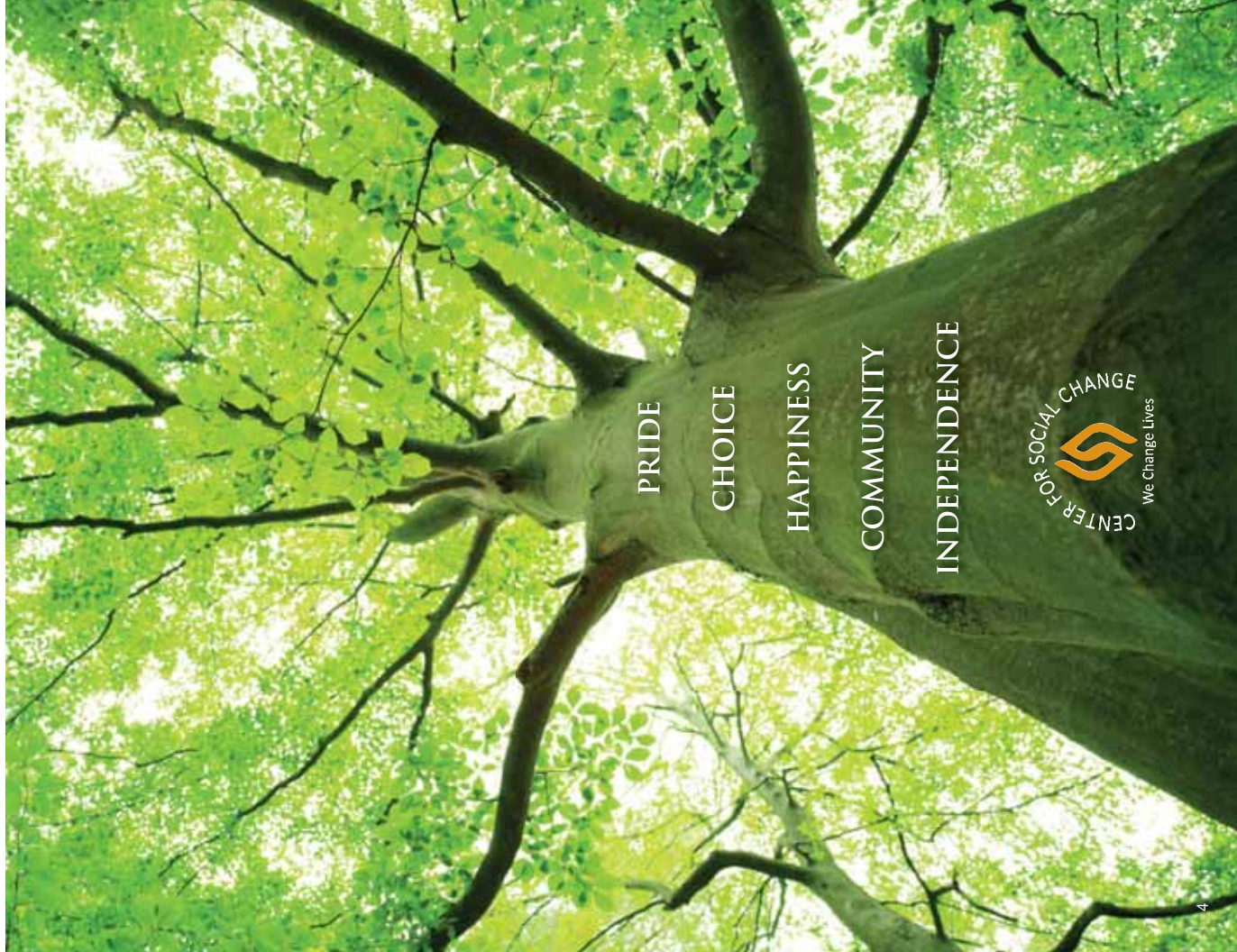


SUPPORTING CHANGE,
INDEPENDENCE & GROWTH



2012 ANNUAL REPORT



PRIDE

CHOICE

HAPPINESS

COMMUNITY

INDEPENDENCE



As we prepare for the year ahead, it is a time to reflect on the cherished and important things in life.

When I think about what are those things that create meaning, those things that enrich our lives, those things that are hard to live without, they would have to be your family and close friends. Center for Social Change is very blessed to have the support of so many families of our individuals, staff and close friends. We would not be the organization that we are today without the support of each and every one of you. It is easy to forget the important things as we rush through our busy schedules, through our busy and chaotic lives. However, when we have the opportunity to be close with family and be close with friends, we are reminded of the important gifts given to each of us. The gift of family and the gift of friendship enrich each of our lives in incredibly significant and almost indescribable ways. Please pray for those who experience loneliness, for those who feel helpless, for those who have experienced great loss, and for those who are in great need. A simple act of kindness can change the lives of many. I would also like to thank Center for Social Change's dedicated staff that provides the care to our individuals and also the families who have entrusted us with their loved ones. And finally, I would like to pray that each of you find great happiness, deep fulfillment, and experience good health in the upcoming year.

Sajid Tarar, Executive Director



Sajid Tarar
Chief Executive Officer

If a single word could describe the driving force behind those of us at Center for Social Change, that word would be "dedication".



Jesse Singh
Chief Operating Officer

Throughout the year, CSC staff are committed to providing the wide range of supports needed to assist the individuals whom we support in building independent, community-based lives. This commitment is demonstrated by staff at all levels, and takes many forms.

Staff in the Finance Department work diligently to ensure that each individual has full access to the funds to which they are entitled. In today's fiscal climate, it is especially important that each dollar of support be used in the most efficient, and effective, manner possible. By monitoring and managing more than 100 personal accounts, staff are dedicated to helping each individual effectively translate these resources into community connections that are meaningful to the individual. Helping to ensure adequate funds for recreation and healthy living is the promise and commitment of CSC's finance staff.

Program staff are committed to designing and implementing the daily structures around which healthy and meaningful lives are built. Through careful consideration of the needs of each individual, planning for all aspects of a successful support system is ongoing throughout the year. The dedication of program staff is visible in the thoughtful attention given to meeting the social, medical, and other personal needs of each individual served, and in the quality of lives that result.

Almost certainly, it is the unwavering dedication of direct support staff that most directly impact on the lives of each individual served. Assisting in the many morning rituals that are part of successfully starting each day, providing the supports needed for successful integration into the day's activities, ensuring a family-like environment in each home at the end of each day – these are the ways in which the commitment of the direct support staff can consistently be measured. I thank individuals, their families, CSC employees, our vendors and funding agencies who have all contributed over the years to make CSC what it is today.

Jesse Singh, COO



At CSC, the importance of *caring,* *dedicated and committed staff*

is crucial to our mission of fostering independence, ensuring self-determination, and providing opportunities for the individuals we support to live healthy, safe and valued lives. Experience has proven that when staff members know that they are appreciated and respected, they perform better and remain in their jobs longer, both of which benefit the individuals they support. During the past year at CSC, a number of changes have been made with just such purpose in mind.

Under CSC's new administration, a decision was made to increase the number of Coordinators, those staff who directly supervise the staffing and operations of a group of homes. To implement this change, a decision was also made to "hire from within" whenever possible; this would be accomplished by promoting direct support staff to the Coordinator position. After a careful assessment, four such staff, Oliver, Gabriel, Anita, and Troy were added to the already existing group of Coordinators. Each has proven more than equal to the task, and each has already contributed much to the wellbeing and success of the individuals living in the homes that they supervise.

During the past year, another opportunity for advancement from within was made possible for exceptional direct support staff. With the creation of a new job classification of "Lead Staff" for each home, more than thirty direct support staff members were invited to move up the employment ladder, with resulting higher pay and increased responsibility. This new administrative resource has already yielded significant benefit to the individuals we support, the staff who work in those homes, and CSC's program as a whole.

Under the new leadership, staff are enjoying the increased flexibility with which they can plan vacations, time off with family, or travel for other personal needs. A doubling of renovation projects in our homes, as well as the addition of high capacity generators in each home, have increased the comfort and safety of staff and individuals alike. Finally, enhancements to the staff lounge area in the administrative office have been made, with the availability of coffee and soda for employees to enjoy.

During this year's holiday reception, at which more than 400 guests celebrated the successes of the year just passed, one focal point of the evening was the recognition of fifty staff members for their longevity and exceptional service. This many weeks after the event, staff members continue to proudly show off their awards to admiring friends and family.

CSC is pleased that its commitment to staff has resulted in a better satisfied and more stable work force. As a result of all of this focus on employee wellbeing, staff morale is at an all-time high, as evidenced by the historically low rate of staff turnover for CSC of only 29%.





Santonio Johnson's story
is, indeed, one of *change*
for the better.



Upon receiving a referral to assist Santonio in re-creating his future, CSC first met with Santonio to learn more about his current living situation, about his dreams for the future, and about how CSC might be able to help Santonio in his transitioning back into the community from a more restrictive setting. From the very first meeting, CSC staff members were impressed by the depth of Santonio's understanding of the factors that had contributed to his current placement, and by his proven success in "walking away from trouble". His commitment to making real and positive changes in his life was apparent, and CSC staff quickly decided that they wanted to help him bring about those changes.

Over the next several months, the team that had been built around Santonio met on numerous occasions to begin planning the residential and day supports which would best help Santonio achieve his goals. The first step was being able to demonstrate to the state that appropriate support structures could be developed to meet Santonio's needs. While this was, at times, frustrating, and required patience by all, the time finally arrived that approval for his move back to the community was given.

While Santonio had selected another provider for his residential services, CSC was his choice for providing his day services. From the beginning, Santonio had expressed a desire to work five days a week doing custodial work, so CSC had worked towards identifying an appropriate work situation. A contract with the city to provide housekeeping services in several government buildings in Baltimore provided an excellent opportunity for Santonio, so a transition period was planned. First steps involved his attending the day program, where he could spend time working to further develop his employment skills; learning to improve his professional appearance; developing more effective communication; and gaining experience in staying focused on employment tasks. Having succeeded in all of these job readiness activities, Santonio worked first at a smaller CSC contract, and then moved to the more significant Baltimore contract. As a result of consistent mentoring and flexible teaching styles by staff, Santonio was assisted in achieving a level of exceptional performance in all custodial tasks independently and without prompts. From attending the day program 5 days a week to working 5 days a week, Santonio has achieved the success and independence he so desired.





According to Lance, from the time that he first met Tomisha, he “knew that *she* was the girl for him.”

They began to spend time together, enjoying dates at the mall, or just sitting and watching favorite television programs together. When Lance first started considering the idea of asking Tomisha to marry him, he reports that he first discussed the idea with his staff, to see what they thought about the idea. He was pleased that they encouraged him to go for his dreams. From that time on, Lance began thinking about the right time to ask Tomisha, and how he would do so.

The perfect opportunity, according to Lance, presented itself when he learned that both he and Tomisha, many of his friends, and one of his staff members, Okies, would all be attending Center for Social Change's Holiday Celebration at Martin's West. If he was going to ask Tomisha to marry him, this would be the time and place. But first, he knew, he needed to be prepared. So, he went shopping for the perfect ring, one that would represent how he truly felt about Tomisha. And, although he does not remember the exact store at which he bought the ring, he does remember that it was “very expensive”, made of silver and having the biggest diamond he thought he had ever seen.

When the big moment arrived, Lance proceeded to the front of the banquet hall, asked that Tomisha join him, and, in front of more than 400 guests, took the mic and popped the question. He fully expected Tomisha to accept, and she readily did. With flashbulbs popping, the ring was placed on Tomisha's finger, and the engagement became official.

While Lance and Tomisha do not yet have a specific date for the wedding, Lance is sure that it will be sometime in June. He notes that Tomisha plans to wear a pink dress, while he plans to wear a white tuxedo sporting a pink handkerchief. Lance plans to ask Okies to serve as his best man, and Tomisha hopes to ask someone special to be her bridesmaid. Lance and Tomisha plan to honeymoon in Hawaii and, upon their return, to hire staff to assist them as they move to an apartment of their own. When asked where they hoped to live, Lance reports that while they don't yet know the location, it would need to be close enough to a bus route so that Tomisha could continue to travel independently to her classes at Baltimore Community College.

Looking forward to the excitement and challenges ahead, Lance and Tomisha are eager to experience all that married life has to offer.





William Jackson has received services from Center for Social Change's *supported employment program* since 2009.

From the outset, his goal was to achieve "real work in a real job" that would allow him to exercise his skills and interests. William and his team recognized that his successful achievement of this goal required that William strengthen his work skills and his ability to express himself. Towards these ends, William worked on a number of different projects provided by CSC, including landscaping of the extensive planted areas, and assisting with in-house maintenance, at CSC's Elkridge, Maryland building. As a result of what he learned from each of these work experiences, William found himself coming closer and closer to achieving his goal.

In time, the exceptional services, support and encouragement provided by his team in the Supported Employment program, along with William's personal commitment to his goals, paid off- in July, 2012 William was offered a position at Maryland Casino Live, which William enthusiastically accepted.

During the first few months, William successfully met challenges often faced by the newly employed. With assistance from his CSC employment specialist, William overcame the challenges of transportation, received help in learning how to manage the stresses that come with the work place, and learned how to stay focused on fulfilling his work obligations. But, master them he did, and today William has his dream-job: working part time in the food and beverage department as the lead dishwasher in the casino's Live Buffet.

During his time at the casino, William's strong work ethic, consistently excellent job performance, and his personal dedication have been evident to his supervisors. As a consequence, William has received holiday bonuses, special holiday meals, and two raises, all in his short six months of employment.

When he is not working at the casino, William provides others with the benefit of his experience. He regularly participates in workshops held at CSC's Supported Employment program where he shares what he has learned with others who, like him, hope to move into competitive employment. And, one of his consistent messages reflects his appreciation of the Supported Employment program, as he is often heard to explain to others, "it all starts here".





Alex Vega decided recently that he

“wanted to do something different,”



something that would let him develop, and put to use, a different set of skills than those that he already had. This decision has resulted in his taking the first steps in the process that would lead him to acquiring his driving license. Knowing that she could assist him, Alex first contacted his Service Coordinator, who appreciated his vision and took him to the MVA so he could complete the first step- earning his Learner's permit. His first several efforts in passing the mandatory written test having fallen short, Alex persevered, finally passing the test with a score of 100%. His first excited calls were to "everybody, left and right", including his family and church members, all of whom congratulated him on his success. In fact, his fellow church members have been very committed to Alex, including one who drove him back to the MVA so he could pay for, and pick up, his Learner's permit, and yet another who has promised to give Alex his 1997 green Dodge Stratus.

The next step for Alex is taking, and passing, the driving test. He notes that he already knows the meaning of all traffic signs, and he feels he is prepared to successfully complete this part of the process.

Once he obtains his license, Alex has big plans. He looks forward to the freedom to travel to visit his aunt and uncle in New Jersey without having to take a train, and he has already promised his mother that he will drive her to and from appointments, shopping, trips and other destinations. Also, he looks forward to driving his friend, Tony, to the places that he needs to go.

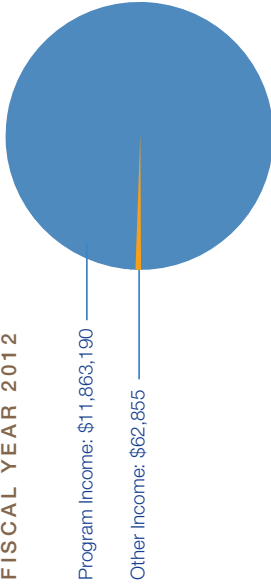
Alex appreciates the help he has received from others in his driving quest, and he plans to do the same for others; he already anticipates helping others study for the driving test and obtain their licenses.



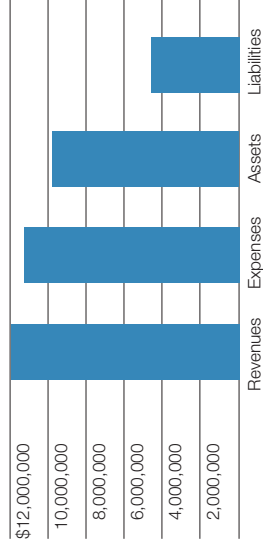
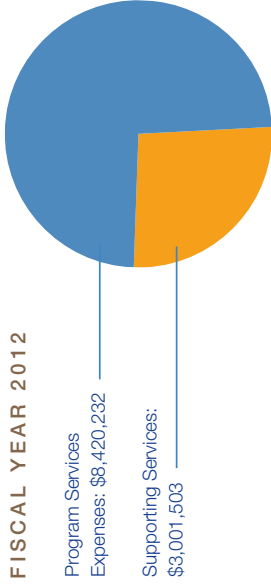


FINANCIALS

INCOME FOR FISCAL YEAR 2012



EXPENSES FOR FISCAL YEAR 2012



Revenues..... \$11,926,045
 Expenses..... \$11,421,734
 Assets..... \$9,655,596
 Liabilities..... \$4,666,529



ABOUT CENTER FOR SOCIAL CHANGE

Since 1993, Center for Social Change has been providing support services to people with intellectual disabilities. We invite you to be a partner with our mission and vision to serve millions of children and adults with a wide range of disabilities around the world.

MISSION

Our Mission is to provide services of the highest quality for people with intellectual disabilities and related disorders including autism that optimize each individual's independence and capabilities, ensure self-determination and rights and, with partnerships in the community, enhances their opportunities to live healthy, safe and valued lives.

VISION

Our Vision is to provide programs and services to individuals with intellectual disabilities and related disorders including autism to live and work in the community and exercise their rights, choice and freedom and to live independent of institutional life through integrated efforts of change agents who are passionate about changing lives of people with disabilities throughout the world.

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- Jesse Singh
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