Our Mission

Crystal Springs provides individualized programs for children and adults with developmental disabilities while embracing and nurturing each person’s pursuit of growth, independence, dignity and choice.
Dear Friends,
I am pleased to present our Annual Report.

We will remember this past fiscal year as one of the most challenging times in history. A global pandemic continued to cause unanticipated challenges for human services organizations, schools, our country, and the world.

We took several steps to prevent the spread of COVID-19 and ensure the people we support and our staff members are safe and healthy. Safety measures included securing personal protective equipment and establishing surveillance testing procedures. Additionally, we partnered with pharmacies to provide on-site vaccine clinics. We also developed new services delivery systems to help prevent the spread of COVID-19.

We appreciate our extraordinary and resilient leadership, staff, and the people we support who have endured throughout this public health emergency. Our caring and devoted staff put their health at risk and took time away from their families to quarantine at our residential homes for 14 days or longer.

Despite these wearisome and challenging times, we have found creative solutions to excel in providing highly specialized programs and support services. At the same time, we learned to meet goals in new and different ways. We continued to teach students in person and transitioned classrooms to the student’s homes to reduce the risk of spreading COVID-19. We provided day program services through combined on-site and remote services delivered by day program staff in the residences. Our smart boards offered students opportunities to participate in virtual field trips. The Class of 2021 Graduation was held outdoors and live-streamed so all the students and staff could celebrate. Virtual holiday sing-alongs and holiday parades are a couple of examples of ways we have adapted some of our long-standing traditions. Despite these most challenging times, our staff members have continued to engage the people we support to help them reach their highest potential.

We are proud of how Crystal Springs transforms, anticipating the needs of the people we support. We are enormously grateful for your ongoing support and commitment to Crystal Springs. Thank you for being part of our community.

Best regards,
Kathleen Lovenbury, Chief Executive Officer

THANK YOU TO OUR BOARD OF DIRECTORS

Timothy F. Kelleher, Chairman
Michael A. Kehoe
Karen Raposa

Tom Pasternak
Carol Gorman
Geraldine Lucas
Throughout the incredible hardships of the pandemic over the majority of the last two years, all of our wonderful students have been able to remain in residence with us on campus. With the astounding dedication and perseverance of our staff and by the development and adoption of a combination of COVID-19 mitigation strategies and protocols, Crystal Springs has proudly continued to provide consistent education, care and treatment services for our students during this difficult time.

Extraordinary strength and efforts along with patience and understanding by students, staff and families have helped us weather this pandemic and have given us a brand new appreciation for just how resilient all of us truly are. We have carefully begun to revitalize our social engagements and activities both on and off-campus starting with our socially distanced/live-streamed student graduation ceremony in June and continuing on with planning for activities through this holiday season and beyond. With increased vaccination rates and hopeful reduction in COVID-19 cases, we all very much look forward to a continued path of re-creating the vibrancy of our residential school back up to pre-COVID levels! We got this and we wish the same for you!!
“Wear your PPE”, “Wash your hands”, “Wipe that down”, has been said all day everyday in our worlds but we have continued on providing services to our residents. Day Habilitation services were held virtually while our residents remained in their homes per the State of Massachusetts, but all the while, everyone remained busy and active. Staff were creative in their everyday routine while keeping everyone safe and healthy. Once our ABLE Day Habilitation programs were able to open with a certain percentage of participants and staff, we prepared the programs to adhere to social distancing, disinfecting procedures, PPE and everything else that comes along with safety and disinfecting. We have been becoming more active in our local communities with shopping and participating in therapeutic horseback riding at Wellspring Farms.

Thank you to all of our donors for their generosity. Our residents are able to continue to be a part of our community, making new friends and enjoy outdoor activities to regain their feeling of independence and fulfillment.
Lucy Pacheco, Director of Administration, was nominated and awarded the Commonwealth Heroine Class of 2021 award. She was one of over 100 winners from across the Commonwealth. She was nominated by State Representative Alan Silvia for “She works at Crystal Springs, which provides individualized programs for children and adults with developmental disabilities. As Director of Administration, she is a compassionate professional. She works with staff to provide a highly individualized person-centered approach that fosters progress, growth, and success for children and adults living with severe-to-moderate physical, cognitive, and developmental disabilities. She has been employed for over 30 years

Our committed staff come to work everyday, remain positive and are always ready for what’s next. When things become confusing and scary, our staff continue putting their best foot forward to best support our residents. We celebrated DSP week with each Direct Support Professional receiving a goodie lunch box filled with treats and a key chain, the Executive Leadership Team delivered food to staff and held on-site vaccine clinics for our staff and their families.

WE ARE VERY PROUD OF OUR OWN....

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We were unable to host our Annual Employee of the Year Breakfast for our nominees due to the pandemic, however, we continue to honor our staff. Over 30 staff were honored and the winner of the Children's Services Program is Fatima Barbosa and the winner of the Adult Services Program is Jenny Benoit. Jenny and Fatima are long-term employees who were recognized for their commitment, dedication and compassion. CONGRATULATIONS Jenny and Fatima!

Together, we are BEING THE DIFFERENCE in our residents and their families’ lives.
Juan’s Success Story

Juan is an 18 year old who made a lot of progress this year. When he came to us, Juan struggled to interact with others. His intense eye gaze, smiles and behavioral challenges let us know that communication was important to him. His communication device has given him the tools he needs to interact with others and to make his wants and needs known. He accepted it fairly quickly and has made progress with learning how to use it. He met his goal for activating a sentence with his communication device and he uses this device to communicate in a wider variety of ways.
We Truly Appreciate Our Fabulous Donors.

As a non-profit organization, we would like to thank all of the individuals, businesses, friends and families who have given so generously to Crystal Springs during our fiscal year.

IN-KIND DONORS
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State Senator Michael J. Rodrigues
Wellspring Farm Learning Center

If you believe that there is an error in the listing of your gift, please contact Lucy Pacheco at 774-855-3301 or lpacheco@crystalspringsinc.org

Crystal Springs strives to ensure accuracy of donor information, but mistakes do occasionally occur.
Gross Revenue

- Adult Services $11,989,580
- Children's Services $15,737,905
- Other Income $30,639,612
- Contributions & Grants $652,379
- Interest, Dividend, Gain on Inv. $2,198,339

Operating Expenses

- Salaries & Fringe $23,350,484
- Direct Admin Costs $839,941
- Other Programs $1,577,923
- Depreciation $513,126
- Occupancy $1,480,440
Accreditations

Crystal Springs, Inc. and its programs are funded, in whole or in part, by contracts with the Massachusetts Department of Developmental Services, the Massachusetts Department of Children and Families, the Massachusetts Commission for the Blind, various Massachusetts cities and towns and out-of-state public funding sources.

Crystal Springs School and Children’s Services Programs are licensed by the Massachusetts Department of Early Education and Care and is approved as a 766 Special Education School by the Massachusetts Department of Elementary and Secondary Education.

Crystal Springs’ Adult Services Program is accredited by the Commission of Accreditation of Rehabilitation Facilities (CARF), an international accreditation agency, the Council on Quality and Leadership (CQL), and is certified by the Department of Developmental Services.
The finest care given by the greatest people.