Empowering People.
Strengthening Communities.
2014 Annual Report
Leading with Courage, Compassion and Integrity:

Ascentria Services
Children and Family Services
• Adoption Services
• Foster Care
• Teen Parenting Program
• Therapeutic Family Connections
• Unaccompanied Refugee Minors

Disability Services
Good News Garage
Health Profession Opportunity Project
In-Home Care
Language Bank
Services for New Americans
• Refugee and Immigrant Services
• Human Trafficking Legal Assistance Program
• Immigration Legal Assistance Program
• Micro-enterprise Development
• New Lands Farm

Services for Older Adults
• Emanuel Village
• Emmanuel House Residence
• Luther Ridge
• Lutheran Home of Southbury

A Message from Board Chair Jeffrey Kinney and President and CEO Angela Bovill

Dear Friends,

2015 will be a year of positive change for all of us at Ascentria Care Alliance — staff, volunteers, partners and donors. We are challenged to serve more people and do it more effectively by evaluating outcomes and measuring impact.

Last year, we went through a transformation. We launched our new name, redefined our mission, broadened our appeal to forge new partnerships, andcharted our course with a new vision and client-centered strategy.

This year, we will be building on our new foundation. Our mission is more purposeful than ever. Our faith calls us to serve people in need, and empower them so they don’t just survive, but thrive.

Our values of courage, compassion and integrity will ensure our success.

Courage is crucial. We’ve made difficult decisions, from changing our identity, to creating a more ambitious strategy so we can serve more people in more innovative, holistic ways. But our courage to change is inspired by the brave people we serve and the personal struggles they have endured. We realize that we, too, must be courageous in changing the way our society cares for those in need.

Compassion drives our work. We care about all people, regardless of where they come from, regardless of their beliefs, regardless of disability or whatever problems undermine their potential.

Integrity guides us to do the right thing, in the right way, every time. That’s why we often go beyond government standards in helping people. It’s not enough to assist a person part way through a problem. We are taking a holistic approach — whether it’s helping to secure a job, training, language translation, housing or transportation. We are helping people find new opportunities. Only in that way can we break the cycle of poverty for individuals and families today and for generations to come — in turn, changing neighborhoods and strengthening communities.

Ascentria provides services throughout New England, with 60 programs and more than 1,400 employees. Most importantly, we are proud to have 1,000 dedicated volunteers!

Volunteers provide the most powerful factor in giving someone hope: a relationship. Valuing and respecting people can change them. And that is the amazing thing for many volunteers. They begin with the hope that they can change someone’s life, and they do — but it’s often their own! They come out of the experience forever changed.

We’ve lost some of that relationship-building in today’s society. People don’t feel the sense of truly belonging to a community. We need to get back to neighbors helping neighbors.

It is in that spirit that Ascentria Care Alliance is a catalyst for change. We challenge you to join us in making 2015 a year of positive change for neighbors you may not yet know. Visit our website at ascentria.org/volunteer to learn how you can make a difference in the lives of others this year!

Onward!

Jeffrey Kinney  Angela Bovill
Board Chair  President and CEO

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Life is a journey. It’s full of ups and downs and turning points — those decisive moments in time when a significant change often occurs. For Juliana Languille, that key moment came when she was referred to the Ruth House, an Ascentria Care Alliance teen parenting program in Brockton, Massachusetts.

“When I first came to the Ruth House, it was exciting because it marked a step forward for me,” Juliana explains. “I remember meeting with the case manager to find out what I was going to be working on. Soon I started at Brockton High School where I learned to speak English.”

Now when Juliana expresses herself, whether it is in English or her first language of Portuguese, she is confident, self-assured and poised. You would never know that her life had included many hardships and challenges. A teenager and a single mother when she first came to the United States from Brazil in 2001, it was Juliana’s experience at the Ruth House that provided safe housing for her and her young child, and the opportunity to gain the skills necessary to manage her life successfully.

“Life at the Ruth House is very structured,” she notes. “All the girls are required to be doing something with their education — whether it is high school, GED, or taking classes at Massasoit Community College. I felt we really needed that structure,” continues Juliana.

“When I left the Ruth House and moved into my own apartment, I still felt a part of that family. I remember when I was going to college and I was having some struggles paying for school. I received a call from a Ruth House staff member who mentioned a program that they were offering to former residents to help with tuition assistance. So it wasn’t just living at the Ruth House that gave me the opportunity to move forward, but also the transitional support available to the former residents.”

Today, Juliana makes it a point to give back and to help others. She is the director of a local nonprofit organization that works with families in need, and is now an active and engaged member of Ascentria’s Board of Directors.

“The Ruth House made such a difference in my life,” she explains. “It was a place where I had the support I needed to be successful. Without that opportunity, I wouldn’t be here today.”

Juliana with her daughter at the Ruth House
Business Group Partners with Good News Garage to “Give Back”

They say a picture is worth a thousand words. Nothing could be truer from the ecstatic look on Mariah Creighton’s face when she received her “new” 2002 Hyundai Sonata from Good News Garage (GNG). A working New Hampshire mom with a three-year-old son, Mariah had a goal to return to college, but juggling work, childcare and school without a car was impossible. That’s when Good News Garage stepped in.

Partnering with state agencies to provide cars in New Hampshire, Vermont and Massachusetts, Good News Garage refurbished and awarded 214 cars in 2014. Every car provided by Good News Garage is donated, and Mariah’s Sonata had been given to GNG by an elderly woman from Manchester, NH, who was no longer driving. The 2002 Hyundai with only 53,000 miles seemed destined for a family, but upon closer inspection, numerous repairs were needed to bring the car to GNG’s strict standards — repairs that exceeded a reasonable amount to spend.

That’s when Russ Hilliard, owner of Tires Too in Londonderry, NH, approached Bob Buckley, GNG program manager, with an offer to fully refurbish a GNG car — free of charge. A member of a NAPA auto parts business group, Russ was looking for a way to “give back” and assist a local nonprofit. When he described Good News Garage’s mission and proposed the car project to the group, the members unanimously agreed.

Five New Hampshire garages from the Rockingham County Auto Care Group supported the GNG car project. When completed, the Sonata received four new tires, new brakes, a water pump, steering rack, catalytic converter and a full detailing. The group’s efforts totaled nearly $4,500 in parts and labor — an incredible donation but their efforts paid off. “When I learned I was getting this car, I started jumping up and down and screaming. I was so excited! Now I can start school in the fall and take care of my son.”

~ Mariah Creighton

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Giving to mankind is service to God." — Bhutanese “Super Seniors” Take This Principle to Heart

When Puspa Adhikari, age 73, talks about leaving behind his large house, fruit trees and cattle on his farm in Bhutan, his eyes well up with tears over what he’s lost. But helping transition other new refugees to a comfortable home has helped Puspa heal while he gives back to others.

The Ascentria Services for New Americans (SNA) program began accepting Bhutanese families in March 2008 when the United States, along with many other countries, opened their arms to people residing in refugee camps in Nepal. Since then, the New Hampshire SNA program has welcomed more than 1,100 individuals from Bhutan, including Puspa who arrived in September 2011 with his wife, adult son and daughter. Thanks to schools and English classes available in the camps, their transition to the United States has been relatively easy. However, this hasn’t been the case for the oldest Bhutanese refugees who struggle to find connections and a purpose in their adopted country.

With more than 100 Bhutanese age 60 or older living in New Hampshire, SNA staff realized that these individuals were isolated due to language and transportation barriers. To support these elders, the New Hampshire SNA program applied for and received a grant through the Office of Minority Health and Refugee Affairs. Now, seniors are able to meet regularly to engage in meaningful activities ranging from spiritual practices and field trips, to English classes, native crafts and gardening. But, a group of thirteen men who affectionately call themselves the “Super Seniors” goes beyond this — they are committed to setting up apartments for new refugee families arriving in New Hampshire.

Led by coordinator Motikhar Bhujel, who arrived in New Hampshire in 2012 after residing in refugee camps for 21 years, the Super Senior program has had a life changing impact on these men. “Giving to mankind is service to God” is a principle held dearly by the Bhutanese,” says Motikhar. On a recent project, Puspa, Dadi Rai and Thal Budathoki loaded up and delivered donated household items to an apartment being readied for two men arriving from the Congo. These “Super Seniors” now help pave the way for other incoming refugees settled through Ascentria’s New Hampshire SNA program. By giving back to others and their community, they have found a purpose and a way to honor God.

We wish to work – we don’t like to stay home idly. The apartment setup is something that is good for us to do.

~ Puspa Adhikari

These “Super Seniors” now help pave the way for other incoming refugees. By giving back to others and their community, they have found a purpose and a way to honor God.

The sacred Tilak mark on Puspa’s forehead is a Hindu symbol of good fortune. It is made from a special paste of red sandalwood, and is often applied after morning prayer.
Artistic Effects: Enhancing Senior Living

For many of the residents at Luther Ridge, a senior living community located in Middletown, Connecticut, their lives were greatly enhanced over six years ago with the creation of an on-site art gallery.

The gallery opened in 2009 thanks to the vision and financial support of the Friends of Luther Ridge, a group of women from the Grace Lutheran Church whose mission was to enrich the quality of life for all of the residents.

Over the years the gallery has featured revolving artwork by local artists and the community. “It has also showcased the artistic creations of members of various art guilds throughout the state,” explains Glenn Appel, Luther Ridge director. “And it even includes a permanent exhibition of art by our own Luther Ridge artists.”

One such resident artist is Greta Stromberg, though she would prefer to remain humble in light of all others who have been supportive to this cause.

Greta was one of the first residents to move into Luther Ridge when it opened in 2005. “I was drawn to its pristine appearance,” Greta notes. “I felt like an explorer in a new land with much to discover. Luther Ridge has a beautiful wooded location and dreamy vistas.”

A native of Pleasantville, New York, Greta always remembers loving anything to do with animals, nature and the visual arts.

“When in kindergarten, my teacher told my parents that I showed talent in art. From then on, they encouraged me to express myself in many creative ways,” she says.

While working as a counselor/therapist in the 1970s – 90s, Greta incorporated specific art modalities into the therapeutic process with promising results. In some instances, resistant drug/alcohol clients recognized breakthroughs to their addictions through an exposure to the creative process.

Today, while tremors make painting difficult for Greta, she continues to persevere and to paint, sculpt and create with an enduring commitment.

Now Greta, with the help of other residents and willing staff members, has re-established the Resident Art Council, renamed The Luther Ridge Resident Art Society, dedicated to inspiring and enriching the community at Luther Ridge.

Greta reflects upon her own experience as an artist and therapist when she acknowledges the importance of creative expression at the senior living community. “It’s invaluable for the elderly to have outlets of expression to bring vitality to our aging spirits,” she says. “Our lives at Luther Ridge are infinitely richer because of it.”
Welcome to the Future … as Ascentria Care Alliance!

September 1, 2014 was a pivotal day for our organization. On that day Lutheran Social Services of New England officially became Ascentria Care Alliance.

Over the last year, we explored the many ways we needed to change in order to be more effective in creating measurable, positive impact in our communities and in the lives of those we serve. As a result of those efforts, we have a brand new name, a new strategy for client-centered care, new opportunities for strategic partnerships, and the start of an exciting new era for our organization.

Special celebrations took place in the fall to launch Ascentria Care Alliance in our New England communities. However, amidst all these changes, we carry forward the heart and soul of our 142-year legacy — our faith-based heritage that inspires us to care for those in need. Our new mission, vision and values represent our connection to this vital piece of our past.

Along with our new name and new strategy, come new challenges facing us — as is true with any major change. But they are challenges that will enable us to attract more support and improve our programs so that our clients can truly thrive.

The first challenge is to explain to our constituents why we changed our name. We want to broaden our appeal and not be thought of as an agency that is exclusively for, of and by Lutherans. However, we didn’t want to change our name to one absent of meaning to people of faith. Our new name “Ascentria” can be translated as both “rising together” and, in honoring our Christian heritage, a blend of “ascension” and “trinity.”

Explaining our change in strategy is more complex. We believe that moving from a programmatic agency to a client-centered organization is crucial to delivering the wrap-around, comprehensive services that will enable people to move forward in all aspects of their lives. Some of these services are not funded by government resources. We need to supplement our work with new sources of revenue. Strategic partnerships and social enterprise play a key role in filling that gap.

As we look to the future, we are confident that our new direction will ultimately bring new opportunities for Ascentria to help our clients thrive as self-sufficient individuals, families and contributing members of society. We invite you to join us on this journey!

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Expanding Social Enterprise: Building Value While Promoting Societal Well-being

The Language Bank is a social enterprise venture of Ascentria that has become one of the largest providers of interpretation and translation services in New Hampshire. In 2014, a business plan was developed to expand the service into the Massachusetts market and beyond.

As a result, Language Bank now has an office at Ascentria’s new Worcester Client Center that includes a professional classroom environment for interpreter training. Language Bank recently completed its first Medical Interpretation Certificate Training at the site. The program also hired a new director and has been actively reaching out to hospitals, court systems and businesses throughout Massachusetts that need translation and interpretation services.

Unlike other interpretation and translation service providers, Language Bank trains and employs its professional team, including refugees resettled by Ascentria’s Services for New Americans program.

Seed capital for the Language Bank expansion was provided by the Ascentria “Fund for the Future,” a newly established fund that provides an innovative way for donors and grantors to support social enterprise efforts and program-related investments.

Working Together. Making a Difference.

Partnerships are key to Ascentria’s success. In fact, they are the foundation of our new client-centered care model.

One such partnership was developed between Ascentria Care Alliance and Blue Cross Blue Shield of Massachusetts (BCBSMA).

Ascentria’s New Lands Farm in Sutton was chosen as a service site for BCBSMA’s annual company-wide Service Day: One Community, One Blue. “Members of the BlueCrew Leadership Council felt that New Lands Farm was an ideal location for our team of volunteers, and that our $5,000 contribution could be put to good use in supporting their work on the farm,” explains Jeff Bellows, vice president, Corporate Citizenship, BCBSMA.

“As a Massachusetts-based health care company, it is important for our associates to be knowledgeable about challenges facing the communities where we work and serve,” continues Jeff. “Our colleagues who volunteered learned a great deal about the mission of New Lands Farm and the importance of this farming collective to the refugee farmers who rely on it to sustain their families. This experience also contributed to our associates’ engagement, satisfaction and positive morale. Thank you to Ascentria and New Lands Farm for this opportunity.”

Expanding Social Enterprise: Repair Your Car … Change a Life!

In June 2014, Good News Garage (GNG) in Vermont expanded its business with a social enterprise venture targeted to the greater Burlington community — a new Retail Garage Service. The social enterprise uses existing GNG business strategies to generate new revenue that can be used to help support its nonprofit mission.

Since 1996, the garage has played a key role in the philanthropic mission of GNG by repairing vehicles that are awarded to local, low-income families. In this new venture, the garage uses its expertise and facility to provide repair services to the general public. Caring community members can now support their neighbors every time they repair or maintain their own car.

The new Retail Garage Service has seen steady business since its opening in June. GNG is encouraged by the community’s enthusiastic support of its new venture … quality repair service with a mission!

“Our colleagues learned a great deal about the mission of New Lands Farm and refugees who rely on it …”
Join Us and Get Involved . . .

Enhancing the Board: Bringing New Talent to Ascentria

The Ascentria board of directors recently added several very talented and passionate people to complement those who have served faithfully for many years. We welcome the fresh ideas and perspectives of our newest board members:

Reverend Canon Hannah Anderson serves as Canon to the Ordinary with the Episcopal Diocese of New Hampshire. She is a certified professional life coach, with a specialty in coaching leaders. Hannah joins the Ascentria board as its first Episcopal member and serves on its leadership development committee. “My intention for serving as a board member of Ascentria is to strengthen the partnership between Episcopal-Lutheran traditions,” states Hannah, “and envision together fresh and creative expressions of what it means to live as followers of Jesus in a changing world.”

Michael Balinskas is general manager of PowerHawke, Inc. and director of business development at McPhee Electric, Ltd. He first became associated with Ascentria through serving on the board of Ascentria’s Good News Garage program. Mike brings a business and engineering background to Ascentria, and serves on both its executive and business development committees. “Joining the Ascentria board is a wonderful way to answer my personal call to servant leadership,” comments Mike. “I’m honored to be part of an amazing team of people that builds up the children of God each day.”

Kenneth Bohlin is president and CEO of Informa USA, including the North American assets of Informa plc, the UK-based business, professional and academic information group. With Informa for more than 30 years, he has served on Informa plc’s executive board as well as several subsidiary boards. Ken previously served on the advisory board of the Lutheran Healthcare Center and the LSS Foundation board. His strong business background in the for-profit sector is an asset to Ascentria’s board and its business development committee. “Learning that Ascentria has been improving the lives of the disadvantaged since 1872 was both humbling and inspiring, and I consider myself privileged to offer whatever assistance I can to prolong that legacy and strengthen such a worthwhile mission.”

William Mayo is a senior executive and consultant who has led transformation efforts for major biotech and consumer product companies in over 20 countries globally. Joining Ascentria’s board last year, Bill now serves as vice chair and is a member of its executive, finance and resource development committees. “Innovation is at the heart of how companies create products and services that change all of our lives,” says Bill. “Ascentria is bringing innovation to the delivery of social services, empowering thousands of people every year. I am proud to support our staff and leaders in this journey.”

With Your Help We Can Achieve Great Things

Individuals

- Volunteer: share your talents, skills and expertise with Ascentria and help children, families and older adults realize new possibilities.
- Give life-changing gifts: empower our clients to respond to life’s challenges and thrive by supporting our mission-focused projects and initiatives.
- Donate through your workplace: increase the value of your gift, at no cost to you, by participating in your company’s matching gift program.
- Make a planned gift: include Ascentria in your will or other planned gift and leave a legacy of hope and opportunity.

College Students

- Broaden your education: participate in a relevant and educational internship or service learning opportunity.

Congregations and Service Organizations

- Request a speaker: schedule a speaker from Ascentria to raise awareness and strengthen partnerships.
- Engage and empower: discover how your faith group or service organization can work together in service for others by helping Ascentria clients move toward self-sufficiency.
- Provide heartfelt donations: collect Christmas gifts for children, provide personal care kits for teen moms, or donate household essentials for incoming refugee families.

Companies

- Invest in communities where your employees work and live: change lives through product donations, financial support and programs that engage your employees and customers. Volunteer activities provide your company with opportunities to develop new relationships, strengthen work teams, and enhance employee morale.
Volunteers partner with Ascentria in numerous ways, creating better outcomes for our clients, our organization and our community. Our volunteers come from corporations, for-profit and nonprofit businesses, colleges, universities, law firms, health care institutions, the faith community, as well as civic and community organizations.

One such volunteer is Ruta Convent. A Wells Fargo employee with more than 30 years of banking experience, Ruta volunteered to teach Ascentria’s Financial Literacy Training Pilot, a special curriculum designed to educate Ascentria staff on important financial tools and resources so they, in turn, could better help clients improve their own financial fitness.

“Financial literacy is an important tool that we all need to be successful,” says Ruta, a dedicated and hard-working individual who knows first-hand the challenges we can all face. You see, Ruta’s parents came to this country as refugees and seeing their struggles after arriving in the country made her want to help Ascentria’s clients facing similar circumstances.

“I have a deep belief that people with knowledge have a responsibility to share it,” she explains. “Everybody needs a mentor to guide them along in life.”

“Ruta’s knowledge and ability to connect with others make her a perfect instructor for Ascentria’s Financial Literacy Pilot,” notes Rolando Lora, area sales manager, Wells Fargo Home Mortgage. “Her enthusiasm and dedication is a wonderful example of how Wells Fargo’s team members are committed to assisting members of the communities we serve.”

By getting involved, volunteers like Ruta are making a positive difference in the lives of others.

Guided by the principles of their Lutheran faith, Garth and Lindsay Greimann are actively involved in reaching out to people in need. A successful, semi-retired leader in the Boston business and financial community, Garth and his wife share the blessings they have accumulated during years of work to help others less fortunate.

Now a senior investment advisor for Berkshire Partners, where he worked since 1989, Garth’s earlier career in domestic and international banking enabled the couple to travel and experience life abroad. Garth and Lindsay saw firsthand the needs of those living in developing countries such as Korea and Taiwan. It left a lasting impression.

Returning to the United States, the Greimanns became involved with Lutheran Social Services of New England (now Ascentria Care Alliance) in 2003, when Garth was invited to join its board of directors. This was an opportunity to put their faith in action. Outside the board room, Garth and Lindsay engaged in serving shelter meals, and worked with the “Empty Bowl” project to help build awareness of and actively address hunger in their home community.

Garth later served as board chair and today remains an active member of the Ascentria board as its financial secretary. His business acumen and financial guidance have proven instrumental in helping develop Ascentria’s forward-thinking client-centered strategy and financial model for the future.

“The social services sector is struggling,” says Garth. “Funding is becoming more restrictive and nonprofit agencies are unable to meet the full spectrum of each client’s needs. As a result,” he adds, “people remain stuck in their circumstances and can’t move ahead. The model needs to change.”

With a passion for giving back and an eye toward the future, Garth and Lindsay established the “Fund for the Future” through a leadership gift. This new fund provides an innovative way for donors and grantors to support social enterprise efforts and program-related investments. These initiatives will contribute revenue and create more resources for Ascentria to invest in its core services.

“We want to empower people to become productive and independent members of society,” states Lindsay. “Through Ascentria, we feel we are helping others to realize opportunities for a successful future, where they can thrive and contribute to their communities.”
In Recognition — Friends and Funders

Ascentria Care Alliance is very grateful to donors who support our work at any level. Our friends and funders list acknowledges the generosity of those who support our mission with a cumulative gift of $500 or more.

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Mr. and Mrs. Richard B. Grove
Mr. Steven L. Feye
Mr. and Mrs. Garnth H. Graimann
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Mr. Jeffrey P. Kinney and The Rev. Rebecca J. Bourret
Mr. and Mrs. Loren A. Korte
Lutheran Home of Southerland
Lutheran Immigration and Refugee Service
Mr. and Mrs. William Mayo
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New England Synod Youth Group, LLC
St. James Lutheran Church
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Dr. Michael L. Deen M.D.
Mr. William Donaghe
Emmanuel Lutheran Church
Mrs. Mildred L. Engberg
Mr. Thomas L. Engberg
Mr. Todd Gaertner
The Rev. and Mrs. Ross S. Goodman
Mr. and Mrs. Douglas Grant
House of Prayer Lutheran Church
Immanuel Lutheran Church
The Rev. Dace Jansone
Ms. Linda A. Johnson
Ms. Mabai A. Johnson
The Rev. and Mrs. P.T. Calvin Johnson
Mr. John Kelbely
Dr. and Mrs. Helmut Koester
The Rev. and Mrs. Richard Kremer
The Rev. Alice Kerr Lard and The Rev. Dr. Robert G. Goehring
Mr. and Mrs. Ronald R. Larson
Mr. Thomas Lucas
Mrs. Leslie A. Mac Alee
Mr. and Mrs. Michael Marinaccio
Mr. and Mrs. Garland C. Mainer
Mr. Scott A. Morrison
Mr. and Mrs. Earl Nordbrock
Mr. and Mrs. Helge V. Nordstrom
Ms. Penny Phillips
Mr. W. Raymond Pickle
Mr. Christopher D. Porter
Mr. William T. Quinn and Ms. Susan O’Connell
Mr. Dana W. Ramsay and Ms. Ann Mooney
The Rev. Karen B. Salstrom
Ms. Dawn E. Saunders
Mrs. Shirley S. Schindler
Shepard of the Hills Lutheran Church
Skillsoft
St. Paul Lutheran Church
Mr. and Mrs. Evan Stainman
Mr. and Mrs. Albert P. Stauderman, Jr.
Mr. Sam Swanson and Mrs. Joyce M. Gallimore
Mr. and Mrs. Gene Talbot
Trinity Lutheran Church
Mr. Jeff Timken
Vermont Antique Automobile Society Inc.
Mr. and Mrs. Leo R. Verroco
Mr. and Mrs. Robert C. Washler
Sister Carol M. Weaver
Mr. and Mrs. Dwayne A. Witter

Estates and Trusts
Estates and Trusts
Anne E. Brennen
Estate of Grace E. Brinberg
Estate of Howard G. Steiner
Estate of Isabel D. Johnson
Estate of Sonia R. Busi
Estate of Vernal M. Schindler
Charles W. Holtzer Trust
Estelle R. Dorau Trust
Habitual Trust
Helmut L. A. Hoeter
Lorentzon Trust

Foundations
Albert W. Rice Charitable Foundation, Bank of America, N.A., Trustee
Boston Bar Foundation
The Brees Dream Foundation
Greater Worcester Community Foundation
Green Leaf Foundation
Hoche-Schrofield Foundation, Bank of America, N.A., Co-Trustee
Massachusetts Bar Foundation
New Hampshire Charitable Foundation
Project Bread
Reliant Medical Group Foundation
The Fletcher Foundation
The George F. and Sylvia H. Fuller Foundation
The Domenko Foundation
The Stidard Charitable Trust
Westford Foundation
Wheat Ridge Ministries
Wyman-Gordon Foundation

Transforming the financial health of Ascentria Care Alliance requires us to move forward with courage and embrace innovation.

During the past few years, Ascentria made decisions that favorably affected the overall financial health of the organization. Idle assets were divested to enhance the strength of our balance sheet. Programs that weren’t creating positive impact or were fiscally unstable were discontinued. Technology and process improvements were employed in order to drive efficiencies.

We realize that our mission of empowerment also requires strong partners on our side and an eye toward innovation. Ascentria must have access to more dependable, flexible funding sources. It is this challenge that puts our value of courage to task.

In 2015, Ascentria sets its focus on entrepreneurial financial growth strategies by expanding its Language Bank model into Massachusetts, growing new social enterprise, making strategic program investments and developing a new client-centered service delivery model. The impact of these initiatives is expected to result in improved cash flow.

Ascentria has simultaneously chosen to make investments in critical departments, including:

- The addition of a business development function, allowing us to constantly scan our operating environment and evaluate possible areas of growth
- An investment in strategic marketing and communications to create and grow our new brand, promote client success stories and market new service offerings
- Increasing development resources to help cultivate and educate donors and volunteers about new opportunities, and engage with corporate partners to develop new, synergistic business models, better client outcomes and long term success
- Consolidating Worcester operations and service delivery with the opening of an innovative new client center in the Worcester community

Ascentria is reshaping the way nonprofits think about their business models. Creating permanent connections between the community and those we serve can result in a revenue stream that is both robust and sustainable. Each step of this financial journey moves us closer to empowering not only those we serve, but the sector as a whole! I invite you to review our past financial results and join us in investing in our future.

Lisa Cohen, CFO
By the Numbers: FY2014 Financial Highlights

**Revenue sources**
- Contributions, gifts and grants: $1,107,696
- Program service revenue: $54,275,672
- Gifts-in-kind: $1,963,607
- Other income, net: $568,939
- Total operating revenue: $57,915,914

**Operating expenses**
- Total program services: $50,080,262
- Fundraising: $622,971
- Management and general: $7,278,644
- Impairment expense: $68,863
- Total operating expenses: $58,050,740*

*Does not include operating expense of $710,400 from discontinued program offerings.

**Investing for Future Growth and Sustainability**

Financial investments made in FY2015 are setting the stage for Ascentria’s future growth and long-term sustainability. Six areas targeted for investment during this next fiscal year will total $831,000 and include:

1. Expansion of our New Hampshire-based Language Bank service into Massachusetts
2. IT infrastructure upgrade for long-term innovation and process improvement
3. Our new client-centered model of care, and the opening of our first client center in Worcester, MA
4. Strategic marketing and communications resources to create and grow our new Ascentria brand
5. Increased development resources to expand fundraising, community/corporate partnerships and our volunteer program
6. A new business development function to identify and evaluate opportunities for growth

We will continue to make selective strategic investments in the future, with the goal to generate positive impact for our clients, communities, operations and financial health.

Board of Directors and Senior Leadership

“We are blessed to continue to attract many volunteers who are committed to helping fulfill Ascentria’s mission. I am particularly impressed by the dedication of our committee and board members who contribute a significant amount of expertise and wisdom in support of our talented senior management team.”

~ Jeffrey Kinney, Board Chair

**Officers**
- Jeffrey Kinney, Chair
- Angela Bovill, President and CEO, Ascentria Care Alliance
- William Mayo, Vice Chair
- Karen Gaylin, Secretary
- Garth Greimann, Financial Secretary

**Ex-Officio**
- The Rev. James Hazelwood, Bishop, New England Synod, Evangelical Lutheran Church in America
- The Rev. Timothy Yeadon, President, New England District, Lutheran Church-Missouri Synod

**Directors Emeriti**
- Gail Phillips Bucher, Chaplain, MCPHS University
- David Forsberg, Dean, School of Business, Anna Maria College
- Loren Korte, Business Executive (retired)
- William Swanson, Private Investor

**Directors**
- The Rev. Canon Hannah Anderson, Episcopal Diocese of New Hampshire
- Michael Balinskas, General Manager, PowerHawke, Inc.; Director of Business Development, McPhee Electric, Ltd.
- Kenneth Bohlin, President and CEO, Informa USA
- The Rev. Ross Goodman, Pastor, St. Paul Lutheran Church, Arlington
- Sonja Hegymegi, CPA (retired)
- Juliana Badaro Langille, Executive Director, Community Connections of Brockton
- Barbara Ruhe, Ruhe and Ruhe Attorneys At Law
- Dr. Donald Sweet, Principal, Vital Growth Consulting Group

**Executive Leadership**
- Angela Bovill, President and CEO
- Alana Geary, Executive Assistant
- Lisa Cohen, Chief Financial Officer
- Dana Ramish, Chief Operating Officer
- Candace Cramer, Chief Development Officer
- Jean Jackson, Vice President, Human Resources
- Jodie Justofin, Vice President, Strategic Marketing and Communications
- Michael Alden, Vice President, Business Development
2014 Key Accomplishments

32,765 Rides scheduled through our Ready to Go program in VT, an increase of over 4,000 rides in 2013. This program provides rides for clients to access jobs, training and childcare.

214 Vehicles placed in VT, NH and MA through our Good News Garage program. Since its founding in 1996, more than 4,000 reliable vehicles have been placed with families in need.

877 Refugees resettled in NH and MA by our Services for New Americans Program. In MA, more than 80% of our employable adult refugees were employed within 90 days of their arrival. In NH, 90% of our refugee clients were economically self-sufficient within six months of arrival.

56,972 Pounds of produce harvested through New Lands Farm, which provided agricultural opportunities to 104 refugee and immigrant farmers from Mexico, Sudan, Iraq and more than a dozen other countries. More than 11,000 consumers purchased produce at local farmers’ markets, restaurants, grocery stores and through a community-supported agriculture (CSA) program.

5 Home-based daycare programs opened in Worcester and Springfield with assistance from our Micro-enterprise Childcare Program, providing much needed daycare spaces for 21 children.

236 Children from more than 20 different countries found safety and support through our Unaccompanied Refugee Minor and Unaccompanied Children Programs.

22 Active volunteer pro bono attorneys provided services for unaccompanied minors as part of our Immigrant Legal Assistance Program. Another 70 attorneys are part of our “pool” of talent ready to serve pro bono when needed.

408 Seniors resided in our four facilities in MA and CT that offer skilled nursing, assisted living, congregate living and/or independent living.

345 Maine clients with mental illness were served by our staff.

74 Children found safety and security in a stable home setting through our Foster Care Programs in MA and NH. Another 18 children were placed in “forever” homes by our MA Adoption Program.

27,977 Appointments completed by our Language Bank staff, including interpretations and translations in more than 60 languages. Plans are well underway to expand this successful program into additional states.

75 Individuals served in our three MA programs for the developmentally disabled. Two-thirds of these individuals are working or participating in a work training program.

303,515 Hours of care provided by our In-Home Care Program staff in NH, serving more than 450 clients in nine of the state’s ten counties.

1,200 Volunteers donated more than 40,000 hours of service.