



# ANNUAL REPORT 2021



# MISSION

To serve individuals with disabilities on Cape Cod by educating, counseling, and providing residential, therapeutic, social and employment supports that empower them to achieve meaningful and valued roles in the community.

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# BECAUSE OF YOU

What an unforgettable year 2021 was at Cape Abilities. We began the year by hosting COVID-19 vaccine clinics with Whole Health Pharmacy to provide our staff and individuals with early vaccine access, and we ended it with our virtual Annual Meeting and a record-setting Giving Tuesday campaign. And at every step of the way, our incredible community of supporters was there.

As you read about our accomplishments, successes, and growth over the past year in this report, please know that it has all been possible because of you – the staff, volunteers, donors, business partners, parents and guardians who are at the heart of our mission.

Together, in 2021 we continued to provide person-centered, individualized services to those we support. We volunteered with several nonprofit and community-based organizations to give back to the community. We advocated with local politicians for an increased state base wage for direct support professionals. We launched Satisfaction Surveys, that went to staff, individuals, and guardians, to help measure impact and identify opportunities to strengthen our offerings. Fundamentally, we helped change lives and foster growth for the hundreds of individuals with disabilities across Cape Cod that we support.

All the best,



Kim McElholm  
President & CEO

As we look ahead to 2022, our focus remains on promoting and creating inclusive communities, so that our individuals have the support they need to thrive. With dedication, creativity, and passion for our mission, I am confident that we will continue to be at the forefront of providing the highest quality programs and services for those we support – because of you.



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# HISTORY

In 1968, Cape Abilities was founded as Nauset Workshop in Orleans, and began its first programs out of the old Orleans Fire Station. Creating Opportunity for individuals with disabilities on Cape Cod has continued to be the touchstone that drives the life-changing services and supports offered by Cape Abilities. For 50 years, Cape Abilities has provided enriching, high quality services, coupled with diverse community opportunities that empower our individuals to achieve meaningful and valued roles in society.

# CORE VALUES

## INTEGRITY

Acting by our guiding beliefs and principles of being transparent, ethical, honest, trustworthy, and communicative.

## COMPASSION

A humane quality of understanding the needs of others and willingness to assist them in creating their best possible selves.



## INCLUSION

Deliberately promoting, valuing, embracing, and implementing a culture of diversity from which our entire community can benefit.

## RESPECT

Honoring, valuing, and trusting each individual's beliefs, strengths, challenges, unique experiences, and self-advocacy.

## INNOVATION

Creatively, thoughtfully, and proactively collaborating towards optimistic goals, with input from a variety of sources while continually reassessing.



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# PROGRAMS

**Our person-centered programs are designated around the unique needs and interests of every individual we support.**

Opportunities to connect with others, work and earn a paycheck, and live independently are provided through our programs and services. Day programs are offered in both a community-based and center-based setting. Individuals can pursue several different career exploration opportunities – from internships, to job placements, to self-advocacy training. Adult Family Care, Shared Living, Individual Supports and our 15 group homes are available to support those working towards living and thriving independently. Our transportation program ties all of these together, providing rides throughout the community.

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# STRATEGIC OBJECTIVES

Our strategic objectives are priorities that guide the momentum of our entire organization. They manifest in several key focus areas and we strive to improve them on a continual basis.



- Attract, engage and retain high-quality and diverse employees
- Demonstrate measurable impact through person-centered programming
- Strengthen infrastructure
- Ensure organizational fiscal health
- Bolster partnerships and advocacy efforts with key stakeholders





**Programs that  
measurably  
demonstrate  
impact**

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# EMPOWERING CAREERS

## Chatham Bars Inn

Chatham, MA

Tim Brunton has worked at Chatham Bars Inn for over four years, where he has become a core employee of the kitchen staff. Not only has Tim developed his hospitality skills during his time here, he has also made close friends among the Chatham Bars Inn staff. What initially started as an internship opportunity soon turned into an employment opportunity at the resort and restaurant after a lot of training, hard work, and skill development.



## Kender and Sisters Kitchen + Coffee

Dennis, MA

Kayla Coleman has always loved to bake. Last summer, she brought her vibrant spirit to Kender and Sisters Kitchen + Coffee to gain valuable internship experience. Kayla learned a variety of job skills—her responsibilities included baking cookies, operating the mixer, wrapping silverware, folding pizza boxes—all while maintaining her infectious spirit and love of dance breaks.



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# IMPACT

## TJ Maxx

Hyannis, MA

Julian has been a member of the Cape Abilities community for many years, as one of the first students to participate in our Pre-Employment Transition Services (Pre-ETS) program. Julian has pursued various opportunities as he explores his career interests, and has been loving his position since he started working at TJ Maxx in May.



The opportunity to work, earn a paycheck, and gain internship experience is essential to creating a more inclusive workforce and community. Through our Vocational and Pre-Employment Transition Services (Pre-ETS) programs, individuals explore their career interests in a supported environment.

Partnerships with over forty Cape Cod businesses have provided internships and job opportunities for many of our individuals.




## 99 Restaurant

Yarmouth, MA

Liam Burton is currently employed at the Ninety Nine Restaurant. Liam is part of the Pre-Employment Transition Services (Pre-ETS) program. A skilled self-advocated and dedicated employee, Liam is excelling at work and was a 2021 recipient of the Sean O'Brien Self-Advocacy Award.





**Setting goals  
and choosing  
a path forward.**



# FOSTERING INDEPENDENCE

When Kyle Kratschman walked into Cape Abilities Thrift Shop, he was on a mission: find the perfect couch for his new living room. He needed furniture to set up his first apartment, which he had just moved into with help from Cape Abilities.

A member of the Cape Abilities community for many years, Kyle recently transitioned into our Individual Supports (IS) program, which provides personalized services tailored to each individual's goal, so that they can thrive in a supported way.

"I love it," said Kyle of living independently – a goal which he had been pursuing for two years.

Kyle noted that cooking his own meals was a highlight. Cooking has become a passion for Kyle, which he also pursues through his job at The Mercantile Café.

"We're super proud," said Brittany Sampson, Director of Individual Supports.

"I know that it takes a lot of courage to make this decision, and it was Kyle's decision to advocate for himself to make this move."

Beginning his residential journey at a Cape Abilities group home, Kyle pursued several job opportunities, including at Cape Abilities Farm, The Hole in One, the Barley Neck Inn, and the Mercantile.

After several years of living in a group home, Kyle was looking to explore the next step, and reached out to IS staff to get started. Individuals are very active in the independent living process, and must apply for the opportunity to live alone and secure an apartment.

After a lot of self-reflection, advocacy, and communication, Kyle was ready.

Kyle is excited to return to his job at the Mercantile in the Spring. For now, he is focused on making the apartment – and his newly independent life – his own. And Brittany Sampson, along with the rest of the Cape Abilities team, will continue to be there to offer support and personalized, tailored services, so he is able to thrive.

"We're so excited to have him here," said Sampson.

**"Kyle has a lot of courage to make this decision, and it was Kyle's decision to advocate for himself to make this move."**

- Brittany Sampson  
Director of Individual Support

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# SUPPORTING GROWTH



## MODELING A SKILL

Developing their confidence each day in the welcoming setting of our day programs, individuals learn to tackle new and unfamiliar situations with ease and grace. To much applause, Justin McGee and Jirina De Fazio participate in a runway fashion show held outdoors at the Lyndon Center.

## BELONGING TO A TEAM

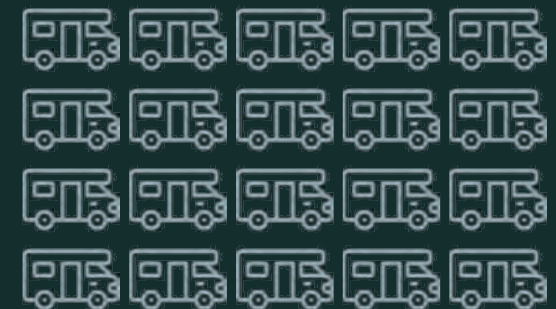
Jennifer Powers is an integral part of the team at Beanstock Coffee Roasters in Eastham where she has been making a difference in her life and the lives of Lower Cape coffee fans since 2016. Jennifer sums up her experience, "I love Cape Abilities."



# IMPACT

Our staff are integral to the success of our programs and services. Over 300 staff members bring their full hearts and diverse experiences to the Cape Abilities team. Our direct support professionals, nurses, van drivers, clinical specialists, and administrative staff form the foundation of our mission and help make these programs happen.

Our Transportation Services is the connector that ties these opportunities together. During 2021, the transportation team provided our individuals with more than fifteen thousand (15,000+) rides to programs, group homes and places of employment



## CHOOSING A PATH

“This job gave me experience. Now I want to chase my dream.” This summer Daniel Ronfim worked through the Pre-ETS program as a staff member at Cape Abilities Farm in Dennis. Now he is poised and ready to chase his dream job at Newbury Comics.



## CALLING A PLACE HOME

Marc Caldwell, in his own words, has been given “a new life.” Marc’s participation in our group home program not only gives his life new meaning and a place to call home, but he continues to expand his world and build friendships like the one he is building with Direct Support Professional, Fitzroy Williams.

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# VOLUNTEERS

Our dedicated volunteers help us advance our mission at all corners of the organization - from our day programs to our residences and social enterprises.

In 2021, we were lucky enough to have the support of over 120 volunteers. Those volunteers contributed over five thousand (5,000) hours to Cape Abilities.

“I like people, I like helping others, and to see the strides that Cape Abilities has made and how far they’ve come.”

- Evelyn Basset

A volunteer at Cape Abilities for more than fifteen (15) years





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# GROWING FRIENDSHIPS

Our Growing Friendships program was launched in April 2021, with a goal to establish long-term, one-on-one relationships between volunteers and individuals in Cape Abilities' programs. By facilitating friendships among people of differing abilities, we hope to enrich the lives of both individuals and volunteers, build self-esteem, and simply have fun.

"I knew that I needed friendship and connection in my life. And just having that friendship with Joe has been really incredible," said Jeff Sousa, a volunteer in the program who has been paired with Joe Capello from Cape Abilities.

So far, the program has paired ten successful friendships, and is currently recruiting volunteers. Anyone interested in becoming a Friend in Growing Friendships or donating to the program may visit [www.CapeAbilities.org/volunteer/](http://www.CapeAbilities.org/volunteer/)

"My goal was to be a true friend and offer some new and interesting experiences. Little did I realize that I would receive so much in return."

- Mark Pasquini

Founding member of Growing Friendships Volunteer Program

# IMPACT SUMMARY

INDIVIDUALS SUPPORTED

**410**



OVERALL SATISFACTION

**96%**

There were 410 individuals supported through our programs in 2021. Forty-six percent of those supported utilized multiple programs.

In order to measure and demonstrate the outcomes of our programs and services, as well as identify areas of improvement, we launched the Individual Satisfaction Survey in the fall of 2021. The survey was distributed to all individuals in Cape Abilities programs, with provisions to make sure the information was accessible.

## INDIVIDUAL SERVICES BY PROGRAM

Job Opportunities **26%**

Transportation **22%**

Center Based Day Programs **19%**

Community Based Day Programs **10%**

**9%** Adult Family Care / Shared Living

**8%** Residential Group Homes

**6%** Individual Supports







*“I love Cape Abilities  
and my house.”*

- Anonymous Survey Respondent

## INDIVIDUAL SURVEY RESULTS

Enjoy the activities they do at Cape Abilities **98%**

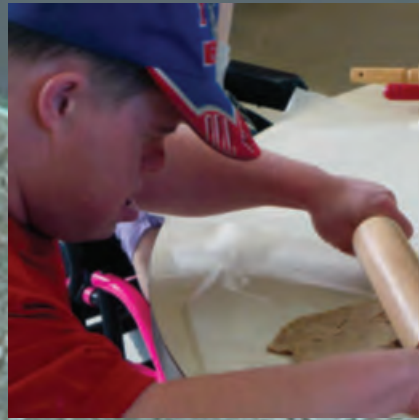
Feel they receive the kind of support they want & need **98%**

Would recommend Cape Abilities to a friend or family **94%**

Feel staff have helped them work towards goals **95%**



Because of you,  
Cape Cod is an inclusive  
community.



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## EXECUTIVE TEAM



**Kim McElholm**  
President & CEO



**Kathy Hansen**  
VP Human Resources



**James Barnes**  
VP Philanthropy & Engagement



**Julie Bolton**  
VP Quality Enhancement

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## BOARD OF DIRECTORS



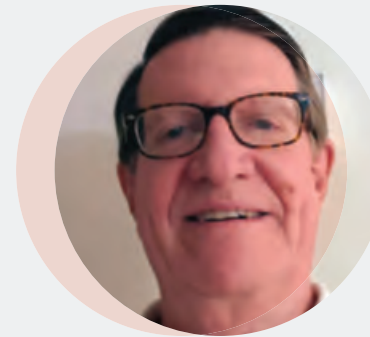
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# FINANCIAL SUMMARY

TOTAL REVENUE  
**\$23m**



INCREASED NET ASSETS  
**\$825k**

## REVENUE BY SOURCE

Program Service Fees	69.5%
Commercial Products & Services	14.5%
SBA Payroll Protection	8%
Contributions, Grants, & Events	4.5%
Investment Income	2%
Sale of Property	1%
Other Sources	0.5%

## TOTAL EXPENSES

Program Services	89%
Management & General	9%
Fundraising	2%



# STAFF

STAFFING

300+



JOB SATISFACTION

95%

We want to ensure that staff have regular opportunities be seen and heard. In order to measure the areas of satisfaction, and opportunities for improvement, we launched an Employee Satisfaction Survey in the fall of 2021. Below are key results from the survey.

## STAFF SURVEY RESULTS

Enjoy the work that they do at Cape Abilities **98%**

Feel Cape Abilities is a good community partner **96%**

Feel that their work contributes to the Cape Abilities mission **94%**

Know that they make a difference through their work **95%**



# ABILITY ONE SOURCEAMERICA



AbilityOne.gov

## Q&A with Ability One contract supervisor, Jutta Loughman

Our Ability One/Source America program provides job opportunities to individuals at the Otis Joint Air Base in Bourne. Jutta Loughman has overseen the Cape Abilities crew, who provide maintenance and recycling services to the base.

Q. How long have you been with the Ability One program?

A. For 11 years, and the Ability One contract started in 1994.

Q. What skills do our individuals develop?

A. Social skills. They all have the ability to work as a team and if another person is there to pick them up - everyone learns the importance of team work.

Q. What's your favorite part of your job?

A. When I see [the individuals] happy to go to work. They are proud to make their own money. We have great relationships with everyone on the base. It's like a family - we belong to a family. And I think that is very important.





Cape Abilities™  
**FARM**



# SOCIAL ENTERPRISES

Our social enterprises, Cape Abilities Thrift and Cape Abilities Farm, offer job training to individuals in our programs, raise money for the organization, and welcomed over sixty thousand patrons from the community to become part of our mission.

REVENUE

2.7M



INDIVIDUALS  
EMPLOYED

40



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# GET INVOLVED

There are many opportunities available to support the Cape Abilities mission, including: donating, volunteering, or participating in one of our latest sponsorship initiatives. Contact **James Barnes** ([info@capeabilities.org](mailto:info@capeabilities.org)) for details.

## BECOMING A BUSINESS PARTNER

The Cape Abilities Business That Gives Back Program provides a unique opportunity to partner with our organization through custom sponsorship agreements. Cape Abilities will work with your business or organization to create a sponsorship that advances your messaging throughout our network, while also helping to strengthen our efforts to promote and build inclusive communities for individuals of all abilities.



## ADOPTING A GROUP HOME

The Adopt a Home sponsorship program pairs a business, organization, or individual with one of our fifteen (15) group homes across the Cape, to help us provide the highest quality living experience for our residents. The program provides a unique opportunity to make a lasting and meaningful difference for the individuals we support and the greater Cape Cod community.





Give back a little of yourself and watch the impact.

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# DONORS

\$500 and above

## \$5,000 and up

Thomas & Becca Ahrensfeld  
Paul & Elizabeth Butler  
Harle & Alan Carlsen  
Thomas Carvalho\*  
Copeland Subaru Hyannis  
Amy & William Curley  
Joanne & Thomas Foley  
Shah Family Foundation  
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The Cedar Street Foundation  
Mary-Louise & Ruth N. Eddy Foundation  
Arbella Insurance Foundation, Inc.  
The Garth Family Foundation  
The Cape Cod Foundation  
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Joseph Nickerson Trust  
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Anne & Roger Berman  
Botello Lumber Company  
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## \$1,000 to \$1,999

AIM Thrift Shop  
Richard D. Banziger  
Joan Bentinck-Smith  
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Jerilyn & Stephen Bebrin  
R. Warren & Dorothy Breckenridge  
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Because of you, our  
 individuals continue to enrich  
 the Cape Cod community



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