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Michelle Peters
Chair, Board of Trustees



Amy C. Sousa

Chief Executive Officer

Welcome

Dear Guild Community,

This year was filled with many memorable stories of connection and engagement. Guild students and residents were immersed in their favorite activities—sporting events, theme parks, concerts, cultural celebrations, shopping, hiking, farming, swimming, and so much more. Equally as impactful was their participation in advocacy, education, leadership, service, and training programs as valued members of their local communities.

Family partnerships were deepened through a wide range of activities, fostering relationships between families and staff, working to strengthen the individualized education program (IEP) process, and providing students and residents the opportunities to build their self-advocacy skills.

The Guild expanded our staff growth and development offerings, launching a program for direct care staff to increase diversity in leadership roles by providing targeted training and the chance to build connections with senior leaders. The Guild also worked to address the lack of available housing for adults with disabilities by purchasing three new homes for adults opening this year.

This year's Annual Report highlights the accomplishments and achievements of Guild students and residents, which is only made possible through the unparalleled commitment of staff, families, providers, partners, and donors. Thank you for your partnership in building the caring, supportive settings where Guild students and residents thrive.

With gratitude,

Michelle Peters

Chair, Board of Trustees

Amy C. Sousa

Chief Executive Officer

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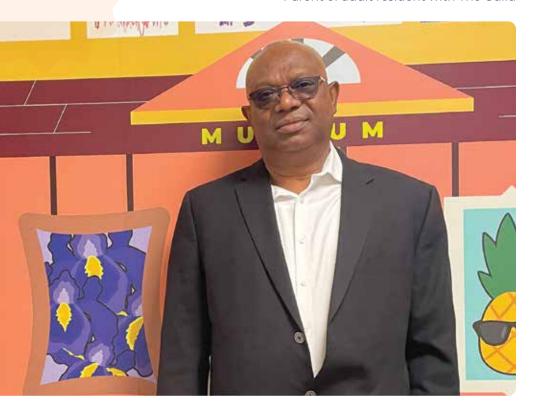


AWARDS & RECOGNITIONS

Isaac Mukwaya, Lead Residential Assistant with Sudbury House, was named the Direct Support Professional of the Year for Massachusetts by the American Network of Community Options and Resources (ANCOR), the leading national association of human services providers. The organization has more than 2,000 members and receives hundreds of applications for its "DSP of the Year" awards annually. Isaac was recognized for his rigorous attention to detail in health care documentation, ability to establish rapport with individuals in his care, and exceptional work ethic. He was presented with the award at ANCOR's annual conference in Chicago last April.

"Isaac gave us hope for our son's future when it was hard for us to feel hopeful."

- Parent of adult resident with The Guild





Bob Renois, Residential Assistant with Walnut House, was honored this year with the Gerry Wright Direct Service Award of Excellence by the Providers' Council, the state's largest association of community-based human services agencies. Bob has worked at The Guild for more than 23 years and is beloved by staff and students alike for his personable, warm nature and unwavering support of those in his care. He was honored at the Providers' Council's annual convention and expo in front of more than 800 human services professionals at the Marriott Copley in Boston last fall.

"Bob is an exemplary employee who makes every individual feel supported, respected, and heard."

- Amy Sousa, Chief Executive Officer



The Guild's Leadership Employee Advancement and Development (LEAD)

program was selected as a finalist in the "Innovation" category by the Massachusetts Nonprofit Network as part of its annual Nonprofit Excellence Awards. MNN's "Innovation" award recognizes a nonprofit organization that has utilized new models or strategies to solve long-standing problems or to adapt to a changing environment. The Guild's LEAD professional development program was created to promote the growth of frontline staff and increase diversity in leadership roles. It has resulted in tangible outcomes for staff, with six Guild employees receiving promotions since the program's inception in 2021.





Pelmeds, The Guild's longtime pharmacy partner, was honored with the Business Partner of the Year Award of Excellence by the Providers' Council. Throughout the pandemic, Pelmeds sourced PPE and provided an accessible alternative to mass vaccination sites for Guild students and residents. The pharmacy continues to be an indispensable partner in providing streamlined medication disbursement services to The Guild. Pelmeds was honored at the Providers' Council's annual convention and expo last fall.



Students and Caregivers Connect Through Quilting

In late 2021, The Guild for Human Services was awarded a \$19,130 grant from the Sudbury Foundation to support an online expressive arts therapy program for families of nonspeaking children at The Guild School. This spring, The Guild's counseling department rolled out the program with Lesley University's Clinical Mental Health Counseling cohort.

The Guild developed the concept of an online expressive arts therapy program in response to the profound impact COVID-19 had in preventing families from visiting residential students with intellectual disabilities for 77 days. The program sought to support learning Zoom skills and facilitate meaningful connections between parents/caregivers and their children on an online platform.

Each participating caregiver met weekly via Zoom with their child and a Lesley University expressive art therapy graduate student for one month. Students and caregivers created a quilt together during the sessions, sharing stories about why they picked each material and how the fabric reflected facets of their relationship. Guild clinicians supervised all Lesley students throughout the process.

"We were all surprised by how powerful the sessions were," said Michelle McGonagle, Senior Clinical Advisor of Mental Health. "The program showed parents and caregivers the power of expressive arts therapy and gave them the tools they need to effectively engage with their children on Zoom."

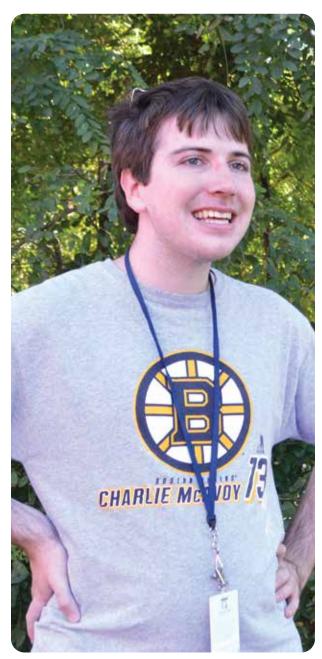


"The program showed parents and caregivers the power of expressive arts therapy and gave them the tools they need to effectively engage with their children on Zoom."

Throughout the program, students and caregivers expressed their feelings towards each other through creative movement and sculpting with clay. This arts-based approach makes the therapeutic process accessible to all students, regardless of whether they use verbal language to communicate. Expressive arts therapy accounts for diverse developmental, cognitive, physical, and emotional needs and enables all family members to participate at a similar level of communication.

The Guild looks forward to continuing its partnership with Lesley University. "I'm proud of the collaboration," said Michelle. "Lesley's graduate students were engaging and thoughtful during the sessions, and our Guild clinicians did a fantastic job providing supervision. It was a team effort!"

The Power of Self-Advocacy



On a warm July morning at Walpole House, Thomas K. opens his laptop and greets his classmates online. For the next hour and a half, he and his peers learn about effective communication strategies and the importance of active listening.

The session is part of Massachusetts Advocates Standing Strong's (MASS) Self-Advocacy Leadership Series, an eight-class workshop focusing on the fundamentals of leadership. Course content includes teamwork, negotiation, communication, problem-solving, self-awareness, and listening topics.

A cohort of adults with The Guild completed the series last summer.

"We learned how to express our feelings and use communication strategies like taking turns talking," said Thomas.

MASS provides a wide range of programs and trainings to empower those with intellectual and developmental disabilities (I/DD). The organization's mission is rooted in the disability rights rule "nothing about us without us," and over 95% of workshop trainers have I/DD.

"The Self-Advocacy Leadership Series builds on The Guild's work in ensuring that those we serve can successfully advocate for their needs when they're out in the community," said Maureen Costello-Shea, Chief Program Officer. "By developing partnerships with organizations like MASS, The Guild is fulfilling its mission of fostering independence and community inclusion for people with I/DD."

A group of adults with The Guild also attended MASS's annual conference last spring. The event featured workshops led by self-advocates, keynote speakers from the disability rights community, and opportunities for networking and social connection.

"We learned how to express our feelings and use communication strategies like taking turns talking."

"It was an amazing event that showed how powerful it is to promote meaningful representation and relationship-building within the I/DD community," said Isaiah Anjoh, Walpole House Manager.

As for Thomas, he's looking forward to participating in more trainings with MASS in the future.

"The instructor was great, and it was fun to complete the course!" he said.

Guild CEO for CommonWealth Magazine: What's Causing the Boarding Crisis in Hospitals?



"Unfortunately, laws do not ensure that schools receive market rates for workforce, facilities, or program development." In an op-ed for CommonWealth Magazine published last January, Guild CEO Dr. Amy Sousa pointed to the lack of state funding for purchasing group homes as the root cause behind the hospital boarding crisis and called for expanded supportive residential services for people with intellectual and developmental disabilities.

Dr. Sousa told the story of Justice Thompson*, a current Guild School student who spent the better part of a year in the inpatient unit of a local psychiatric hospital before being placed at The Guild. Such units are intended for short-term interventions, yet these stays often become prolonged due to the lack of long-term, supportive residential options available.

Justice struggles with self-injurious behavior, aggression, and property destruction. For almost a year, Justice's grandparents navigated a complex system with red tape and long waiting lists to obtain a spot for him at The Guild. In the meantime, his behavior worsened.

"If programs were available sooner, that could have been avoided," wrote Dr. Sousa. "Unfortunately, laws do not ensure that schools receive market rates for workforce, facilities, or program development. Thus, special education schools lack the ability to meet the overwhelming demand for services."

Thanks to his grandparents' advocacy, Justice found a safe home at The Guild School. He made new friends and learned how to communicate more effectively. Justice will soon be transitioning into adult services and will need that advocacy again, especially given that the dearth of available housing is even more dire for adults with disabilities over age 22.

Guild families and community members quickly connected the article with their experiences navigating supportive residential services.

"As a wealthy society, there is no excuse for this man-made crisis. We are failing the most vulnerable citizens in our state," said Laura Maher, parent of a recent Guild School graduate.

Last December, The Guild took advantage of a temporary incentive funding program by the Department of Developmental Services (DDS) to purchase three new homes for adults. Dr. Sousa urges the state to make this funding a lasting commitment.

"In just a few months, Justice will turn 22 and age out of his placement at The Guild School. Once again, Justice's fate is uncertain and dependent upon temporary measures – unless the Commonwealth makes financing supportive residential services for people with complex disabilities a permanent priority," wrote Dr. Sousa.

*Last name is a pseudonym to protect privacy.

For Christian, The Guild is a Place to Grow

The period between adolescence and young adulthood is challenging for most, filled with important decisions about housing, employment, and education. For those with complex intellectual and developmental disabilities, this transition is even more difficult as they and their families must navigate a complicated system of available support services. Christian D.'s experience was no exception.

"We wanted a place where we knew he could have a forever home."

Born with multiple disabilities, including visual impairment, cerebral palsy, and difficulty with verbal communication, Christian requires a high level of individualized care. Through age 22, Christian attended Perkins School for the Blind, a residential school based in Watertown. As he neared his 22nd birthday, Christian's parents began to search for the right placement for him in his adult life

"We wanted Christian to be in a place that could help him build a sense of autonomy and a realistic chance of growing and having a life of his own," said his mother, Peg. "We wanted a place where we knew he could have a forever home."

Peg and John visited dozens of programs before deciding on what they thought would be the right fit for Christian. Unfortunately, the program ultimately couldn't provide what Christian needed. They continued with their search and found The Guild.

"Given how the first placement went, we were quite cautious. Fortunately, the staff at The Guild were very honest. They didn't just say they could support Christian in every way we might want; they also told us what they could not provide or promise us," said Peg.

Peg and John quickly saw how deeply Christian's team at The Guild cared about providing him with the highest quality of services. His designated staff members created individualized plans for his specific needs and constantly asked themselves how they could improve as providers. Along the way, Peg and John felt valued as partners in Christian's care plan.

"Christian has the quality of life that, as a parent, I want for him. We love him, and he loves us, but he is an adult with his own life. The Guild is a critical reason for that," said Peg.





Flutie 5k Run/ Walk/Roll for Autism

In fall 2022, The Guild community once again participated in the Flutie 5k Run/Walk/Roll for Autism! The event, organized by the Doug Flutie, Jr. Foundation for Autism, brought together over 30 local organizations serving people with autism. We were joined by more than 50 Guild community members on race day, including students, staff, families, and supporters. Together, we raised over \$42,000, the highest fundraising total of any charity team.



The Guild Receives Grant from M&T Bank



This year, The Guild was awarded a \$7,500 grant from the M&T Bank Charitable Foundation. The funds were used to purchase a new 22,000-watt standby generator in case of power outages or emergencies at Willow House. The generator provides critical access to refrigeration for medications, heat for respiratory illnesses, and electronic communication devices for nonspeaking students.





Introducing: Leadership in Direct Support

Last spring, The Guild launched its Leadership in Direct Support (LiDS) program. LiDS was born out of The Guild's Leadership Employee Advancement and Development program and seeks to increase diversity in leadership roles by providing direct support staff members with targeted training and the opportunity to build connections with senior leaders. The inaugural cohort included Teaching Assistants and Residential Assistants who met weekly throughout the spring to further their professional skillsets in leadership, communication, finance, conflict resolution, and more.

"The LiDS program was helpful, inspiring, and very instructive."

- Vilno F., Residential Assistant

Housing **Expanded** for Adults

For adults with intellectual and developmental disabilities who need access to 24/7 supports and services, housing options are often limited or unavailable. To address this need. The Guild added three new family-style, community-based homes to its adult program this year. The homes in Foxboro, Wilmington, and Waltham will serve former Guild School graduates and members new to The Guild community.





Guild Recognized for Success in Statewide IEP Improvement Initiative

Over the past three years, The Guild has been part of a cohort of select schools chosen by the Department of Elementary and Secondary Education (DESE) to improve the individualized education program (IEP) development process. The Guild was selected to participate for its organizational capacity and demonstrated commitment to improving educational and quality of life outcomes for students.

The Guild School will be featured later this year in an online playbook published by DESE highlighting success stories from the program.

"This accomplishment is a testament to the education team's unwavering commitment to supporting students in making progress toward their goals. They've been innovative in finding ways to ensure that the IEP process is student-driven and data-informed from creation to implementation," said Amy C. Sousa, Chief Executive Officer.

Through this 3-year initiative, The Guild sought to improve the IEP process by increasing collaboration among providers, students, and caregivers while integrating functional skill assessment data so that all students can achieve their highest level of independence.

In year one of the project, Guild providers analyzed over 1,700 pieces of qualitative and quantitative data from students and caregivers to determine concrete goals for improvement. During year two, providers rolled out new tools to increase student voice and improve data collection in the IEP process. Each student now completes a "student vision" template that prompts them to consider things like where they want to live and what they want to do for work as they get older.

"Each student should be in the driver's seat of their future," said Annie Willis, Chief Education Officer. "Thanks to the work of our team in collaboration with partner organizations, we've expanded opportunities within the IEP process for students to express how they envision their life beyond The Guild School."

The Guild worked in coalition with CAST, the Rennie Center for Education Research & Policy, the Federation for Children with Special Needs, and BlackPrint Education Consulting during this project.





The Importance of Trauma-Informed Care

Trauma-informed care is a clinical framework created to recognize trauma's prevalence and widespread impact. Given that people with intellectual and developmental disabilities (I/DD) disproportionately experience traumatic events, taking a trauma-informed approach is crucial for human service providers.

To learn more about how trauma-informed care is implemented at The Guild, we sat down with Jennifer Magnuson, Chief Clinical Officer, and Michelle McGonagle, Senior Clinical Advisor of Mental Health.

Can you define trauma-informed care and explain why it's an important framework when working with I/DD populations?

Michelle: We define trauma as an overwhelming, subjective experience that leads to a sense of vulnerability or loss of control. Trauma-informed care is a clinical framework that recognizes the widespread impact of trauma in finding pathways to recovery.

Jen: Right, and the first step is acknowledging the prevalence of trauma not only in those we serve but also within their families, our community, and our staff members. We can pay attention to common caregiver responses to working with people impacted by trauma and help staff recognize these patterns.

What does trauma-informed care look like in practice at The Guild?

Jen: From a trauma-informed standpoint, we start with an understanding that all behavior is communication. Unsafe behaviors result from how an individual has learned to navigate the world and get their needs met.

Our objective is to create safe environments and teach new skills so individuals feel comfortable participating in therapy sessions and can meet their goals using safe behaviors.

Michelle: We create that safe environment for people we serve within the counseling session by letting them know their needs will be met, and their ideas are worth communicating. After building this trust, we work with behavior analysts, speechlanguage pathologists, and occupational therapists to help them find more successful communication methods.

Trauma-informed care provides a foundation for practices grounded in safety, choice, and empowerment. How does this approach connect with The Guild's values?

Jen: Empowerment is central to The Guild's mission and is grounded within the traumainformed care framework. Empowering those we serve means providing them with a sense of safety and control over decisions that impact their lives.



Michelle: Giving individuals unconditional positive regard is the first step in empowerment and provides the foundation for growth. From there, we use expressive arts therapy as a means for students to explore emotions and show us what they need without relying on words. For the adults in our program, we emphasize teaching and modeling selfadvocacy skills and healthy relationships.

All clinical services at The Guild are grounded within a trauma-informed care framework so that each student and adult can grow and be empowered to reach their goals.

Guild School Graduates







Justin Haley



Nathaniel Malsky



Sean O'Neill



Nicholas Rosenbaum



Alex Rosengarten



Akshaya Sathya



Doran Shenk

"Doran does so much thanks to The Guild. He's happy, and we're so thankful for The Guild family."

– Angela and Gregory Shenk, parents of Guild School graduate and current adult resident

Leadership

Senior Leadership

Amy C. Sousa, PhD Chief Executive Officer

Michael J. Clontz, MSW, LICSW Chief Operating Officer

Maureen Costello-Shea, MEd Chief Program Officer

Mark Green Chief Advancement Officer Jennifer Magnuson, MA, BCBA Chief Clinical Officer

Ivette Rodriguez, MS Chief Financial Officer

Annie Willis, MS, BCBA Chief Education Officer Nick! We appreciate you more than you'll ever know."

"Thank you for all of your hard work with

- Cara Cammuso, sister of Guild School graduate

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David Nathan

Claudia de Piante Vicin





This year, The Guild welcomed David Nathan and Will Kinlaw to the Board of Trustees. David serves as the Director of Communications and Stewardship at Lasell University. Will is currently the Senior Managing Director and Head of Research at State Street Global Markets.

Financials

Statement of **Financial Position**

Assets	2023	2022
Cash	\$2,390,680	\$2,806,568
Accounts Receivables	\$4,179,065	\$4,344,218
Investments	\$13,023,685	\$13,499,322
Prepaid Expenses	\$344,863	\$88,880
Property & Equipment	\$25,758,840	\$25,036,020
Other Assets	\$3,602,607	\$38,584
Total Assets	\$49,299,740	\$46,357,166
Change in Net Assets	\$2.942.574	

"You mean the world to us. The Guild is not just a school or organization – it's a family. There are so many of you who we have grown to know over the years. We appreciate every one of you."

- Jay Humphreys, parent of Guild School graduate

Financial Activities

Revenue	2023	2022
Tuition	\$30,307,201	\$26,414,025
Service Fees	\$12,853,388	\$11,407,163
Contributions	\$290,497	\$165,533
Interest & Dividends	\$102,390	\$143,995
Net Realized & Unrealized Gains	\$1,118,169	(\$2,062,073)
Other	\$112,195	\$1,835,475
Total Revenue	\$44,783,840	\$37,760,123
Expenses	2023	2022

Expenses	2023	2022
Guild School	\$26,496,435	\$24,187,371
Adult Residential	\$13,387,730	\$12,696,688
G&A	\$2,401,089	\$2,734,046
Fundraising	\$233,159	\$103,531
Total Expenses	\$42,518,413	\$39,721,636
Income	\$2,265,427	(\$1,961,513)

State reimbursement covers almost all direct costs associated with The Guild School and residences but does not cover expenditures for capital renovations, program innovation, vacations and travel, and quality-of-life enhancements. The Guild relies on annual contributions from individuals, businesses, and grant-making institutions to support important program and capital expenses each year.

Thank You to Our Donors (July 1, 2022 – June 30, 2023)

Sarah Abramson Fliza Adams Katie and Rob Adams

Ashley Agnew Haley Amenta Janet Amorello Kathrvn Anastasia

Chris Anderson

Anonymous

Elena Apostolos

Cindy Arpin Tarra Ashton

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Sarah Babb Allison Back

David Bamberger Annette Bennett

Kate Benson

Geoffrev Bernstein Daniel Birkhaeuser

Keith and Linda Birkhaeuser (In honor of Joshua Birkhaeuser)

Taylor Blacker and Geoffrey Bernstein

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Carol Brown Sara Brown Stephen Burke

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Sarah and Matthew Campbell Louie and Jessica Cannistraro

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Mike Carosello

Vin Carrano Dean Cassilv

Florence Cenci Jim Champa

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Jenn White
Luan White
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Jennifer Young

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Michael and Margie Bogdanow

Holly Boker

Dean and Catherine Borg

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Organizations

Abbott Laboratories Advanced Imaging Amazon Smile American Online Giving Foundation **Assured Partners** Avidia Bank **Bright Funds Foundation Broadleaf Services** Cambridge Savings Charitable Foundation Caterpillar Inc. Christo-Tyrrell Insurance Agency, Inc. **CIGNA** Corporation Commonwealth of Massachusetts -Office of Economic Empowerment DCU for Kids Dedham Savings Bank **Destination Cinema**

Enhanced Psychiatric Services, LLC **Enterprise Holdings Foundation** Fidelity Charitable First Baptist Church of Lexington Fred C. Church Greag, Hunt, Ahern and Embry Hingham Congregational Church JW Lopes LLC Leonard. Mulherin and Greene M&T Bank Macquarie Group Limited McClellan Mechanical Middlesex Savings Bank Middlesex Savings Charitable Foundation Network for Good PavPal Giving Fund Pelmeds Community Pharmacy Philadelphia Insurance Companies Point32 Health

Prime Buchholz
Raytheon Technologies
San Antonio Area Foundation
San Marino Landscape
Sudbury Foundation
Super Flash T-Shirts
The Bay State Federal Savings
Charitable Foundation
The Doug Flutie, Jr. Foundation for Autism, Inc.
The Giving Back Fund, Inc.
The Savings Bank
Vanguard Charitable
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Goulston and Storrs Jan's Janitorial

Affiliations and Memberships

Access Recreation New England American Art Therapy Association Amplify Adaptive Music Artists for Humanity Association of Developmental Disabilities Providers Belmont/Watertown S.P.O.R.T. **CARF** Concord Chamber of Commerce **Concord Recreation Department** Courageous Sailing CVS Internship Program Ellie Bloom Special Olympics through Charles River Center Farmer's Helpers, LLC; Chip-in Farm Gaining Ground Goldfish Swim

International Institute of New England LaVida Center for Outdoor Education and Leadership Lifeworks Special Olympics Massachusetts Association of **Approved Special Education** Schools (maaps) Massachusetts Inclusive Concurrent Enrollment Initiative at Middlesex Community College Merrimack Valley YMCA Miracle League of Massachusetts New Leaf Cafe Newton Athletes Unlimited

Hale Outdoor Education

North American Drama Therapy
Association
Northeast Passage
Pets and People Foundation
Platform to Play
Providers' Council
Revival Café + Kitchen
Special Olympics Massachusetts
Sudbury Red Sox
Umbrella Arts
Walden Woods Project
Waverley Oaks Athletic Club
Waypoint Adventure
YMCA of Metro North
YMCA of Metrowest

At A Glance

86 students

are enrolled in The Guild School



45 employees

celebrated their 5-year work anniversary during FY23

11 graduates

of

of The Guild's inaugural Leadership in Direct Support cohort

64 adults

living in a Guild residence



92%

of parents/ guardians satisfied with supports child receives at Guild School



participated in Special Olympics events during FY23



increase in giving to The Guild during FY23



216 awards

given to youth and adults at annual awards day ceremonies



The Guild for Human Services 521 Virginia Road, Concord, MA 01742 GuildHumanServices.org











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