



Crystal Springs

New abilities for a better tomorrow



2025
Annual Report

Our Mission

Crystal Springs empowers people with complex special needs with opportunities and resources to fulfill their potential, self-worth, purpose, and independence, as well as experience interdependence through an ongoing commitment to comprehensive quality services, advocacy, inclusion, and family/guardian partnership.



Kathleen Lovenbury

Dear Friends and Supporters,

Over seventy years ago, our remarkable journey began with a singular yet profound goal: to make a profound and lasting difference in the lives of the individuals we are privileged to serve. As we celebrate over seven decades of unwavering commitment, we are humbled and honored to reflect upon the legacy of excellence that has come to define our organization.

As we cast our gaze back over the decades, we behold a vibrant tapestry woven from the threads of our strengths, values, and our steadfast dedication to those who have placed their trust in us. These strengths, which have propelled us forward, serve as a testament to our enduring success.

As the next chapter of our journey begins, we remain profoundly grateful for the steadfast support and collaborative spirit of our community and partners. Together, we eagerly anticipate the continuation of our legacy — over 70 years strong—guided by a shared commitment to service, compassion, and innovation as we move forward into a future filled with promise and possibility.

With profound appreciation,
Kathleen Lovenbury,
CEO

Thank You To Our Board of Directors!

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Adult Program

Jamie Brooks, Senior Director of Adult Services



Jamie brings to the Adult Services Program over 35 years of leadership experience in healthcare and business operations, with a strong focus on creating healing and independent environments that support individuals with disabilities, patients, families, and healthcare teams. A passionate advocate for individuals/patient-centered communication, Jamie has developed and led training programs that have driven significant improvements in regulatory scores, employee engagement, and team satisfaction.

Providing exceptional service to adults with developmental disabilities for 70 years means consistently meeting their unique needs, promoting their independence, and enhancing their overall quality of life. This long-term commitment requires a deep understanding of their challenges, individualized support plans, skilled staff, and continuously evolving practices.

Some key aspects of providing exceptional service for over 70 years may include:

1. **Person-centered approach** that focuses on each individual's abilities, preferences, and goals.
2. **Comprehensive care and support** that fosters their physical, emotional, and social well-being.
3. **Qualified staff** that empowers individuals and support their unique challenges.
4. **Collaborative partnerships** that helps create an inclusive environment and expand opportunities.
5. **Innovation and adaptability** with specialized services, and interventions to meet changing needs.
6. **Advocacy and policy involvement** that promote policies that enhance opportunities and accessibility.
7. **Continuity of care** that provides consistent support throughout an individual's journey.
8. **Continuous improvement** that ensures the provision of truly exceptional service.



Children's Program

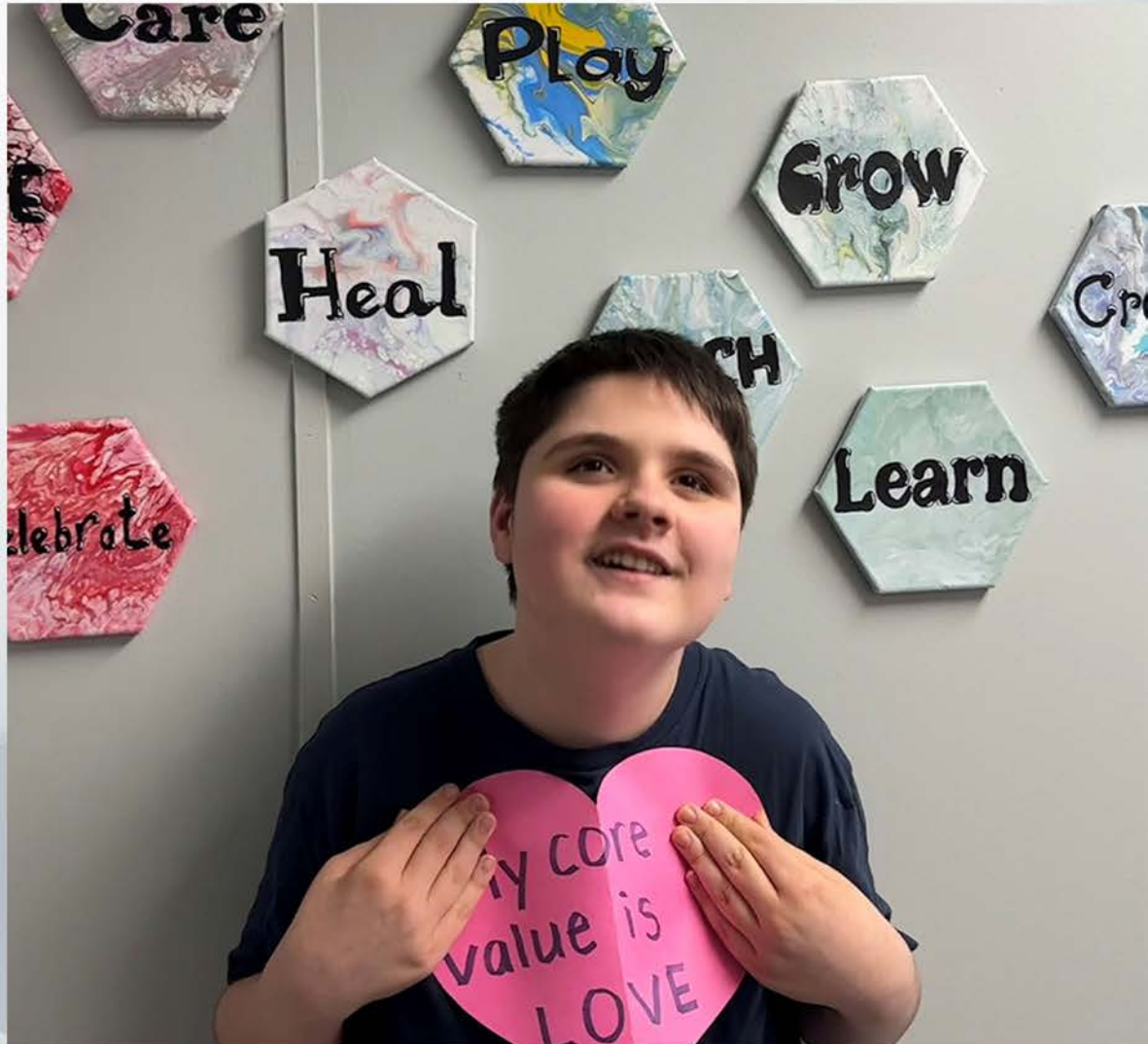


Jody Eyre, Senior Director of Children's Services

We've had an exciting year. Crystal Springs welcomed our new Senior Director of Children's Services, Jody Eyre. She comes to us with a wealth of knowledge and is committed to our mission and vision. Over this past year, we were able to fully staff our Family Services and Therapies Department. We are also incorporating more trauma informed care and response, as well as grief and loss into sessions with our students.

We pride ourselves with family involvement and the community in supporting our residents. We have strong partnerships with other service providers, schools, employers, and community organizations that help create an inclusive environment and expand our students' opportunities. Speaking of expansion, we are delighted about admitting toddlers into our program, which is so exciting to hear little voices and laughter. In addition, we opened a new residence on our campus, named Oak.

We are also staying up-to-date with advancements in technology and best practices for supporting individuals with developmental disabilities. We are dedicated to exceptional service to continuously evolve our program and services.



Shawn McCurley

Shawn is our Senior Vice President/Chief Operating Officer. He brings a wealth of experience and success in the human services field. His expertise and vision align perfectly with our CORE values.



Sandra Fournier

Sandra is an experienced healthcare leader and public health professional with significant experience in community-based service delivery to individuals with intellectual and developmental disabilities. She has worked primarily in health and human service organizations.



Thank You To All Our Generous 2025 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.

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

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

Thank You To All Our Generous 2024 Donors!

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\$5,000 PLUS

Amplified Insurance
Brown & Brown
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\$1,000 - \$2,999

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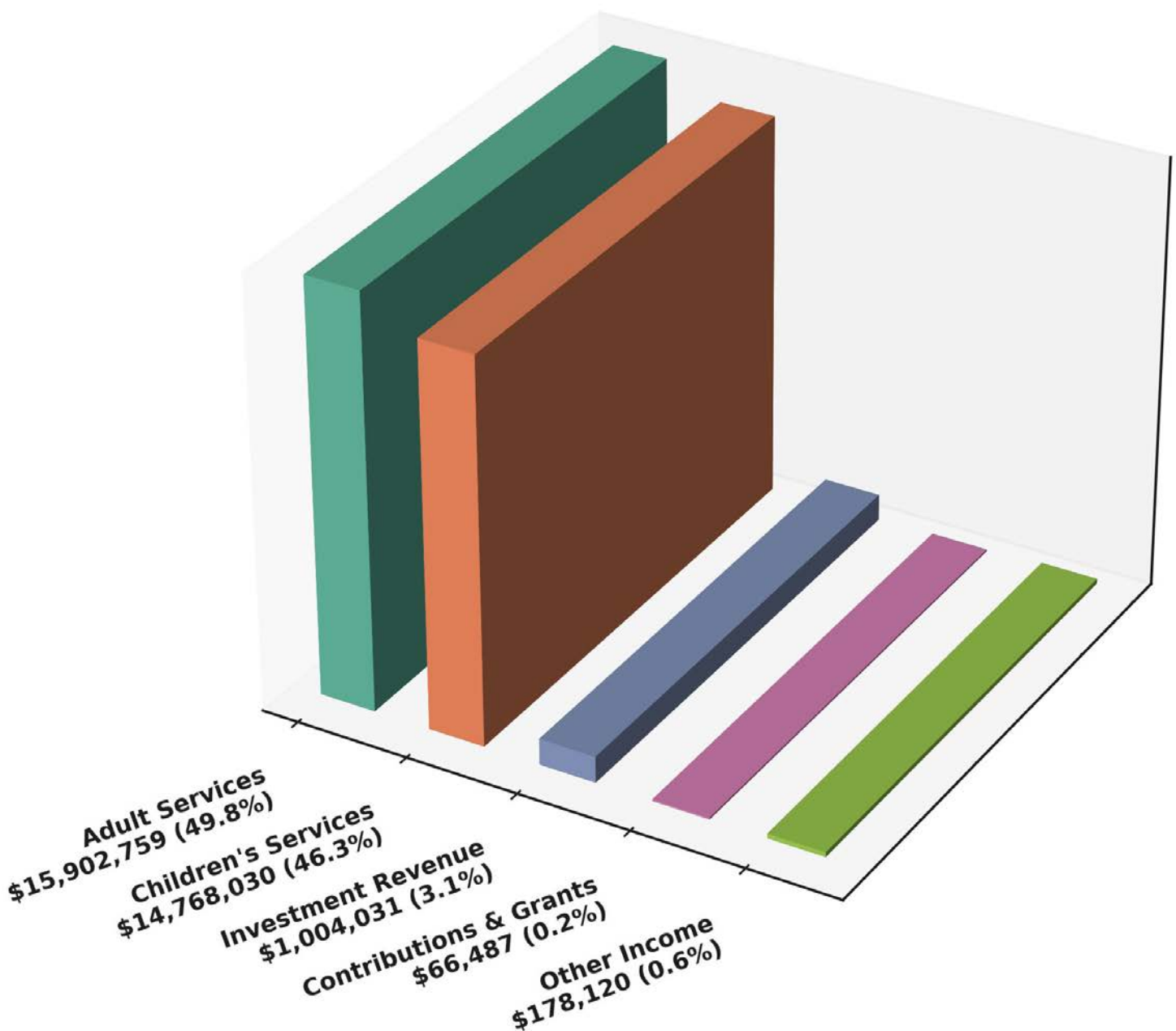
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Financial Overview

Crystal Springs continues to demonstrate strong financial performance through strategic growth, careful stewardship, and a commitment to serving our community with excellence. This year's revenue reflects steady progress across our core programs and services, driven by ongoing support from donors, grants, and community partnerships. Our financial health enables us to expand resources, invest in quality improvements, and sustain the vital programs that make a difference in the lives of those we serve.



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, and is certified by the Department of Developmental Services.





Crystal Springs



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(508) 644-3101

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