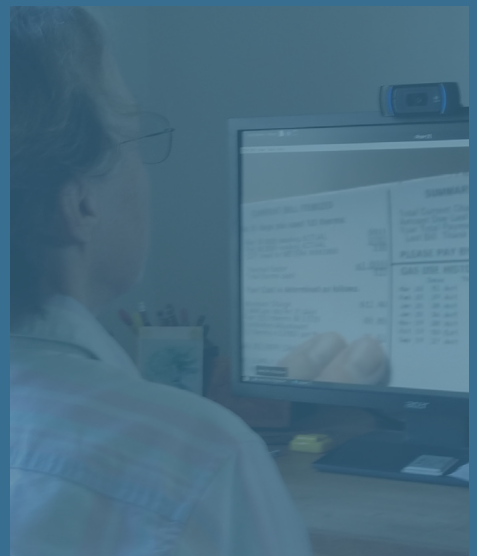
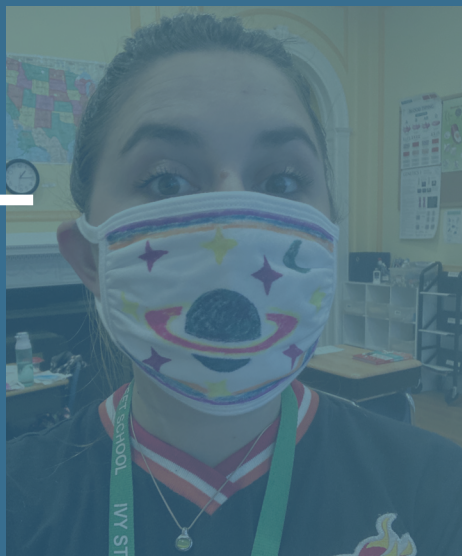




ANNUAL REPORT 2020



We are proud of all that MAB Community Services has accomplished this year — a year unlike any other.

Together, we've managed to help thousands of individuals with disabilities across the Commonwealth lead full and satisfying lives. However, the impact of the COVID-19 pandemic has been so great it would be disingenuous to begin without discussing it.

As soon as the state implemented closures and social distancing guidelines in the middle of March, our programs had to respond accordingly. Adult Disability Services (ADS), closed its day programs and found new ways to care for more than 150 vulnerable participants, all of whom lived in residential homes and independent living settings. At Ivy Street School, all but 11 students were sent home and received the proper technology needed to learn and participate in our clinical programming remotely. MABVI also needed to shut down its face-to-face programming and, in its place, launched virtual meetings for our peer support groups, vision rehabilitation, and assistive technology. Without pausing, MABVI organized an effort to connect all 1,600 of our blind and visually impaired participants so that they had access to groceries and medicine.

Needless to say, the crisis proved a test of what we're truly made of, and I'm proud to say the pandemic brought out the best in us. Every day, I witnessed the entire MAB Community pull together under a shared vision for success.

NEEDLESS TO SAY, THE CRISIS PROVED A TEST OF WHAT WE'RE TRULY MADE OF..

Our MAB Community has always prided ourselves on being a highly innovative organization, one that's willing and able to address problems in new and creative ways. At the onset of the pandemic, we centralized all food purchasing and distribution for our residential homes, allowing house managers to avoid going out to supermarkets and risk infection. We centralized the purchase of PPE, getting masks and gowns from far flung sources when local supplies dried up. Our Board Members developed partnerships with area restaurants Branch Line, Eastern Standard, Myers and Chang, and Smokehouse BBQ, and drove meals out to our residential homes every week to feed our staff and residents.

Our response to COVID-19 highlighted the importance of our direct care staff. While staff can't get the job done without the systems in place to support them and help them succeed, it's their effort, day after day, that allows our participants to live full and satisfying lives. We worked with house managers to strengthen their leadership skills, allowing us to cut turnover in half at a time when unemployment was at its highest. The dedication of our staff during COVID-19 so inspired one of our donors that he funded a challenge that allowed us to raise \$200K in support of a program to recognize and honor our most outstanding direct care staff each year.

At Ivy Street School, our educators focused on helping students gain the broad range of skills they needed to transition successfully into adulthood and lead the lives they want. Our outcomes provided strong evidence of how effective our programs are, and through Skills for Life, we're expanding our focus beyond the walls of the school, working with young adults in their communities throughout Greater Boston.

...WE'RE STRENGTHENING OUR INITIATIVES BY WORKING CLOSELY WITH OTHERS.

Being a relatively small organization, MAB has thrived on partnerships. This year, through our work with the Healthy Aging Collaborative in Massachusetts, we've been able to integrate our work with blind and visually impaired seniors into the health and social services systems in cities and towns throughout the Commonwealth. Not only are we able to raise consciousness about the needs of visually impaired seniors in these communities, but we're strengthening our initiatives by working closely with others.

So much more needs to be done. We've had a challenging year that tested our mettle, but we are pleased with our resilience and are eager to forge on.



Barbara Salisbury
Chief Executive Officer



Michael O'Friel
President, Board of Directors

A YEAR IN REVIEW

MAB Community Services is committed to creating opportunities and transforming the lives of individuals with a range of disabilities. Since 1903, MAB has focused on providing the support, programs, and services necessary for everyone to live full and satisfying lives.



July

Tufts Health Plan Foundation multi-year grant awarded for the launch of our Age-Friendly initiative to integrate vision rehabilitation and care into healthy aging models across MA.



August

For the first time, a team of blind and visually impaired runners tackled the 200-mile Hood To Coast relay raising money for United in Stride, MABVI's website that unites runners with vision loss with sighted guides.



September

MAB ADS honored our all-star residential coordinators for their commitment and dedication to providing exceptional quality care and support.



October

MAB Community Services' annual meeting highlighted Ivy Street School outcomes. During the panel's animated and thoughtful discussion titled *Disruptive Innovation: What can Educators in Special Education Learn from Disruptive Geniuses in Business*, panelists discussed these theories and principles of disruption and their application in special education.



November

MABVI's Dangerous Vision podcast recorded a live episode at the PRX Podcast Garage with Boston Celtics owner Wyc Grousbeck and podcast host, MAB board member, and Harvard Business School Professor Randy Cohen.



December

Ivy Street School hosted a Transition Symposium with experts discussing critical topics related to the transition to adulthood, such as guardianship, navigating benefits, and creative housing options.

January

MABVI was awarded \$48,150 for services in MetroWest. Partners included: Cognex, Foundation for MetroWest, MathWorks, MetroWest Health Foundation, MutualOne Foundation, and Sudbury Foundation.



February

Ivy Street students filled the gym with presentations for the annual Career Fair.

March

MAB launches Emergency Fund in response to the COVID-19 crisis. An outpouring of support from the community—with donations of time, masks, and resources—allowed our programs to continue.

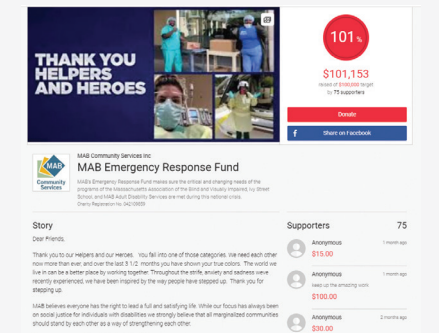


April

Boston Marathon canceled. Team With A Vision demonstrates resiliency by continuing to train and raise funds for the virtual 2020 Boston Marathon. The team raised nearly \$250,000 to support MABVI programs and services.

May

ADS' day program space is repurposed as a COVID-19 Command Center. Staff pack and ensure the safe distribution of food and staples to ADS residential homes.



June

In 30 days, a record setting \$200,000 was raised for the launch of the Maxo Joseph Award for Excellence, thanks to Farah Charitable Giving Fund and many generous donors.

COMMUNITY PARTNERS & FOUNDATIONS

Honoring Partnerships That Empower & Transform Lives



Boston University College of Health & Rehabilitation Sciences: Sargent College for their collaboration with the Ivy Street School's Skills For Life program. Learn more at www.skillsforlifeprogram.org.



JVS (Jewish Vocational Services) for their collaboration with the Ivy Street School to accomplish stellar outcomes in employment opportunities for our students.



Marla Runyan from the **Boston Athletic Association** receives the Kara MacDonald Aspire Award for moving para-athletics forward and creating more competitive opportunities, educating the running community, and initiating programs that recognize visually-impaired and mobility-impaired athletes for their achievements.



Boston Athletic Association's official charity program includes MABVI as one of 43 charities for the Boston Marathon for strengthening the local community and aligning with their mission of promoting a healthy lifestyle through sports, especially running.



Boston University's Innovate@BU for partnering with MABVI to develop and design new human-centered tools or ideas to improve transportation accessibility solutions for the aging and visually impaired communities.

MABVI Launches Initiative to Support Healthy Aging

Capitalizing on our deep experience working with older adults, MABVI launched an initiative in 2020 to help improve and build systems that support healthy aging, thanks to 3-year seed funding from Tufts Health Plan Foundation. MABVI's goal is to integrate low vision awareness and accessibility into city- and statewide Age-Friendly (AF) efforts. We also aim to ensure equitable information access and inclusion of older adults who are blind or low vision. This year, the team began work with AF efforts in Boston, Framingham, New Bedford and Springfield. Initial efforts included:

- Offering staff training on issues of accessibility
- Providing technical assistance on digital accessibility
- Expanding awareness of and embedding vision rehabilitation, accessibility resources, and other disability access issues into the fabric of Age-Friendly planning

MABVI is proud to be part of a network of project partners working to make MA an exemplar of an Age-Friendly and accessible state.

- MA Association of Councils on Aging
- MA Healthy Aging Collaborative
- Aging Services Access Points
- Area Agencies on Aging
- Elder housing organizations
- Healthcare networks and human service providers
- Low vision doctors
- MA AARP
- MA councils on aging & local senior centers
- MA Commission for the Blind
- MA Executive Office of Elder Affairs
- MA Department of Public Health

For additional information or resources about healthy aging, please visit www.mabvi.org/resources/HealthyAging.

Special Thanks to our COVID-19 Emergency Fund Grantors

The COVID-19 pandemic required us to stop many of our in-person services, begin offering virtual services, address consumers' critical needs, and purchase substantial quantities of equipment to keep our staff and clients safe. We are grateful for the 11 foundations who provided emergency funding and many others who made unrestricted gifts during this challenging period.

- The Barbara Epstein Foundation
- The Barbara Mitchell Fund, Bank of America, N.A., Trustee
- The Boston Foundation
- Eastern Bank Charitable Foundation
- The Gibney Family Foundation
- Greater Worcester Community Foundation
- Harvard Pilgrim Health Care Foundation
- Liberty Mutual Foundation
- Lincoln and Therese Filene Foundation
- Memorial Foundation for the Blind
- MetroWest Health Foundation

MAB ADULT DISABILITY SERVICES

Adult Disability Services provides orientation and mobility training, residential supports, and vocational/day habilitation programming for individuals with developmental disabilities or brain injuries so they can live full and satisfying lives.



1 new residential home opened in Shrewsbury



300+ masks donated to residential staff



3,500 eggs delivered to residential homes along with groceries and supplies by caravans of volunteer drivers



250 individuals served between residential program, day programs and co-ops



25 remote activities conducted



225 lunches made by Woodcliff resident taken to his workplace from leftover dinners he cooked as part of his Young Adult Independent Living Program

For 19 years, ADS residential counselor Maxo Joseph lived by a personal mantra, “Food is love.”

Each week Maxo would cook-up a different Haitian dish for the ADS residential home where he worked. The highest compliment he could receive, he said, was when participant James asked him for seconds.

In April, Maxo died from COVID-19. But his mantra still lives in the hearts of his former colleagues, who provide around-the-clock support to over 100 residents with disabilities so they can live full and satisfying lives.

In memory of Maxo, MAB launched its “Food is Love” project. Funded by the MAB Board of Directors, the project provided ADS staff and residents with home-delivered, exquisite meals prepared by top Boston chefs from Eastern Standard, Branch Line, Myers + Chang, and The Smoke Shop BBQ. In addition, ADS staff created a command center that boxed and shipped groceries and supplies to each ADS residential home. Because of this, staff could stay in the ADS home, providing critical care.

The program proved an enormous success. Whenever a meal arrived at the doorstep of one of ADS’s 20 residential homes, it arrived with a memento photo of Maxo, grinning ear-to-ear. His image reminded staff to love and care for their residents with the same dedication Maxo had served-up at his dinners.

After all, in the words of Maxo, food is love.

MAKING A DIFFERENCE

Thank you to Jay Lupica, who administers the Patricia W. and Alfred E. Farah Charitable Gift Fund, for his transformative gift that was the anchor in a matching challenge to fund the Maxo Joseph Award for excellence. We are grateful to Talya Nevo-Hacohen, Bill Schenker, and the Emello Family for their lead gifts, as well as Elaine and Martin Fridson. The Maxo Joseph Award for Excellence will be given annually to direct care workers who go above and beyond.



IVY STREET SCHOOL

The school serves day and residential students with autism spectrum disorder, brain injury, or behavioral health challenges. The caring staff focuses on the skills each student needs to make a successful transition to adult life.



100% of students engaged in programming during the COVID shutdown



65 students served



92% families agree or strongly agree that they are in a better position now, with the support of Ivy Street than they were before, as indicated in a recent survey



8 new students enrolled in distance learning during the school closure



39 students gave presentations at the Career Fair



575 Skills for Life sessions were held with young adults at home, in the community, and virtually by Skills for Life clinicians

A school can shut its doors. A home can't.

For many of our students, Ivy Street is more than just a school. Most live with an autism spectrum disorder, brain injury, or behavioral health issues and depend on the Ivy Street staff to help them acquire independent living skills so when they turn 22 years old, they are ready to graduate.

At the onset of the pandemic 11 students remained at the school as residents. Keeping our students safe during the pandemic was the number one priority as was continuing to provide the critical care students and family relied on.

When COVID-19 hit, Ivy Street couldn't close. Instead, the staff and teachers turned to 21st century technology resources to adapt and elevate their academic, therapeutic, and clinical programs onto a remote platform.

These resources also gave the Ivy Street community the opportunity to think outside the box when creating innovative and safe ways for students to engage in online lesson plans. This made sure each student's individualized

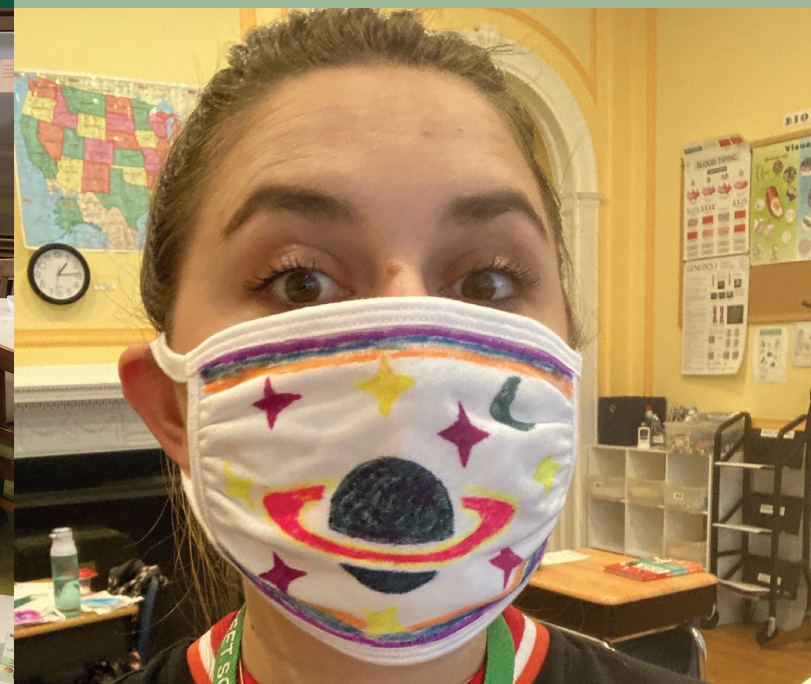
education program (IEPs) was kept at the forefront.

For one teacher, Owen Snyder, this meant collaborating with occupational therapist Emma Weiner to send seven of his students to Paris — all without having them leave their homes. Using Microsoft Teams, Owen and Emma virtually introduced each student to the Louvre, sat with them inside a French bakery, and taught them how to manage a budget for such a trip.

They had pushed the boundaries of the school's classroom beyond Boston and halfway across the world!







CEO Barbara Salisbury reflects on the above-and-beyond efforts of the Ivy Street staff:

"We are incredibly fortunate to have our educational and residential staff currently working in-person with our residential students. Our team members are continuing to provide an ambitious, joyful, and meaningful educational experience — an Ivy Street School education."



MASSACHUSETTS ASSOCIATION
for the
Blind and Visually Impaired

MABVI empowers older adults to continue to lead full lives, whether they are experiencing vision loss or have been blind since childhood. Vision rehabilitation, access technology training, volunteer help, counseling, and peer support services are comprehensive, cost-effective and high-quality services.

| | |
|--|---|
|  3,311 Orientation and Mobility training sessions conducted |  27% increase in clients receiving Access Technology training |
|  2,628 calls made to participants during the first 2 months of the COVID-19 crisis | |
|  75 individuals took part in Zoom training sessions |  30 Peer Support Group Coordinators participated in monthly training calls |
|  1,247 individuals with vision loss were served across the state | |

The text on his computer screen looked “off,” George thought.

At 75 years old, George had worked at the same insurance brokerage firm for years and, as long as he could remember, he had never struggled to read any important legal documents. He had been diagnosed with glaucoma years ago but had yet to experience the halos and blurred vision that came with this diagnosis.

Staring at his computer screen, George rubbed his eyes. The font on the screen still seemed tiny and out of sight. Right then and there, he knew his condition had grown worse.

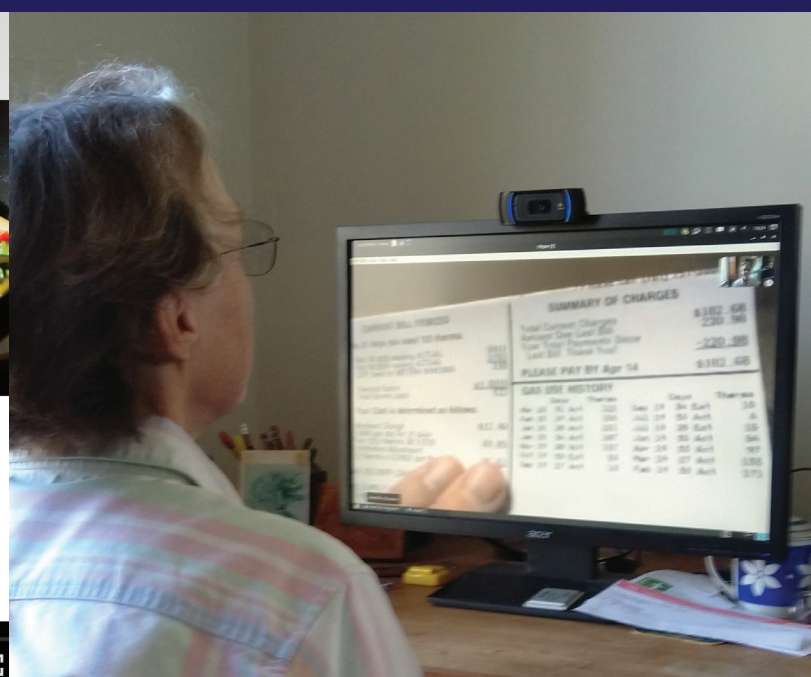
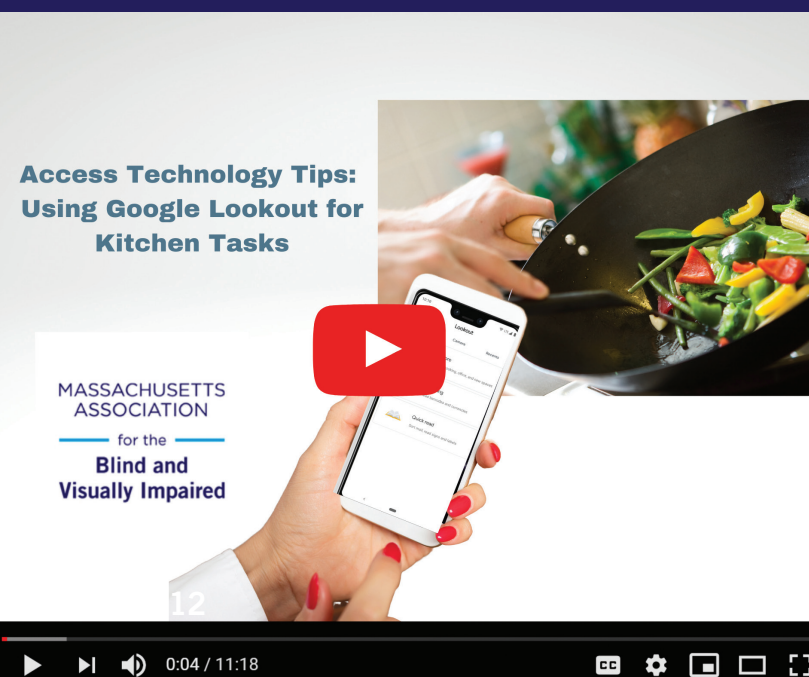
In order to continue working the job he loved, George turned to MABVI for its vision rehabilitation and support services. Working with Alex, his occupational therapist, George learned how to magnify text on his screen using simple point-and-click and keyboard short key methods.

Then, when the COVID-19 pandemic prohibited his in-person counseling sessions, MABVI continued these counseling sessions remotely. Funding from many MABVI partners helped provide video platforms for MABVI participants. They also subsidized the cost of telehealth calls. See page 7 for more information about funding for these programs.

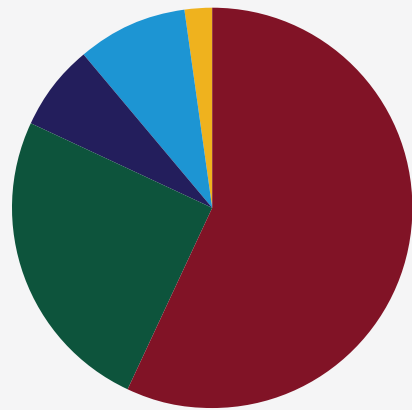
By June, George and over 75% of MABVI’s participants had opted into telehealth calls.

Looking back on their remote sessions together, Alex fondly recalls watching George sit in front of his computer. He remembers seeing the smile on George’s face grow bigger with each word George read:

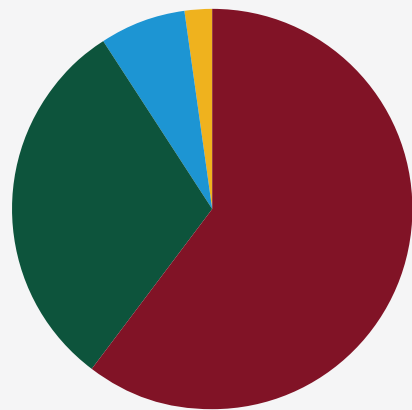
“That’s the smile of a man who realizes he doesn’t have to miss another day of work, another day of providing for his family, because he now has the tools to keep doing the job he loves.”



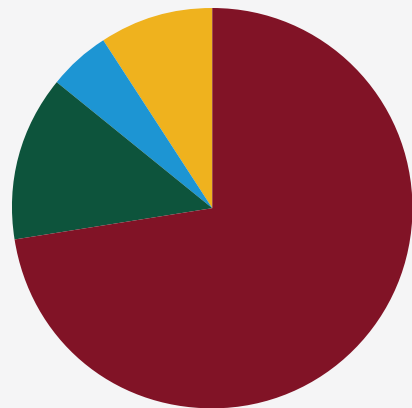
FINANCIALS: YEAR END 2020



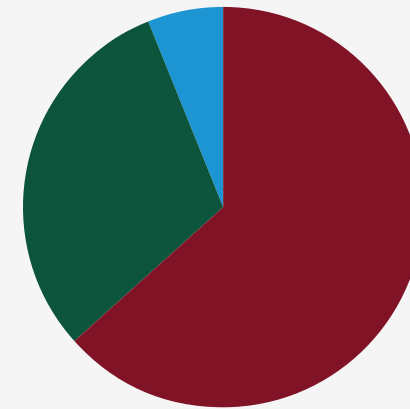
| Total Expense by Program | | \$29,467,647 |
|----------------------------------|-----|--------------|
| ● Adult Disability Services | 57% | |
| ● Ivy Street School | 25% | |
| ● Mass Association for the Blind | 7% | |
| ● Administration and Marketing | 9% | |
| ● Fundraising | 2% | |



| Total Revenue by Program | | \$29,637,437 |
|----------------------------------|-----|--------------|
| ● Adult Disability Services | 60% | |
| ● Ivy Street School | 31% | |
| ● Mass Association for the Blind | 7% | |
| ● Unrestricted | 2% | |



| Total Expenses by Cost Center | | \$29,467,647 |
|---|-----|--------------|
| ● Payroll | 72% | |
| ● Housing/Rent | 14% | |
| ● Direct Program Support | 5% | |
| ● Telecommunications, Training, Printing, Misc. | 9% | |



| Total Revenue by Source | | \$29,637,437 |
|--------------------------------------|-----|--------------|
| ● Government/Insurance Reimbursement | 65% | |
| ● Tuition | 30% | |
| ● Fundraising | 5% | |

| | ADS | ISS | MABVI |
|---|---------------------|--------------------|--------------------|
| Total Expenses | \$16,933,465 | \$7,276,583 | \$2,116,393 |
| Payroll | 71% | 76% | 76% |
| Housing/Rent | 17% | 12% | 4% |
| Direct Program Support | 6% | 5% | 4% |
| Telecommunications, Training, Printing, Misc. | 6% | 7% | 16% |
| Total Revenue | \$18,000,048 | \$9,202,522 | \$1,971,337 |
| State Contracts | 94% | | |
| Federal Contracts | 5% | | 31% |
| Insurance Reimbursements | | | 18% |
| Tuition | | 99% | |
| Fundraising | 1% | 1% | 51% |

DONORS

\$100,000+

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Jay Lupica, Trustee of the Patricia W. and
Alfred E. Farah Charitable Gift Fund
Memorial Foundation for the Blind
Tufts Health Plan Foundation

\$50,000+

Highland Partners Charitable Fund
Sarah Elizabeth O'Brien Trust, Bank of
America N.A. Trustee

\$25,000+

Allington LLC and the Emello, Breen,
and Perri Families
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CTA Foundation
The Hamilton Company Charitable Foundation
Liberty Mutual Foundation
Jenny Netzer and Ellis Seidman
Talya Nevo-Hacohen and Bill Schenker

\$15,000+

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Spectrum Digital Education

\$7,500+

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\$5,000+

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Kathleen and Douglas Tarella
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Yuken America, Inc

\$500+

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www.mabcommunity.org



MAB ADULT DISABILITY SERVICES

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Consider leaving a philanthropic gift that will benefit MAB for decades to come. For more information contact David Brown at:

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