



NEEDS
CENTER

ANNUAL REPORT

2024



A Message From Our President & CEO, James Sperry, BA, MS, BCBA

Dear Family and Friends,

2024 was a noteworthy year for all of us at The NEEDS Center. We celebrated the 10-year anniversary of providing services and held our first Gala to celebrate the event. We remain as committed as ever to our mission to ***“provide education, training, and support to people with developmental disabilities to assist them to live as independently as possible.”***

We have grown a great deal over the past 10 years and are now taking a strategic pause from new projects so that we can focus on providing continuous quality assessment and improvement for the services that we currently provide throughout Massachusetts, Florida and our international programs.

We have a number of strategic objectives that we are working on that include:

- Continued emphasis on recruitment and retention of a high-quality workforce;
- Providing in depth training, support and supervision to our workforce;
- Movement to a fully electronic record keeping system across all of our services; and
- A new in-depth Quality Improvement auditing process to assess and improve the services and supports that we provide across all settings.

Another area that we have been focusing on is Abuse and Neglect Prevention. It is a sad reality that the people we support are at a much higher risk than those in the general population of being subjected to abuse and/or neglect. We strive to provide an environment that is free from these concerns but acknowledge that we are not immune to these types of situations.

We are focusing resources in this area in the following ways:

- The establishment of an Abuse and Neglect Prevention Committee that works specifically on this area;
- Using video cameras to minimize the risk of abuse and neglect, and to quickly identify it if it were to occur; and
- Exploring AI options for monitoring video cameras to provide our team with real-time notifications for potential issues.

We thank the families, guardians and other involved stakeholders for believing in us and trusting us to ensure the safety and well-being of their loved ones. We look forward to 2025 and beyond as we continue to strive to provide excellent services and supports.

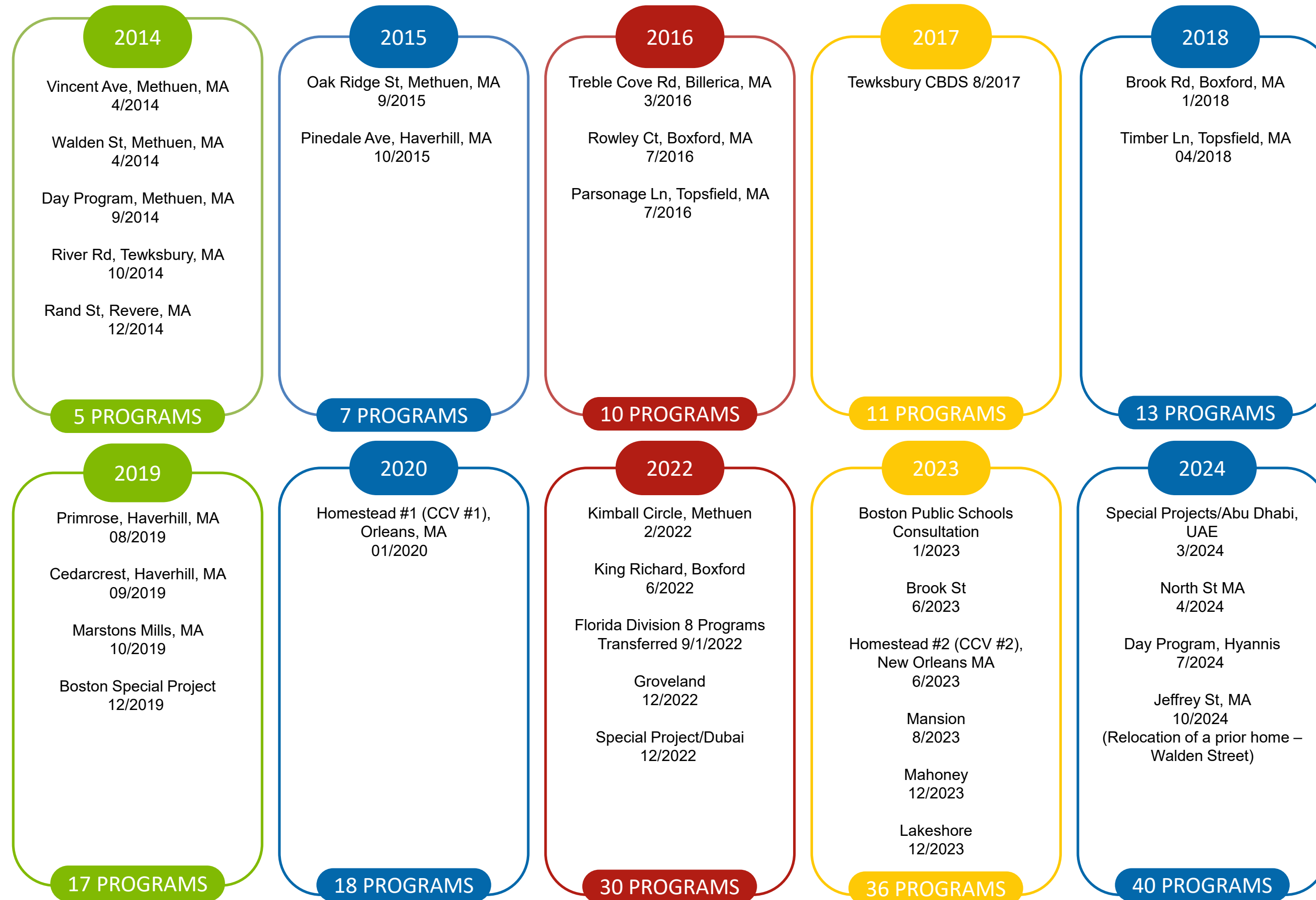
With Gratitude,



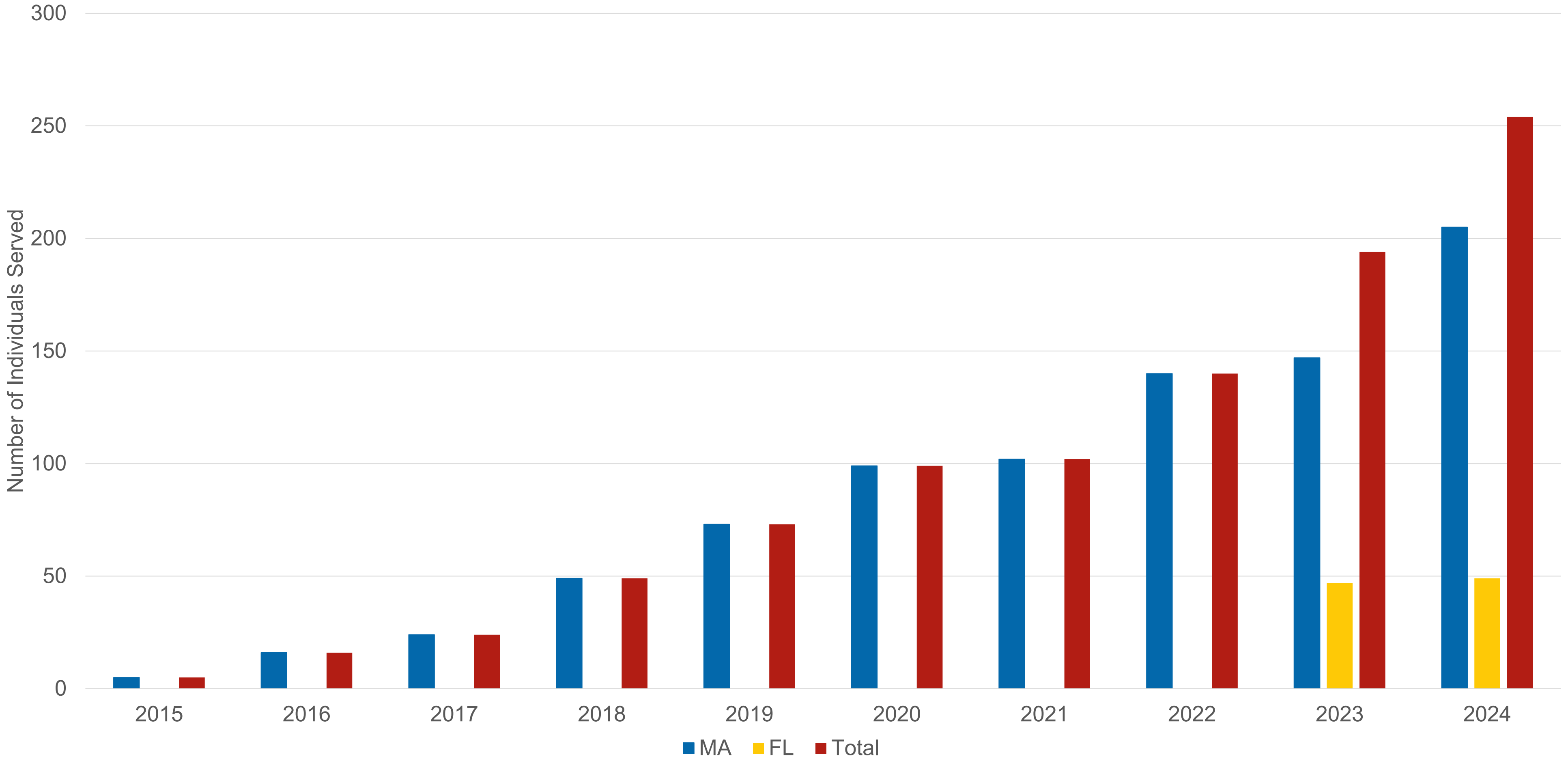
Jim Sperry



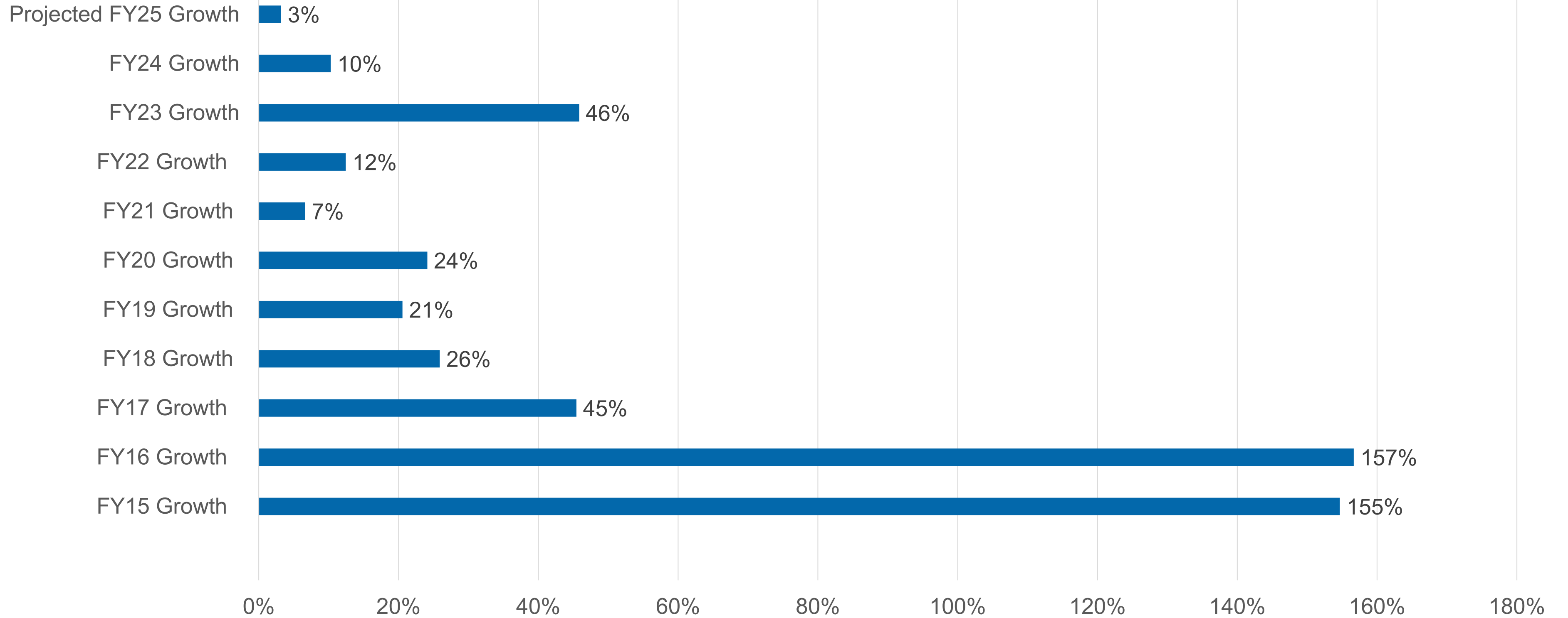
Timeline of Program Openings



People Served Across Years

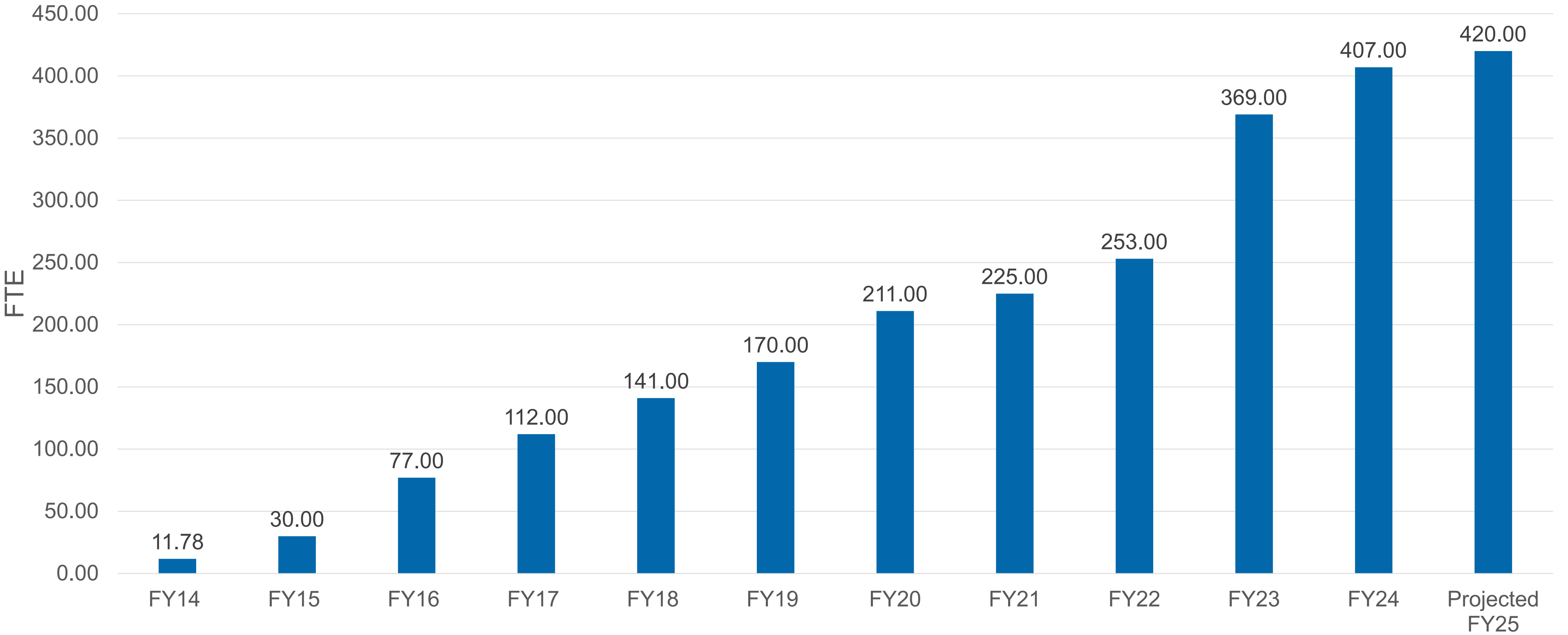


Full-Time Equivalent (FTE) Growth Across Years (%)





Full-Time Equivalent (FTE) Growth Across Years (#)



Our Services – Day Services

The NEEDS Center offers Community Based Day Supports (CBDS) for adults with autism and other intellectual and developmental disabilities, as well as challenging and at-risk behavior.

We currently operate 4 CBDS Programs in Massachusetts within Beverly, Hyannis, Rowley, and Tewksbury. We also operate 1 program in Orange Park, Florida.

The focus of our day services includes:

- Volunteer activities
- Social skills training
- Community integration
- Communication skills development
- Functional living activities
- Behavior management
- Supported employment and training



Our Services – Residential

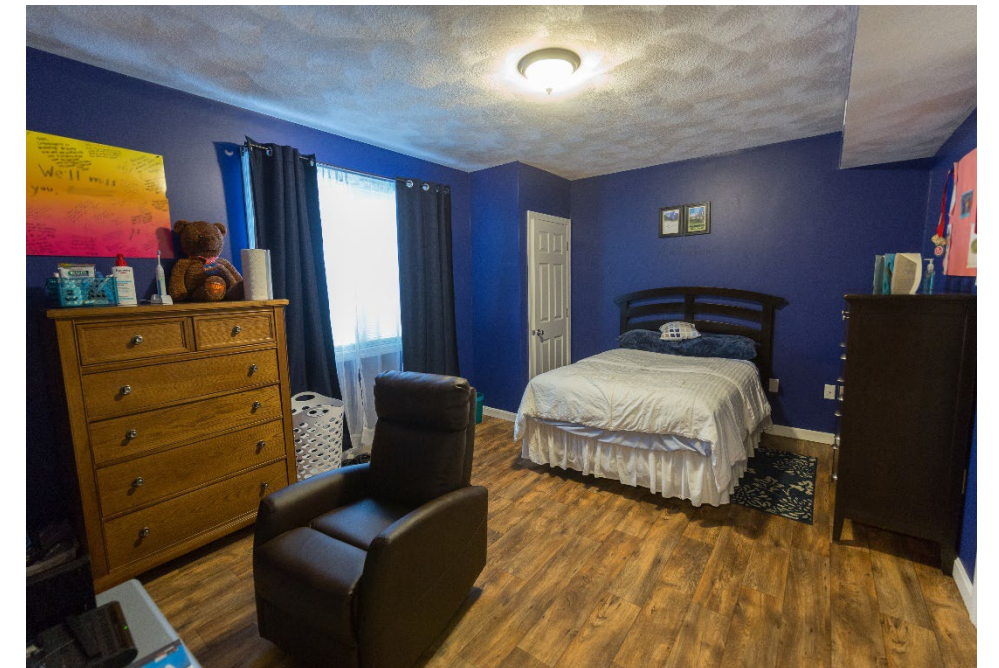
The NEEDS Center offers residential services and supports for adults with autism and other intellectual and developmental disabilities, as well as challenging and at-risk behavior.

We currently operate 25 group residences in Massachusetts within the following eleven communities: Methuen, Billerica, Tewksbury, Revere, Haverhill, Boxford, Topsfield, Groveland, Marstons Mills, Orleans, and Sandwich. We also operate 7 group residences in Florida, all within Clay and Duval County.

The focus of our residential services includes:

- Communication skills
- Social skills
- Relationship-building
- Community inclusion
- Development of leisure skills
- Prevention-focused behavior support
- Travel....and more.

Adults receiving residential services also participate in numerous community activities such as volunteer work opportunities, recreational pursuits, visits with families, and special events. Our Director of Residential Services supervises activities, staff training, program development, and related activities. Further administrative and clinical support is provided by the NEEDS Center President and CEO, Vice President of Clinical Services, and Director of Health Care Services through regularly scheduled meetings devoted to operations, peer review, and outcome evaluation.



Our Services – School Consultation

The NEEDS Center works with many school districts each year, providing training and consultation services to administrators, teachers, and students. Our consultants work with school staff and family members to coordinate and enhance educational and behavioral services for children and adolescents with:

- Autism spectrum disorder (ASD) and other developmental disabilities
- School adjustment and behavior disorders
- Attention Deficit Hyperactivity Disorder (ADHD)
- Multiple disabilities
- Psychiatric disorders

Our cost-effective school consultation services are based on the most contemporary “best practice” approaches to assessment, education, and treatment. We carefully tailor our services to the specific needs and concerns of each individual, classroom, school, or district, developing highly individualized recommendations and plans for students.

The NEEDS Center’s school-based consultation services, offered throughout the country, include:

- Behavior and support plan development and implementation
- Curriculum development
- Collaborative team building
- Transition support
- District and school-wide behavioral support strategies
- Individualized Education Plan (IEP) and Individualized Service Plan (ISP)
- Inclusive educational support
- Educational and behavioral program design
- Staff training
- Parent training
- Functional Behavior Assessment
- Psychoeducational, clinical and behavioral evaluation
- Independent educational evaluation



Our Services – International

The NEEDS Center has been providing consultation services in Dubai, UAE since 2022. In 2024, we started consultation and direct services in Abu Dhabi, UAE.

These services include regular remote and on-site consultation, training for support teachers and family, and consultation with schools and other professionals in the region.



2024 QUEST Survey | Two-Year License

Highlights

✓ Environmental Safety:

- All locations were clean, well-maintained, and met fire drill and safety plan requirements.

✓ Healthcare:

- Staff demonstrated strong medical knowledge, ensuring proper medication administration and protocol adherence.

✓ Quality Monitoring & Oversight:

- Continuous service audits by supervisors, upper management, and internal consultants.
- Multiple committees (Leadership, Quality Improvement, Peer Review, Human Rights, Safety & Compliance) drive service improvements.

✓ Residential & Facility Safety:

- Monthly environmental safety checklists and real-time maintenance tracking with Maintain X.
- Preventative maintenance schedule ensures timely facility improvements.
- Third-party safety inspections conducted annually.

✓ Human Rights Training:

- Annual education and monthly “Right of the Month” discussions for individuals.

✓ Guardian & Family Involvement:

- Satisfaction surveys assess respect, dignity, and communication support.

✓ Incident Oversight:

- Human Rights Committee reviews all restrictive practices, safety plans, and significant incidents.

✓ Licensing Results:

- Residential Services: 99% of licensing indicators met → **Two-Year License**
- Day Services: 95% of licensing indicators met → **Two-Year License**

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QUEST Report

2024 CARF Survey | Three-Year Accreditation (Presently in year 2 of the 3-year cycle)

Highlights

- ✓ **High-Quality Services:**
 - Highly valued by individuals, families, and stakeholders; a preferred vendor in Massachusetts.
- ✓ **Strong Leadership & Staff:**
 - Supportive workplace, person-centered culture, and skilled, compassionate staff delivering individualized services.
- ✓ **Strategic & Sustainable Operations:**
 - Robust planning in risk management, finance, technology, and accessibility ensures long-term success.
- ✓ **Commitment to Health & Safety:**
 - Embedded in all aspects of operations with built-in infrastructure redundancy for stability.
- ✓ **Diverse & Continuous Support:**
 - Offers various programs ensuring continuity of care as individuals age.
- ✓ **Positive Organizational Culture:**
 - Energy, enthusiasm, and mutual respect foster meaningful relationships and empower individuals.
- ✓ **Expertise in Developmental Disabilities & Risk Behavior:**
 - Trusted provider of residential and day services.
- ✓ **Stakeholder Satisfaction:**
 - High levels of appreciation from individuals, families, and referral sources.
- ✓ **Commitment to Growth:**
 - Leadership embraces feedback and opportunities for continuous improvement.

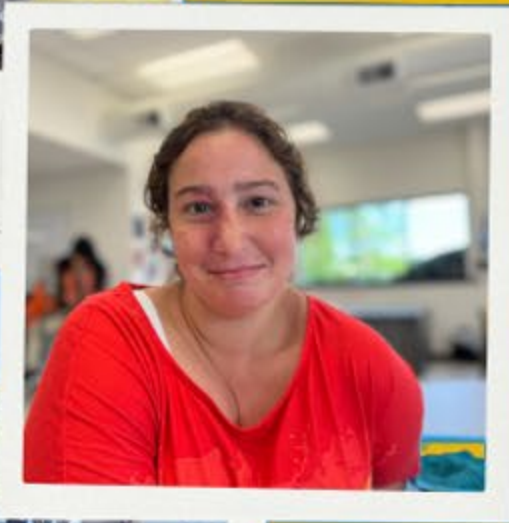
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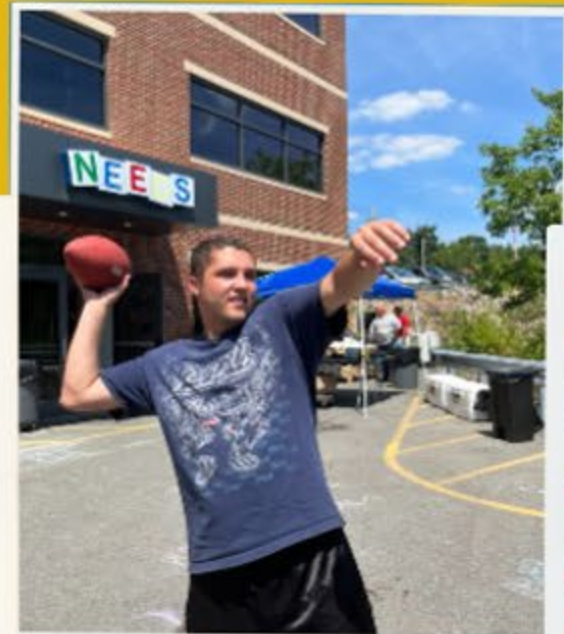
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CARF Report



DAY SERVICES





RESIDENTIAL SERVICES



Thank You to Our Donors

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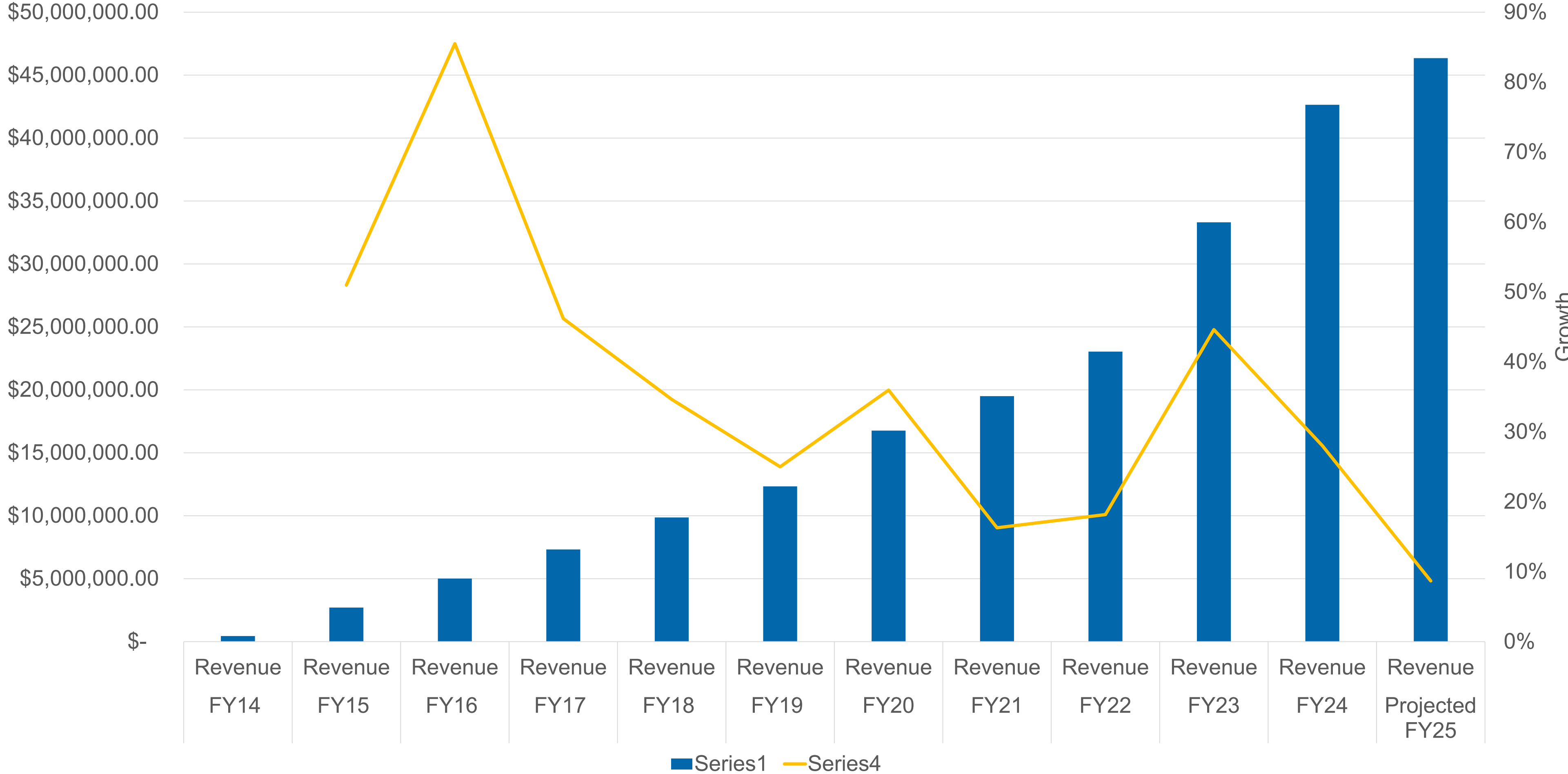
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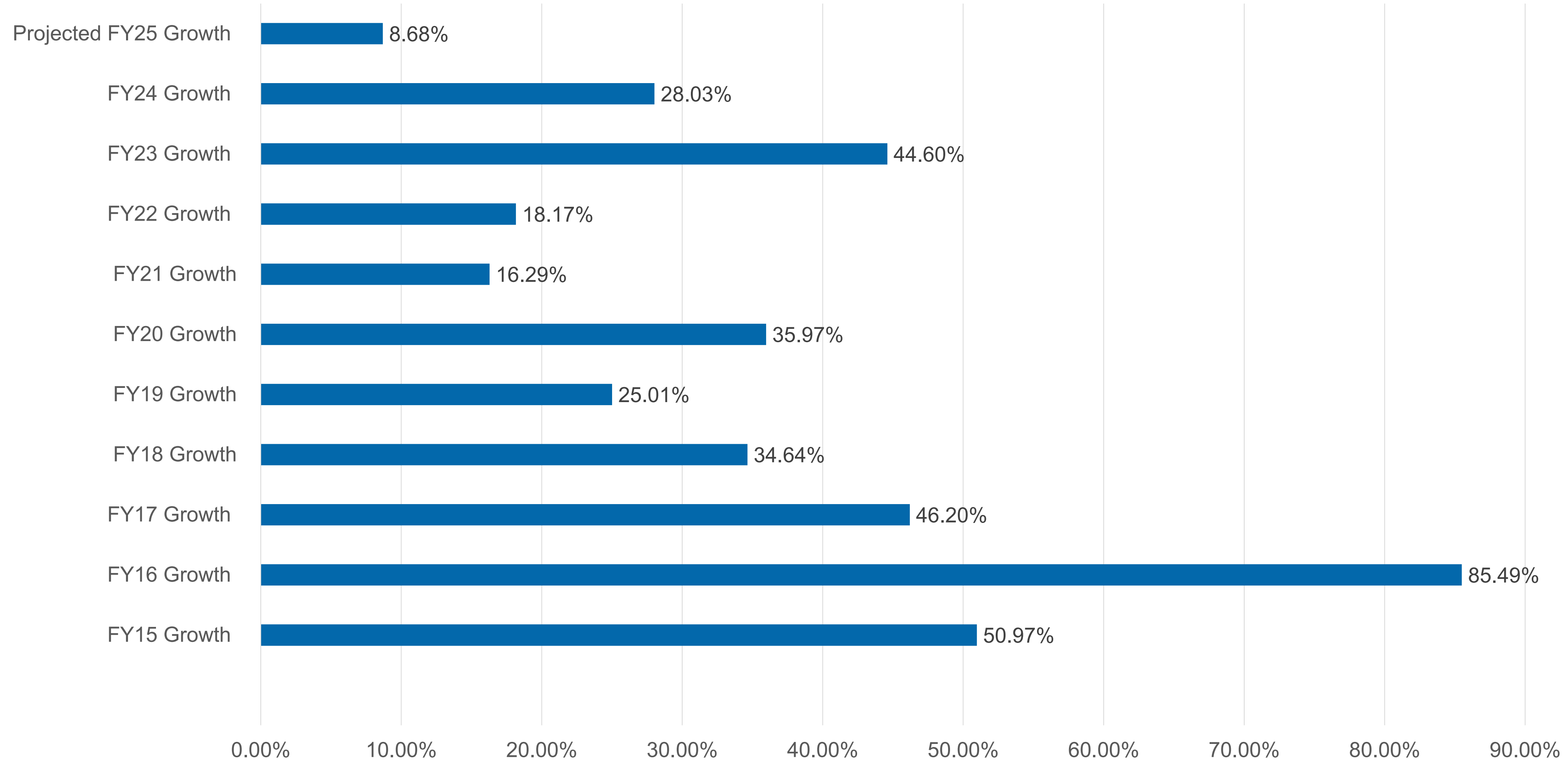
Thank You to Our Foundations



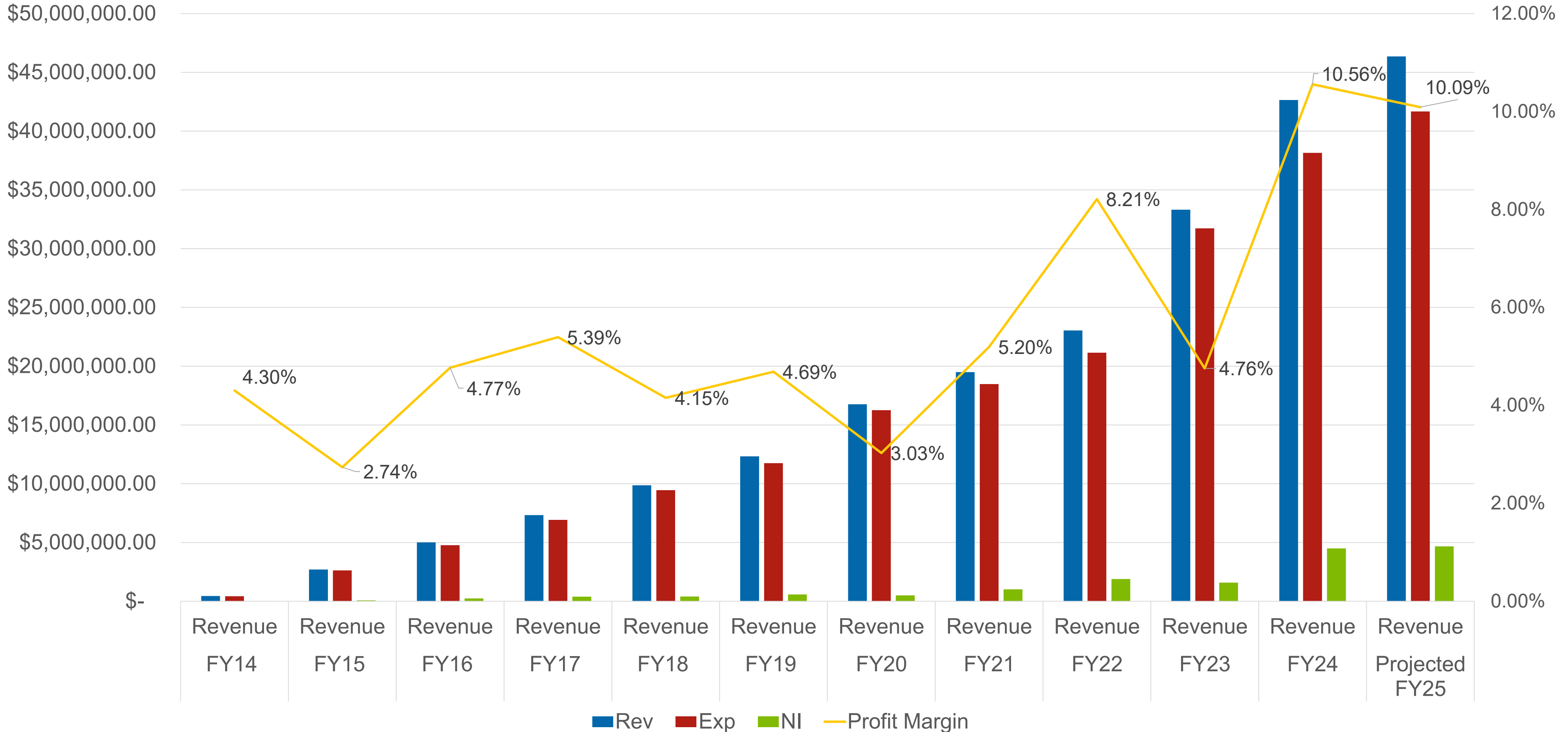
Revenue Growth Across Years (\$)



Revenue Growth Across Years (%)



Net Income and Profit Margin Growth

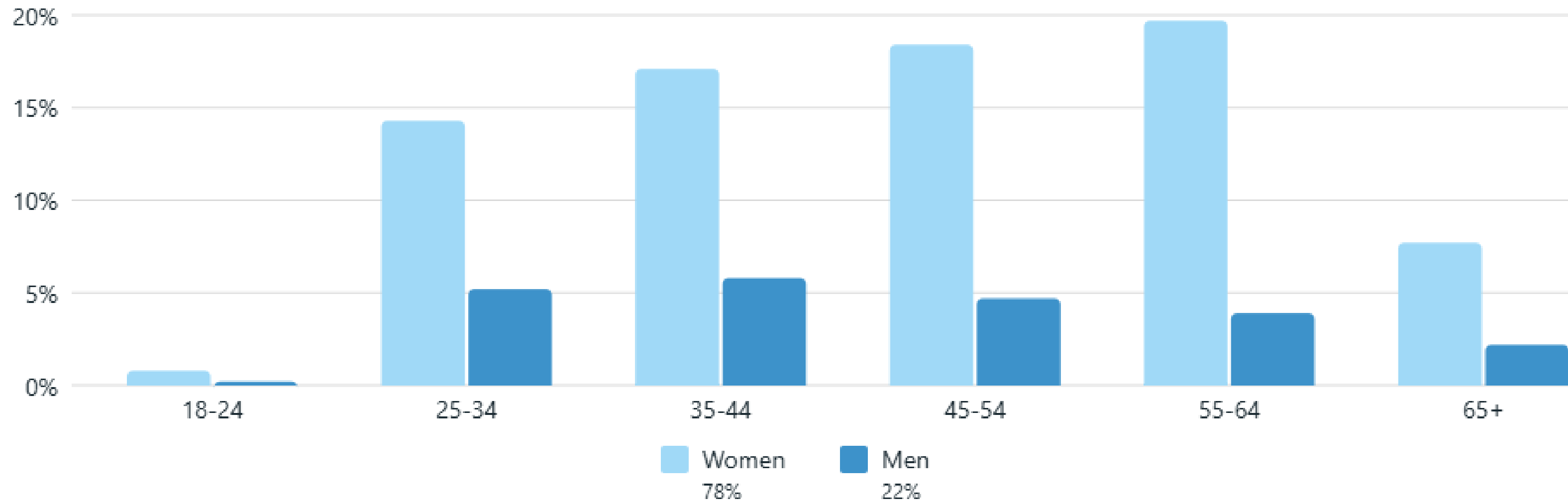


Social Media Platforms - Facebook



Total Lifetime Facebook Followers: 664

Age & gender ⓘ

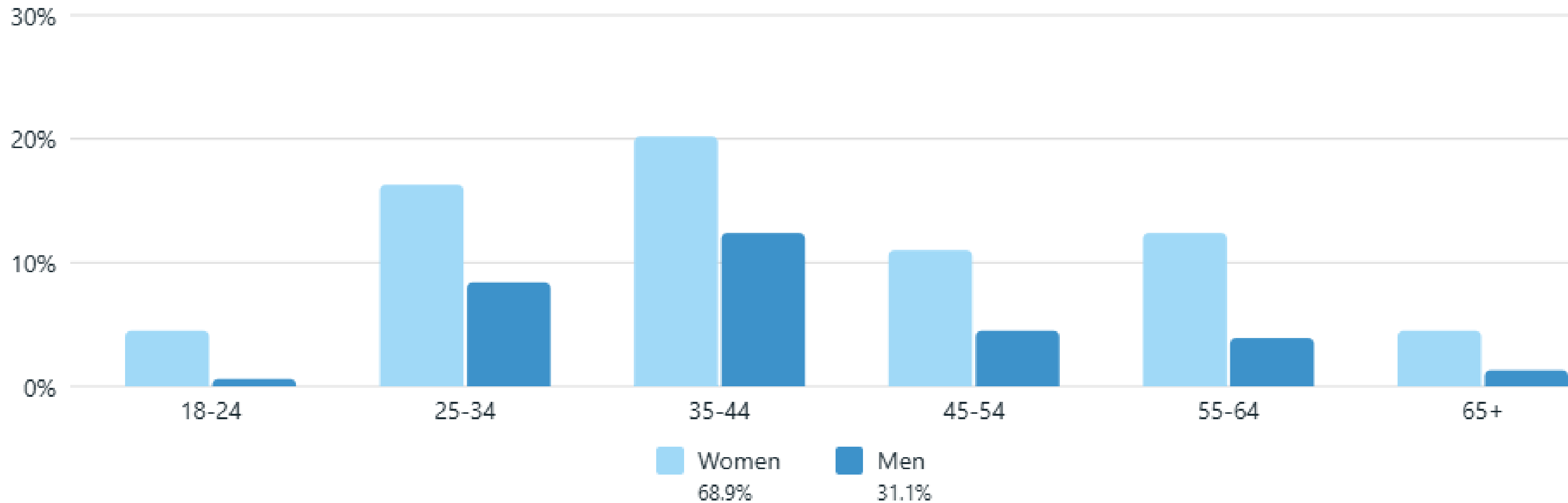


Social Media Platforms - Instagram



Total Instagram Followers: 205

Age & gender ⓘ

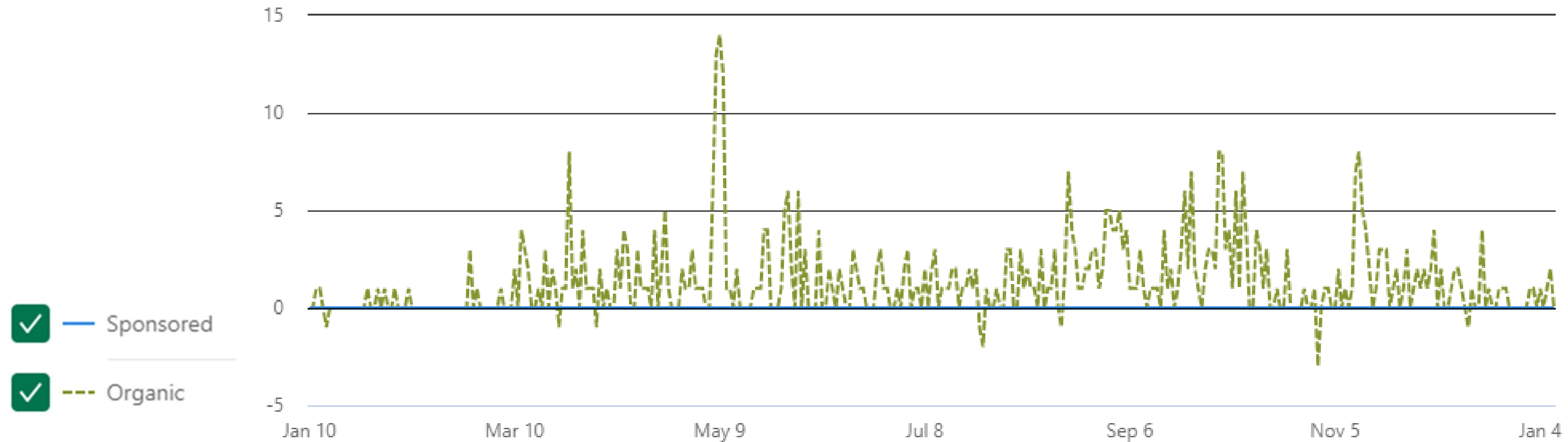


Social Media Platforms - LinkedIn



Total LinkedIn Followers: 1,173

Follower metrics





NEEDS CENTER

Thank You For Being a Part of Our Mission

The NEEDS Center's mission is to provide education, training, and support to individuals with developmental disabilities to assist them to live as independently as possible.