

Financial Highlights

Fiscal Year Ended June 30, 2011 and June 30, 2010

	Unaudited June 30, 2011	Audited June 30, 2010	\$ Change	% Change
Total Revenue	9,039,211	8,414,285	624,926	7.43%
Total Expenses	8,964,073	8,317,945	646,128	7.77%
Increase (Decrease) in Net Assets	75,138	96,340	(21,202)	-22.01%
Total Net Assets	947,116	871,978	75,138	8.62%
General Management Expense	466,617	451,348	15,269	3.38%
General Management %	5.21%	5.43%		-4.07%

What You Can Do

The PLUS Company relies on your generous contributions to fulfill our mission. For more information about including The PLUS Company in your estate plan, making a general donation, or designating a gift in honor or memory of a loved one, please contact Kim Shottes, Executive Director, at (603) 889-0652.

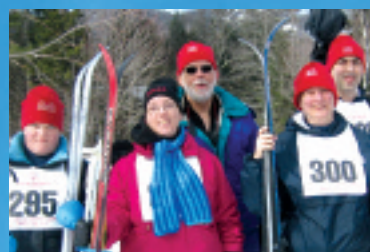
Contributions in support of our new facility at 19 Chestnut Street in Nashua will be warmly welcomed as PLUS makes building modifications to better suit our program needs. Your contributions are deductible for federal income tax purposes to the full extent permitted by law.

19 Chestnut Street
Nashua, NH 03060
(603) 889-0652

151 Hampshire Street
Lawrence, MA 01840
(978) 689-8829

885 Main Street, Unit #5
Tewksbury, MA 01876
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KEEP ON RISING UP!



The **PLUS COMPANY** Inc.
People · Learning · Useful · Skills

2011 Annual Results

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The PLUS COMPANY Inc.
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Mission & Vision

Our Mission is to empower individuals with disabilities by providing support and services that maximize their independence. Our vision is that all people who live with disabilities have the confidence, dignity, and skills needed to lead lives of independence and quality.



Matthew Ertas Receives 2011 Sandy Garrity Award

Matthew's 30-year career has spanned New Hampshire's journey in supporting those with developmental disabilities from the institution to the community. He served as a psychologist at Laconia State School where he assisted in closing that institution and establishing a community based support system. As the head of the Bureau of Developmental Services, he has provided steady leadership through challenging times for funding and political change. Matthew has gained the respect and admiration of professionals, families, and the individuals with developmental disabili-

ties for his unwavering commitment to community inclusion, consumer rights, and the principle of choice. Above all else, Matthew is respected for his integrity as a person.

When reflecting upon Matthew, those who know him well are immediately reminded of the opening lines of Rudyard Kipling's poem "If"...

"If you can keep your head when all about you Are losing theirs..."

One of Matthew's greatest qualities is reflected in this sentiment. Matthew has exhibited a quiet calm, grace, and steadfastness in support of those in the DD community. He stands unflappable in the face of enormous challenge and controversy.

Matthew possesses the extraordinary gift of listening. He listens actively,

attentively, and compassionately. This powerful quality provides a foundation for his effective leadership. He leads with knowledge, respect, and generous spirit.

Matthew has a subtle, but well developed sense of humor that is much appreciated.

And most importantly, as a leader, Matthew is wonderfully accessible.

These qualities and Matthew's personal style allow many to trust him. And trust is the foundation of the granite state's collaborative approach to care – trust between the Bureau, families, area agencies, and vendors to put the individual first and foremost.

His commitment exemplifies a solid core of personal and professional values that keep the individual at the center of services and supports.

Many thanks to Tim Sullivan from The Institute of Professional Practice, Inc. for his insights on Matthew Ertas' leadership and service to those with developmental disabilities.

A Letter from the Chair and Executive Director

The first building blocks for The PLUS Company were laid almost four decades ago, by families right here in Nashua. Their dream: to create a place that would embrace their family members with disabilities, allowing them to learn the skills necessary to lead lives of independence and quality. This vision is the cornerstone on which The PLUS Company and our mission of "Empower Individuals, Maximize Independence" is built. It influences every decision, whether it's adding vocational programs, expanding adult education classes, or ensuring every client has a place to call home. The "first families" of The PLUS Company knew all of these dreams, and many more, could be accomplished. It is with them in mind that we move forward to a new phase.

Despite economic challenges, The PLUS Company continues to grow and meet the needs of our clients. We have achieved this success by our willingness to listen and ability to create new models of program delivery. Our dream is to develop programs and services which meet the changing needs of people with disabilities and their families. A significant step in this vision was the purchase of 19 Chestnut Street. The 18,000 square feet of space occupied by The PLUS Company, allows us to further expand programs and services, providing even more opportunities for learning and growth to those we serve.

The building is only one step, however. There is still much to be done. Some of that work will begin this fall when the current kitchen is updated and expanded, allowing for additional cooking classes and education around healthy eating and living. In the coming year, we expect many changes to be made to our current location, making 19 Chestnut Street a safe and accessible space, and allowing clients to work towards their dreams.

We know that our clients and their families have many dreams for the future, just as those families did back in 1972. We are proud to help them work towards those goals one building block at a time.

Robert Purcell

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Kim Shottes

Executive Director



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Joshua Makes Strides

Joshua Richardson joined the The PLUS Company's Supported Employment program in Tewksbury in 2008, hoping to work on job training skills and eventually find employment. As the years went by, Josh faced some challenges when it came to finding a job, and he jumped at the chance to apply to be one of the first students in the STRIDE program.

STRIDE is an innovative 20-week training program developed by The PLUS Company, Sodexo, and Lowell General Hospital that allows students to participate in three internship rotations in various departments. The goal is for each student to learn the skills they will need to find competitive employment upon completion of the program.

Josh interned in the kitchen for his first rotation, washing pots and pans, taking out the trash, and breaking down boxes.

"His progress was amazing," says PLUS Company Massachusetts Director, Missy Giandomenico, "After only three weeks, Josh's supervisor asked him to train another new employee. He was a hard worker and he really put a lot of effort into this program."

Josh also interned in grounds keeping and linens, but it was clear that his first internship in the dish room had uncovered his strengths. "STRIDE and Martha, my trainer, were good to me by showing me the right skills to wash dishes," explains Josh. "Everyone at the hospital was nice to me too."

After completing the program as the only student with perfect attendance, Josh began looking for a position washing dishes with the help of PLUS staff. Just a few weeks after graduating from STRIDE, Josh's search was successful, and he was hired at Not Your Average Joe's in Methuen, finally realizing his dream of finding a job he loves.



Gail Blossoms with Congdon Family

"Gail's living circumstances have always mirrored the times," says her sister, Kim Hagan. "In 1959, at age five, she left home to live in dormitory conditions at a New York institution, Willowbrook. Gail cried hysterically each time we took her back after a family visit."

In her early teens, she moved into a 30-person "cottage" on Long Island and attended school, learning how to read lips after being diagnosed with gradual hearing loss. When our family moved to New Hampshire in the late 1970s, Gail came to live in a group home in Milford, with home placement following in the 1980s. One successful placement was followed by a few which were not as successful until the Congdon family entered Gail's life.

"Gail constantly surprises us," says Scott Congdon. "She is still learning new things and nothing keeps her down. The most rewarding part has been seeing her happy and seeing her blossom."

According to PLUS Company Residential Service Coordinator, Laura Horowitz, the changes she has seen in Gail through the years have been amazing. "She is really part of the Congdon family, joining them for parties, shopping, and vacations. Gail is also more active, swimming, walking with The PLUS Company Walking Club, as well as working at Cirtronics."

Scott believes that Gail has been able to reach her goals because she found a place that made her feel secure, which has helped her to grow as an independent person. Gail's sister Kim agrees.

"It was not until Gail experienced the Congdon's love, tireless attention and the predictability and stability they provide Gail that the negative patterns in her life were finally broken," explains Kim. "In home placement is a great concept, but it takes special people to really make it work. Gail now looks forward to going home after a family visit, which is the best testament to her care in the Congdon's loving home that our family can give anyone."

Jeff Welcomes the "New" PLUS Company

The PLUS Company's new building at 19 Chestnut Street is truly a dream come true for both clients and staff. During Open House in June, client Jeff Hayward read the following speech to express exactly how much this building has positively impacted everyone within the organization:

Greetings ladies and gentleman. Welcome to The NEW PLUS Company.

This facility creates a better working environment. It is much nicer looking, bigger, and cleaner than the old facility.

Both the clients and staff seem happier here.

The kitchen is bigger here. When we had cooking classes in the old building; only a few people could fit into the kitchen. In this kitchen, we can fit the whole group and can cook and eat in the same room. It's a whole lot better.

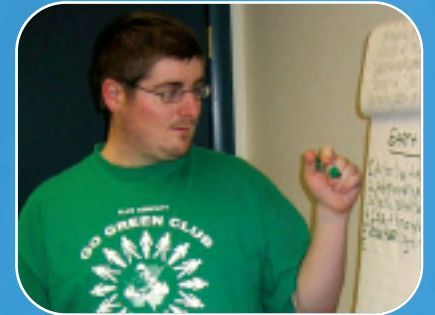
The bathrooms here are better. We have so many more bathrooms so we no longer have to wait.

The front office is bigger so more than one person can be in it at the same time. The receptionists even seem happier!

The Great Room is so much bigger and so many more people can fit into it. We can actually host a party here! I actually love the main part of PLUS. It's basically my favorite part of PLUS – being able to hold large classes in the Great Room.

In our old building, we had to hold our Go Green Club which I am the president of in the conference room. Now we have a classroom for these classes. It's nice and private and no one is walking through. I love having our classes in the classroom. It's easier for the clients to focus on the class. It's just outstanding! Thank you!

In addition to his position as President for the Go Green Club, Jeff also participates in Performing Arts, Special Olympics, Public Speaking and Money Management classes, and is the Co-Chair of the Together Group.



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