

2010  
*Annual Report*



**An Employee-Owned Family of Companies**

Oconomowoc Developmental Training Center

Paragon Community Services

IDTC

IDTC-Lafayette

Homes for Independent Living of Wisconsin

Prader-Willi Homes of Oconomowoc

Spectrum Community Services of Indiana

The Richardson School



***Committed to Quality Care, Compassion and Community***



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Dear Friends of ORP,

Welcome to the 2010 annual report for Oconomowoc Residential Programs (ORP). In 2010, we continued to pursue our mission to make a difference in the lives of people with disabilities.

The past year was a time of transition. We witnessed many significant changes to our business. Rate setting proceedings were launched in Wisconsin and Indiana that will dictate how some of our programs are funded for many years to come. We spent more time educating clients, our employee owners, guardians, family members and policy makers about how various changes could affect the quality of life of the people we serve.

Despite the challenging environment, we succeeded in expanding the size of our client base:

- The number of children, adolescents and adults we served in 2010 climbed 13.3%, from 1,553 to 1,761.
- 2,134 employees provided 3,679,374 hours of service.
- In our residential and community programs, we provided individuals with disabilities with 303,381 days of care.

In 2010 we actively cultivated new program opportunities, relying on our core strengths of (1) caring for those who are most challenging to serve; (2) promoting employee engagement; and (3) diversifying our programs and revenue sources. We significantly expanded our capability to serve children with autism and other disabilities, with two major additions:

- First, we opened the new addition at Genesee Lake School at ODTTC in Oconomowoc, Wisconsin, with positive press and feedback.
- Second, we laid the groundwork for The Richardson School, a day school for children with special needs in West Allis, Wisconsin.

Internally, we took actions to make us a stronger company and better partner for our funding sources. We continued to develop open book management, and shared information with staff members that will enable them to make better decisions in their daily work.

We continue to spread the word about the impact we have on the lives of the people we serve. We have 1,761 individual stories to share, and in this report we highlight five of them. These are people who have undergone significant personal transitions, and with care provided by one or more of the ORP Family of Companies, they have blossomed.

We look forward to another challenging year in 2011, continuing to do what we do best: providing high-quality services to those in our society who have the most significant needs.



A handwritten signature in black ink that reads "Jim Balestrieri".

James G. Balestrieri  
Chief Executive Officer



A handwritten signature in black ink that reads "Terrence J. Leahy".

Terrence J. Leahy  
Chief Operating Officer





# *Oconomowoc Residential Programs*

Unduplicated census of individuals served	1,761
Compared to 2009	1,553
Days of care	303,381
Compared to 2009	308,093
Number of employees (as of 12/31/10)	2,134
Number of employees (as of 12/31/09)	2,139
Hours of service by employees	3,679,374
Compared to 2009	3,796,640



Homes for  
Independent  
Living

*Jeff*



Homes for Independent Living (HIL) provides residential and community-based services and supports for individuals with a wide array of disabilities including but not limited to developmental and physical disabilities, traumatic brain injuries and mental illness. Services range from gentle guidance and assistance to complete residential and comprehensive care. HIL operates Adult Family Homes, Community Based Residential Facilities and Supervised and Supported Apartments. HIL provides respite care, specialized brain injury services, home-based day services, individualized hourly supports in the home or community, personal care and support services for people with complex medical issues, as well as technical assistance and consultation.

For most of Jeff's life, he lived with his parents. The environment was comfortable, the care exceptional. His parents wanted him to experience independent living so Jeff moved into an adult family home where he got attached to one of the caregivers. It was time for the caregiver to retire and that home was no longer an option. Just as he was starting to cope with that loss, his father passed away. Jeff was devastated. His mother Pat was suddenly left with responsibilities too large for an aging single parent.

Pat investigated group homes in the area, and discovered Homes for Independent Living (HIL). She was immediately taken in by the comfortable settings and a dedicated staff that utilizes a team approach to providing services.

"The home is beautiful," she said. "It's clean and well-maintained, and from the first moment that I met the staff I had complete confidence in them. They are a cohesive team and each staff member uses their strengths to deliver the best personalized services to the resident. That is exactly what Jeff needed."

The staff at HIL recognized that the move, along with the lingering grief from the loss of his caregiver and the death of his father, had the potential to make Jeff's transition very difficult. They discussed with Pat how best to ease the transition. They found a home for Jeff where he would be surrounded by other residents who were a good fit, a place where he could thrive. They also made arrangements for Jeff to visit home twice monthly.

Almost immediately, Jeff began learning independent living skills and became more engaged. He started playing video games with other residents in the home, helping out in the kitchen, doing his own laundry, working on his reading skills, and taking part in weekly activities and community outings.

"At first, Jeff wanted to go home with me all the time. But slowly, I've seen Jeff grow. He's happy at his home now," his mother explained. "And that's what this is — a home. And the staff is his family now too."

Jeff's independence and new friends have increased his self-esteem and zest for life. The struggling, quiet, worried, homesick person has transformed into a person who is happy, confident and fun-loving.

There's no one in the world happier to see Jeff succeed than his mother.

With a smile, she said, "He's happy once again."



*Susie*



Oconomowoc Developmental Training Center (ODTC) is a nationally recognized provider of comprehensive residential treatment, educational and vocational services to children, adolescents and young adults with dually diagnosed emotional disturbances and developmental disabilities. ODTC has specific expertise in dealing with a variety of low-incidence syndrome disorders, rare genetic disorders, seizure disorders and other neurologically handicapping conditions. ODTC's mission is to help individuals to live, learn and succeed in the community and move to a less restrictive environment. ODTC is best known for its high-quality educational services and wide variety of school programs for special-needs children, both in residential treatment and for those who live at home. In addition, ODTC offers a wide variety of clinical, medical and health services and extensive programming related to life skills training and interpersonal skills. Recreational and leisure activities are also provided.

It's difficult to believe that the Susie of today — a smiling, laughing, polite young girl — is the same Susie from a few years ago. As her parents and caregivers will tell you, her transformation has been nothing short of amazing.

Just a few years ago, Susie was in desperate need of help. She was aggressive and engaged in self-injurious behavior. Her traditional school environment was ill-equipped to handle her. On multiple occasions, law enforcement had to be called during the school day to get her under control. The disruptive and dangerous behavior continued after school, too. Susie's sister, who was dealing with significant health problems of her own, frequently found herself the focus of Susie's aggression. At times, local law enforcement's Mobile Urgent Treatment Team that specializes in crisis intervention had to step in to settle the disturbance.

With Susie's behavior growing increasingly dangerous, her family knew that something needed to change.

After learning about Oconomowoc Developmental Training Center (ODTC), Susie's parents toured the facility and were immediately impressed with its scenic grounds, calming atmosphere, cleanliness, professional staff and program offerings.

When Susie first arrived, frequent behavioral outbursts were still a daily occurrence, and she was unable to interact with her peers in a positive or meaningful way.

Staff at ODTC immediately began teaching Susie ways to cope with what she was feeling, redirecting her emotional reactions into positive expressions. As the emotional outbursts lessened, she started making gains in academics, which previous teachers thought were nearly impossible, and participating in activities.

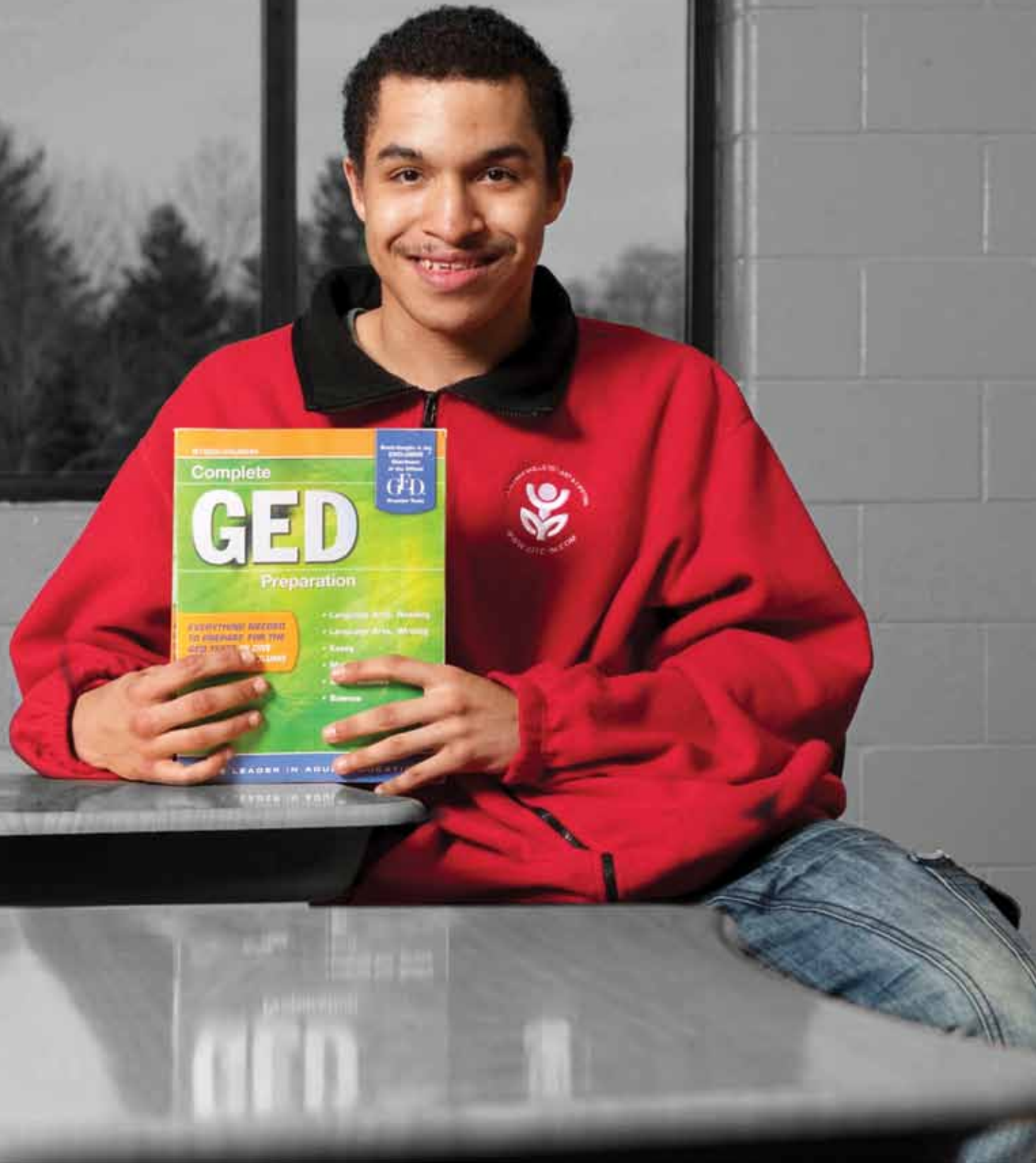
With the impressive gains that Susie has made in such a short time, she and her parents are exploring options for Susie's future, including looking at community group homes in the area and training for vocational opportunities.

Susie's parents are so thankful they found ODTC.

"The decision to put Susie at ODTC was the best decision we ever made," they said.



# Jeremy



Indiana Developmental Training Center (IDTC) is nationally recognized as a leader in working with children with special needs, many of whom carry a diagnosis within Autistim Spectrum Disorders. IDTC also provides expert care for children and young adults who are dually diagnosed with a wide range of other developmental disabilities and emotional disturbances, as well as low incidence syndromes. We offer a wide array of treatment options to include day school programming, group homes and residential treatment. All options provide social services, year-round educational and vocational programming, life skills training, youth care services, health care services and many other support services. There are two campuses: IDTC in Indianapolis, which has been in operation since 1997 and IDTC in Lafayette, which opened in 2000.

In 2006, Jeremy was in serious trouble. After a series of poor decisions and involvement with a troublesome peer group, he found himself standing before a judge, waiting to learn his fate. Only 15 at the time, Jeremy was judged delinquent on a serious charge.

Jeremy's life was in a tailspin. Something had to change.

A number of failed placements set Jeremy back. When he arrived at Indiana Developmental Training Center (IDTC) in 2008, Jeremy was unable to function in day-to-day life. He was confused and anxious, had trouble controlling his anger, and did not know how to express his feelings effectively.

The first priority for the IDTC staff was to teach Jeremy how to manage his anger.

"The staff helped me learn to control my anger. They taught me exercises that I can use when I'm feeling upset and it helps me to calm down," Jeremy said.

Once his anger was under control, the world opened up for Jeremy, and he refocused his attention and energy on academics. When he first arrived, Jeremy was unable to read or write, and his academic progress had stopped years before.

Within a few months, Jeremy was reading anything and everything he could get his hands on. Still unsatisfied, he turned his attention to something he had always aspired to — getting his GED. For months, Jeremy worked closely with staff at IDTC, rigorously expanding his knowledge and preparing for the test.

"They helped me study, helped me prepare," Jeremy said. "They told me that I could do it and that made me want it even more."

Jeremy passed the test with flying colors and has never been prouder.

Now Jeremy volunteers in a community bicycle program for youth learning mechanics and repair, and has donated enough hours to earn his own bike.

"The old Jeremy is gone," he said proudly.



PARAGON  
COMMUNITY  
SERVICES

*Jesse*



Paragon Community Services provides Day Services for children, adolescents and adults with developmental and physical disabilities, brain injuries, mental illness and other significant medical and behavioral support needs. At our dedicated sites, we offer interactive activities that combine sensory experience, skill enhancement, social integration and on-site therapies to increase independence and improve the quality of life for our participants. As part of our Day Services programming, Paragon Community Services provides ambulation support, daily medication administration, seizure care, incontinence care, ostomy, catheterization and stoma care, special feeding care, and motion and physical therapy. Respite services are available for children and young adults that encourage recreation and socialization opportunities.

Typically, when one member of a family struggles, so does the entire family. This was the case with Jesse and his mother Angie.

Throughout elementary and middle school, Jesse found it increasingly difficult to control his behavior. He would be sent home early for being disruptive in the classroom and was frequently suspended. This tumultuous daily routine required Angie to spend an inordinate amount of time and attention trying to manage Jesse. It was so stressful and exhausting that it became difficult for Angie to maintain a job. Angie knew that if she wanted to have a healthy family life, she needed to find an alternative.

She began the difficult and time-consuming process of exploring options and possible solutions to Jesse's behavior. Soon she discovered Paragon Community Services. Paragon's flexible approach, one-on-one individualized support, and dynamic therapies were something that Jesse had not experienced before. Jesse responded positively and Angie soon noticed significant improvement in his behavior.

Paragon Community Services became part of Jesse's Individualized Education Plan (IEP), and when school started in the Fall, Jesse split his time between school, which he attended most mornings, and Paragon, which he attended in the afternoon.

With the help of Paragon's stellar team of professional and caring staff, Jesse has learned better ways to express himself, which have lessened the behavioral outbursts and have greatly helped him not only function but thrive in his regular school setting.

Angie has gained normalcy in her life and is able to maintain steady employment. Just recently, Jesse successfully transitioned from middle school to high school.

As Jesse has triumphed, so has Angie.



# Jessica



Spectrum Community Services of Indiana provides a large array of quality services to enrich the lives of children and adults with intellectual disabilities throughout their lifetime. Services include residential support services, respite and day services, training for family and caregivers, behavioral management services, support for community transition, and a range of therapies such as speech and language, occupational and music therapy. The organization is committed to focusing on the specific hopes, dreams and needs of each of the individuals they serve, helping them realize their life goals.

In 2001, Jessica and her parents Erika and Ron found themselves at a crossroads. It was clear that the public school Jessica attended was unable to support her physical and mental health needs, which became more acute as Jessica grew older.

“She was in rough shape back then,” said Erika. “She was hallucinating and hiding from people. She needed to be helped with nearly every part of her daily routine — bathing, dressing, eating. Even the simplest task was a struggle.”

Desperate for a better life for Jessica, Erika started the arduous task of researching programs and touring facilities.

“Some locations were so bad that I would refuse to take the tour that I had previously scheduled on the phone. The facilities were dilapidated, small, and in crime-ridden neighborhoods. I’d sit in the car for a few minutes and then just drive off. I couldn’t send Jessica there,” Erika said. Eventually, she discovered Indiana Developmental Training Center (IDTC) with its beautiful facilities, state-of-the-art programs, and compassionate staff.

Upon her arrival, Jessica struggled with day-to-day routines and refused to take direction, often having verbal and physical outbursts. She even required hospitalization. Over time and with lots of patience and care, Jessica began to demonstrate her potential. She transitioned from the most secure unit to the least restrictive, and in doing so, her personality came shining through.

“For a long time, she lost that twinkle in her eye. At IDTC, her love of life came back,” Erika said. But she worried about an impending transition as Jessica would be aging out of IDTC and no longer eligible for their services.

Erika turned her attention to Spectrum Community Services, another company within the ORP Family of Companies.

“I was so happy with IDTC that I thought if Spectrum was anything like them, it would be a good choice for Jessica. They didn’t let me down. Their commitment to quality permeates every level of their organization.”

Spectrum Community Services worked with IDTC to make the transition as easy as possible. Before long, Jessica found a home, which she shares with women who have similar interests.

Today Jessica is enjoying an unprecedented level of independence. She exercises daily, participates in Special Olympics, and goes on family vacations again. In addition to the in-home staff, Spectrum provides Jessica a nurse, who is involved in Jessica’s day-to-day care and medication management.

“I’m very, very happy,” Jessica said.



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