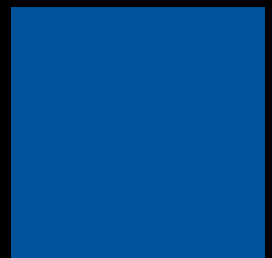
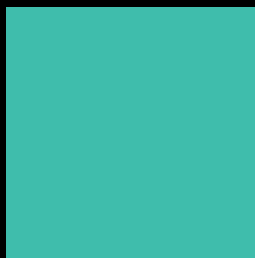
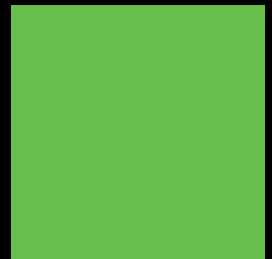



# ANNUAL REPORT 2019





# The Children's Study Home

## BRIEF HISTORY



The Children's Study Home, located at 44 Sherman Street, is the oldest social agency in western Massachusetts. It was founded in 1865 as the Springfield Home for Friendless Women and Children, with a mission to "provide a temporary home for friendless and destitute women and children; and to give them employment and instruction with the ultimate design of providing for them a more permanent situation, or of fitting them to maintain themselves" (Constitution, Art. 2, 1866).

The women who ran the Home initially conceived of it as an organization that would aid girls discharged from jail and children who had lost one or both parents, often because of the Civil War. A house was procured on Union Street, and the Home for Friendless Women and Children opened in April 1865 to its first four inhabitants: a girl who had been released from jail and a single mother with two children were cared for on Union Street. From these humble beginnings, the Home continued to service the needy, and by the end of the first year, forty women and twenty children had received assistance.

It was soon decided that the children required a separate facility from the women. In 1870, real estate developers John and William McKnight, bookbinders George W. and J. F. Tapley, and clothier Theodore Haynes donated one acre of land on Buckingham Street (valued at \$4,000) for the purpose of building a children's home. The 21-room house on Buckingham Street, built at a cost of \$16,000, opened the following June, marking the entry of what would become The Children's Study Home into the McKnight neighborhood. A November 3, 1895, Springfield Republican article offers a glowing description: The house on Buckingham street is admirably suited to its purpose. The rooms, which are large, airy and well-lighted, could hardly be approved upon in the matter of their general arrangement. On the first floor are the parlor, the school-room and the dining-room as apartments which are most used by the children. Back of the dining-room is a smaller room where cases of contagious diseases are cared for. There is plenty of space and light in the dining-room for the half a hundred hungry youngsters who congregate there three times a day. ... [T]he rows of tables with their white spreads and plain but neat table wear, together with the little high chairs, many of them ornamented with bibs or aprons, make an inviting picture.

The Buckingham Home could accommodate up to one hundred children from birth to twelve years of age. In 1934, the smaller cottages on Sherman Street were built so as to offer individual rooms and more personalized care. The children moved into the Sherman Street cottages in 1935, and the Buckingham Home itself was razed in 1938 to make space for a larger play area. This was a significant change, made all the more so by the agency's decision in 1940 to become in part a "study home" (hence the new name) for the diagnosis and treatment of children with emotional and behavioral difficulties. Until 1940, children were accepted to the Home exclusively for custodial care; by 1960, residential treatment had supplanted custodial care as the Study Home's primary focus. Although the Study Home's programs and services have changed over the years, it has always remained committed to serving the community and the families that live within it. To this day, the Study Home continues to assist children, adolescents, and families who have faced setbacks and challenges and are now working toward creating better lives for themselves and their loved ones.

The foster and congregate care system in the United States finds its root in the Orphan Train Movement. This was a supervised welfare program that transported orphaned and homeless children from crowded Eastern cities of the United States to foster and congregate care homes located largely in rural areas of the Midwest. The orphan trains operated between 1853 and 1929, relocating about 250,000 orphaned, abandoned, or homeless children.

In 2010 there were 408,425 children in foster and congregate care in the United States, which both the face and the mission have changed dramatically. Currently, we need to focus not simply on providing food and shelter, but also on engaging youth to have an active role in determining their future. In order to do so, we need to help youth to develop meaningful and productive connections to other individuals and to their community, at large.

Strengthening family connections through regular visitation, providing family support and education, promoting and supporting vocational goals, and helping youth to have the experience of being a productive and engaged member of their community are all critical to increasing positive outcomes for youth transitioning out of foster and congregate care. It is our goal at CSH to have youth in foster and congregate care begin to lay the foundation for a successful transition into a connected and meaningful adulthood.

*For full history, please visit [www.studyhome.org](http://www.studyhome.org)*

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**Leslie Fisher-Katz | Executive Director**

***“If you find it in your heart to care for somebody else, you will have succeeded.” Maya Angelou***

We have worked hard this past year to continue to succeed and improve on our work at CSH. We have made the important choice to become accredited by the Council on Accreditation (COA), which inspires and requires us to look at continuous quality and performance improvement. We have taken a good long look at our practices as they relate to:

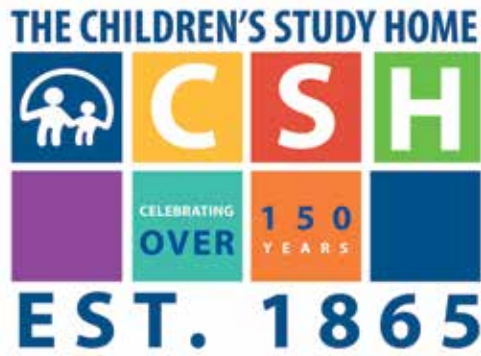
-  Healthy and safe utilization
-  Data collection
-  Data driven results
-  Peer chart reviews
-  Permanency and resiliency outcomes
-  Improving staff retention and engagement
-  Many others.....

Improving everything we do and moving towards those low risk areas of growth, in our Family Support Programs and Foster Care, continues to be a focus and reflects the Families First Prevention Services Act (FFPSA). This federal mandate is focused on:

-  Improving the quality and regulation of congregate care while simultaneously reducing the number of beds devoted to this level of care and reducing length of stay.
-  Increasing the resources to Family Support Programs.
-  Prioritizing kinship care for out of home placements with additional resources.
-  Replacing some of the congregate care utilization with Foster Care.

Since The Children’s Study Home provides all aspects of care described in the Families First Act, we are watching the implementation of this mandate closely. And, the FFPSA closely mirrors the mission of CSH so we are only buoyed by its implementation.





As always happens in a boisterous organization such as CSH, we have had our fair share of comings and goings. An important position added to CSH is the Associate Director of Compliance, Training and Quality Assurance. This role is an opportunity for us to centralize our compliance and quality improvement efforts and is a very common position to see in this data driven/compliance demanding environment.

An additional effort we have made in this last year has been to increase and improve agency wide communication. I have continued to send a weekly newsletter that is comprised of executive level, administrative level and program level updates. In the staff retention efforts made by HR, multiple staff surveys have been sent and the results of these surveys is another driver for certain weekly communications such as our “Benefits Buzz” corner with comments from the HR department weekly. Staff have expressed a desire for regular benefit updates, which has become a feature in the “Weekly Update”.

Most importantly, I want to take this opportunity to again appreciate the incredible work of the devoted staff and Board members at CSH. As the Executive Director, I feel the most important work I do is to make sure the conditions are favorable for directors and managers to be able to provide the best they have to offer, supporting all front-line staff. I think this is what being a great Executive Director is, but can only happen because of the incredible quality we have at CSH and the amazing support provided by the Board of Directors! These facts make me proud and grateful! Thank you one and all!

Sincerely,

Leslie Fisher-Katz  
Executive Director



**Kandy Traghese | Chairman of the Board**

It is with great pleasure that I present to you the annual report outlining the fiscal year 2019 results.

The Children's Study Home continues to serve children and families throughout the Berkshires, Greater Springfield and Cape Cod areas. Fiscal year 2019 continues to be a rebuilding year for the organization. Our educational programming continues to thrive with Mill Pond School Berkshire, Mill Pond School Springfield and the Curtis Blake Day School. Our continued focus in this area allows us to concentrate on children, both educationally and therapeutically. We understand that every child has their own individual needs and due to our philosophy, our educational programs continue to be respected and valued in the communities we serve.

We also remain committed to serving our community in various areas. Our foster care program continues to grow and serves 26 children. We remain dedicated to building the program and continue to pursue potential successful foster homes. In addition, our family programming includes offering supervised visitation programs to families in need of a supportive environment in which to visit with their children as part of a court order or through an adoption agreement. The Cape Cod programs include family support services offering an extensive array of services to families and adolescents both in the home and in the community based primarily out of a "youth center."

The Board of Directors, management and employees of The Children's Study Home continue to focus on family reunification, and we realize that serving the community is critical to everyone's success and well-being. Help us to continue in our mission, to partner with families and provide innovative educational programs and services that strengthen children and families; empowering them to succeed at home, within the community, and throughout life.

Sincerely,

A handwritten signature in black ink that reads "Kandy Traghese". The signature is fluid and cursive.

Kandy Traghese  
Board President

## HISTORICAL TIMELINE

Date	Event
1865	First charitable agency in Western Massachusetts Springfield Home for Friendless Women and Children
1870	Building of Children's Home on Buckingham Street began on May 1870, at a cost of \$16,000
1880	A decision was made to temporarily house elderly women
1895	Oak Grove Cemetery Association donated a lot to the Children's Home
1909	Opened Nursery Department for children under age 3
1925	At The Children's Home, a fire caused by an explosion in the cellar; burned out the kitchen. No one was hurt
1936	Joined the Child Welfare League
1938	Vote to build new building on Sherman Street property
1940	Name change: The Children's Study Home
1943	Two houses at 24 and 30 Sherman Street
1953	Set up committee of past presidents to examine Home's needs in regard to psychiatric services and facilities available
1956	Personnel Policies for Committee - established
1960	Foster Home Care began - \$4,500 granted for one year
1964	First group home for boys established
1966	New School at Sherman Street. Dedicated and named after Kathleen Thornton (the first Executive Director)
1969	Board voted to affirm the non-discrimination policy of the Agency under the United Fund
1976	Mill Pond School Springfield opened
1981	Ground breaking ceremony for Sherman Street playground
1983	S.H.A.R.P. I, Program for boys started
1988	First annual Golf Tournament
1989	Family Education Program
1989	S.H.A.R.P. II
1993	Falmouth - New Bedford Opened
2015	Dedicated Mason Square Sign to the City of Springfield
2015	Opened Curtis Blake Day School
2015	Celebrated 150 Years Gala
2016	Opened Mill Pond Berkshire Campus
2017	Started Court Ordered Supervisation Program & Moved Adolescent Girls Program to Springfield
2018	30th Annual EXCEL Golf Tournament
2019	First Annual Art Show & Auction

# A GLIMPSE INTO PROGRAMS

## EDUCATION

### MILL POND SCHOOL – SPRINGFIELD & BERKSHIRE

The Mill Pond School was established in 1976 and has since served hundreds of children with behavioral and emotional challenges. The Mill Pond staff develops a comprehensive individualized plan for each student. Students receive academic, therapeutic, and extra-curricular services that help each student achieve their identified goals and eventually move on to other challenges, better prepared to cope and conquer the challenges they face.

Our academics are extremely important and each classroom teacher is provided with an instructional aid to help better meet the needs of our students. Each student is placed in the appropriate group to help them achieve their individual goals. The goal for all students is to eventually move to a less-restrictive setting and to be a successful member of society.

### CURTIS BLAKE DAY SCHOOL (CBDS)

Also on the Mill Pond School – Springfield Campus is the Curtis Blake Day School; housed in the Kathleen Thornton School Building, named for the leader of The Children's Study Home from 1940-1960. The Curtis Blake Day School, named after the co-founder of Friendly's, serves children in the first through ninth grades and offers a research-based, individualized academic program for students experiencing a language-based learning disability in reading, writing and/or mathematical skills. CBDS provides an innovative and effective model of teaching and learning, providing each student with the tools they need to succeed in school. The program engages a powerful language component with highly experienced teachers who coordinate instruction with a speech and language pathologist and speech language pathologist assistants to drive the curriculum, with a strong emphasis on comprehension strategies.





# **FAMILY SUPPORT PROGRAMS**

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## **FAMILY ASSESSMENT & MENTORING SERVICES (FAMS)**

FAMS is a community based outreach service providing support for families living on Cape Cod. Supporting children transitioning back from out-of-home placement and for youth at risk of requiring out-of-home treatment services, FAMS is a powerful tool for families in need. Mentors engage youth and caretakers in their own home and community to provide advocacy, case management, clinical coordinators, medical and transportation services, educational assistance and parental support.

## **FAMILY REUNIFICATION AND SUPPORT PROGRAM (FRSP) & PARENT EDUCATION (FAST)**

The Family Reunification Support Program (FRSP) is a supportive service for DCF involved families who have the goal of family reunification. FRSP works closely with DCF toward a family's identified goals. Family Support Workers will supervise visitations, provide parent education (FAST) and document parent/child interactions for DCF.

## **FAMILY VISITATION PROGRAM (FVP)**

FVP is a service available to families in need of a supportive environment in which to visit with their children. Family support workers transport the children to and from visits. The Visit Supervisor provides a weekly report to the DCF Social Worker and Family Networks.

## **COMPREHENSIVE FOSTER CARE (CFC)**

A child may need more supportive care and services than can be provided in their family homes or in traditional foster care. Comprehensive Foster Care provides a higher level of structure and supervision as well as advocacy and comprehensive wraparound services. Children receive intensive case management and a multidisciplinary service team for coordinating their care.

Before becoming a foster parent, The Children's Study Home will provide an explanation of parent expectations and other guidelines, and will help facilitate the required training through the Massachusetts Approach to Partnerships in Parenting (MAPP), a program to better prepare individuals for their role as a foster parent and help create and ensure that a safe home is provided for foster children. Foster parents receive specialized training, respite and other supports for sustaining their important work in a child's life.

## **CAPE COD FAMILY SUPPORT PROJECTS (FSP)**

The Cape FSP program is an after school and summer day program for at risk children. The goal is to help the child to be successful both in their home environment and community. FSP workers support children in the community to provide skill building and case management in a therapeutic setting.

## **FATHERS IN TRUST (FiT)**

The Fathers in Trust program is a 32 hour course (on average 16 weeks) that will cover the Fatherhood Development Curriculum, in a series of 2 hour sessions available on weekdays or weeknights. Our program is supported and held in conjunction with the After Incarceration Support Systems (AISS), a program of the Hampden County Sheriff's Department, located at the WW Johnson Life Center at 736 State Street in Springfield, MA. The 2 hour course at AISS is held on Wednesday nights from 5-7PM.

# A GLIMPSE INTO PROGRAMS

## RESIDENTIAL SERVICES

### START - ADOLESCENT RESIDENTIAL TREATMENT PROGRAM

(Assigned female at birth; Ages 13-18)

The START Program for adolescents is designed to address the unique issues facing teenagers today. The initial primary focus is creating a safe and secure environment for the youth. The primary treatment protocol used at START is DBT (Dialectical Behavior Therapy). This DBT and Life Skills based group home averages a length of stay between 6 months and 1 year. The program is community based and provides treatment to youth who need more services and supervision than offered in foster care, and youth transitioning from intensive residential treatment programs.

START utilizes an incentive-based protocol, where residents can earn tokens for things such as extra phone calls, take-out food, small trinkets, etc. START residents, attend middle and high schools either in the local community or the community from which they came from. Our goal is to support adolescents to leave our program with improved self-esteem, increased coping skills and a feeling of hope for the future.



### THE COTTAGE (Assigned male at birth; Ages 6-13) & SHARP (Assigned male at birth; Ages 13-18)

Our group homes are therapeutic environments infused with positive reinforcement and behavioral treatment. We support children in their recovery from trauma, preparing them for stabilization and permanency. Our programs provide safe and secure environments for children to develop the skills necessary to be successful at home and in the community.

Children will benefit from the development of life and social skills, and a variety of recreational activities, including non-competitive games. Youth in our group homes have access to a variety of therapeutic and psycho-educational support groups to meet their individual needs. Each youth has an Individualized Treatment Plan developed by a multidisciplinary treatment team that describes specific needs and goals to be accomplished during a youth's stay at one of our group homes.

# COMMUNITY BASED PROGRAMS

## CAMP CASA

Camp Casa provides a full day at summer camp for youth ages 6-12 at The Children's Study Home on Sherman Street. Our campers not only experience typical camp activities including sports, arts and crafts, talent shows, but also become team builders who explore their community. Campers experience field trips to local museums, zoos and events.



## SECRET SANTA

2019 marked the 154th year of The Children's Study Home's Secret Santa program! With the CSH staff and the community's dedication, we put over 400 smiles on children's faces and helped families enjoy the Holiday Season. Some of the gifts are given to children in foster care, some to children living in homes with few resources to spare for toys, games or even coats. Gifts not only make for a special time, but they also convey the true message of this wonderful time of year. Additional thanks go out to the organizations that held toy drives during the Holiday Season for CSH.



# COMPREHENSIVE FOSTER CARE PROGRAM HIGHLIGHT

## COMPREHENSIVE FOSTER CARE

John Bright has been a foster parent with The Children's Study Home for over ten years. John loves living and working with foster children and maintains regular contact with most children who ever lived in his home. John was introduced to a young boy named Nick in the Fall of 2015 and John thought they were a good match for one another. Nick moved in with John in November of 2015 and there was an immediate connection. Nick became very attached to John and vice versa. John knew he wanted to put a protective shield around Nick. John quickly understood that this would be a lifetime commitment.

Part of the weekly responsibility John had as a foster parent, was to give Nick a ride to the DCF office, where Nick would have a family visit with his biological mother, his grandmother, and his twin brother- Gabe, who was also in a foster home. These weekly visits allowed John to become very friendly with Nick's biological extended family.



Then, there was a magical moment one day at Home Depot. John was doing an errand and ran into an old high school friend of his; the person happened to be the foster parent that Gabe was living with. Over the course of that first year, everyone associated with these twin boys wondered if it was possible for them to live in the same foster home??? In November of 2016, that dream came true. Gabe moved in to the Bright household! It has now been over three years they have lived in the same home and the boys have settled in. They finished middle school, and now attend different high schools; they both participate in Boy Scouts, after school sports programs and summer camp.



Over the years, John has made sure that Nick and Gabe have frequent contact with their extended family. This includes celebrating birthdays, holidays and parties with Nick and Gabe's family. It hasn't always been easy; their mother was not always able to attend DCF family visits over the years, yet she remained deeply committed to her children. She was very gracious, self-aware and grateful to John. She knew that she could not provide the secure home for her sons that John could provide. In January of 2019, she became gravely ill and passed away. Her last request was that Nick and Gabe live with John Bright forever. John made that promise come true in the Fall of 2019 when, John provided legal permanency for Nick and Gabe through Guardianship.



# EMPLOYEE RECOGNITION AWARDS

## Julian Darku Award For Courage

James Kennedy, Jessica Robertson, Ama Bortsie

START Management Team, 2019 Recipients

I am lost and I am found  
I am square as I am round.  
I am small as I am a giant  
I obey and I am defiant.  
I am naive and I am wise  
So how can you tell my soul by my eyes?  
Look no further than the very words I write  
A surfer on a wave with less bone than my bite.  
Look no further than the drawings I produce.  
The broken back of my spirit, due to abuse.  
I am not special, <sup>as</sup> ~~and~~ I am a prize.  
A sheep in wolf's clothing, I am in disguise.  
I am kind and I am bitter.  
I am a winner as I am a quitter.  
I am a sinner and I am God fearing.  
It's waiting on my moment and my time is nearing.  
I am creative as I am bland.  
I'd rather sit on the coffin of evil, than take a stand.  
My knees bore holes through the night glazed pavement  
My belief is stronger than any man-made foundation.  
I am wounded as I am beautiful  
Though you couldn't tell from my clean nails & cuticles.  
I am scared and I am burned.  
I am ignorant, for there's so much more to be learned



# YEARS OF SERVICE & RECOGNITION AWARDS

## 25 YEARS

**Julie Norton**  
*Health Care*

## 20 YEARS

**Erin Devlin**  
*Cape FAMS*

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## 5 YEARS

**Kristin Balmer**  
*Family Center*

**Betty Perez**  
*Administration*

**Yadaris Rivera**  
*Family Center*

**Tonya Shippy**  
*Family Center*

**Scott Walker**  
*RN MAP Monitor*

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## MADISON YOUNG AWARD FOR COMPASSION

**Ajalon Williams**

*Residential, 2019 Recipient*

*\*Congratulations to Ajalon for chasing her dreams as a barber in 2020*

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## OUTSTANDING TEAM

**Curtis Blake Day School**  
*2019 Recipient*

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## OUTSTANDING EMPLOYEES

**Charlie Gonzalez**  
*2019 Administration Award*

**Dana Scott-Smith**  
*2019 Education Award*

**Elba Cartagena**  
*2019 Family Support Award*  
*\*Congratulations to Elba on her 2020 retirement*





**Janae Jackson**  
*2019 Residential Award*

# PERFORMANCE AND QUALITY IMPROVEMENT (PQI)

During the past year we have developed and implemented a robust **Performance and Quality Improvement (PQI)** process. Our goal, in alignment with our current strategic plan, is to improve overall service delivery in each of our main program areas. **What does PQI mean?** Simply put, it is a continual process of identifying areas for growth and change, developing a project to address that need, executing that project, and reflecting on the result. Project ideas can come internally through consumer and staff feedback or externally from families and other stake holders.

As part of our PQI process we have defined 3 major outcome domains that are applicable to all agency programs: Permanency, Resilience, and Social Well-being. Each month the PQI committee, consisting of key management and administrative staff, meet to discuss on-going and up-coming projects. A few of the successfully completed projects include:



-  Improving the level of staff professionalism in external communication with families and other stake holders.
-  Ensuring that all youth in residential have both a permanency goal and an Attachment-Regulation-Competency (ARC) goal in their treatment plans.
-  Improving the level of empathy and compassion for the children that we serve through blind case presentations in our education program.
-  Implementing quarterly employee surveys about job satisfaction, benefits, and other important topics through our Human Resources Department.

# PERFORMANCE AND QUALITY IMPROVEMENT (PQI)

## PERMANENCY

All children deserve to grow up within safe and stable families. Our residential, foster care, and family support programs have invested a tremendous amount of energy improving our capacity to support permanency. A significant part has been in conjunction with Plummer Youth Promise and the Caring Together Permanency Learning Community funded by the Department of Children and Families (DCF) and the Department of Mental Health (DMH).

***“The Children’s Study Home was [one of fifteen child welfare provider agencies in Massachusetts](#) selected as a technical assistance grantee of the DCF/DMH Caring Together Permanency Learning Communities in FY19 and FY20. They partnered with Plummer Youth Promise to complete an organizational permanency readiness assessment, set organizational goals for permanency implementation and receive technical assistance to meet those goals. The Children’s Study Home prioritized permanency-focused goals to enhance permanency values and knowledge organization-wide, advance frontline practice and supervision, customize data tracking and prioritize outcomes. Key groups involved in this organizational effort included clinical and residential staff, foster parents, supervisors, managers, executive-level staff and board members.” – [Lauren Frey Director of Permanency Practice Leadership at Plummer](#)***

Our education programs have adopted a view of permanency that focuses on helping children develop a sense of self as a lifelong learner. Their goal remains to help teach children the skills necessary to return to and thrive in their local school communities.

## PERMANENCY BY NUMBERS

In 2019 the **Curtis Blake Day School** served a total of 34 youth. Of the youth that left the school in 2019 **92% were able to return to their home school district!**

In 2019 our **Comprehensive Foster Care Program** served a total of 35 youth. They celebrated **1 adoption, 2 legal guardianships, and 3 reunifications** in 2019!









In 2019 our **Residential Services Programs** served a total of 71 youth. Through consistent permanency practice they were able to reduce their **average length of stay in residential to only 258 days, down from 297!!**

## RESILIENCE

Using our structured, therapeutic intervention models [**Attachment-Regulation-Competency (ARC)**, **Dialectical Behavior Therapy (DBT)**, and **Safety Care (SC)**] we aim to install a sense of inner strength in the children and families that we serve. While life might be difficult at times, having a well-developed capacity for resilience offers our clients the opportunity to navigate those challenges with confidence and independence.

## SOCIAL WELL-BEING

Much of the research in child-welfare has highlighted the impact of poverty, racism, discrimination, and lack of access to appropriate resources has on a family's capacity to keep children safe. A focus on the concept of Social Well-being allows our programs to partner with families to gain access to the vital community supports they need. Some of the areas that we focus on are: Economic or Academic Opportunity, Access to Healthcare (including Mental Health Services), Safe and Stable Housing, Access to Safe and Appropriate Childcare, Food Stability, and Community Inclusion. We do this work by asking guiding questions.

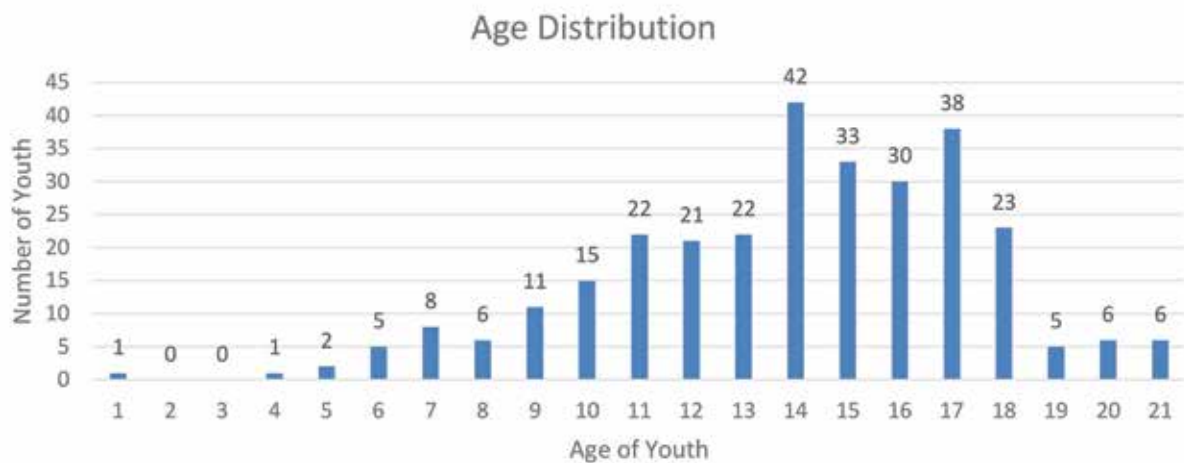
-  Did the youth/student/family exit services connected to resources that will promote economic or academic opportunity?
-  Did the youth/family exit services connected to providers that are accessible? (Physically, Culturally, Linguistically)
-  Did the youth/family exit services with financial access to providers?
-  Did the student exit services with appropriate social/emotional services in place back in the referring school district?
-  Did the youth/family exit services to a safe and stable physical living space?
-  Did the youth/family exit services with safe and appropriate childcare services in place?
-  Did the youth/family exit services with access to nutritious and affordable food resources?
-  Did the youth/student/family exit services connected to a self-identified community for support?

# WHO ARE THE YOUTH WE SERVE?

Our programs dedicated to direct service with youth (Residential, Foster Care, Education, Cape FSP, Cape FAMS) wanted to share a little bit of information with you about who their youth are.

## AGE

Our programs tend to serve older youth, with an average age of 15. This means that are staff must develop some solid skills with supporting teens and emerging adults. Here is our current age distribution:

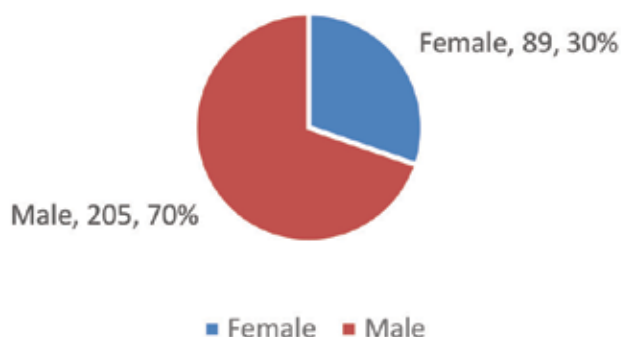




## SEX & GENDER IDENTITY

While only a small percentage of our youth identify as transgender (less than 1%) we know that group of young people are at significant risk of poor outcomes without services that are affirming of their identity. As an agency we have made a commitment to educate ourselves about issues impacting the transgender community, so that we can provide high quality services to meet their needs. We have partnered several times over the past year with outside groups that have facilitated training for both staff and youth around gender-based issues. We have also moved away from gendering our residential programs, as much as we can, to recognize that youth living in those programs might identify differently than how the house is identified by regulation or license.

Youth Consumer Sex Assigned at Birth



**Note:** 12 youth in sample identify as Transgender

## YOUTH WHO IDENTIFY AS LESBIAN, GAY, BISEXUAL, OR QUESTIONING

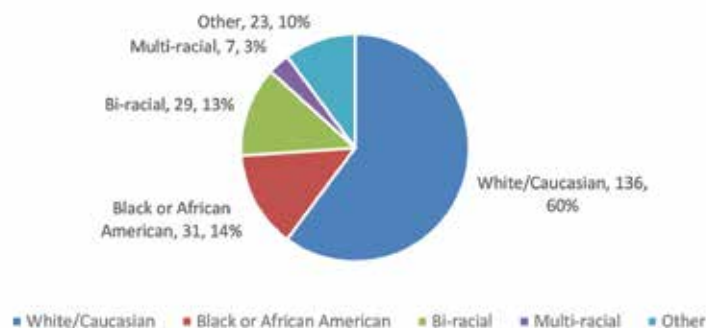
For our youth that identify as not being heterosexual, we also have made a solid commitment to education and affirmation of their identity. Over the past year less than 1% of our youth have openly identified as LGBTQ, but we know those numbers are truly higher. By creating a supportive and affirming environment we hope to support youth in the expression of their identity.

## RACE & ETHNICITY

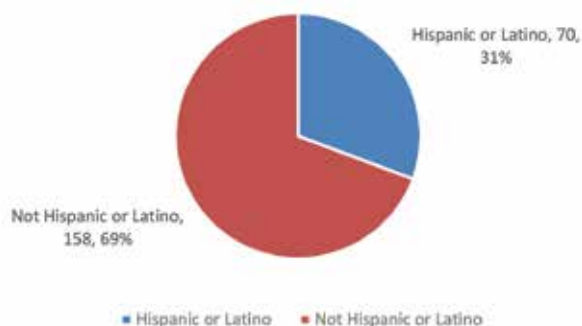
With a diverse population of youth, our staff need to be culturally competent in order to develop a deep understanding of how a youth's race and ethnicity impacts their lives.

# WHO ARE THE YOUTH WE SERVE?

Youth Consumer by Race



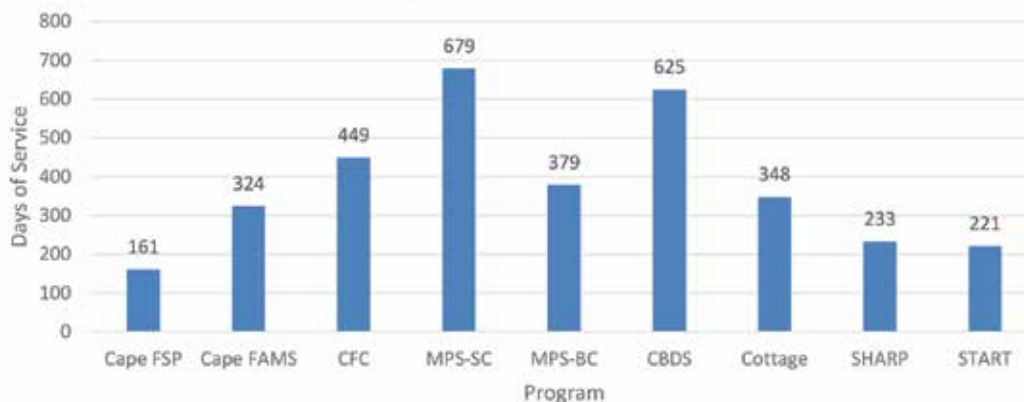
Youth Consumer by Ethnicity



## IN SEARCH OF PERMANENCY

All our youth, no matter which program they are in, are in search of permanency in one way or another. Some are searching for permanent families, some are hoping to achieve some stability and remain at home, many in our education programs are focused on the skills they will need to be successful back in their home community school. Our commitment to youth is not short-term. While we do not want to keep youth in our programs longer than necessary, the services that they require represent a significant investment of time and skill. Part of our consistent PQI process is focused on service delivery, especially how we can help youth and staff get to better outcomes quicker! Here is some information that highlights on average how long youth are engaged in services.

Average Length of Service



## EDUCATION

### CURTIS BLAKE DAY SCHOOL (CBDS)

- 28 kiddos total served over the last year!
- 26 students have met their annual reading goal (2 are new to the school and this is not to be expected)
- \*9 students are transitioning to their public high school
- 4 eighth grade students graduate this year
- Students participated in 11 field trip programs
- Students completed 52,902 math questions in a web-based program
- Students completed 20,949 science questions in a web-based program
- Students completed 6,401 social studies questions in a web-based program
- Students receive 4900 minutes per week of 1:1 reading instruction
- 2 students passed the Biology MCAS
- 6 students left and returned from W. Alton Jones Outdoor Classroom Experience in Rhode Island
- 27 students participated in the Community Music School Drumming Program at CBDS



### MILL POND SCHOOL - BERKSHIRE CAMPUS

- Reached capacity for the environment (25 students)
- \*One student graduating with a High School Diploma
- \*Four successful transitions to a less restrictive setting (one student no longer qualified for an IEP)
- \*One student found a forever home
- Waiting list of 11 students
- Preferred therapeutic program of the Berkshires
- Successful Coordinated Program Review
- Reduced restraints from the previous school year
- Fully staffed
- Two teachers working through Master's programs for licensing
- Many opportunities for hands-on-learning experiences
- Two Administrators completed apprenticeship programs for licensing



### MILL POND SCHOOL - SPRINGFIELD CAMPUS

- Additional classroom in our elementary wing
- Implementation of Social Skills Curriculum-Positive Learning Communities
- \*3 students successfully passed High School MCAS
- \*5 students are transferring back to district
- \*1 student graduates in June with a diploma
- Expansion of Work Based Learning program-students worked in school cafeteria, garden and the Food Bank Brown Bags for Seniors



\*Permanency Indicator

# FY2019 SUCCESSES

## PROGRAMS

### COMPREHENSIVE FOSTER CARE

- \*6 youth obtained their Permanency Goals
- \*5 reunified with parents
- \*1 independent living
- 22 licensed homes
- 6 newly licensed homes in FY 2019
- \*3 youth who obtained HS Diplomas
- 9 FPs who have been with the agency 3 years or more (Beverly Atkinson-17 years; Antoinette Lewis-15 years; Shirley Coleman-14 years; Ann Coleman-12 years; Dawn Moore-11 years; John Bright-10 years; Sandra Pinkham-3years; Angela Stamp-3 years; Beverly Robley-3 years)



### CAPE FAMILY ASSESSMENT AND MENTORING SERVICES (FAMS)

- Served 20 youth over the past year
- 16 youth have met the goals identified
- 14 youth have started/maintained employment
- FAMS has expanded services to the Plymouth area DCF office
- \*5 youth accepted to and or are attending college (1 child going away to 4-year college)
- FAMS has successfully supported two youth during their pregnancy
- Currently working with two youth on immigration cases with goals to obtain citizenship
- Staff maintained all year, one staff reaching 20 proud years of working for CSH



### CAPE FAMILY SUPPORT PROGRAM (FSP)

- \*10 transitioned Home
- 6 DCF Cases closed
- 9/9 CRA Truant youth going to school regularly
- Our current 9 out of 11 youth enrolled in school are expected to pass current school year
- 6 youth Transitioned to new schools
- 9 youth assisted in applying for their first jobs
- 7 youth Job Interviews or Hired
- 2 youth Obtained Internships
- 2 youth Graduated Sheriff's Youth Ranch
- 1 youth Received Lifeguard/CPR Certification
- 1 youth Won 2nd Place out of 200 in Poster Competition!
- 6 new Community connections were made by FSP staff: Conduit Center for the Arts, Serenity Farms, Cape Cod Media Center, Cape and Island Gay Straight Youth Alliance, Cape Cod Tech, YMCA Food Program.



\*Permanency Indicator

## FAMILY SUPPORT SPRINGFIELD

- \*600 families Reunified/PED
- 426 families Supervised in the SV program (combined total SV/reunified SV's= 1016)
- 416 PED visits (Combine PED/reunified PED visits =1016 families)
- Served 110 families for Probate in 5 months
- 5 staff here for 5+yrs
- 1 staff 19 yrs.
- 12 staff at SFSP
- 5 bi-lingual staff



## FATHERS IN TRUST (FiT)

- Groups held at WW Johnson Site 736
- State Street total men served 494
- Pre-Release Grp. (PRC) - total men served 185
- Reentry Grp. 528. Both of these groups are at the Ludlow facility
- Expected graduates (11) men
- The number of men united with their families (10)!



## RESIDENTIALS (SHARP, START, THE COTTAGE)

- \*13 youth have transitioned home
- \*3 youth have transitioned to Foster Care
- \*2 youth have stepped down to a lower level of care
- \*\*I would like us to highlight one of those youth who transitioned home. When he came to us, he had a goal of adoption and had already disrupted from 1 pre-adoptive family. He was with us for over 1.5 years and during that time the program was able to work with both him and his birth mother, which allowed for his goal to change and for him to be reunified back home. In keeping with the permanency trajectory of “ Stay Home, Go Home, Find Home” all of our transitions have helped move youth along that journey. Many have “Gone Home” and many have been better prepared for permanency and are at a place in their lives where they can “Find Home.” Chris Langelier, FY 2019 Director of Residential Services

## ADMINISTRATION

### FINANCE

- We have received a \$1,000 grant from the County Bank for Camp CASA
- We received \$10,000 from the City of Springfield for our Camp CASA
- We have received \$1,000 from the South Congregational Church to support summer programming for our Foster Care children
- We have been the benefactors of donations in remembrance of Karen Barrows
- We have received donations to upgrade technology at the Curtis Blake Day School
- We netted over \$1,200 at our Celebrity Bartender Event
- We netted \$18,500 at the annual golf tournament



\*Permanency Indicator



# FY2019 SUCCESSES

## HUMAN RESOURCES

- Developed First S.T.E.P. Program with Chris Langelier
- Created several management trainings
- Hired Eddie Molina
- Employee Satisfaction Meetings for NEO
- Added ethics training to NEO
- Promoting the hiring of Veterans
- Promoting staff continuing education; scheduling meetings to coach staff as to what they can do to continue such
- Initiated and facilitated Group Interviews
- Online Benefit Platform
- Expanding insurances for employees (Pet Insurance, Identity Theft Insurance)
- This fiscal year there is a decrease of 27% of the number of work-related injuries



## FACILITIES

- 60 SHERMAN: Updated lighting system inside the house; Painted new porch
- ADMINISTRATION: First floor bathroom was redecorated; Offices painted on the 2nd floor; New exit signs were installed & updated; Lighting upgraded in entire building; Upgraded outside lighting
- CBDS: All floors were stripped & waxed; Back gutters replaced; Exit signs upgraded; Upgrade lighting system
- COTTAGE: Small bathroom floor replaced; 2nd floor bathroom sinks replaced in both bathrooms; Emergency exit signs upgraded; Upgraded lighting system (in the building)
- FAMILY CENTER: Replaced carpet in the large room in the back of the building with tile (Activities room); Emergency exit signs upgraded; Upgraded lighting system (inside the building)
- MPS BERKSHIRE: Carpet replaced; Exit signs upgraded; Kitchen floor replaced
- MPS SPRINGFIELD: Part of the Roof was replaced; Trees were removed; The entire school was painted; Added one sprinkler to the system; Inside lighting up graded; Wax and strip all floors at the school
- SHARP: Dining room floor replaced; Upgraded the lighting system (inside the house); Replaced some of the old gutters; New exit signs installed; Painted house interior completely (rooms included); Fence was installed in front of the house. Plants and shrubs planted in front of the property.
- START: Entire program was painted; Water heater was replaced; Exit signs upgraded

## MARKETING

- Branding: ID Badges, email signatures, stationary, business cards, folder, giveaways, name plates
- CSH General Brochure and Program Brochures (Family Support, Foster Care, FiT, MPS Berkshire, CBDS, CBDS Summer Program)
- Other Marketing Materials: Rack Card, Community Relations Flier, Camp CASA, Secret Santa
- 2018 Annual Report & Annual Appeal
- Created new signage for all CSH Buildings
- 1st CSH Board Video
- Photos! Photos! Photos!
- Community Relations & Fundraising Committee: Created three new yearly fundraising events, including the Celebrity Bartender Event, Bowling fundraiser, CSH Art Show & Auction



# A YEAR TO REMEMBER

## 2019 ANNUAL MEETING SPEAKERS



At our 2019 Annual meeting, the speakers we chose were focused on the efforts to elevate the contributions and struggles of foster parents in our caregiving systems. To this end, we had the opportunity to hear from Dr. Marianna Litovich and Representative Tricia Farley-Bouvier. Dr. Marianna Litovich is a parent, community psychologist, and civic-minded organizer. She is often scheming about ways to bring people together, build bridges, and strengthen her community. After a decade as a clinician in the public mental health sector and university professor, she now consults with community agencies and state departments to improve their programming and policies in order to better support families with young children in Massachusetts. She is passionate about foster care and adoption and grew up knowing she wanted to adopt children through the foster care system.

Having now adopted twice and fostered numerous other children, she founded All Our Kids, Inc. in 2017, in response to the reactions people around her were having: foster and adoptive families felt isolated, the public had a limited understanding of the foster care system, and everyone wanted to do something to make a difference. She is also a foster parent ambassador for the Department of Children and Families and is on the board of the Massachusetts Alliance for Families, a statewide advocacy organization for foster parents.

In 2016, Marianna and her family were named Massachusetts Foster Parents of the Year. In 2018, Marianna was the recipient of the Champions for Children award from the Child Advocacy Center of Hampshire County, and an honoree as part of Business West's 40 Under 40 Class of 2018. Marianna lives with her partner, Kelley, and four children, in South Hadley.

Tricia Farley-Bouvier is a native of Pittsfield, Massachusetts where she lives with her husband and three children. She began her career as a teacher, earning her B.A. in Special Education from Salve Regina University in 1986 and completing her M.A. in Education at the University of Connecticut in 1991. She taught students overseas in Belize and Uruguay and worked to support Berkshire County's immigrant population as Director of the Literacy Network of South Berkshire.

After serving four years as a City Counselor, Representative Farley-Bouvier was elected to the state legislature in October 2011. Her priorities are to ensure the well-being of vulnerable populations including elders, those with disabilities and those suffering with mental health and addiction issues. This involves securing funding for crucial services that allow seniors to age in place with dignity, ensuring that children get the best possible Pre-K through 16 education and advocating for the disabled and those with behavioral health issues to receive the services that will guarantee them high quality of life.

Representative Farley-Bouvier serves as House Vice-Chair on the Joint Committee on Elder Affairs, a member of the Joint Committee on Tourism, Arts and Cultural Development, and Joint Committee on Election Laws and a member of the House Committee on Technology and Intergovernmental Affairs.

They both spoke about the need for the Massachusetts Child Welfare system to better encourage and support foster parents through adopting a Foster Parent Bill of Rights, as other states have. They emphasized how when foster parents are not treated as valid and important caregivers, children ultimately suffer.



# A YEAR TO REMEMBER

## ACCREDITATION

In February of 2018, the landmark bipartisan **Family First Prevention Services Act** was signed into law. Family First includes long-overdue historic reforms to help keep children safely with their families and avoid the traumatic experience of entering foster care, emphasizes the importance of children growing up in families and helps ensure children are placed in the least restrictive, most family-like setting appropriate to their special needs when foster care is needed. When placement other than a foster family home is necessary, funding from the federal government will only take place if, among other specification, the setting is a **Qualified Residential Treatment Program (QRTP)**. A QRTP must meet the following requirements: **has a trauma informed treatment model; have registered / licensed nursing and clinical staffing; facilitates family participation in child's treatment plan; facilitates family outreach; documents family participation and sibling connections; provides discharge planning and aftercare; and the program is licensed and nationally accredited.**



In November of 2018, The Children's Study Home contracted with the Council on Accreditation (COA) and began the process to become accredited. The intake required CSH to submit the sites and programs to be accredited, submit an organization profile and participate in an intake call. This intake call, with an accreditation coordinator, identified our programs and assigned them to

specific standards based on each program model. **The following service programs are to be accredited: Residential Homes; Parent Education and Reunification; Supervised Visitation; Foster Care; Cape FSP; and Cape FAMS.** Along with our programs, **COA also reviews the standards of HR, Finance, Governance, Ethics, Risk Prevention Management, PQI and finally, the service delivery standards of Client Rights, Administrative & Service Environment, Training and Supervision and Behavioral Support and Management.**

The process begins with a "Preliminary Self Study", in which the organization will submit five essential documents: Strategic or Long-Term Plan; Performance and Quality Improvement Plan; Risk Management Annual Assessment Procedures; Risk Management Quarterly Review Procedures; and, Investigation and Review of Critical Incidents Procedures. For several months following the submission of the Preliminary Self Study Documents, we will create and distribute surveys to our outside stakeholders, community members, Board members, staff, service recipients (to include both youth and families) and members of our foster care program (both foster parents and youth). **We will create, gather and submit nearly 400 documents to be included in our Self Study. Finally, our accreditation will finish with a site visit by a team of reviewers from COA that will audit our documents, interview Board, staff, clients and families and review evidence of implementation of best practices, policies, risk prevention and quality improvement.** Forty-five days following the Site Visit, we will receive our Commission Report, which could possibly include a request for additional documents and evidence of standard application with justification; a review and clarification request of policies and procedures; an assessment of current practice against standards; and, any findings and corrective action plan for the organization. Once all requests are met and any additional evidence is provided to COA, we will receive a decision from the Review Commission. **This entire process will be complete by the middle of April, 2020.**

## 2019 BRINGS THREE NEW FLAGSHIP FUNDRAISING EVENTS TO CSH

In addition to the yearly EXCEL Golf Tournament, the Community Relations & Fundraising Committee developed three new annual flagship fundraising events to support The Children's Study Home.

The Children's Study Home held a child and youth art show and auction at The Carriage House at the Barney Estate in Forest Park from 5:30 pm to 8:00 pm on Thursday, September 19th, 2019. Over 30 pieces of artwork from all mediums, including acrylic, watercolor, colored pencil, chalk and sculptures, were shown from the students of The Children's Study Home's Mill Pond School Springfield and Curtis Blake Day School, as well as artwork from the children of The Children's Study Home's residential programs. Local area artisans participated and donated art pieces to the event. The art was displayed for the evening and sold to raise almost \$6,000 for The Children's Study Home's art and culturing programs.



On June 18, 2019 members of MP CPAs and LLumin, Inc. sponsored and organized The Children's Study Home's largest bowling fundraiser, which was held at Shaker Bowl in East Longmeadow. The incredibly successful event welcomed over 168 bowlers and filled all 28 lanes. Total funds raised eclipsed the \$4,000 mark, which exceeded organizers' expectations. All proceeds from the event will be used to further benefit The Children's Study Home's residential, educational and family support programs. This event has been held in past but was significantly more successful and prosperous with MP CPAs and LLumin, Inc. The Children's Study Home looks forward to another successful event in 2020!



On April 11th, 2019, The Children's Study Home held its 1st Annual Celebrity Bartender Event at Nathan Bill's Bar and Restaurant in Springfield. Community members, CSH Board of Directors and CSH staff packed the bar, to raise over \$1,200 to benefit The Children's Study Home's Camp Casa. Celebrity community leader bartenders, included West Springfield Mayor Will Reichelt; Steve Nagel, Rock 102; Barry Kriger, WWLP-22News; Justin Domenic Roberts, MassLive; Jesse L. Lederman, Springfield City Council; Kateri Walsh, Springfield City Council; Tim Allen, Springfield City Council; Beth Hogan, President of East Forest Park Civic Association; Peter Newland, FAT - Legendary Western MA Band Lead Vocalist; Meghan Lunghi, Marketing Director of Merriam Webster; Mark O'Connell, Past President of CSH;

Paul Kozub, Founder of V-One Vodka; Donna Seymor, Co-Founder of the Stone Soul Festival; Matt Dessereau, Local Celebrity Bartender; Jared Olanoff, Attorney at Law; Sister Joyce Wise, Sisters of St. Joseph; and Meg Beturne, Current Board of Director, Past President of CSH.



# A YEAR TO REMEMBER

## TAKING INITIATIVE WITH THE..... FIRST STEP INTERN PROGRAM

Being a direct care worker in a residential program is not an easy job; it takes patience, empathy and care for very fragile children. Our Human Resources department has worked very hard on thinking outside of the box when it comes to recruiting, hiring and retaining staff for our residential programs. In conjunction with the leadership of the residential programs, our HR team created the First Step Intern Program. The purpose of our **First STEP program** is to provide a quality learning opportunity to undergraduate college students pursuing higher education in the fields of Human Services, Child or Youth Development, Social Services, Psychology, Social Work, or any other field where direct experience working with youth would be beneficial. Participants in the First STEP program will work weekly in a residential treatment facility, developing the skills necessary for hands-on, human service work. In addition, interns will participate in the First STEP Weekly Seminar and individual supervision. It was greatly received when presented to local colleges and universities and we have had applicants from AIC, STCC, Bay Path, WNEU and UMass-Amherst. We anticipate 12 interns to join the program in the inaugural semester, with more than half doing so for college credit. These participants are under-graduate students in programs of study including psychology, human services and/or behavioral sciences. We are looking forward to working with this group and know they will bring an eagerness to learn, new insight and a fresh sense of engagement that will benefit both them as students and our residents as well.





## THANK YOU, DR. DUPELLE! WELCOME, DR. COLEMAN!

### A CHANGE IN LEADERSHIP FOR OUR EDUCATIONAL PROGRAMS

In the fall, we said a heartfelt good-bye to our Director of Education, Joe Dupelle. Dr. Dupelle is going to give retirement another try, he is dedicated to spending more time with his 4 (with another on the way) beautiful granddaughters. We will miss Joe, his leadership and guidance, and wish him all the best.



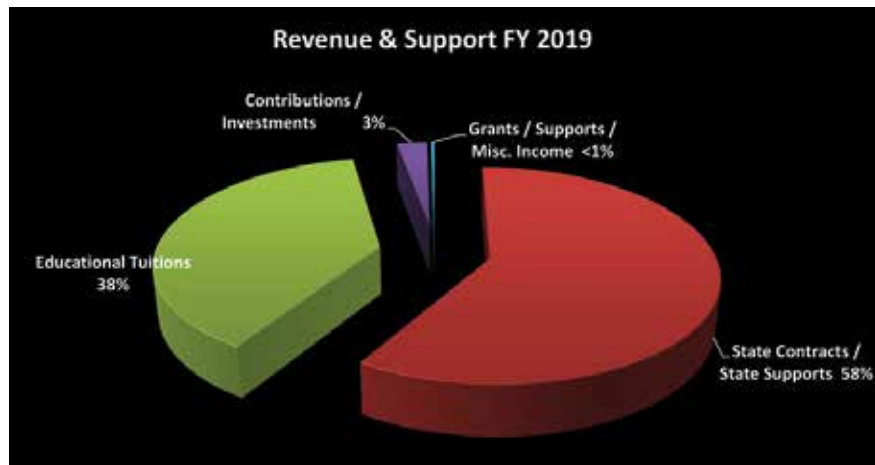
At the same time, we welcome Dr. Gina Coleman to the CSH Family! Gina will serve as not only our Director of Education, but will lead the Mill Pond School-Berkshire Campus in Richmond as the incoming Principal. Gina is a South Bronx native, who earned her BA in English from Williams College, her Masters' in Education from Mass College of Liberal Arts and her PhD in Educational Leadership and Policy through the University of Nebraska-Lincoln. Dr. Coleman comes to us from The Center School in Holyoke, where she served as the Educational Administrator. Prior to that, Gina's experienced included serving as the Principal at Herberg Middle School in Pittsfield; as the Director of Education for Hillcrest Educational Centers; and the Associate Dean of Students and Associate Director of Admission/Director of Diversity Recruitment at Williams College. While at Williams, Dr. Coleman developed a comprehensive diversity recruitment program for the college and has demonstrated a continued commitment to early college awareness programs while remaining personally invested in the efforts to recognize and offer minority students educational paths to some of the country's finest secondary schools. In 2007, Gina received the Governor's citation as an Unsung Heroine of Williamstown, selected by the citizens of the Commonwealth of Massachusetts.

A full time resident of the Berkshires, Dr. Coleman lives in Williamstown with her husband and two sons. She continues to serve as the head coach to the Williams College women's rugby team and for over 20 years has been the lead singer of the Misty Blues, an internationally recognized band that performs original and traditional blues infused with hints of jazz, soul, funk and tent revival gospel.

While we will miss Joe, we are excited to have Gina on board and leading our educational services.

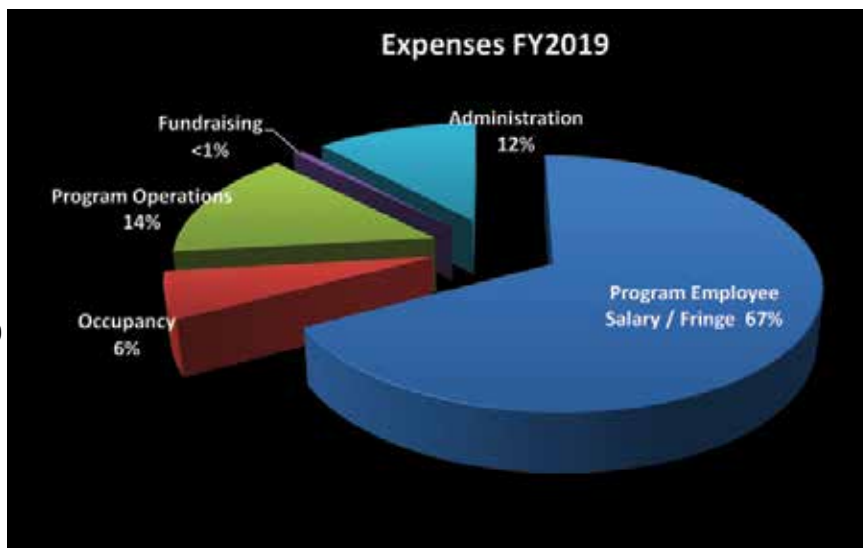


# FINANCIAL & ORGANIZATIONAL FIGURES



State Contracts / State Supports	\$6,533,042
Educational Tuitions	\$4,262,007
Contributions / Investments	\$280,285
Grants / Supports / Misc. Income	\$32,176
<b>TOTAL REVENUE &amp; SUPPORT</b>	<b>\$11,107,510</b>

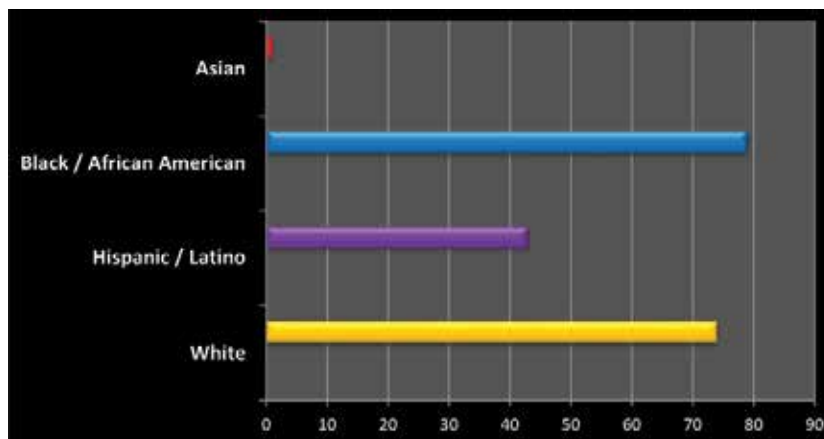
Program Employee Salary / Fringe	\$7,013,786
Occupancy	\$633,030
Program Operations	\$1,495,247
Fundraising	\$71,514
Administration	\$1,226,343
<b>TOTAL REVENUE &amp; SUPPORT</b>	<b>\$10,439,920</b>



## Organizational Figures

**We have 197 employees:**

 **123** Females
 &
  **74** Males



# FY 2019 SUPPORTERS

LIST INCLUDES DONORS DURING OUR FY2019: JULY 2018 - JUNE 2019

Aaron Mendelson	Connie & Edward Robinson	Jaime Sadeh	Margaret & David Beturne
Allison Ebner	Crystal Diamond	James Martin	Maria Scibelli
Alyson Arnold	Cynthia Melcher	James & Barbara Wheeler	Mark Germain
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Carol Martin	Eliza Crescentini	Kathy & David Whitbeck	Nancy & Robert Allan
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Caron Lacour	Elizabeth Constant	Katie & Kenneth Fry	Nicole Fanning
Catherine & Glen Rossi	Elizabeth & Daniel Fitzgerald	Kenneth & Carol Kinsley	Nicole Kamal
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Charles Grey Jr.	Erika Mack	Kim Carlos	Pamela Robinson
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Cleo Martin	Hilton & Linda Abbott	Major Kieda	
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Coley Brown	Jaclyn Lafleur	Margaret Modzelewski	
Colleen Callan			

# FY 2019 SUPPORTERS

LIST INCLUDES DONORS DURING OUR FY2019: JULY 2018 - JUNE 2019

Robert & Linda Vangaasbeck	Chicopee Savings Charitable Fund	Northern Tri State Brokers LLC
Rod & Cindy Barnish	Community Foundation of Western MA	Northwestern Mutual
Rose Bianchi	Country Club of Wilbraham	O'Reilly, Talbot & Okun Associates
Rose Cappadona	Copley Consulting Group	Peoples Bank
Rosy Crittendon	Cranwell Resort	People's United Bank
Ryan Barry	Crocker Building Company	Pine Hill Landscaping
Sally Felix	CSBCF/Westfield Bank	Pittsfield Communications Systems
Sally Hawley	CyberGrants, LLC	R&H Roofing
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Sandra Flower	Dennis Group	Robbinson Donovan, P.C.
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Sean O'Connell	Doherty, Wallace, Pillsbury & Murphy	Royal P.C.
Stephanie Maher	Duke Insurance Brokerage	S.H. Haynes & Associates
Stephanie & Dominick Norstrom	Eagle Hill Foundation of Mass, Inc.	Savage Arms
Sue Jones	Employees Association of the NE	Serv-U Locksmiths
Susan Magee	Enterprise Holdings	Shatz, Schwartz & Fentin Charitable
Susan & Allan Oxx	EPOS Systems	Site-Seeker, Inc.
Susan Monks	Excel Dryer Inc.	Springfield Technical Community College
Teresa & Wayne Spence	Frontline Systems	St. Germain Investment Group
Teri Szlozek	Galvan & Perry LLC	St. Paul Lutheran Church
Therese Miodonka	Garvey Communications Associates	Sullivan, Hayes & Quinn LLC
Tracey & Robert Morgan	GFCW Agawam Junior Women's Club	The African American Female Professor
Tim Allen	GIS Benefits & Insurance Services of NE	Award Association
Timothy Grader	Gomes, DaCruz & Tracy, PC	The Dowd Agencies
Tom Duke	Greathorse	The Future Begins Here
Toni Raczkowski	Guido's Fresh Marketplace	The Gaudreau Group, Inc.
Traci Talbert Gaynor	Hampden County Sheriff's Department	The MP Group
Tracy Peters	Health New England	The Well
Vicki Mihalek	ISO New England	Tiger Press
Wendy Lerette	James A. Modolo VFW Post 8348	Tree House Brewing Company
William & Kim Carlos	Johnson & Hill Staffing	Trinity United Methodist Church
William & Madeleine Cunningham	Lawrence Lynch Corp.	UniBank
W.J.Kingston Jr.	LLumin Inc.	United Way
A.C. & A.M. Ekstrom	Longo Carpet Cleaning, Inc.	USI Insurance Services, LLC
Agawam Junior Women's Club	M.D. Stetson Company, Inc.	Valley Communication Systems
Al Dente's	Mahaiwe Performing Arts Center	Vanguard Charitable
Altech Alarm	Martinelli Law, LLC	VantagePoint
AmazonSmile Foundation	Maybury Associates, Inc.	Viability
Art for the Soul Gallery	McClelland Florists	Western New England University
Baystate Orthopedic Surgery Ctr	MetLife	Western New England School of Law
Baystate Restoration Group LLC	Michele's Salon	Westfield Bank
Bethany Charismatic Catholic Church	Millennium Press	Wolf & Co. Charitable Foundation
Black Birch Vineyard	Monson Savings Bank	Wolf & Company, P.C.
Bulkley, Richardson and Gelinas, LLP	Morgan Stanley	
Business West	Naismith Basketball Hall of Fame	
Carla Santa & Associates	New England Golf Guide	
Cassidy Financial Services, LLC	Network for Good	
Catherine Rossi Attorney at Law	North Star Counseling Services, Inc.	
Central Rock Gym	Northampton Brewery	

*Please let us know if we inadvertently left a name off our list. It means a lot to us...*

# BOARD OF DIRECTORS

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Wolf & Company, P.C.

**Vice President – Gordon Quinn**  
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**Second Vice President – John Pappas**  
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**Assistant Treasurer – Sean O’Connell**  
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**Clerk – Pam Fernandes**  
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**Ryan Barry**  
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Baystate Orthopedic Surgery Ctr

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**Tom Duke**  
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