



731 Pre-Emption Road
Geneva, New York 14456

Administration
(315) 789-6828
Children's Programs
(315) 789-6850

5415 County Road 30
Canandaigua, New York 14424

Adult Programs & Community
Services
(585) 394-9510
Children's Programs
(585) 394-1190

OFFICE HOURS

8:00 a.m. - 4:00 p.m.
Monday through Friday

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Marjorie Rockwell

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Article 16 Clinic

Article 28 Diagnostic & Treatment Clinic

Community Integration Counseling

Developmental Disabilities Supports & Services

Developmental Evaluations

Developmental Toddler Groups

Early Intervention Program

Elks Home Services Program

Family Support

Head Start

Home & Community Support

Integrated Autism Supports & Services

Independent Living Skills Training & Development

Licensed Home Health Care Agency

New Friends Inclusive Preschool

New York State Licensed Child Care

Occupational, Physical & Speech Therapy

Pre-Vocational Day Program

Psychiatric

Psychological

Recreation

Residential

Respite

Service Coordination

Special Education

Traumatic Brain Injury Services & Day Program

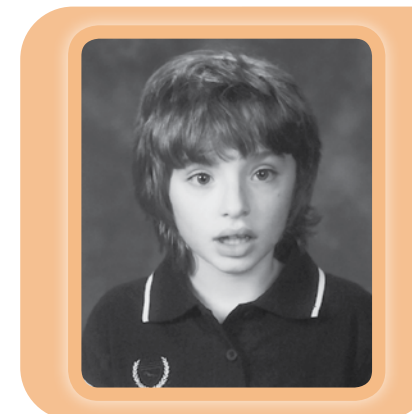
Universal Pre-Kindergarten



happiness HOUSE

July 1st, 2009 - June 30th, 2010

Annual Report



What happens here changes lives forever.



Meet Aiden...

Aiden is learning to play the piano. He loves music and often leads the group with lyrics and movement. Aiden loves to ride a two-wheeler. He colors with great care and shows pride with the outcome of his work. He is cheerful and has the best smile, ever!

At the age of two, Aiden started to receive services at Happiness House. In the spring of 2008 he had an Early Intervention Evaluation and received a diagnosis of PDD-NOS (Pervasive Developmental Disability – Not Otherwise Specified) which is an autism spectrum disorder. Aiden was placed in the autism based classroom where he received a high level of instruction specific to children on the autism spectrum.

Today, with the support and love of his family, therapists, and teachers, Aiden continues to show growth.

Meet Carol...

Carol has attended the Happiness House Structured Day Program since 2002. After her stroke in 2001, she attended therapies and programs at Happiness House and has had steady improvements in her recovery. Carol is the 2005 recipient of the John P. Clary Award, in recognition of her persistent hard work and dedication.

While attending the Happiness House STEPS employment program, Carol learned the skills necessary to return to the workforce, which led to her current employment at the Bonadio Group in Geneva, New York. She was President of the Happiness House Consumer Advisory committee for two terms, and continues to be a leader and role model for others.



Meet Jeremy...



When Jeremy was two years old, his mother, Kim, sought out services with Happiness House because Jeremy was non-verbal and lacking in other developmental areas. Happiness House provided Jeremy with speech therapy and special education services in their home. At age three, he went to Happiness House's Canandaigua site, where he received additional services including physical, occupational, and music therapy.

Kim shares, "Jeremy's Service Coordinator at Happiness House helps us access much needed resources including respite, seminars, literature that may be useful (potty training, eating habits, disciplining, etc), support groups in the area, and pet therapy. I don't know what we would have done if Happiness House wasn't around."

"Happiness is Helping" Founders Society

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(As you wish it to appear in our donor listing)

Please check here if you wish to remain anonymous

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____ PHONE: _____

E-MAIL (optional): _____

_____ I wish to make a contribution of \$ _____ to the Founders Society

_____ I wish to make a pledge to the "Happiness is Helping" Founders Society as follows:
_____ \$1,000 _____ \$1,500 _____ \$3,000 _____ \$5,000 _____ \$10,000 Other: _____

_____ I wish to pledge \$ _____ over 1, 2, or 3 years (please circle)
for a total pledge of \$ _____

Please send me information about Planned Giving

Signature: _____ Date: _____

Please make your check payable to Happiness House Foundation and return with your completed contribution card to:
HAPPINESS HOUSE FOUNDATION
5415 COUNTY ROAD 30
CANANDAIGUA, NY 14424
Thank you for your support!
Your gift is tax deductible.

Happiness House Foundation Grant Awards

The Happiness House Foundation awarded the first round of semi-annual grants to several Happiness House programs and services. Directors, staff, consumers, and families were on hand for the ceremony held at the Canandaigua site. The grants awarded include:

- **\$1,600** to cover costs for one child to attend the Summer Recreation program at Seneca Lake State Park, including field trips to Hobart and William Smith Colleges. This program is designed specifically for children ages 5-20 who have a disability, but do not qualify for extended school year programming, and provides a day camp experience for a youth with a disability.
- **\$468.50** to purchase the Boardmaker software program. This software provides preschool children with augmentative and communication methods which will enhance their ability to express their language, feelings, and thoughts. This allows children with cognitive and behavioral challenges to make gains and meet their fullest potential.
- **\$782.56** to provide tools to enhance the quality of services provided in Autism classrooms at the Geneva site, including a mat for safety purposes, a DVD to assist children in learning emotion recognition, two different kits of teaching cards & visuals, and a Picture Exchange Communication System which allows children to increase their communication skills. These tools help to prepare children on the Autism Spectrum to be successful in a kindergarten placement within their own school district.
- **\$1,077** for a therapeutic listening program to be used at the Canandaigua site. This program is used for those with impairments in receiving, organizing, and effectively using certain sensory information by increasing their ability to process this information, thus allowing the student/consumer to function more fully to his/her potential.
- **\$1,600** to the Structured Day Program Traumatic Brain Injury Camp Experience. This funding covers the cost of lodging and meals for a two-day camp experience (including one overnight) for 50 adults with a traumatic brain injury.
- **\$4,471.94** to purchase and install a shade system on the Canandaigua site playground. This shade system will give children with and without disabilities the opportunity to participate in typical recreational activities in the least restrictive environment. This system will protect children from dangerous sunburns and keep nearby equipment cooler and more comfortable for play.

"Happiness is Helping" FOUNDERS SOCIETY FOUNDERS ENDOWMENT FUND

Why create an endowment?

An endowment is an organization's financial cornerstone, the foundation of its ability to incite progress in education, consumer care, and therapeutic equipment.

Through allowing an organization to be less dependent on unpredictable sources of revenue, such as government aid, endowments ensure that promising programs, individuals, and initiatives have the unwavering support they need.

Change lives forever.

Establishing an endowment is an act of great generosity and vision. Donors who decide to create an endowment do so because they understand the significance of supporting the organization not only during their lifetime, but well into the future. You can help to establish Happiness House's endowment by becoming a member of the Happiness House Founder's Society. Your gift or pledge enables the Happiness House Foundation to provide the necessary resources to ensure that all individuals receiving services from Happiness House will experience *"What happens here changes lives forever."*

"Happiness is Helping" Founders Society

These visionary individuals, families, and organizations have joined hands and hearts together to build an extraordinary resource:

In memory of Ronald G. Allis
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Roy & Nancy Beecher
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Our Mission

Happiness House is an educational, health and human service organization that excels in providing the highest quality integrated programs and services to children and adults with and without disabilities, to their families and to the Finger Lakes community. Our belief in the principles of equal opportunity, independence and realization of individual potential is the cornerstone of who we are and what we do. We believe *"What Happens Here Changes Lives Forever."*

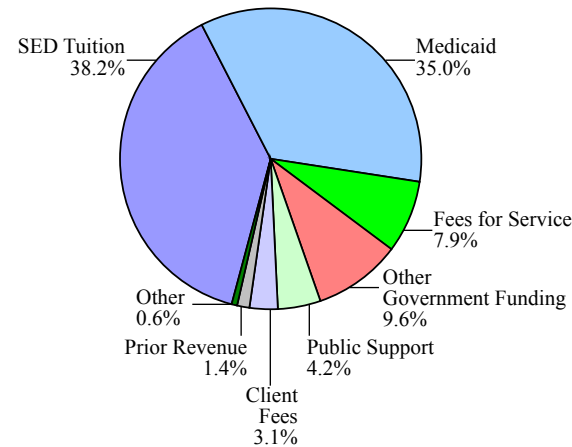
Our Vision

We envision every community being ready to welcome and utilize the talents and abilities of all individuals. Happiness House will play a significant leadership role in making this a reality. We will lead by an unwavering commitment to our consumers and their families, as well as by our cumulative skill and wisdom as a premier provider of services.

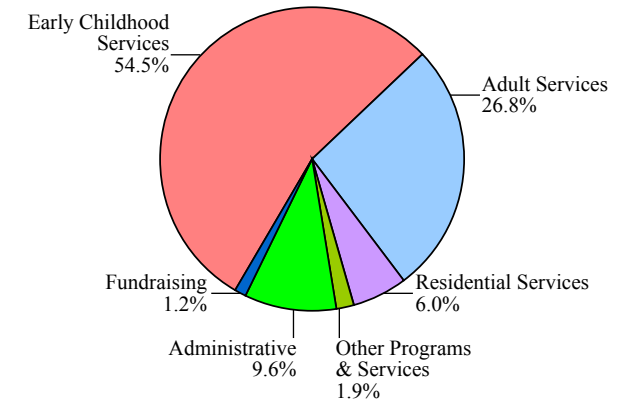
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2009 - 2010 Financial Results

Source of Funds



Use of Funds



Financial audit performed by: THE BONADIO GROUP ~ Business Accounting & More

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 The Bonadio Group
 Wegmans Food Markets, Inc.

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We are so grateful for the individuals, businesses, and organizations that have made financial and/or in-kind contributions to Happiness House! With your generous gift, we are able to serve over 1,000 families in the Ontario, Seneca, Wayne and Yates counties every year. Thank you for believing with us that "What Happens Here Changes Lives Forever."

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Our Mission

The Happiness House Foundation is a not for profit organization established to raise and generate funds that will promote, support and augment the continuation of long term services for people with disabilities offered by Happiness House in Ontario, Seneca, Wayne and Yates counties.

Our Vision

The Happiness House Foundation will provide the necessary resources to ensure that all individuals receiving services from Happiness House will experience "What Happens Here Changes Lives Forever."

www.happinesshouse.org

What is Planned Giving?

A charitable/planned gift is:

- An irrevocable or revocable gift
- A creative way to give, using different types of assets
- A way for donors to make gifts to an organization and receive financial benefits
- A way for donors to make larger gifts than they thought possible, and for some donors, the only way to make a major gift
- A way to help donors achieve philanthropic and financial objectives
- A way to offer substantial assistance to ones charity of choice

There are major tax savings also associated with planned giving.

To make inquiries regarding Planned Giving, please contact:

Cheryl Coppola, Foundation Director
 (585) 394-8178 x 7264

ccoppola@happinesshouse.org

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What happens here changes lives forever.

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 CTG Properties, Inc.
 Humboldt Street Properties LLC
 Piehler Motorsports LLC
 John Valvo
 Vay-Schleich & Meeson
 Peter Webb

In Honor/In Memory of...

In honor of Ann & Harry Burt
 Dr. & Mrs. Paul Bleakley

In honor of Charles T. Graham
 Mr. & Mrs. George Heinlein

In honor of Officer Anthony DiPonzio
 Robertshaw Engineers American
 Legion Unit 100

In memory of Andrew Stobie
 Mr. & Mrs. Andrew Stobie

In memory of Ann Scheltz
 Mr. & Mrs. Donald Christensen
 Harlene Gilbert

In memory of Betty Galasso
 Mr. & Mrs. David Monti
 Judith Salotti
 Kathryn Tubbs
 Winnek Post 396 American Legion
 Auxiliary

In memory of Bill Bigham
 Helen Stepowany

In memory of DeForrest W. Jensen
 Fayette Hunting Club, Inc.

In memory of Dennis J. Boatfield
 Betty Walsh

In memory of Eleanor Dyer
 Mr. & Mrs. Donald Christensen
 Helen Danzig
 Mr. & Mrs. George Horsch
 Diane Theel

In memory of Elsie A. Lawrence
 Mr. & Mrs. James R. Durso

In memory of Ernest Dennis
 Christopher Dennis

In memory of Gertrude Ingalls
 Joseph Dewandler

In memory of Harold H. Blum
 Daisy Blum

In memory of James T. Ingalls
 Country Max Stores
 Mr. & Mrs. Gary Ingalls
 Mr. & Mrs. Ronald Ingalls

In memory of Jean Theriault
 Ann Borsa

In memory of John "Tom" Panek
 Mr. & Mrs. James Andersen
 Mr. & Mrs. Leslie Aunkst
 Mr. & Mrs. Francis Breed
 Juli Cowell
 Mr. & Mrs. Charlie Dendis
 Mr. & Mrs. Alan Deuel
 Mr. & Mrs. Donald Eichenhofer
 Mr. & Mrs. Franklin Garlic
 Mr. & Mrs. John Good
 Bessie Guthrie
 Mr. & Mrs. Steve Hersh
 Junius Volunteer Fire Department
 Mr. & Mrs. David Kudla
 Mr. & Mrs. Keith Lavey
 Mr. & Mrs. Steven Lucchesi
 Debbie Manino

Ruth Marshall
 Mr. & Mrs. Paul McIntyre
 Mr. & Mrs. Richard McNear
 William Mull
 Beverly Praskowicz
 Mary Ann Rose
 Mr. & Mrs. Fred Rosecrans
 Lisa Rosecrans
 Catherine Scott
 Mr. & Mrs. Robert Sloan
 Marilyn Sroka
 John Uveges
 Mr. & Mrs. Richard Wright
 Elizabeth Young
 Mr. & Mrs. Thomas Ambrose
 Mr. & Mrs. Harry Amidon
 Jack Amidon
 Mr. & Mrs. James Bastian
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 Mr. & Mrs. Thomas Cottrell
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Mr. & Mrs. Theodore Dykoschak
 Judith Giovannini
 Robert Grattan
 Aaron Hefferon
 Mr. & Mrs. Bernard Horle
 Mr. & Mrs. Peter Houghton
 Mr. & Mrs. David Howell
 Mary Hughner
 Mr. & Mrs. John Jahna
 Mr. & Mrs. Richard Jordan
 Mr. & Mrs. Robert Kernan
 Mr. & Mrs. Edward Kime
 Elizabeth Kopec
 L-3 Communications Linkabit
 Mr. & Mrs. James Laird
 Mr. & Mrs. Weldon Lawrence
 Mr. & Mrs. Jesse Lee
 Marcy Leverty
 Carol Lord
 Stephen Marsh
 Mr. & Mrs. William McMahon
 Mr. & Mrs. Gregory Notebaert
 Mr. & Mrs. Ted Novak
 NYSEG

Edward Putnam
 Mr. & Mrs. Norman Robinson
 Mr. & Mrs. Richard Rouse
 Patricia Schiller
 Mr. & Mrs. Harry Schwarze
 Mr. & Mrs. Ronald Serven
 Marilyn Smith
 Russell Smith
 Mr. & Mrs. Wesley Smith
 Mr. & Mrs. David Sroka
 Mr. & Mrs. John Sroka
 Pauline Sroka
 Mr. & Mrs. Stanley Sroka
 Mr. & Mrs. Alan Sutterby
 Kathleen VanderBrook
 Mr. & Mrs. Gary VanLiew
 Alice Wadhams
 Mr. & Mrs. Doug Welch
 Mr. & Mrs. Clair Westover
 Mr. & Mrs. Ronald Wilkie
 Mr. & Mrs. James Young
 Mr. & Mrs. Glenn Zimmerman

In memory of John Walsh
 Mary Walsh Boatfield
 Betty Walsh

Sponsors & Patrons

JEREMY'S JOURNEY FOR HOPE

American Legion Auxiliary
 Craig Fiduccia
 Mr. & Mrs. Michael Fiduccia
 Paula Legrett
 James McGinn
 Kimberly E. Parmarter
 Mr. & Mrs. Raymond Parmarter
 Virginia Perryman
 Mr. & Mrs. Brian Proper
 Richard Sands
 Sons of the American Legion #34
 Mr. & Mrs. David Sorce
 Leo Williams

MOTORCYCLE RUN

Atlantic Plywood Corporation
 Beaumont & Stork, Inc.
 Classics & Customs LLC
 Geneva Harley Davidson
 Paint Masters Auto Finishes
 Penn Yan Elks Lodge
 Red Knights International Fire Fighters
 Motorcycle Club
 Rochester Lead Works, Inc.
 TGI Fridays Restaurant

GRANTS

Allstate
 Congressman Michael Arcuri
 Brenda & Dave Rickey Foundation
 F.F. Thompson Foundation
 First Niagara Bank
 Finger Lakes Developmental Disabilities
 Services Office Family Support
 Services
 The Golisano Foundation

PAVILION PROJECT

Elizabeth Mitchell
 Ontario Children's Home Fund
 Elizabeth Shaner

UNITED WAY

Jennifer Albert
 Hope Albrecht
 Mr. & Mrs. Timothy Alvut
 Janet Anderson
 Jean Middlebrook
 Robert Moschiano
 Mr. & Mrs. Rick Thurston
 Betty Walsh
 John Yannotti
 Timothy Young

WALK-A-THON

After Hours Janitorial Service
 Barrett Marine, Inc.
 Mr. & Mrs. Thomas Battaglia
 Karen Bertino
 Marcia Bertino
 Mr. & Mrs. Fred Bertram
 Boike Counseling, Inc.
 Bond, McDonald & Lehman P.C.
 Dave & Karen Burcroff
 Michelle Coe
 Community Bank, N.A.
 Computerized Inventory Concepts, Inc.
 Corporate Care of the Finger Lakes
 Diane Crofoot
 Patricia Cunningham
 D'Amico Chrysler Dodge Jeep
 Donna Deyo
 Mr. & Mrs. Michael Donnelly
 Rosalie Ferra

Ben Frerichs
 Christopher Gascon
 Geneva Area Chamber of Commerce
 Geneva Recreation Department
 Harlene Gilbert
 Mr. & Mrs. Steven Goodemote
 Greco Painting Company
 Mr. & Mrs. David Hanselman
 Harry O. Schwarz Inc. d/b/a Harry's Place
 Jeannie Lay
 Mr. & Mrs. Matthew Lewis
 Helen Morgenstern
 Elizabeth Reed
 Sherrill Reid
 Mr. & Mrs. Dale Riley
 Mr. & Mrs. Chris Robson
 Mr. & Mrs. Donald Robson
 Marjorie Rockwell
 Diane Sansone
 Nancy Scher
 Mr. & Mrs. Tom Scoins
 Seneca Falls Savings Bank
 Seneca Lake Pizza, Inc., d/b/a Mark's
 Pizzeria
 Sharel Ventures LLC d/b/a McDonald's
 Dan Stone
 TGI Friday's Restaurant
 Trilata
 Mr. & Mrs. Paul Urai
 Vierhile's Furniture & Appliances
 Senator Dale Volker
 Wade's Market, Inc.
 Mr. & Mrs. Richard Warsinske
 Dorothy Weik
 The Wilson Press LLC
 Mr. & Mrs. Lawrence Zimmerman
 Zotos International, Inc.

Agency Highlights

Aligned with current strategic plan, the accomplishments listed below are highlights of our success from July 1, 2009 to June 30, 2010.

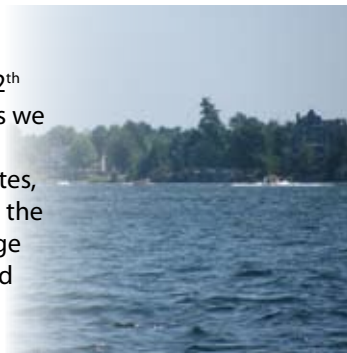
Strategic Area #1: Programs/Services

Goal #1– Happiness House will provide innovative, state-of-the-art, comprehensive services based upon the goals and outcomes identified by the people we serve and their families.

- Autism Support Group membership grew to 17 families.
- Received grant from Finger Lakes DDSO Family Support Services to begin Autism Support Group in Canandaigua (mirrors group held in Geneva).
- Provided autism related training to 36 staff members from 11 different agencies, nine family members and three private providers.
- Served over 750 children and families from 22 school districts through our children's program.
- Performed 359 evaluations for infants and preschool children.
- Autism Evaluation & Diagnostic Clinic opened in February including renovation of the evaluation space. Unique to the Finger Lakes area, our families do not have to wait 6-8 months to be screened and they receive a formal report within two weeks of their evaluation.
- Implemented a comprehensive array of services for individuals on the autism spectrum.
- Provided autism specific training to staff from all service areas that provide services to children and adults with autism.
- Licensed by New York State Office for People with Developmental Disabilities to provide Article 16 services (clinical services to individuals who have a developmental disability).
- Licensed as a Home Health Care Agency by the New York State Department of Health.
- Approved to provide Care at Home Waiver services. This service is specially designed to meet the needs of medically frail children who have a developmental disability.
- Appointed new Medical Director: Dr. Arlen Snyder, Orthopedist.
- Structured Day Program Photography Club began "Photo of the Month" competition.
- Participants of the Photography Club selected to do public relations.
- Implemented pet therapy services in Geneva.
- 34 and Under Club developed recreational activities for individuals with brain injuries.
- Structured Day Program participants took 26 weeks of drumming lessons and held a drumming circle performance in downtown Canandaigua.
- Transition Home concept approved by the Long Range Planning Committee of the Happiness House Board of Directors.
- Summer Recreation Program (summer camp) celebrated 30 years of serving children with developmental disabilities.
- The John P. Clary Memorial Award was presented to Jeff Fritz.
- Protect-A-Head program provided low cost helmet and brain injury prevention information at community events.
- Traumatic Brain Injury survivors provided volunteer services at agencies (Meals on Wheels, Wood Library, Pet Pride, Salvation Army, Elm Manor, Happiness House Children's Programs, Red Cross, Finger Lakes Addiction Counseling Referral Agency (FLACRA), Lyons Club, Canandaigua Chamber of Commerce, Sonnenburg Garden, Granger Homestead, & Gleaners Kitchen) and drunk driving prevention to local high schools.
- Implemented a "Mommy and Me" group for toddlers with developmental disabilities at both the Canandaigua and Geneva sites.

Summer Fun at Happiness House!

The Happiness House Summer Recreation Program ran from July 19th - August 12th at Seneca Lake State Park. We had an average of 32 happy campers every day as we enjoyed the almost perfect weather at the lake and the use of Hobart & William Smith College's gym and swimming pool. Camp themes this year included: pirates, nature, camping, tie dye, birthdays, dance party, sports, beach, water fun, under the sea, Hollywood, and the very popular "camper's choice". We also had the privilege of having the Kiwani's Club host a "Fun Field and Picnic Day". Fun times were had by all and many happy memories were made. We are grateful to our campers, counselors, & staff for a successful summer camp experience.



Strategic Area #1: Programs/Services (continued)

Goal #2 – Happiness House will incorporate current technology in the design and implementation of Agency communication, information management and service provision systems.

- Updated agency’s technology policies.
- Purchased additional digital cameras for the Structured Day Program Photography Club.
- Received \$29,700 Federal grant from Congressman Michael Acuri to install a state of the art security system in Geneva.
- Upgraded the Agency server to improve computer functions for employees.
- Utilized stimulus funds to upgrade agency technology.
- Added an online donation component to the Agency website.

Strategic Area #2: Community Relations and Development

Goal #1 – Happiness House will strengthen its financial position by diversifying funding streams through increased contributions and fundraising.

- Happiness House’s 4th Annual Motorcycle run was hosted by the Canandaigua American Legion.
- Belhurst, Founding & Major Sponsor, hosted the 7th Annual Gala Dinner and Auction.
- The Bonafiglia family was Founding Sponsor of the 3rd Annual Francis “Ben” Bonafiglia Happiness House Golf Tournament held at Seneca Falls County Club.
- The inaugural “Bowling to Raise Bucks for Happiness House” was hosted at Roseland Bowl.
- The Brenda and Dave Rickey Foundation donated \$15,789 for playground equipment to enhance the Geneva preschool playground.
- Received six grant awards from the Happiness House Foundation totaling \$10,000.
- Paychex Golf Tournament gave \$1,035.
- \$6,500 received from First Niagara Bank to upgrade Information Technology (IT) infrastructure.
- \$10,000 received from the The Golisano Foundation to benefit the Summer Recreation Program.
- Finger Lakes DDSO Family Support Services approved two grants.
- Beneficiary of \$1,450 from the Terry Meath Memorial Golf Tournament for the 13th consecutive year.
- Received a grant for \$1,750 from the F.F. Thompson Foundation for drumming classes for adults with and without disabilities.
- Peter Roberti, owner, Adrian Jules Ltd. Custom Clothier, hosted the Inaugural Happiness Run, which raised \$6,250.
- Carol Yancey, Chair of the Midvale Fashion Show raised \$9,060 to benefit Happiness House.
- The Elks Polar Plunge benefited Happiness House and raised \$1,800.
- United Way of Seneca County donated \$2,000 to benefit the Summer Recreation Program.
- Allstate gave a \$500 award toward our annual golf tournament through agent Craig Bauer.
- Received \$500 donation from “Cruzin for Kids Car Show”/Charles Fornataro.
- Received Head Start grant of \$4,500 to purchase outdoor equipment for Canandaigua site playground.
- Jeremy’s Journey for Hope Autism Awareness Run donated \$1,400 to support autism programs & services.
- Steve High, owner of the UPS Store raised \$963 through a computer equipment recycling program.
- Robert Quinn enhanced the Canandaigua Site Children’s Garden for his Eagle Scout project.

Goal #2 - Happiness House will be known and supported throughout the Finger Lakes Region as the expert in providing quality services to individuals with and without disabilities.

- Twenty area high school seniors received the Happiness House Elizabeth J. Amidon Memorial Award.
- Benefited from more than 7,500 hours from volunteers.
- Hobart and William Smith College students volunteered as part of the college “Day of Service”.
- The “Tina Angel Monkey Project” donated stuffed monkeys to F.F. Thompson Health to be given to children during their hospital stay.
- Mary Walsh Boatfield, Chief Executive Officer, received the Women of Distinction Award in Albany.
- Mary Walsh Boatfield, Chief Executive Officer, received the Athena Award from the Geneva Area Chamber of Commerce.

Strategic Area #2: Community Relations and Development (continued)

Goal #2 - Happiness House will be known and supported throughout the Finger Lakes Region as the expert in providing quality services to individuals with and without disabilities.

- Lynne Colacino participated in Leadership Geneva through the Geneva Area Chamber of Commerce.
- Happiness House was recognized in the press more than 125 times.

Strategic Area #3: Human Resources

Goal #1 – Happiness House will be recognized as a “great place to work” enabling recruitment and retention of quality employees, in order to best serve our consumers and their families.

- The Annual Employee Recognition and Celebration Event was held at the Canandaigua Inn on the Lake.
- The Mary W. Griswold Professional Service Award was presented to Lynne Colacino, Barbara Cook, and Berdel Stevenson.
- Sixteen employees received the “Years of Service” award.
- Edna Riley was recognized for 27 years of service to Happiness House at her retirement.
- Ambassador Training program was provided to 20 employees.
- The Agency’s conference day “Get Connected” provided training to more than 200 employees.
- A Wellness committee was developed & 71 employees participated in the Spring Fling.
- Began a “Go Green” initiative.
- Susan Garrett, Deb Connelly, Chrissy D’Amico, Julie Bertram received a certificate of Employee Recognition at the statewide Cerebral Palsy Association Conference in Saratoga, New York.
- The Happiness House Board of Directors approved an enhanced retirement program for employees.
- Robert Quinn was named “Volunteer of the Year” at the Annual Gala.

Goal #2 – Happiness House will maintain a Board of Directors who will provide a comprehensive long-range plan for the ongoing success of the Agency.

- Kevin Reeder received the Humanitarian Award.

Strategic Area #4: Quality Assurance

Goal #1 – Happiness House will be the premier provider of educational, health and human services in our region.

- One hundred percent of agency employees participated in training designed to improve the delivery of services.
- Happiness House had 44 successful audits (6 external and 38 internal).
- Published 2nd Annual agency calendar which included key information regarding programs and services.
- Provided more than 7,800 hours of training to our employees.
- Added a Quality Assurance Specialist to the Quality Assurance Department.

Goal #2 – Happiness House will integrate quality enhancement activities into each level of the organization.

- Received 40% response in completed surveys from those we serve with very positive results. Of surveyed respondents, 98% of those we serve would recommend Happiness House to others.
- Community-based children’s and adult programs performed random phone surveys to assess satisfaction with services.
- Completed 14 risk assessments for 2009 – 2010; developed, implemented, and successfully completed an agency wide Risk Reduction Plan.
- Developed and implemented in all program areas a Quality Assurance Plan of Improvement based on survey results and recommendations from those we serve.
- Quality Assurance staff received training on Root Cause Analysis to enhance their work on program enhancements.
- Successfully received rate appeal for residential program.