

THE ART OF  
**STRENGTH**  
SERVICE &  
**SUPPORT**



COOPERATIVE PRODUCTION  
**50**  
GOLDEN  
YEARS  
ENGAGING PEOPLE ENHANCING LIVES

2022  
ANNUAL  
REPORT



# CO-OP HAS PROVIDED PERSON-CENTERED, HIGH QUALITY SERVICES FOR MORE THAN 50 YEARS



## MISSION

CO-OP supports people with intellectual and developmental disabilities and brain injuries to become valued members of their communities, with opportunities for meaningful participation in areas of personal pursuit. To carry out this mission, CO-OP provides or facilitates services that:



- Acknowledge and build upon an individual's strengths, interests, and cultural experiences;
- Assist in the development of skills that promote community presence and participation;
- Provide meaningful opportunities for education, employment, recreation, volunteerism, and other enrichment activities;
- Support diverse and valued social relationships among people of all ages and abilities
- Encourage collaboration with other organizations and individuals in support of these values.

## PHILOSOPHY

The phrase "people working with people" is at the heart of CO-OP's values and service philosophy. It simply means affording the people we support – no matter the extent or nature of their challenges – the same level of respect and courtesy we offer to friends and families. Equally important, it's about embracing our similarities, not the perceived differences. In support of this philosophy:



- All the members of our organization are treated equally with dignity and respect, regardless of our differences and unique challenges.
- We respect and support the decisions of people receiving our services.
- We maintain a high level of expectations for everyone in the agency and share the belief we will all respond in a positive manner.
- We understand the power of words... what we say and how we say it speaks volumes about the members of our organization.
- We all work together to enhance community services for people with disabilities by educating the public with positive examples of our work.
- No matter what our job titles may be, everyone at CO-OP is considered support staff. We are all responsible for supporting the visions and dreams of individuals receiving our services.



# “ MY FAMILY

member's human RIGHTS  
are consistently upheld and  
PROTECTED, and they are  
treated with DIGNITY and  
RESPECT, offered choices,  
and SUPPORTED to make  
decisions about their life  
to the extent possible. ”

Family Member Comment  
CO-OP 2022 Satisfaction Survey



#### BRAIN INJURY SERVICES

Various residential locations  
82 Ingell Street, Taunton, MA, 02780  
2 Tupper Road, Sandwich, MA 02563

#### COMMUNITY BASED DAY SERVICES

455 Somerset Ave., N. Dighton, MA 02764  
97 Ingell Street, Taunton, MA 02780

#### DAY HABILITATION PROGRAMS

455 Somerset Ave., N. Dighton, MA 02764  
399 Old Colony Rd., Norton, MA 02766  
97 Ingell Street, Taunton, MA 02780

#### EMPLOYMENT SERVICES OFFICE

455 Somerset Ave., N. Dighton, MA 02764

#### RESIDENTIAL SERVICES

CO-OP provides residential services in  
32 comfortable and supportive homes  
located throughout Southeastern, MA.



#### BLENDED SERVICES

Flexible, blended array of service  
options offered through our Community  
Day Programs or self-employment  
component while also receiving  
healthcare services and supports.

#### CLINICAL AND SUPPORT SERVICES

A variety of clinical services and supports  
are available through all program locations.

#### HEALTH CARE SERVICES

On-site professional nursing coverage is  
available provided by experienced RNs  
and LPNs at our day program locations and  
assigned residences. On-call nursing support  
is available in all agency programs.



#### ADMINISTRATIVE OFFICES

Cooperative Production, Inc.  
455 Somerset Avenue  
PO Box 506  
North Dighton, MA 02764  
508.824.1717 tel  
508.822.0919 fax  
info@cooperativeproduction.org

# CELEBRATING 50 YEARS



In 1972, Cooperative Production, Inc. evolved from the collaborative efforts of local schools, area businesses, and various state departments who were looking to address the needs of adolescent students living at home and residents of Paul A. Dever State School.

At our 30th Anniversary, our very first director, Sharon Friedman, described our beginnings this way, "In 1972, I was honored to become Cooperative Production's first Director. With the support from local businesses, industry, the Dever State School, and neighboring school districts, a small staff of three and an initial student body of 20 launched a model program that imbued the essence of collaboration that still guides the vision today."

She continued, "As I reflect on the years of growth and 'production,' I smile at the humble beginnings and am grateful for the outstanding leadership that CO-OP has enjoyed over the years."

In 1976, the Agency incorporated as a private, 501(c)(3) nonprofit organization and added residential and day services for adults. For many, CO-OP was their first real link to the community.

For 50 years, CO-OP has sought and created solutions for the people we serve through

continuous innovation and the development of new program initiatives. We expanded on our service offerings to ensure that the people we support - no matter the extent or nature of their challenges - become valued members within their communities, with opportunities for meaningful participation in areas of personal pursuit.

Today, we provide various residential, employment, day habilitation, community based day supports, brain injury supports, health services, clinical support services, and more for individuals with developmental and intellectual disabilities and brain injuries living in communities throughout Southeastern Massachusetts.

While Cooperative Production looks forward to the next 50 years of innovation and program delivery, we know that one thing will remain the same - our commitment to delivering high-quality services to the many people we serve.



SHARON FRIEDMAN  
CO-OP'S FIRST DIRECTOR  
1972

## PRESIDENT'S MESSAGE



MICHAEL CANCELLIERE, LMHC, MBA  
PRESIDENT & CEO

Fifty Years. As I think about all that Cooperative Production, Inc. has done to positively impact the lives of so many individuals and families over the past five decades, I feel both humbled and so very proud to play my part as President and CEO of this organization.

When I joined CO-OP as the new President and CEO in October of 2021, I was fortunate enough to share time with my predecessor Joyce Faria. She and I shared our excitement over the possibility of moving the organization beyond the COVID risks and mandates. Unfortunately, things did not go as planned as we, and the nation, experienced the Omicron surge and other variants that persisted throughout 2022.

The challenging events of the past year, while difficult, showcased the strength and character Cooperative Production has been building upon for the past 50 years. Dating back to our founding, CO-OP has always put the care of the individuals and families we serve at the forefront of our Mission. Our community's commitment to this ideal was critical in allowing us to provide quality care and support during a tumultuous year. Our staff worked tirelessly throughout periods of uncertainty and risk to support consumers in our residences and day service programs. Our individuals and families worked hand in hand with us, discussing concerns and accommodations to ensure that care could be provided in a safe and thoughtful manner.

While I am hopeful 2023 continues to bring brighter days, I am confident the solid foundation created by CO-OP's staff and families over the past 50 years will ensure that our commitment to delivering high-quality services never wavers. Whether through planned upgrades to our facilities, the completion of our 2023 Strategic Plan, or innovative ways to support staff and consumers, I am truly excited to see what the next 50 years will bring for Cooperative Production.

## CHAIR'S MESSAGE



RAYMOND C. PELOTE, ESQUIRE  
CHAIR

I feel truly fortunate to serve as Chair of the Board, working hand-in-hand with the Board of Directors and our hard working senior management team. I am excited to be celebrating our 50th year of service. It demonstrates our hard work, commitment and resilience to this community and the people that we serve.

At a time when we have all been faced with many challenges, one constant has remained consistently true - individuals and families throughout Southeastern Massachusetts who rely on our services know that Cooperative Production is there to support their personal goals and choices.

CO-OP is governed by a volunteer Board of Directors, each elected to a three-year term of office. The agency's President & CEO also serves as an appointed member.

## BOARD OF DIRECTORS

### OFFICERS

Raymond Pelote, Chair  
Wynn & Wynn, P.C.

Jacqueline Scungio, Vice Chair  
Providence Community Health Centers

Paul Hodge, Clerk  
Probation Officer (ret.)

Jeff Morse, Treasurer  
CFO (ret.)

### DIRECTORS

Darlene Boroviak  
Wheaton College  
Professor Emerita (ret.)

Michael Browner  
Consultant

Michael Cancelliere  
CO-OP

Jeffrey A. Hunt  
H & H Machine Company, Inc.

John McCaul  
ServiceMaster by Gilmore  
Taunton City Council

Patsy Peterson  
State of Massachusetts MBTA

Leah Smith  
BankFive



## SENIOR STAFF

Michael Cancelliere  
President & CEO

Courtney Arnold  
Director, Health Services

Katelyn Eagan  
Director, Specialized Services

Sarah Paton  
Director, Quality Assurance

Gail Gordon  
Senior Vice President & COO

Lucia de Oliveira  
Director, Day Services

Lauren Giordano  
Director, Clinical Services

Amy Prewandowski  
Director, Finance

Lucy Andrade  
Vice President, Human Resources

Catherine DeTerra  
Director, Marketing & Development

Beth Lehouillier  
Director, Residential Services

# SERVICE ABOVE SELF & DEDICATION TO SERVE

Switching gears to ensure safety and service became the order of the day in 2022 as the Omicron surge hit our Agency. However, the crisis highlighted incredible depths of strength, resilience, and an ingrained dedication to serve.

As a new CEO just stepping in the door and the groundwork being laid for new recruiting, retention, and facility work, I thought I knew where 2022 would take us, but Omicron hit.

At first, we all had high hopes the surge would be short-lived and that we could quickly return to climbing out of the pandemic. However, we soon realized that Omicron had other ideas and would be front and center, affecting every program area.

This could simply be a story about the crisis, but instead, it is one of resilience and strength. Watching our staff rise to the occasion and come together to ensure the best possible service for the people we support was gratifying. In addition, our residential and day staff also found new and creative ways to interact with our individuals, always ensuring their safety while still connecting to reduce social isolation. Jam-packed activity packets delivered to homes, getting outside for Walking Club, basketball, gardening, arts and crafts, painting, online museum visits, and so much more.



Our staff members' commitment to the wonderful people we support is outstanding.

I am so proud of how our staff handled the many challenges faced throughout the pandemic. I am thankful for their hard work, ability to be flexible even in the most difficult situations, and how they truly supported and cared for each other, and the many individuals and families we serve.

Thank you for all that you do!

Michael Cancilliere  
President & CEO

# IN MEMORY



JAMES M. RILEY

In December of 2021, we lost an important member of our community, James Riley. He was a passionate and involved member of the CO-OP family, and had served as an active and dedicated board member since 2017. He left a lasting positive impression on everyone he met.



RUSSELL F. LATHAM

In February of 2022, we mourned the loss of good friend and long-serving board member, Russ Latham. Russ was a founding member of CO-OP in 1972. He was a dedicated friend and could always be counted on to attend all CO-OP special events, both large and small. We are eternally grateful for his outstanding guidance and leadership.

# 2022 EMPLOYEE OF THE YEAR

## ELLEN LEVESQUE

## TAMMY SANTOS

### EMPLOYEE OF THE YEAR

#### ELLEN LEVESQUE

Nominated by Celeste Phillips:

Ellen Levesque has worked at the Dighton Day Habilitation Program since 2020 and has positively impacted the lives of the folks on the program since her first day. She always exhibits a positive and caring attitude and treats everyone with respect, dignity, and equality. All the individuals at the program have a wonderful connection with Ellen. In addition, she is responsible for training new staff and has done an exceptional job. She helps build the foundation for her coworkers to succeed. Ellen has a wonderful relationship with her coworkers and is a team player. She is reliable, has excellent communication skills, and is a role model to all.

I am grateful and honored to work with her daily.



### EMPLOYEE OF THE YEAR

#### TAMMY SANTOS

Nominated by Heather Foley:

Tammy Santos started with CO-OP as a relief staff person in 2019 and then took a permanent position. Known as an exemplary and indispensable member of the team, she is always willing to step in and help where she can and switches or picks up additional shifts to help her coworkers without complaint. In addition to supporting her coworkers, Tammy cares deeply for the folks with whom we work and models to others how to implement treatment plans and schedules in a supportive and light-hearted manner. The women at the residence that she supports describe her as helpful, caring, hardworking, and really nice.

I feel incredibly fortunate to have Tammy on my team.



# OUR SERVICES

## IMPROVING LIVES FOR MORE THAN 50 YEARS

**Residential Supports:** provides a safe and comfortable home life and assistance with personal care, finances, healthcare, and daily life routines. In addition, people are supported in developing skills, pursuing recreational and social interests, finding meaningful ways to connect with their communities, and building relationships. Other supports, such as Psychology and Nursing, are provided as needed. There is an administrator on-call 24/7 for all residential programs.



**Community Based Day Supports (CBDS):** provides individuals with opportunities to connect with their communities while building skills and experience. Support and training are provided through participation in social, recreational, and educational pursuits, volunteer work, and other community activities. Although employment may not be a primary interest for individuals who receive these services, work opportunities and support are available if applicable.

**Employment Supports:** offers supported employment, self-employment, and other work opportunities to individuals who demonstrate employment interest

and preparedness. In accordance with individual needs and preferences, various training strategies and supports are provided to assist people in fulfilling their employment goals. Individuals may access these services on either a full-time or part-time basis; or select specific components such as job placement or assessment on a fee-for-service basis.

**Day Habilitation Services:** helps people acquire skills, enhance individual talents and abilities, and increase independence in activities of daily living. These programs are designed to support quality-of-life choices and goals for personal fulfillment by enhancing skills through meaningful activities while providing needed support and assistance. Services provided are developed and monitored by interdisciplinary teams, including qualified clinicians, healthcare supervisors, and professional program staff.

**Brain Injury Supports:** CO-OP's qualified staff provides community living support to people with brain injuries while promoting independence and opportunities for rich life experiences. Our Day Centers provide various interest-based social and recreational activities where individuals can receive needed therapeutic and employment services. Both components focus on providing access to community resources and enriching the quality of life. Community Based Day Supports (CBDS) is an additional service component available for individuals seeking opportunities to connect with their communities while building skills and experience. CO-OP also provides a variety of supplemental supports, including transportation, transitional assistance, prevocational, supported employment, and peer supports.

**Clinical and Nursing Support:** Various clinical services, such as occupational, speech/communication, and physical therapies, help individuals fully participate in their communities. CO-OP also provides clinical services in the area of positive behavioral support with a knowledgeable team led by a full-time, experienced Masters-level psychologist. On-site nursing coverage is available at day program locations and assigned residences, where skilled and caring healthcare professionals oversee a comprehensive array of health and wellness services.

On-call nursing support is available 24/7 in all agency programs.



**Blended Services:** At CO-OP, we understand that people have a multitude of unique talents, needs, and interests that one specific service model may not necessarily accommodate. For these individuals, service elements from two or more components can be integrated or "blended" to develop a comprehensive and customized program specifically tailored to each person. ☞

# ALWAYS POSITIVE ALWAYS SMILING DONALD CURLEY

When we decided to write this story, we collected photographs of Donald Curley. The first thing one notices about him is the amazing twinkle in his eye. Donald is a man who enjoys life and engaging with the people around him. He is also known for his great sense of humor.

Donald used to live at the Paul A. Dever State School. After it closed in 1991, he moved to Middleboro to receive residential services, quickly establishing great relationships with his housemates, including Wilbert, his best friend since childhood. At this time, Donald started participating in both day and employment services with CO-OP. He worked full-time during the school year at Bridgewater State University in Tilly Dining Hall, rapidly becoming a key player in their food services operation.

In 1997, his manager Bart Huntley said of him, "Donald has held the position of unloader on the dish machine for the past six years. His dependability is remarkable. Donald is always there for us."

He said, "Donald has a good work ethic and functions well as a team player. One of the best points about Donald is his ability to smile and keep going even when the going gets tough and hectic."



In addition to Bridgewater, Donald worked at the Middleboro KOA campsite during the summer, keeping everything clean, replenishing paper supplies, and mopping floors. His hard work and excellent work ethic were evident as he always supported his fellow crew members, supervisors, KOA staff, and the many camp visitors.

Susan Adams of the Middleboro Council on Aging remembers when Donald started volunteering for the COA.



"Donald is one of the most appreciative and positive people I know. When I met him, he was coming to the Middleboro Council on Aging with a support person and his dear friend, Wilbert, to do light housekeeping. Donald was always smiling, no matter what the task. He began attending the Supportive Day Program in the summer of 1999. He loved coming to the program, and he just kept smiling!"

Susan said, "As of this summer of 2023, Donald will be in the program for 24 years! Everyone at the COA knows him and makes a point of saying hello when he joins us on Mondays and Tuesdays. Donald makes all of us feel good when he shares his positive attitude and wonderful smile!"



Natalie Oliveira, CO-OP's Community Based Day Supports and Employment Services Program Manager, has known Donald for over 35 years. When asked about him, her first words were, "He has such an amazing memory!"

She continued, "Donald is one of the kindest men I know. I have such fond memories of when I first started working for CO-OP and supported Donald in his paid employment. I remember him having lunch at the park and volunteering in his community."

Donald was always a hard worker and he took great satisfaction in his job. I remember the days when he was issued a weekly paycheck and the joy that check would bring him. I recall his colleagues at Bridgewater State University who always made a point to invite him to all the after-hours festivities, and you can bet he attended every one of those fun times with such pride.

Knowing Donald and supporting him through the different stages of his life is an absolute pleasure. Thank you, Donald, for always being the gentleman you are and always seeing the good in everyone."

Donald's exceptional work ethic, sense of humor, positive attitude, engaging personality, and kindness toward everyone he meets are evident.

We appreciate the opportunity to be part of Donald's wonderful life journey. ☺

# SONS OF ITALY TRUE HOLIDAY SPIRIT



We wonder if back in 2006, the members of the Order of Sons of Italy in America® Peter B. Gay Lodge #540 had any idea they would still be the major highlight of CO-OP's holiday season 17 years later!



Year after year, the meticulous planning and holiday spirit of the hardworking members of the Sons of Italy culminates in a delicious hot turkey dinner, fun with good friends, lovely music with a great DJ, and more!

The excited buzz around this event is a testament to how much everyone here at CO-OP, especially the individuals from our residential programs, look forward to and enjoys this yearly party!

Michael Cancilliere, CO-OP President and CEO, is thankful for the group's holiday

warmth and cheer each year. "There have been so many people involved in making this occasion special for 17 years, but we must thank The Peter B. Gay Lodge, The Columbia Cultural Trust, Lodge President Richard Simmons, David Gay and his wife Tricia, Bethany and Frank Gay, Willie and Cheryl Gay, and Carlos and Joy DeAvila and their team at DeAvila's Restaurant and Catering. We must also thank Mayor Shaunna O'Connell, who annually entertains the gathering with her expert rendition of The Night Before Christmas. These generous acts of kindness have brought joy into many people's lives."



# 2022 DONORS

## CO-OP IS DEEPLY GRATEFUL TO ALL OF OUR SUPPORTERS!

We have made every effort to create an accurate report of donors for the period of January 1, 2022 to December 31, 2022. If we have inadvertently omitted your name or listed it incorrectly, please bring this to our attention at [development@co-op.cc](mailto:development@co-op.cc).



## OUR AMAZING SUPPORTERS

Fay Alden  
Kimberly Aliperti  
Lucy Andrade  
Bernie & Phyl's Furniture  
Biss Lumber Co., Inc.  
Tobias Bloyd & Yuki Yasaka  
Darlene Boroviak  
Michael Cancilliere  
Kathy Carpenter  
CarpetsPlus COLORTILE  
Charlie's Oil Co, Inc.  
Stephen F. Chludzinski  
Kryss Clegg  
George Collard  
Orlando Conforti  
Allen and Ellen Corvi  
Meghan Davenport  
Sheldon A. Davis  
Traudel Denzer-Sanford  
Elvira M. Desmarais  
Catherine DeTerra  
Dianna Duncan  
Katelyn Eagan  
Joyce M. Faria

William Foley and Jeanne Brody  
John P. Fox  
Sharon Friedman  
Joseph and Sue Ellen DiFruscio Jr.  
Gail Gordon  
Jeffrey Devolve & Joyce Hayman-Devolve  
Brian Hodge  
Paul and Judith Hodge  
Barbara Holt  
John & Renee Noonan  
Nancy and Kenneth Jones, Jr.  
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Clarence and Joan King  
Laura McNulty  
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Maxon Precision Motors, Inc.  
Joseph McCarter  
John Michael McCaul  
Mello Family Giving fund  
Dr. Richard Mello  
Charles and Patricia Messier  
Paul Mollica

Co-Op Employee Monthly Donation  
Paul A. Moses  
Marie Mullaney  
Gail Nunes  
Pacheco's Jewelry  
Raymond Pelote  
Amy Prewandowski  
Rehoboth Congregational Church  
Rehoboth Lions Club, Inc.  
Dr. Henry T. Sachs, III  
Jacqueline Scungio  
Cathleen Shachoy  
Alfred and Roslyn Silverman  
Dr. Jack J. Slosky, Ph.D.  
Clement Smith  
David A. St. Yves  
Taunton Community Access and Media, Inc.  
David & Wendy Tavares  
Marlene Timberlake  
Christos and Suellen Tragakis  
Law Office of Luke P. Travis  
Carol M. Wester

# FESTIVAL OF TREES



After taking a few years off due to COVID restrictions, CO-OP revived its popular Holiday Festival of Trees event on December 3, 2022, and it was a resounding success. Guests enjoyed 63 beautifully decorated Holiday trees decked out with terrific raffle prizes and the musical stylings of multiple volunteer groups performing during four caroling sessions. We are so thankful for the many community members, families, staff, and dedicated board members who volunteered their time, donated trees and funds, and helped us spread the word, ensuring the event's success. We are all looking forward to a repeat performance in 2023!



## THANK YOU TO OUR FESTIVAL OF TREES SUPPORTERS!

Araujo Farms  
Darlene Boroviak (CO-OP Board)  
The Cancilliere Family  
Dayna Colwell, April Martin, Laura Leddy  
The Computer Barn  
Counseling Assoc., Jacques-Paul T. Barbour, LMHC  
Michelle Cuevas, Realtor  
Daffodil's Gift shop  
Amy and Julie Daniels  
Daniel and Catherine DeTerra  
Dunkin Donuts  
Enchanted Eden  
The Ferrara Family  
Sandy Ferraz  
The Francisco Family  
Gail Gordon  
Paul and Judy Hodge (CO-OP Board)  
Jeffrey Hunt, H & H Machine Co. (CO-OP Board)  
The Jusseaume Family  
The Lesage Family  
Lynne's Place  
March Nail Salon  
John McCaul (CO-OP Board)  
Laura McNulty  
MD Cabinetry, Inc.  
Mill City BBQ Catering and Pig Roasting  
Lucy de Oliveira



Pacheco's Jewelry  
Raymond Pelote, Esq. (CO-OP Board)  
Pet Food Shoppe  
Jenn Rapoza  
Tracey Rodrigues and Family  
Jackie Scungio (CO-OP Board)  
Shirley Mills Photography  
St. Pierre's Shoes  
Tammy's Plastic Canvas  
Taunton Federal Credit Union  
Tracy's Magic Beans Jewelry  
u.b.u Hair Salon  
WAGS (Waiting Animals Getting Support)  
In loving memory of Sheldon Westgate  
John and Tammy World  
Wyrwood, Inc.  
The Wyrostek Family  
CO-OP 97 Ingell Street Staff  
CO-OP ABI Coordinators  
CO-OP Cranberry B Team  
CO-OP DDH Program  
CO-OP DDHE Dighton  
CO-OP Finance Team  
CO-OP HR Department  
CO-OP Staff Nancy, Dori, and Gina  
CO-OP Norton Staff  
CO-OP Team Residential

# STATEMENT OF ACTIVITIES

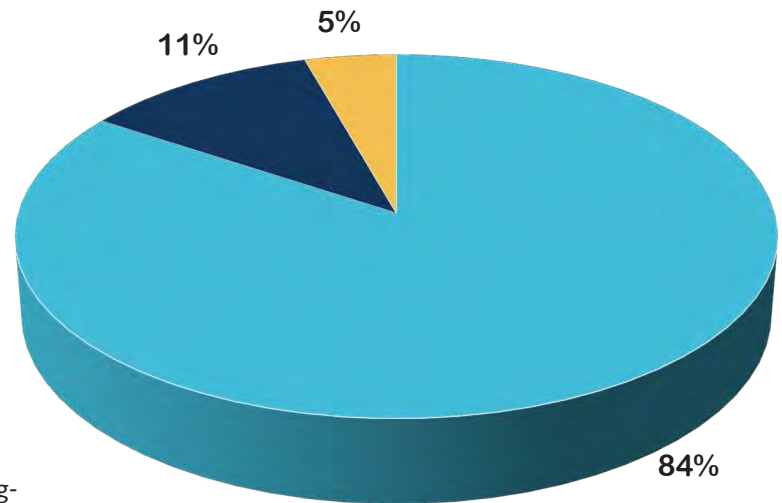
July 1, 2021 to June 30, 2022

(Excerpted from audited financial statements)



## REVENUE

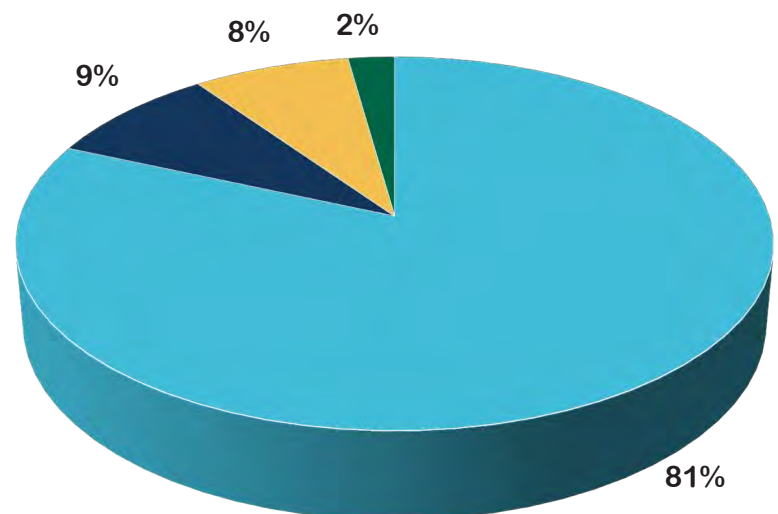
Contract and Program	\$29,933,199
Contributions and Other	11,405
Interest Income	53,696



- Massachusetts Dept. of Developmental Services
- MassHealth Office of Long-Term Services and Supports
- Contributions & Other

## EXPENSES

Program Services	\$22,849,258
General and Administrative	2,418,382
Occupancy	2,158,913
Transportation	642,525



- Program Services
- General & Administrative
- Occupancy
- Transportation

# STATEMENT OF ACTIVITIES

All statistics reported are as of June 30, 2022.



7

Programs  
& Services

5

Day Service  
Locations

32

Residential  
Homes

340

Individuals  
Supported



463

Staff  
Positions



NON-PROFIT ORGANIZATION  
U.S. POSTAGE  
**PAID**  
TAUNTON, MA  
02780  
PERMIT NO. 614

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