Joleen Welford, *Director of Employee Relations*

Cover design:

Created by Joleen Welford, this design was submitted as part of LRCS’ engagement of the community for National Developmental Disabilities Awareness Month; the community was invited to create and submit a piece of art that signifies inclusion of people with disabilities.

Highlighting our OUR FRONTLINE CAREGIVERS

LRCS' frontline DSP staff showed up every day, 24/7—even through periods when staff and/or residents had active cases of Covid-19. As has been the case since the start of the pandemic, LRCS' Nursing team continues to support staff and residents through at-least weekly visits to each residential home, maintaining ongoing communications with the New Hampshire Department of Health & Human Services.



DSP, Orenda Wooldridge with resident, Chris Lemay

ESSENTIAL

Society-wide, it seems the pandemic has brought long-overdue awareness of the varied roles of “essential” workers. Our several hundred frontline caregiver staff are the engine of impact that we deliver; supporting individuals with everything from eating, toileting, and bathing, to administering required medications, to proactively engaging them in enrichment activities, our Direct Support Professionals (DSPs) have been, and continue to be, essential.

Ensuring their safety and the safety of those in our care has, from the start, been the first priority guiding our response to the pandemic. With 12 residential homes, an average of 300+ in-home support visits each week, a 400+ employee roster, and a typically bustling main office and satellite office, that was no small order.

“We hammered home for weeks not just the need to wear PPE (personal protective equipment), but the specific guidance and instructions for how to safely don PPE, and how to remove it without possible contamination,” highlights Lisa Clark, LRCS' Director of Nursing. “But even before that, we had to get the stuff—and that proved quite an adventure!”

But through coordination with LRCS' Operations and Nursing Departments, and in close collaboration with State officials, LRCS quickly established and then maintained a supply of all needed protective gear—masks, gloves, shields, gowns, etc. Promptly written safety protocols guided organization-wide implementation of safety measures. Quality-control measures and routine audits further helped ensure full adoption and ongoing vigilance. New deep cleaning and disinfecting regiments were established. Air cleaners and purifiers were installed. Said David Emond, LRCS' Vice President of Operations, “If there was something we could do, or buy, to enhance staff and client safety, we did it. That was our mantra.”

“It was pretty scary—especially early-on,” recounts DSP, Orenda Wooldridge. “But I think most of us drew confidence from seeing all of what LRCS was doing to make sure we'd be safe. Yeah, we're essential, and we're proud to be. But these days especially, what's essential is that we all keep looking out for each other.”

Highlighting our **WORKFORCE ADAPTATIONS**



WE DID OUR HOMEWORK

"I can't risk working and bringing Covid home to my family." "I'd like to keep working—I need to—but my kids are remote-learning and I have to be home with them." "I'll make more not working, being on Unemployment."

Nationwide, fear, confusion, and anxiety were pervasive in the early weeks and months of the pandemic. Especially among frontline workers. And that meant compounding organizational concern: how to respect each employee's personal choice and feeling of safety in working, while also ensuring the uninterrupted care for individuals that we support—especially those receiving 24/7 care.

Step One was to fully understand the virus, itself, and to make sense of the deluge of early information from State and Federal authorities—made more difficult by the speed at which information and guidance was evolving. Joleen Welford, LRCS' Director of Employee Relations, quickly found herself thrown into the eye of the storm. "The Human Resources implications alone were vast. Having to become an expert on infection control too was overwhelming."

Joleen continued: "Diving deeply into all of it—the virus, CDC guidance, State directives, labor law, new Unemployment provisions...beyond trying to keep everyone safe, we recognized that getting ahead of the game and really understanding all of it would be vital to keep staff committed."

Quickly shifting all administrative staff that could reasonably perform core job functions remotely was Step Two. Like much of the world in 2020, staff created makeshift workspaces at home, toiled with kids on their lap and dogs unwelcomingly barking contributions during Zoom meetings, and juggled roles as at-home teacher, parent, and worker, often over 12- or 14- hour days.

"Organization-wide, we did our homework—figuratively and literally," notes Joleen. "And in the end, we accommodated everyone that wanted to work, and everyone that didn't. This was going to be a marathon, we knew," and prompt and transparent information-sharing, a healthy organizational culture of trust and fairness, and a broadly shared and sincerely held conviction in our mission would be what sustained us. Exhausting, yes, but ultimately effective: confusion gave way to confidence; fear transformed into fortitude; and reticence yielded to resilience.

Highlighting IT ADAPTATIONS



For an organization the size and complexity of LRCS, our IT Department of one person, is lean and exceptional! Locally grown and now statewide IT business, **Mainstay Technologies**, has been a valued partner with LRCS for years—in both their robust and capable maintenance of our overall IT infrastructure, as well as their continued understanding and support of our overall mission. We're grateful for their continued partnership

ZOOM ZOOM

A year ago, Zoom was just a PBS program that many of us or our kids grew up with. Now, it's ubiquitous—as a video-meeting platform, of course, broadly adopted by businesses and individuals alike. It's hard to imagine getting through the past year or so without it and similar video-meeting platforms.

Video conferences enabled meetings and collaborative work to continue. It provided a means to train staff and reinforce evolving safety protocols. It enabled tele-health appointments, and to serve client families broadly. It was at least a partial antidote to isolation. Zoom, and technology overall, has been a lifeline.

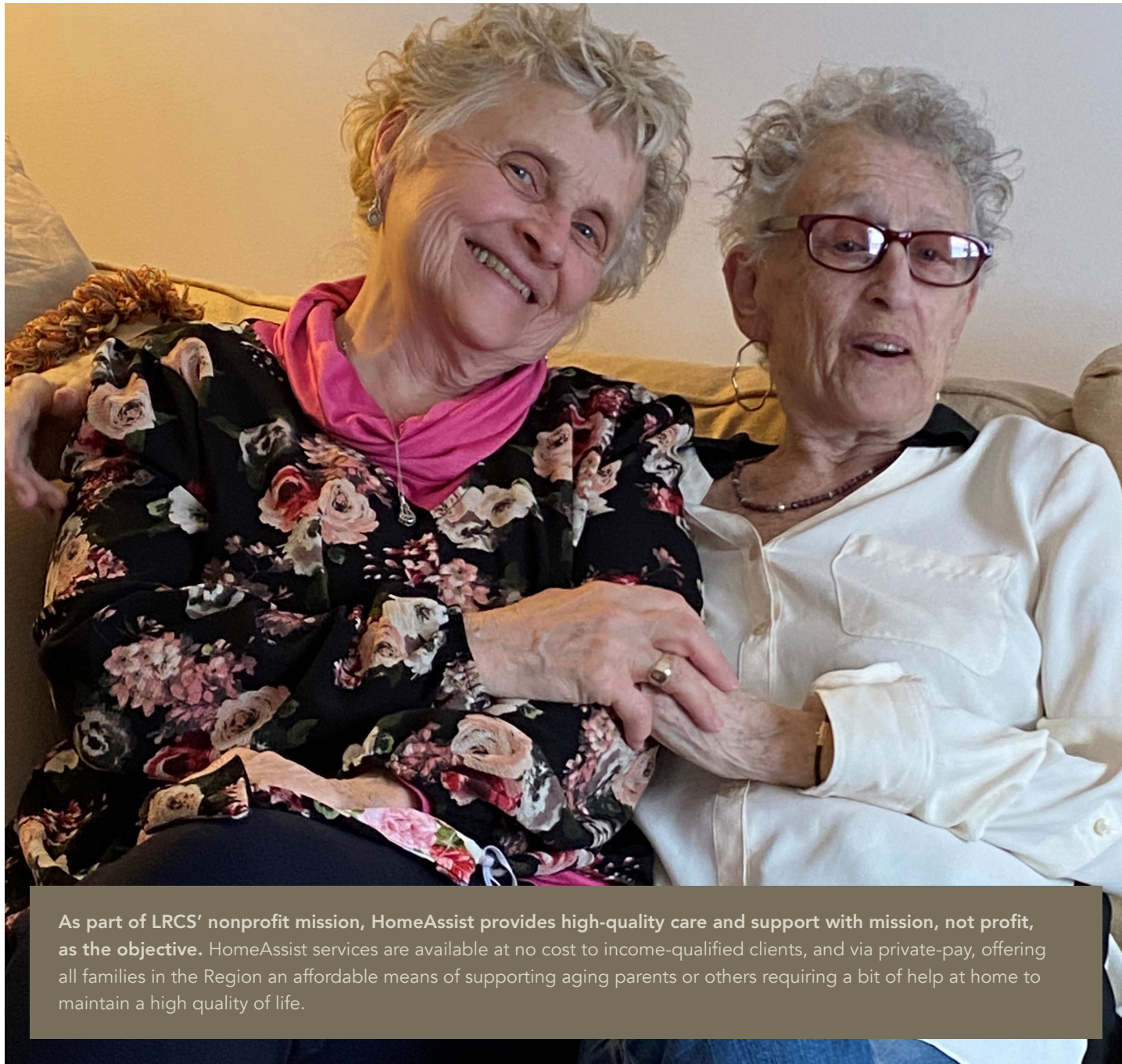
"We recognized right away the magnitude of the challenge to securely pivot several hundred staffers to a remote platform," recounts Colleen Cass, LRCS' Director of Technology. "And we understood, too, that it wasn't just our staff that we needed to worry about; we'd have to address hardware and network needs of countless individuals that we serve too."

"Colleen saved me!" Jackie Slavin, who resides in one of the 12 residence that LRCS operates, supporting developmentally disabled individuals, was an early beneficiary of Colleen's intervention. Jackie has a Kindle that she was used to using, but it wasn't up to the task of online video meetings. "We determined who needed what, and just keep triaging," said Colleen. Interrupting her favorite game of Township on her Kindle, Jackie adds "I was feeling pretty depressed. Connecting with people again helped a lot."

"Connecting" includes being able to participate in daily group activities that LRCS' StaffWorks team now coordinates and facilitates online. Wendy Robb, Director of the StaffWorks program notes "Pre-pandemic, we'd normally have about 100 individuals personally engaged and supported in community activities each day. But those pretty much all went away when the pandemic emerged."

With so few community gathering spaces now available, LRCS even leased new space to provide safe, socially-distanced options for individuals and families that still wanted in-person support. And with technology configured to enable others that can't join in-person to still be connected and fully involved, individuals served by LRCS continue to thrive.

Highlighting HOME ASSIST PROGRAM



As part of LRCS' nonprofit mission, HomeAssist provides high-quality care and support with mission, not profit, as the objective. HomeAssist services are available at no cost to income-qualified clients, and via private-pay, offering all families in the Region an affordable means of supporting aging parents or others requiring a bit of help at home to maintain a high quality of life.

NEITHER ALONE, NOR FORGOTTEN

"I love it when Susan's here." Susan is the In Home Care Provider from LRCS's Home Assist program, which provides direct support to elderly and infirm clients, helping them retain independence in their home.

"You're my little angel," Ellen affirms, speaking directly to Susan. Well beyond the physical help that Susan provides Ellen with things like laundry, shopping, and light cleaning, Ellen has come to value especially the companionship of Susan, in her weekly visits each Tuesday.

A brain tumor diagnosis a couple of years ago slowed Ellen down some, and leaves her a bit unsteady on her feet. She has long since retired her leather chaps and Harley, and she's hung up her fly-fishing pole, but at 82, she still has a "Biker Chick" attitude, she quips. Ellen has a sharp wit, a still-sharp mind, and a playful mischievousness that gleams behind her bright eyes. Like Susan too, she is newly vaccinated, and she is unabashedly full of life again. "I could hardly remember what it was like before Covid."

One of Ellen's neighbors, also newly vaccinated and visiting with her, contributes to the conversation. Speaking of the senior housing complex where they live in West Lebanon, he notes what a good job they do with property management. "But it's property management, not people management," he underscores, affirming the value and impact that HomeAssist's care givers contribute to help sustain their independence at home.

Looking forward to a roast beef dinner and maybe a martini on the rocks at Jessie's, her favorite restaurant in town, Ellen recalls her younger years. "It was no walk in the park raising my two boys. I earned this!" She's determined to make the most of her golden years. The pandemic has been hard on her. "I was miserable! Susan has been a godsend!" While she still appreciates all the stuff that Susan does to help her, she's come to appreciate the friendship of Susan even more. Extending a hand towards Susan, Ellen smiles. "I feel very lucky."

LRCS
HOME ASSIST
SERVICES

Engage. Empower. Inspire.

Highlighting our SFL PROVIDERS

Shared Family Living (SFL) providers are a vital part of how our community cares for people who, not so long ago, were routinely institutionalized. SFL providers receive compensation for the housing and care they provide—for many, supplanting employment outside of the home, or supplementing household income. Caring and committed SFL providers are always in need. If you are interested in learning more about becoming an SFL provider, please call Ellen Bean at 603-581-1556 or email ellen.bean@lracs.org.



Richard Das, with John Brown, whom Richard provides a home for, as one of LRCS' SFL Providers

CARING FOR THE CARETAKERS

New Hampshire can be justifiably proud to have been the first state in the country to de-institutionalize care for people with developmental disabilities or brain injury. That culminated in 1991 with the closure of the Laconia State School. In New Hampshire, everyone—regardless of disability—has a home, not just a bed. Community engagement is facilitated, not forsaken. Individuals are cared for and supported as unique individuals, not as a monolith.

LRCS operates 12 residential homes, providing 24/7 care to the generally two or three individuals that reside at each. Nearly 100 more are cared for by foster families—50+ of them, who open their homes and hearts to give individuals who are unable to live on their own or with their natural family a safe and caring home life. Gone are the days of isolated institutional life. Our Shared Family Living (SFL) providers are an invaluable group of partners in giving the individuals served by LRCS a life of dignity and meaning.

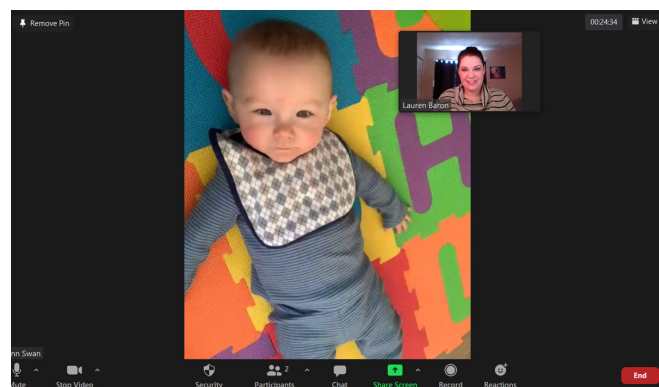
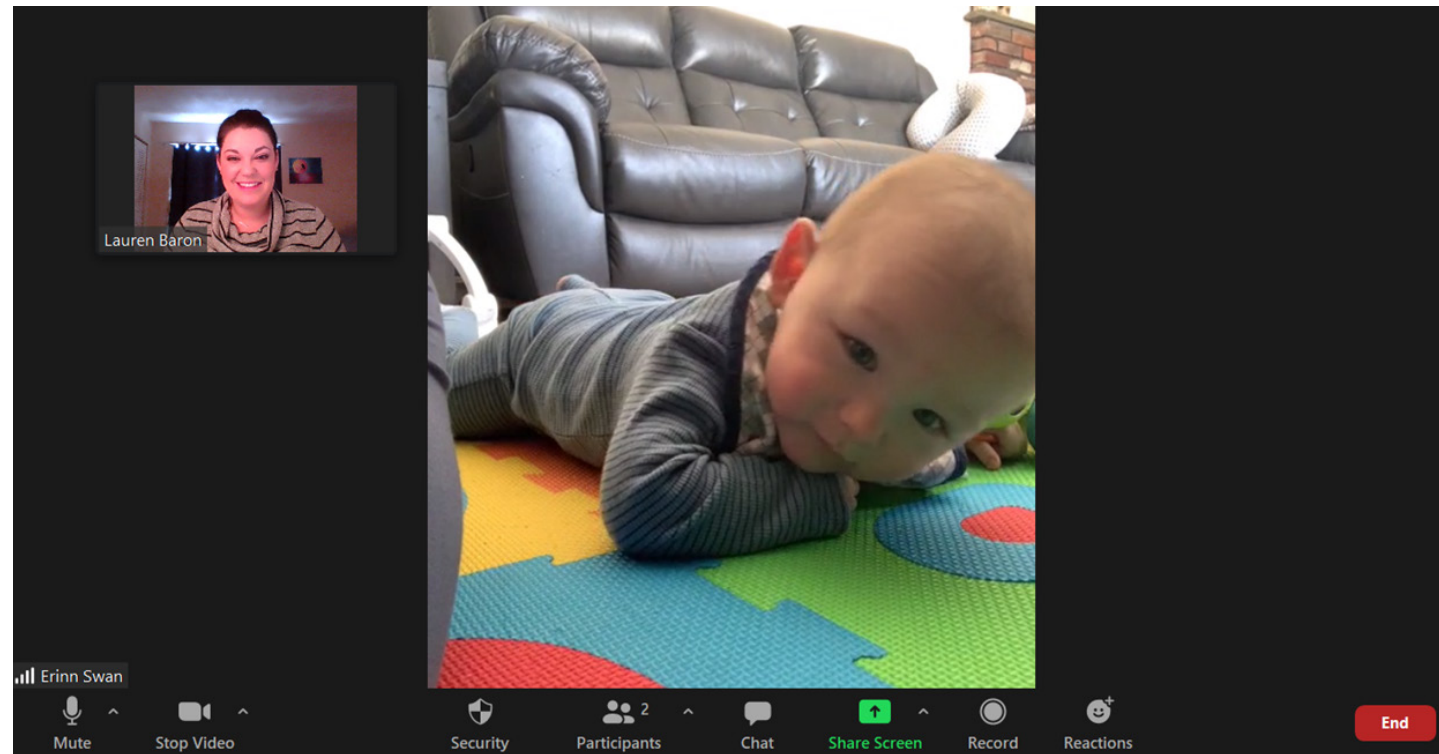
In the context of the pandemic, though, those 50+ providers meant 50+ more people and buildings to manage. Ongoing PPE provision to 50+ more locations. Infection-control safety protocols to continuously monitor at 50+ more locations. 50+ more chances for a deadly Covid outbreak to occur.

And when care providers were navigating their own family's infection risk, or having to isolate or quarantine because of a possible exposure, it meant coordinating respite care—made more challenging by the reduced staff capacity overall.

"I never felt remotely alone in this. I was a bit freaked out initially, but LRCS' communication, guidance, and ongoing support with anything we've needed has made all the difference," said SFL Provider, Richard Das. "I've drawn a lot of confidence from seeing the scope and level of vigilance that LRCS has sustained since this thing started."

LRCS
**SHARED FAMILY
LIVING**
Engage. Empower. Inspire.

Highlighting FAMILY-CENTERED EARLY SUPPORTS & SERVICES ADAPTATIONS



The Family-Centered Early Supports & Services (FCESS) program is one of several programs and services of LRCS' Family Resource Center (FRC). In addition to the FCESS program, the FRC provides Autism supports, a broad range of Parent Education programs, early childhood development programs, and more, serving approximately 500 families annually.

IF YOU GIVE A MOM A FISH...

Erinn Swan was overwhelmed. Her son, Benjamin, born prematurely, endured his first 30 days of life in the hospital, tube fed, slowly gaining weight and viability to go home. She and her husband were new parents, barely feeling equipped to raise a healthy baby in normal times, much less a still-medically fragile baby amidst a pandemic.

In normal times, LRCS' Family-Centered Early Supports and Services (FCESS) team would offer in-home supports to a family like Erinn's, addressing a child's gross motor, fine motor, cognitive, communication, social/emotional, and sensory needs. LRCS staff would work one-on-one with the child.

But these were not normal times.

"Lauren has been great," Erinn lauds, speaking about Lauren Baron, one of the five educators on the FCESS Team. "My husband and I have learned so much from her, enabling us to work with Ben every day to advance his developmental progress." Lauren has been meeting with Erinn multiple times a month by Zoom, remotely observing Ben's growth and development, and guiding Erinn on how to work with him to support his progress.

Said Lauren, "Before the pandemic hit, as an FCESS Team we had already begun thinking of developing a coaching model for services, rather than just directly working with the children." But it was an approach that that was still in the early stages of development when in-person contact suddenly became untenable. "Shutting down services just wasn't something we could imagine—even temporarily. Especially for preemies, early supports and services is hugely important." Ready or not, the coaching model notion could be the answer.

The FCESS Team dove in; long and frenetic days in those early weeks of the pandemic yielded a framework for how they'd adapt their work, shifting from doing, to modeling and teaching. New resources were developed for parents to reference between sessions. Assessment tools were created for parents to use in daily exercises with their children. FCESS staff started routinely fielding calls and texts from families as they practiced the skills and recommendations provided.

"It's not a perfect system yet, but the coaching model has really proven effective," said Lauren. Erinn concurs: "We didn't even know LRCS existed before we had Ben. Now, we can't imagine how we'd have gotten through these recent months without them."



Highlighting GIVING



Gifts of permanent capital to the LRCS Foundation's Endowment Fund provide mission-vital revenue to LRCS that lasts forever. **We're deeply grateful to the Van Otterloo Family Foundation and to the Region III Family Support Council for their Endowment Fund contributions, as well as to the tree care company, Chippers Inc., for their \$10,000 gift to support local families served by LRCS facing particularly challenging circumstances as a result of the pandemic.**

Pete Woodward, with his son, Brint Woodward, whom many may know from Plymouth's The Readery bookstore, where Brint has worked and thrived for more than 20 years, undeterred by his developmental disability or blindness.

INVEST WITH CONFIDENCE

Rev. Brinton W. Woodward, Jr.—“Pete” to the many who know him—is an accomplished professional with a seasoned and sophisticated knowledge of mission-based nonprofit work. Pete particularly understands the value and importance of investing in future capacity. Through the course of his 24 years as Headmaster of Holderness School, for example, he oversaw the growth of their endowment fund, which was almost nonexistent when he started, to the approximate 30 million dollars the Fund grew to by the time of his retirement.

“My personal investing has been guided by pretty standard principles—diversify, think long-term, reinvest dividends as much as possible... but like many, I also invest for social return, not just financial return,” notes Pete. “I’m looking for impact—to see how my money can help make good things happen in the world—maybe especially when I’m not a part of this world anymore.”

Pete invests in LRCS through his significant volunteer efforts as a Board member of the LRCS Foundation and as an ambassador for LRCS; he donates annually in support of the Annual Fund priorities; and he has made a provision in his estate plan to create a permanent endowment fund to support LRCS’ frontline caregiver workforce. Says Pete, “I’ve witnessed firsthand how much LRCS’ caregivers do, and have seen how their support fundamentally transforms lives of disabled people and their families. I can hardly imagine a better place to give to and invest in!”

“I still remember that first significant endowment gift we received at Holderness,” Pete reflects. “It signaled to others that investing there was something that smart, thoughtful, forward-thinking people do—and soon, other gifts like it followed, and then more still. It’s my hope that my investment in LRCS might be that signal for others.”

And already it has been, thanks to Pete’s additional work in helping to secure for the LRCS Foundation its first major endowment investment, a \$100,000 permanent capital gift from the Van Otterloo Family Foundation. And weeks later, an additional permanent capital gift of \$15,000 was given by the Region III Family Support Council. Pete seems to recognize that momentum can be a powerful force, adding “If my support to LRCS can have the added beneficial impact of driving philanthropic momentum to enhance LRCS’ future capacity and impact, then that’s exactly the kind of compounding return I hope for from my investments.”

Lakes Region Community Services
LEGACY Society

Celebrating **GENEROSITY**

2020-2021 LRCS FOUNDATION BOARD OF DIRECTORS

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Stuart Needleman, *Vice President*
Brinton W. (Pete) Woodward, Jr., *Secretary/Treasurer*

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Cheryl Larose, *Region III Family Support Council*

**Lakes Region Community
Services Foundation**
is a 501(c) 3 organization,
FEIN #47-4258305.
Charitable donations are tax
deductible to the full extent allowed by law.



UNITED WAY EMPLOYEE CONTRIBUTIONS

We extend our appreciation to all donors who support LRCS through United Way and/or through payroll deduction via their employer.



LEGACY SOCIETY HONOR ROLL

Region III Family Support Council
Irene ("Becky") Gage
Van Otterloo Family Foundation
R. Stuart and Ruth W. Wallace
Rev. Brinton W. ("Pete") Woodward

Launched in 2019, LRCS' Legacy Society honors and recognizes the philanthropic leadership of individuals, families, businesses, and other entities that establish an endowed fund within the LRCS Foundation Endowment Fund, or who make a planned gift of \$5,000 or more and/or a bequest designation as part of their estate. Gifts can come from cash, appreciated stock, real estate, life insurance, IRAs, and Donor-Advised Funds, among other options.

Bank of New Hampshire

Anonymous

EverSource

Randy Perkins

Franklin Savings Bank

Kenneth Sawyer

Lakes Region Community Services

Rebecca Bryant

Colleen Cass

David Emond

James Hamel

Robert Leda

Kerri Lowe

Judith Maguire

Joleen Welford

LRGHealthcare

Catherine Walker

Timothy Woods

NH State Employees

William Cass

Sean Goodwin

Lynn Hilbrunner

Marc Joyal

United Parcel Service

Victoria Lachance

Give with Liberty (Liberty Mutual

Employee Donors)

Michael Mellon

Suzanne Nimz-Bard



LRCS' signature annual fundraiser, Lakes Region Uncorked, annually generates tens of thousands of dollars to support LRCS' work; over the years, it has become a significant engine of LRCS' overall fundraising program. Cancelling it would mean a major hit in our capacity to fund staff training, professional development, and technology purchases—exactly when such spending was more needed than ever. So we reimagined the event and came up with a virtual version. Loyal wine, beer, and restaurant partners, and several new partners rallied to the call. Many of our loyal business supporters

similarly pledged support—even while their businesses were feeling the impacts of COVID too. But as the fall approached and infection levels were beginning to spike nationally, prudence demanded that even the re-imagined Uncorked would have to be cancelled. The response from our business sponsors: keep the money anyway in support of the good work we do! This year especially, we salute these generous local business sponsors and benefactors:

Wood & Clay Fine Homes, LLC

Joe & Pasena Maroun Foundation

CGI Employee Benefits Group

Leone, McDonnell, and Roberts, CPAs

Bank of New Hampshire

Franklin Savings Bank

Moulton Farm

Rodman Ford Sales

Meredith Savings Bank

Mainstay Technologies, LLC

The Prescription Center

Melcher & Prescott Insurance

Cross Insurance Agency

Jeff and Kris Fox

Philadelphia Insurance

USI Insurance

Giguere Electric, Inc.

All-Ways Accessible

Stafford Oil Company, Inc.

Christopher P. Williams Architects

And sincere thanks to Kaylon Sweet, owner of Osteria Poggio, and to Bob Manley of Hermit Woods Winery for their significant help in planning the re-imagined event, as well as to our other vendor partners for their open-mindedness and collaboration.

Restaurant partner: Osteria Poggio

Winemaker partners:

Coffin Cellars

Flag Hill Distillery

Whippletree Winery

Hermit Woods Winery

Sap House Meadery

Winnepesaukee Winery

Brewer partners:

The Dam Brewhouse

Hobbs Tavern & Brewery

Lone Wolf Brewing Company

Concord Craft Brewing Company

Tuckerman Brewing Company

Twin Barns Brewing

Won't we all be ready to gather in person by the Fall?
MARK YOUR CALENDAR FOR UNCORKED 2021!

Thursday, November 4, 2021 at Mill Falls, Meredith

YEARS OF LOYAL SERVICE

With appreciation to our dedicated employees and Shared Family Living (SFL) providers who reached significant milestones of consecutive years of service to the community between July 1, 2020–June 30, 2021.

30 years	Laura Brouillard	Sandra DeForge
Heidi Gilmore	Ruth Earle	Carolann Duval
20 years	Dawn Hanson Winters	Eileen Harrington
Sara Brown	Heidi Nichols	Paula McVey-Tarantino
Rosemary Earle	10 years	Erin Pettengill
Charlie Hughes	Ellie Bean	John Sprague
15 years	Debora Besemer	Amy Winters
Douglas Braddock	Tina Burhoe	

2021 OUTSTANDING COMMUNITY PARTNER AWARDS

We are grateful for the collaboration of all of our community-based partners, most certainly including the many local businesses that support our work charitably, and/or who employ and engage the people that we serve, contributing importantly to their quality of life. During this past year, the efforts of two partners, in particular, have contributed enormously to our responsiveness to the pandemic. We salute and thank them, and all of our partners for helping to manifest our Mission and advance our Vision.

- John Beland**, *Emergency Preparedness and Response Manager for the Partnership for Public Health*
- Kaylon Sweet**, *owner of Osteria Poggio Restaurant in Center Harbor*

IN MEMORIAM

LRCS supports individuals and families from birth through the full life span.
We remember and honor the lives of those who have died during the past year. We share in the gratitude of having known them. We share in the grief of their passing. And we celebrate the love and lasting impact of their lives on the many people whose lives they touched.

“People will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

Maya Angelou

LRCS participated for the first time last year in NH Gives Day. Statewide, nearly 500 NH nonprofits raised in excess of \$3.3 million during the 24-hour giving extravaganza, which engages volunteers of all walks of life to invite their personal contacts by text, email, or social media, to click to donate in support of the nonprofit they care about. We thank our trailblazing “Fundraising Champion” volunteers for their engagement with us last year, and their many family and friends who donated in response.

Fundraising Champions	Katie and Tim Blake	Laura Hardiman	Sue and Stu Needleman	Michelle Serraino
Rebecca Bryant	Becky Bryant	Jane Harrington	Rick and Molly Notkin	Mellissa Svoboda
Emily Ferrer	Julie Choiniere	Shana Hesser	Randy Perkins	Carl Teamo–CST Construction
Jim Hamel	Lauren E. Cilley	The Hirshans	Patti Quinn	Bonnie Tisdale
Stu Needleman	Dan Cronin	Cheryl Hobbs	Randy Rogers	Jonathan Tolman
Amy Rogers	Dan Danson	Chris Kemp	Byron and Linda Rooks	Laurie Vachon
Mellissa Svoboda	David and Sylvia Detscher	The Sharma Group	Gerald and Michelle Rosado	Wesley Wallace
Joleen Welford	Anna and Ken Edwardson	Barbara Langworth	Gary Rosenthal	Steven Welford
	Tammy Emery	Nicole Little	Cris Rueffert	Blaise Whitman
NH Gives Donors	Cathy Glassett	Diane Lockwood	Jack and Olivia Saunders	Bradley Whitman
Anonymous (3)	Abigail Guinan	Kendrick Love (Katrina Kendrick)	Jim Scadova	Jeffrey Whitman
Kirk Beattie	Debbie Hamel	Crystal McDermott	Peak 9 Properties, LLC	Ariana Ziminsky
Julie Bernier	Jim and Jude Hamel	Debbie and Mark Needleman	John Scheinman	

NH GIVES

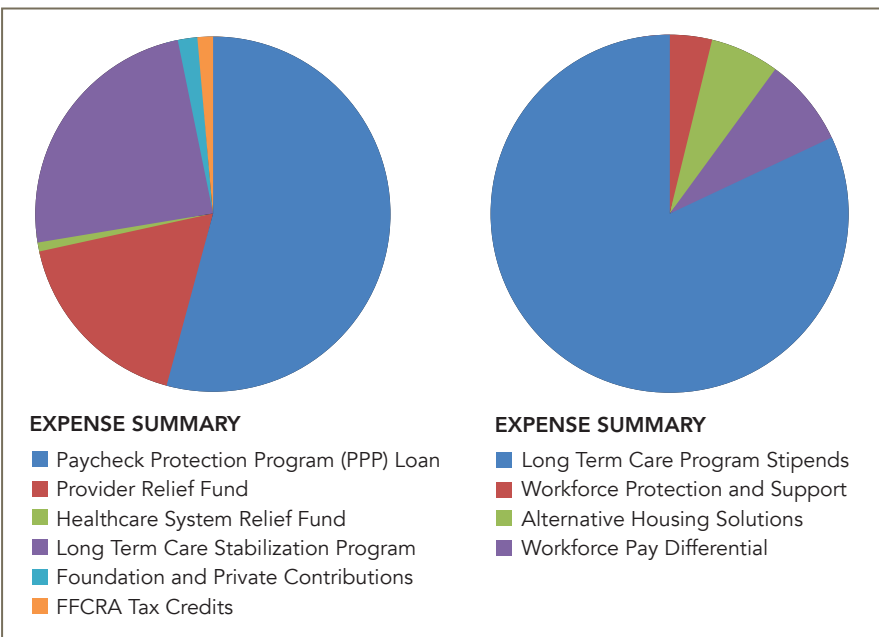
FISCAL YEAR 2021 Fiscal discipline saving lives

At the outset of the pandemic, and continuing throughout, keeping our employees and individuals safe was our primary focus. As a conservative and fiscally sound entity, we knew that, short-term at least, we had the resources to make responsible decisions that were truly in the best interest of everyone’s health and safety. This ability profoundly drove home the importance of a 45+ year history of such fiscal-minded discipline. Complementing that, we aggressively pivoted to researching and applying for any and all possible funding, which was rapidly being availed at the local, state and federal level.

At the local level, the commitment of our community partners was as evident as ever, as many reached out to offer resources in the form of funding, PPE and other needed equipment, and other in-kind support. Local generosity yielded over \$30,000 in unrestricted funding, allowing us to respond to a vast array of early needs related to the pandemic.

At the state level, the support from the Bureau of Developmental Services (BDS) and the Department of Health and Human Services (DHHS) ensured that we were well connected to all State solutions, from free PPE to regulation relief, to funding opportunities such as through the Governor’s Office for Emergency Relief and Recovery (GOFERR). And at the Federal level, acquisition of a Round One PPP loan enabled us to look beyond the day-to-day crisis, and to maintain full services and staffing.

All of the aforementioned resources allowed LRCS to mitigate areas of revenue loss and of unbudgeted expenses for COVID related items. It enabled us to respond to the crisis swiftly and aggressively. And looking ahead to post-pandemic life, it leaves us still financially sound, able to maintain uninterrupted services for the 1,000+ families that benefit from our work annually.



LRCS AND LRCS FOUNDATION CONTRIBUTORS

We are grateful to the many individuals, businesses, community-based nonprofits, foundations, and others for their support of our work and their generous contributions. As a public charity, LRCS lists the names of all contributors, unless anonymity is requested. We strive diligently to appropriately honor our donors, and sincerely regret any errors or omissions in the following listing. If you note any errors here, do please bring it to our attention so that we can update our records; email Jim at james.hamel@lracs.org or phone 603-581-1588. Thank you.

Gifts received January 1, 2020 – December 31, 2020 and/or in response to our 2020 year-end Annual Appeal

3M	Cicero Kass L'Dor V'Dor Charitable Foundation	Giguere Electric, Inc.
All Brite, Inc.*	Lauren Cilley	Cathy Glassett
All-Ways Accessible	Circle Dental	Sean Goodwin
Annalee Dolls*	Tom and Marla Clough	Charles & Susan Goulet
Anonymous (20)	<i>In memory of Brian Tilley</i>	<i>In honor of Stuart Carkin</i>
Anonymous	Cocchiaro Family Foundation	Granite United Way
<i>In honor of Brinton Webb Woodward (2)</i>	Cogswell Benevolent Trust	Carol Griffiths
Anonymous	Cohen Family Charitable Foundation	Abigail Guinan
<i>In honor of Richard Crocker</i>	Bea & Woolsey Conover Fund of the	Dean and Janet Gulezian
Anonymous	NH Charitable Foundation	Susan and Bob Gunther
<i>In honor of the LRCS Team</i>	Mr. and Mrs. Peter J. Coolidge	<i>In memory of Laura Michaelis</i>
Anonymous	Barbara Corrente	Debbie Hamel
<i>In memory of Patricia Johnson</i>	Thomas Costigan	Jim and Jude Hamel
Anthem Blue Cross Blue Shield of NH	Bud & Mary Crane	Laura Hardiman
Robert and Sherrill Babler	Richard Crocker	Jane Harrington
Bank of New Hampshire^	Cross Insurance Agency	Hayward and Company, LLC
John & Annacarin Barry	Cullen Concrete Form Co, Inc	Heart & Hands Thrift Shop
Bruce & Sarah Barton	Bill & Nancy Dailey	Peter & Peg Hendel
<i>In honor of Brint Woodward</i>	Dan Danson	<i>In honor of Kathy Glanzman</i>
Kirk Beattie	Andra and Marjin Dekkers	Hermit Woods Winery*
Zita Bello	Edward DeTolla General Dentistry	Shana Hesser
The Benevity Community Impact Fund	David and Sylvia DeTscher	Lynn Hilbrunner
Thaddeus Bennett	Gary & Lisa DiMartino	The Hirshans
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Brian Bernard	Wendy Duggan	Allen and Eva Howe
Julie and Richard Bernier	E.M. Heath	Robert Huston
Jeff & Anne Blackburn	East Coast Foundation	Irwin Automotive Group*
Katie and Tim Blake	Rick and Toni Eaton	Hoyette Johnson
Arthur & Karen Bourgeois	Ken and Anna Edwardson	Mark Joyal
Rebecca Bryant	Mark & Tammy Emery	Sandra and Kevin Kelly
<i>In memory of all the individuals we</i>	David & Tammy Emond	Thomas & Elizabeth Kelsey Fund of Fidelity Charitable
<i>said goodbye to this year</i>	Family Support Council, Region III	Chris Kemp, The Sharma Group
Neil & Patti Burlingame	Daniel Fife	Katrina Kendrick
<i>In honor of KC Christensen</i>	Finn & Finn Beautiful Smiles:	Robert and Simone King
Steve Camerino and Sarah Knowlton	<i>Dr. R. Thomas Finn & Dr. Kiirsten Finn</i>	Myron and Rita Krupp
The Cannoli Stop at the Candy Shop*	Joel & Judy Fisher	The Krupp Family Fund of Fidelity Charitable
Martha Carkin	Sharon and Jerry Fleischman	Victoria Lachance
<i>In honor of Stuart Carkin</i>	Ellen Fortgang	Lake Life Realty
Steve & Laren Carkin	<i>In memory of Patricia Johnson</i>	Lakes Region Dental Implant & Oral Surgery Center, P.A.
Colleen & William Cass	Jeffrey and Kristen Fox	Regina R. Lalumiere
CGI Business Solutions^	Franklin Savings Bank	Brian Lamontagne
Charities Aid Foundation of America	Irene Gage	Garrett Lavallee
Carrie Chase	Gallop Family	Rick & Marie Leahy
Chippers Inc.	<i>In honor of Rev. B.W. Woodward, Jr.</i>	Robert Leda
Julie Choiniere	Wayne Noyes–The Generator Connection	<i>In memory of Jane Babin</i>
Christopher P. Williams Architects	The Gerry Family	Gary & Valerie Lemay

LRCS AND LRCS FOUNDATION CONTRIBUTORS cont...

Leone, McDonnell & Roberts, CPA	Overhead Door Options	Hollis Thompson and Gregory Lynne Thompson
David Liberatore	<i>In honor of Wood & Clay, Inc.</i>	Susan and Brad Tilley
Lilly Designs*	The Samuel P. Pardoe Foundation	<i>In memory of Brian Tilley</i>
The Linden Foundation	Randy Perkins^	Tilton Medical Associates PLLC
Nicole Little	Virginia and Mark Perkins	Bonnie Tisdale
David Lockwood	Anna and Matthew Perloff	Town of New Hampton
Diane Lockwood	<i>In memory of Lenord Perloff</i>	Debra Truman
Kerri Lowe	Philadelphia Insurance	<i>In honor of Maxine Loupis</i>
Jake & Elaine Ludes	Penny Pitou and Milo Pike Charitable Fund	Kerry and Charles Tyler Fund of Fidelity Charitable
Ron & Lori Magoon	of the NH Charitable Foundation	USI Insurance Services LLC
Mainstay Technologies, LLC	Steve and Jane Plumley	Timothy & Laurie Vachon
Paul Marchesiani	Maureen Poulos	<i>In honor of Steve Barton and Ron Mizner</i>
Judith Maguire	<i>In memory of Brian Tilley</i>	Vail Family Fund of the NH Charitable Foundation
Joe & Pasena Maroun Foundation	The Prescription Center	Van Otterloo Family Foundation
Maxfield Real Estate	Emily Preston	Phoebe VanScoy-Giessler
Crystal McDermott	Richard Purington	William J. & Rena M. Vecchio
Joe & Karen McDowell	Charles & Carole Purse Fund of the J.P. Morgan	Karen Vucich
Jerry McIntire	Charitable Giving Fund	R. Stuart & Ruth W. Wallace
<i>In memory of Patricia Johnson</i>	Patti Quinn	Wesley Wallace
Gertrude and Bill McLean	Alexandra and Leonid Raiz	Catherine Walker
<i>In memory of Dr. Stewart Stringfellow</i>	Dana & Greg Read	Mary Alice & Kent Warner Family Support Fund of
Melcher & Prescott Insurance	Susan and Kevin Reilly	the NH Charitable Foundation
Michael Mellon	Sandra and Todd Ringelstein	<i>In honor of Joanne Piper Lang</i>
Sherry Melville	Rowena Robertson	Joleen Welford
<i>In honor of Stephanie Mayo</i>	<i>In memory of Patricia Johnson</i>	Steve Welford
Meredith Parks and Recreation*	John and Leslie Robinson	Well Sense Health Plan
Meredith Village Savings Bank	Rockyworld-Deephaven Camps	Ellen Westbrook
Rosa Michaud	Rodman Ford Sales	Richard Weymouth
Annie Middleton and Beth Tilley	Randy Rogers	Blaise Whitman
<i>In memory of Brian Tilley</i>	Byron and Linda Rooks	Bradley Whitman
Mid-State Health Center	Gerald and Michelle Rosado	Jeff Whitman
Maurice & Rhoda Miller Fund of Combined Jewish	Gary Rosenthal	Bruce & Betsy Whitmore
Philanthropies of Greater Boston, Inc.	Cris Rueffert	Russell Wilder
Peter & Alida Millham	Nancy Ryan	Lesley Pankhurst - Winnepesaukee Playhouse*
Miracle Farms Landscape Contractors	<i>In memory of Brian Tilley</i>	Winnisquam Dental
Mondovi Dental	Samyn-D'Elia Architects	Wood & Clay, Inc.
Mr. & Mrs. James E. Morel	Jack and Olivia Saunders	Patrick & Jane Wood
Donald and Sandra Morrissey	Kenneth Sawyer	Timothy Woods
Linda Mosher	Jim Scadova	Brint Woodward
Moulton Farm	John Scheinman	<i>In honor of Brinton W. 'Pete' Woodward, Jr.</i>
Eric Sargent - Mountain Top Builders, LLC	Margaret Selig	Brinton W. 'Pete' Woodward, Jr.
Naswa Resort	Michelle Serrano	Pete Woodward
<i>In memory of Peter Makris</i>	Dr. Sharon L. Swindell	<i>In honor of Brinton W. 'Pete' Woodward, Jr.</i>
Debbie and Mark Needleman	<i>In honor of Brint Woodward</i>	Neil & Rosalie Wright
Stuart & Susan Needleman	Kimberly & Curtis Smock	<i>In honor of Luanne Princess Wright</i>
Network for Good	Solstice Charitable Foundation Inc.	
NH Charitable Foundation	<i>In honor of Brint Woodward</i>	
NH Council on Developmental Disabilities	Speare Memorial Hospital	
NH Electric Coop Foundation	Stafford Oil Company, Inc.	
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Suzanne Nimz-Bard	Barbara Strohm	
Northeast Delta Dental	Bob and Libby Strough	
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Deb & Don Nugent	Steven Sweedler	
Oleonda Jameson Trust	<i>In honor of Caleb Sweedler</i>	
Bryan & Karen Ottesen	Carl and Nikki Tearno	

* denotes in-kind gift(s)
^ denotes cash gift(s) and in-kind gift(s)

Charitable contributions to LRCS and the LRCS Foundation support vital strategic priorities that otherwise have little or no funding sources through LRCS. Contributions to our year-end Annual Appeal are a major source of funding for our Annual Fund. Tribute gifts and Memorial gifts similarly provide significant added resource. We are enormously grateful for the generosity of so many in our community who support our work.

Thank You!



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