



W I N T E R

N E E D S

N E W S L E T T E R

Update From The President

Hi all. Thank you for taking the time to read our most recent edition of the NEEDS Center Newsletter. 2021 was a very eventful year, and we are optimistic that 2022 will be a nice step back toward normalcy. As you are all aware, we have continued to monitor, and combat the ongoing COVID-19 Pandemic, and have had to implement temporary restrictions due to the Omicron spike in cases. We are happy to report that things have improved greatly in this area, and that we are continuing to work diligently in order to get back toward a pre-pandemic way of life.

As we have mentioned several times the greatest challenge currently facing us at The NEEDS Center is the staffing shortage, and difficulty in recruiting new staff members. The good news is that we seem to be turning a bit of a corner on this as we have recently had more success in hiring new staff members.

In the coming months we are expecting to have our QUEST Survey. QUEST is DDS' Licensing and Certification program and they will be coming on site to assess the services and supports that we provide. We will keep you posted of dates of the survey etc., and ways to get involved if you would like to.

In the meantime, please enjoy reading this edition of the Newsletter, and thank you as always for your continued support and patience as we have navigated the challenges of the past couple years.

Jim Sperry, President and CEO

The NEEDS Center

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978-216-0315



New Developments

After putting a hold on any new developments over the past 18 months or so, we are now starting to work on some new development projects. Over the next few months we will be opening 2 new homes in the North East area, one in Boxford and one in Methuen. We will keep you posted on this progress as we move along.



In August of 2021 our Day Programs, and Administrative Departments were surveyed by CARF. CARF is an international accrediting agency, and we have participated in these surveys for our day services for the past 4 years. The survey went extremely well as we met every standard that was rated in the survey. If you would like a copy of the survey, please let us know, and we can share with you. Some of the highlights of the survey are listed below:

- The leadership team models an organizational culture that prioritizes identification of challenges and realizes its purpose while seeing opportunities and the potential of every person. Policies clearly state that no person is discharged for behavior issues, and this is evident in all activities, processes, and documentation.
- The quality improvement team meets monthly to process results of indicators, to view reports, and to engage in corporate compliance activities. This large committee provides a microscopic look into the functioning of the organization's processes and activities.
- The strategic planning process involves active participation of the whole organization and includes gathering feedback that is distinct to the planning process from individuals served, staff members, families, and other stakeholders. This results in a well-rounded look at needs and growth. The finalized plan is visited at periods throughout the year and serves as a living, breathing document that continually shapes the direction of the organization.
- The NEEDS Center's therapeutic approach uses applied behavior analysis, positive behavior support, positive reinforcement, and a wide range of other evidence-based practices to intervene and improve individuals' responses to the environment. Generous training is conducted for the staff to learn the principles and concepts supporting recognition of issues and improvements, which trigger adjustments to behavior plans. Collaborative team efforts are consistent.



Welcome To The NEEDS Center!

We would like to take this opportunity to welcome our new staff members to The NEEDS Center!



Achiri Asongwed	Relief Program Specialist	George Morris	Program Specialist
Rex Azzun	Program Specialist	Kristina Moustakas	Program Specialist
Kelley Campbell	Director of Compliance	Junior Smith Mutchapa	Program Specialist
Princess Clinton	Relief Program Specialist	Ziporah Ojwang	Program Specialist
Maria Cruz	Program Specialist	Katherine Owen	Program Specialist
Marlay Davis	Program Specialist	Cody Perkins	Program Specialist
Peter Green	Maintenance	Ana Clara Placides Ferreira	Program Specialist
Pierre Lomga	Program Specialist	Duncan Rukongo	Relief Program Specialist
Jonathan Madu	Program Specialist	Fahra Cecilia Sako	Assistant Program Coordinator
Paul Maina	Assistant Program Coordinator	Nancy Salomon	Program Specialist
Rose Martin	Program Specialist	Tiana Skorupski	Program Specialist
Kate Mauro	Senior Recruiter	Cassandra Smith	Healthcare Supervisor, RN
Kathy McNally	Program Specialist		

NEEDS Employee Growth

We would like to take this opportunity to officially welcome our new Director of QI and Corporate Compliance Officer, Kelley Campbell.

Welcome to the team, Kelley!



Kelley Campbell

We would also like to take this opportunity to announce that both Program Coordinator –Revere Program, Patcheco Vincent and Program Coordinator—Tewksbury Program, Ethan Walsh have been promoted to the position of Senior Program Coordinator. Congratulations Patcheco and Ethan!



Ethan Walsh



Patcheco Vincent

Great Job!

We are very proud to recognize staff members Washington Oluoch and Gabriel Ansong for their phenomenal work! Washington and Gabriel recently assisted with the care of one of our individuals that required anesthesia. Although it was under difficult circumstances, through the efforts of Washington and Gabriel the procedure was able to be performed safely and comfortably for all involved. We are very grateful for the dedication that both Washington and Gabriel showed on this day, and every day, towards the individuals in their care. This only confirms what we already knew, which is that both of them are extraordinary staff. Great job Washington and Gabriel!!!

RE: Mr. Gabriel Ansong and Mr. Washington Oluoch, Personal Care Assistants

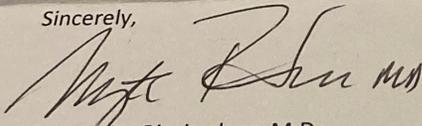
Dear Ms. Shiley:

I met Mr. Ansong and Mr. Oluoch on October 13, 2021 when they assisted in the care of a resident from your group home requiring general anesthesia at BILH, Burlington. They were extraordinarily patient and kind under very difficult circumstances. It was only through their efforts that the procedure could be performed safely and comfortably for all involved.

In all my more than fifty years in health care, I have rarely seen such a level of compassion and dedication to one's profession. They used humor, gentleness and quiet words to calm a person when medical interventions were not possible. Our team in anesthesia and radiology all agreed that they went over and beyond.

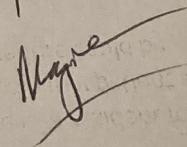
In these difficult times for health providers, we would love for you to pass on the high regard that we have for these extraordinary people.

Sincerely,



Marguerite Ricciardone M.D.
Senior Staff Anesthesiologist, BILH

Truly wonderfully kind
people!
Thank you!



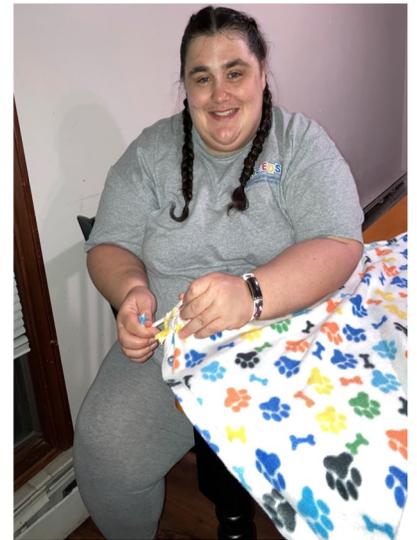
Trunk or Treat!

This past Halloween everyone gathered at the Rowley day program to decorate their trunk, with Halloween decorations, and give out candy/healthier options. This was a safe way for our individuals to be able to celebrate the holiday and of course show off their costumes!

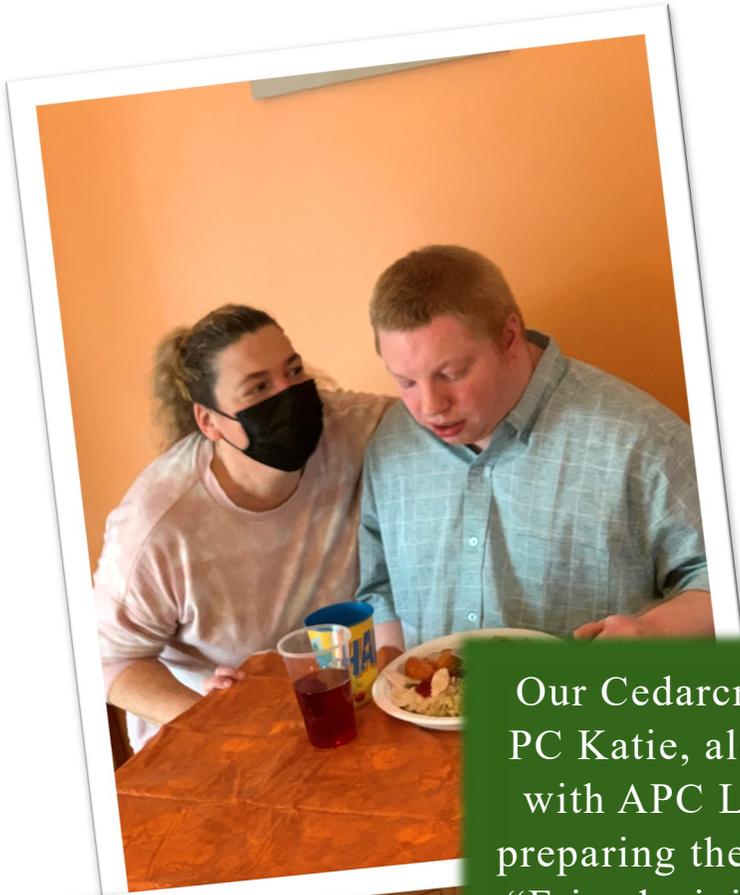


NEEDS 2nd Annual Auction

We launched our 2nd Annual NEEDS Center Auction this past November. Many items were up for bid from gift baskets to Patriots tickets. When bidding came to a close, NEEDS Center raised an impressive \$3,864.00! The funds raised will help us continue our mission of providing education, training and support to individuals with developmental disabilities to assist them to live as independently as possible. Despite the challenges of the Covid 19 pandemic, the NEEDS Center is committed to providing the same level of clinical support and educational services through these challenging times and will use the contributions to assist with the financial costs of making such accommodations. Special thanks to everyone who made our 2nd Annual Auction a success!



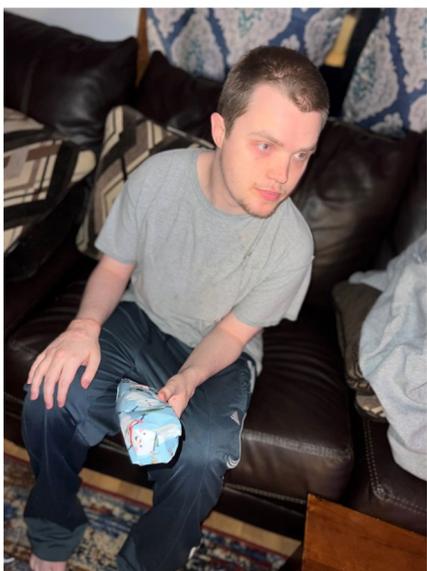
Friendsgiving at Cedarcrest



Our Cedarcrest PC Katie, along with APC Leti preparing the big "Friendsgiving" Day Meal



Celebrate the Holidays With Us



V-Day Party!

The ladies from Lakeshore got together at Cape Cod Village with their friends from Homestead this past Monday to celebrate Valentine's Day in the form of a big party! There was dancing, baking, craft activities, and of course, pizza. Everyone is already planning an even bigger get together to celebrate St. Patrick's Day in March!



Summer Bucket List

As we look past winter, the anticipation for the warm days of summer are upon us. Jessica and Uchenna from our Oakridge program were recently interviewed about their excitement for summer and discussed their summer bucket list ideas. Although, their housemates, Sam and Edith, did not join in the conversation that did not stop Jessica and Uchenna from making suggestions on their behalf. They look forward to the warmer weather and being able to do some activities together outside. The list below captures the ladies excitement towards summer by showing what they hope to do when the warm weather hits.



Summer BUCKET LIST

FUN Things to do This summer!

<input type="checkbox"/> _____ ① Canobie Lake Park <input type="checkbox"/> - Rides <input type="checkbox"/> - Snacks/Drinks <input type="checkbox"/> - Water Park <input type="checkbox"/> - Arcade Games <input type="checkbox"/> _____ ② Salem, MA <input type="checkbox"/> -Witch Museums <input type="checkbox"/> - Learn about the witch trials <input type="checkbox"/> -Walk around/site see <input type="checkbox"/> _____ ③ Boston <input type="checkbox"/> - Wax Museum <input type="checkbox"/> - New England Aquarium <input type="checkbox"/> - Site seeing <input type="checkbox"/> _____ ④ Whale Watch ⑤ Beach Visit for fried dough ⑥ Beach Arcades	<input type="checkbox"/> _____ ⑦ Movie Theater/3D Movies ⑧ Dave and Busters <input type="checkbox"/> _____ ⑨ Six Flags New England Jessica's Fav! <input type="checkbox"/> -Roller Coasters <input type="checkbox"/> - BIG Water Park <input type="checkbox"/> _____ ⑩ Water Country <input type="checkbox"/> _____ ⑪ FLORIDA <input type="checkbox"/> _____ ⑫ Olive Garden for Sam Sam's Fav! <input type="checkbox"/> _____ ⑬ Chinese Food Restaurant for Edith EB's Fav! <input type="checkbox"/> _____ ⑭ Applebees and Chilis for Jess and Uchenna <input type="checkbox"/> _____ ⑮ The Maine Cabin for a mini vacation ⑯ CONCERTS! Elton John Chichi's fav!
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Thank You To Our Donors

Thank you to our donors for your great generosity! All of us at The NEEDS Center, greatly appreciate your donation and support. With your support, we will further our mission of providing education, training, and support to individuals with developmental disabilities to assist them to live as independently as possible. Your support is invaluable to us, thank you again!

PLATINUM + DONORS \$10,000 +

◇ Edward Kitfield

◇ Daniel Lyons

PLATINUM DONORS \$1,000 - \$9,999

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- ◇ Marianne Smith
- ◇ Timothy Sobezenski
- ◇ Margaret Thompson
- ◇ Peter Tyson
- ◇ Patcheco Vincent
- ◇ Dorothy Wells
- ◇ Paula Yarbrough

BRONZE DONORS

\$1 - \$99

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In-Kind Donors



- ◇ Applecrest Farm Orchards
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- ◇ Pam Bond of A Hat for Every Head
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- ◇ Ben Mitrano of Frances Ray Jules Salon
- ◇ NEEDS Center Residential Programs
- ◇ Kim Newton
- ◇ Brian Piehler of Captain's Cove Adventure Golf
- ◇ Rose Retelle
- ◇ Jim Rogers of Andiamo Restaurant + Bar
- ◇ Sock it to Me
- ◇ James Sperry
- ◇ Stuck on Pins
- ◇ Sturbridge Village
- ◇ Uchenna Uzoigbo
- ◇ Rick Vitale of OCI
- ◇ Jamy Whitcomb
- ◇ Keith Yarbrough
- ◇ Nancy Zlotsky

Diversity & Inclusion Committee

In our last Diversity and Inclusion meeting, we discussed strategies in which we could implement D/I into the lives of the individuals we support. The discussion included making D/I a greater part of the NEEDS Center's hiring process during orientation, implementing D/I into our homes through learning more about our individual's backgrounds, learning about their favorite dishes growing up, their favorite board games, their favorite sports game, learning about the important, most celebrated holidays growing up and in America. We put together a list of questions that are culturally based for the Program Coordinator's to ask the individuals that we support. We discussed this year's Juneteenth holiday. We also talked about NEEDS To Give, we talked about items that have been donated and about the strategy moving forward. We look forward to continuing D/I discussion at our next meeting. The next meeting date is to be determined, but once we have a secured date we will gladly share it with everyone who is interested in attending!

- Diversity & Inclusion Committee Co-Chairs

Patcheco Vincent

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Sopheaklizabeth So

sso@needsctr.org



+ Healthcare Corner +

Natural Ways to Boost your Immune System

Sleep

Inadequate sleep may increase your risk of getting sick. Most adults should get at least 7 hours of sleep per night

Antioxidants

Several whole plant foods contain antioxidants, fiber, and vitamin C, all of which may lower your susceptibility to illness

Healthy fats

Healthy fats like olive oil and omega-3s are highly anti-inflammatory. Since chronic inflammation can suppress your immune system, these fats may naturally combat illnesses.

Probiotics

Gut health and immunity are deeply interconnected. Fermented foods and probiotics may bolster your immune system by helping it identify and target harmful pathogens.

Decrease added sugars

Added sugars contribute significantly to obesity, type 2 diabetes, and heart disease, all of which can suppress your immune system. Lowering your sugar intake may decrease inflammation and your risk of these conditions.

Moderate exercise

Moderate exercise can reduce inflammation and promote the healthy turnover of immune cells. Jogging, biking, walking, swimming, and hiking are great options

Stay hydrated

Given that dehydration can make you more susceptible to illness, be sure you're drinking plenty of water each day.

Manage stress levels

Lowering your stress levels through meditation, yoga, exercise, and other practices can help keep your immune system functioning properly.

Supplements

Though some supplements may fight viral infections, none have been proven to be effective against COVID-19. Speak to your physician about what supplements may be right for you.

For more information visit

www.healthline.com

Stakeholders Meeting

We continue to offer virtual stakeholder meetings on a monthly basis. We thank everyone that has participated in these meetings, and encourage anyone else receiving this newsletter to feel free to join us as well. If you are interested in joining the meetings, but have not received an email invitation please reach out to Tim Sobezenski and he will add you to our email list. tsobezenski@needsctr.org.

Summary

Thanks for reading the Winter edition of our Newsletter – we hope you enjoyed it! We look forward to another great year in 2022. If you have any suggestions for making improvements to the newsletter, please contact Matthew Seidell via email at mseidell@needsctr.org.