



# FACTS & FIGURES



Year Founded	1977
Number of Programs, Facilities, and Services	350
Total Staff	2,070
Total Individuals and Families Served	7,111*
Annual Budget	\$100m

## Number of Programs

Psychiatric Rehabilitation Division	94
Developmental Services Division (MA)	68
Developmental Services Division (CT)	14
Behavioral Health Division	2
Nursing Rehabilitation Center	1
Training Center	1

## Number of Individuals Served

### Psychiatric Rehabilitation Services

Residential	1,288
Clinical Programs	770
Assertive Community Treatment	691
Representative Payee Services	581
Peer Support	523
Psychiatric Clubhouse	160
Day Rehabilitation Programs	71
Respite	65
PACT	60

### Developmental Services

Residential	315
Day Habilitation	211
Family Support	137
Arts-Based Vocational Programs	104
Community-Based Day Programs	88
Employment Services	44
Respite	9

### Behavioral Health Services

People Care Clinic (outpatient)	1,327
School Community Consultation & Treatment	510

## Vinfen Training Center

The Training Center provides job skills and career development courses for Vinfen employees. More than 50 courses are offered each year to approximately 8,000 participants.

\* Multiple services may apply.

Vinfen is a leading nonprofit human services organization that provides a comprehensive array of services to children, adolescents and adults with psychiatric, developmental and behavioral disabilities. Each year, Vinfen supports thousands of individuals in more than 300 programs in eastern Massachusetts and northern Connecticut.

*Vinfen transforms lives by building the capacity of individuals, families, organizations and communities to learn, thrive and achieve their goals. Our services promote the recovery, resiliency, habilitation and self-determination of the people we serve. As a human services leader, we strive to be the provider, employer and partner of choice.*

## SOME OF THE SERVICES VINFEN PROVIDES

**Residential:** Vinfen offers a continuum of residential programs, ranging from independent living to highly supervised settings for people with mental illness, developmental disabilities, HIV/AIDS, hearing or vision impairment and other disabilities. Residential services focus on maintaining a true home environment while building skills through supported activities, such as cooking and budgeting.

**Day and Vocational:** Vinfen offers a variety of day and work services, including adult day habilitation, arts-based rehabilitation, pre-vocational training and supported employment. Each program focuses on developing skills and self-esteem.

**Clubhouse:** Vinfen's Webster House program in Brookline, MA, offers a welcoming, supportive clubhouse environment for people with mental illness. Club members share links to opportunities for education and employment and engage in activities that encourage gradual mastery of self-care and social skills.

**Outpatient:** Vinfen's licensed People Care Clinic and outreach sites provide individual, family and group counseling, as well as consultation, psychological testing and medication management. Staff members assist children, adolescents, adults and families who are challenged by emotional, developmental or behavioral disabilities.

**Child and Adolescent:** Vinfen serves children and adolescents whose emotional, developmental and/or behavioral challenges affect their ability to learn, grow and function in school. Services include on-site therapy for young people in need, as well as training for public elementary and middle-school teachers and administrators.



## CUSTOMER SATISFACTION

One of the most important indicators of Vinfen's success is the satisfaction of people who receive our services. Vinfen regularly surveys consumers to determine levels of satisfaction. According to our June 2005 survey:

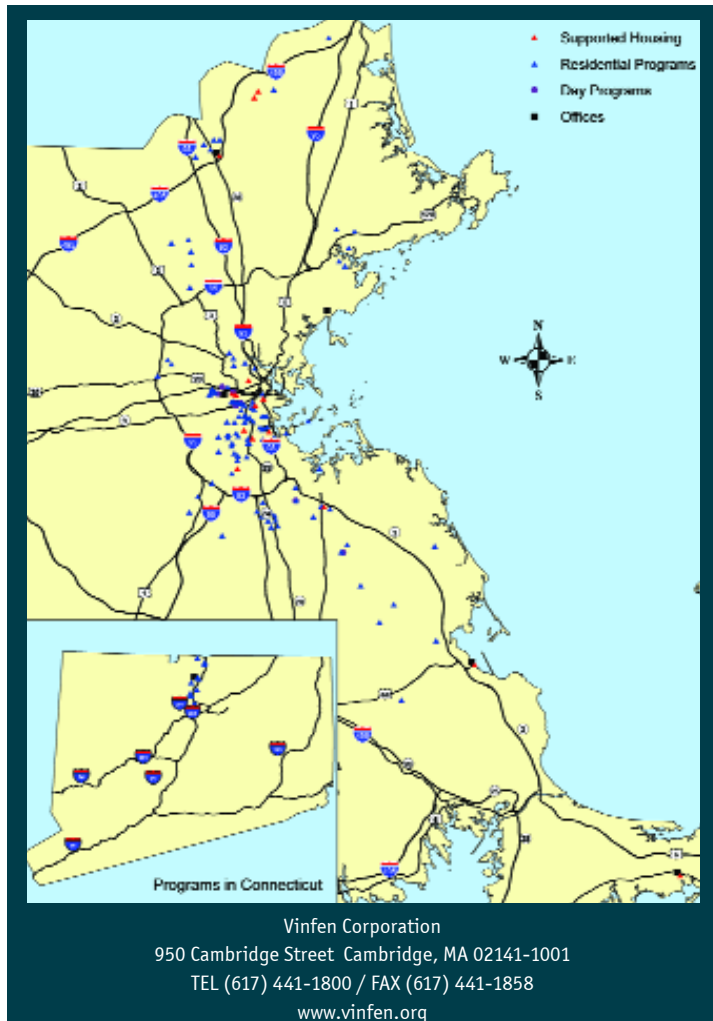
- **92% of Vinfen consumers are satisfied** with the service they receive.
- **9 out of 10 family members and/or guardians** reported being satisfied with Vinfen services.

## CAPACITY UTILIZATION

Vinfen has operated at 92% capacity for the past three years. Vinfen programs are vertically integrated, ranging from children to the elderly. Our operations are "managed care ready," including current use of unit rate contracts and integrated cost containment systems, making Vinfen programs and services exceptionally cost-effective.

## FINANCIAL POSITION

Vinfen has seen a steady 7% average annual revenue growth since 1997. In 2005, Moody's Investors Service upgraded Vinfen's long-term bond rating to Baa3 from Ba1. Vinfen's stable rating outlook is based on very consistent and balanced operating performance, growing liquidity, and no near-term additional debt plans. The Baa3 upgrade applies to \$16 million of outstanding Series 1998 bonds jointly issued by First Albany Corporation and the Massachusetts Higher Education Finance Authority. They were the first-ever public bond offering for a human services provider in Massachusetts.



## THE Vinfen ADVANTAGE

As Massachusetts' most comprehensive human services organization, Vinfen offers a number of competitive advantages, including:

- A reputation as the provider of choice.
- The proven ability to serve people with severe, often multiple, challenges.
- Professionally-trained and highly-dedicated staff featured in the 2006 Boston Business Journal's "Best Places to Work" supplement.
- State-of-the-art residential programs selected by the National Mental Health Association as its national model program.

### VINFEN IS :

- **Accredited by CARF.** In 2008, The Commission on Accreditation of Rehabilitation Facilities (CARF) awarded Vinfen its eighth consecutive three-year national accreditation (the maximum possible).
- **Recipient of the nationally recognized Excellence in Risk Management Negley President's Award** from the Mental Health Risk Retention Group in 2002, 2003 and 2005.
- **Licensed by the Massachusetts Department of Mental Health.** Vinfen's Psychiatric Rehabilitation Division programs are licensed by the Massachusetts Department of Mental Health.
- **Licensed by the Massachusetts Department of Public Health.** Vinfen's People Care Clinic is licensed through the Mass. Department of Public Health (DPH) and HIV programs are certified under the DPH AIDS Bureau Standards of Care.
- **Certified for Medicaid Rehabilitation Option Billing.** In 2008, Vinfen's Psychiatric Rehabilitation Division was recertified for Medicaid Rehabilitation Option billing.
- **Certified by the Massachusetts Department of Developmental Disabilities.** In 2008, Vinfen's Developmental Services Division was recertified for two years with distinction by the Massachusetts Department of Mental Retardation's Survey and Certification Team (the highest honors possible).
- **A provider of the Massachusetts Department of Children and Families (DCF).** In 2006, Vinfen's Behavioral Health Children Services was contracted to be a provider by the DCF (then DSS) Family Based Network to operate a Mobile Assessment Team and a Family Stabilization Team.