



FY 2024

HERE WE GO.

HELIX HUMAN SERVICES



ANNUAL REPORT

FORMERLY THE CHILDREN'S STUDY HOME

**Helix Human Services continues  
to improve the lives of children  
and families.**





Every day we care for children and adults who have experienced trauma in their lives. Our staff, board, and stakeholders are fully committed to helping them live healthier, happier lives.

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## Historical Timeline

- 1865 - First charitable agency in Western Massachusetts is established & named the 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
- 1909 - Nursery Department for children under 3 was opened
- 1936 - Joined the Child Welfare League
- 1938 - Vote to build a new building on the Sherman St. property
- 1940 - Name Change: The Children's Study Home
- 1943 - Two houses built at 24 and 30 Sherman St.
- 1953 - A committee consisting of past presidents was formed to examine the agency's need to provide psychiatric services and the 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 - Kathleen Thorton School at established & named after the first executive director
- 1969 - Board of Directors vote to affirm the non-discrimination policy of the agency under the United Fund
- 1976 - Mill Pond School Springfield campus opened
- 1981 - Groundbreaking for the Sherman St playground
- 1983 - SHARP I opened
- 1988 - First Golf Tournament fundraiser
- 1989 - SHARP II and the Family Education Program established
- 1993 - Falmouth-New Bedford opened
- 2015 - Gala held to celebrate 150 years
- 2015 - Curtis Blake Day School opened
- 2016 - Mill Pond School Berkshire campus opened
- 2017 - Supervised Visit Program established & the adolescent girls program moved to Springfield
- 2018 - Celebrated the 30th Annual Golf Tournament
- 2019 - Held the first Art Show & Auction
- 2022 - The Family Wellness Center opened in Holyoke, MA, a fully licensed Department of Public Health mental health outpatient clinic
- 2023 - Name Change: Helix Human Services

As we close a remarkable year of growth and transformation, I want to reflect on our accomplishments and express gratitude to everyone who has played a role in shaping Helix Human Services into what it is today. Our mission to provide trauma-informed care for children and families is what drives us, and this past year, we renewed our commitment to that mission by embracing a culture of servant leadership, investing in our dedicated staff, and making strategic financial decisions to sustain our future.

Every step we take at Helix Human Services is grounded in our mission to support children and families through trauma-informed care. This approach not only acknowledges the complex effects of trauma on children and their loved ones, but it also creates an environment where healing, safety, and growth can flourish.

This year marked a pivotal shift in how we lead and operate, as we fully embraced the principles of servant leadership. By focusing on the needs of our staff and clients first, we've fostered an atmosphere where empowerment, respect, and collaboration thrive. This servant leadership model has encouraged every team member — from our incredible Board of Directors to our leadership team to frontline staff — to support one another, prioritizing the well-being and growth of both colleagues and those we serve.

I extend my deepest gratitude to our dedicated staff. This turnaround would not have been possible without your resilience, hard work, and commitment. You have brought our mission to life each day, and your efforts have been instrumental in our success.

As we look to the future, I am filled with optimism and excitement for this next year ahead. Thank you to all our supporters, partners, and team members who have made this progress possible. Together, we are making a lasting difference in the lives of children and families.

Here we go...

Proudly,



Mark Paglia  
Chief Executive Officer



## CORE VALUES

**Compassion:** We treat all people with kindness, respect, dignity, and empathy. Compassionate care is the heart of everything we do.

**Adaptability:** We believe in the human capacity for change and growth. We embrace flexibility, collaboration, and innovation.

**Integrity:** We build trust through honesty, reliability, and professionalism. You can count on us, no matter what.

**Inclusiveness:** Our strength as an organization lies in the diverse cultures, experiences, and perspectives of our staff and the community we serve.

**Hope:** We anticipate success, encouraging our staff and those we serve to believe in new possibilities for a better life.

It is my pleasure to present to you the Helix Human Services Annual Report for 2024.

Fiscally, our situation has been improving the past couple of years, we continue to make strides to assure that our organization is on the right track. It has been a year since we have had Mark Paglia, CEO, responsible for the organization. He has done a tremendous job in many aspects. We have improved the financial outlook for the organization. We have also advanced morale, including more than doubling the retention of one of our most valuable assets – the employees of HHS.

Personally, I am proud of HHS and the impact we have locally. It has been a challenging, yet exciting, couple of years that I've been President of the Board of Directors. I am happy to pass on the title to fellow Board Member and friend, Tom Duke. Tom is more than capable of helping guide the organization through the next stage.

Helix Human Services continues to deliver a high quality of services to children and families in greater Springfield and beyond. We are proud to be the beacon of light for the families and children we serve.

I'd be remiss if I didn't mention how grateful we are to all our donors and supporters who have dedicated time and resources to help our cause.

We could not transform as many lives without your help. We sincerely appreciate your partnership in the years to come!



John Pappas  
President  
Board of Directors

## BOARD OF DIRECTORS

### President

John Pappas  
*Morgan Stanley  
Wealth Management*

Mark Germain  
*Past President  
Gomes, DaCruz & Tracy, P.C.*

### First Vice President

Tom Duke  
*Duke Insurance Brokerage*

David Griffin  
*The Dowd Agencies, LLC*

### Second Vice President

Ed Garibian  
*Llumin, Inc.*

Jane Hetzel  
*Retired*

Walter Kroll  
*Macmillan Group*

### Treasurer

Sean O'Connell  
*UniBank*

Michael K. Matthews  
*Tower Acquisition*

### Clerk

Pamela Fernandes  
*KNF&T Staffing Resources*

Gordon Quinn, Esq.  
*Past President  
Sullivan, Hayes & Quinn*

### President Emeritas

Denis Gagnon  
*Excel Dryer, Inc.*

Cathy Rossi, Esq.  
*Attorney at Law*

### Executive Director

Mark Paglia  
*Helix Human Services*

Karen Rossi  
*LLumin, Inc.*

Kandra Tranghese  
*Past President  
Monson Savings*

### Directors

Margaret Beturne  
*Past President  
Baystate Orthopedic Surgery Ctr*

Rev. Dr. Karen-Louise Walker  
*Springfield Technical  
Community College*

Brian Canina  
*Peoples Bank*

Christopher Fager  
*Westfield Bank*





## Here We Go

Every day we provide high quality care for children and families throughout our community. Our team of staff members, board members, and stakeholders are committed to putting those we serve first and align all we do to help them live healthier and happier lives. We are inspired by the strength and resiliency of every child and family member we serve.

Our commitment to caring for children and families remains at the heart of everything we do, this mission drives us, inspires us, and unites us in our purpose.

This year's motto "Here we go..." naturally formed early on – and ultimately symbolized our unified effort to create a premier behavioral health center of excellence for children and families.

**"Here"** was a constant reminder to be in the present moment. To not spend too much time dwelling on the past but only taking historical facts as opportunities to learn.

**"We"** agreeing to align and work together towards common goals. Understanding as servant leaders – We are here to join forces – because together as WE are stronger than any one person.

**"Go"** means we move forward together. To act and act quickly to create a standard here at Helix that we are all proud of – and most importantly creating an organization of hope for those that entrust us for their care.

*Together, We have accomplished so much. We – Together. Here we go...*



**Thank you for your continued effort to help create our special place - Helix Human Services.**

**MARK**, Chief Executive Officer

# Annual Meeting

## YEARS OF SERVICE

### 30 Years

Julie Fabbri-Norton  
Health Care Coordinator

### 25 Years

Erin Devlin  
Program Manager  
Family Assessment and Mentoring  
Service (FAMS)

### 5 Years

Elizabeth Shepardson  
Teacher  
Mill Pond School - Berkshire Campus

Israel Vega  
Maintenance

Kevin Sharpe  
Residential Counselor

Luis Masso  
Residential Counselor

Tyrone Polk  
Residential Counselor

### EXTRA MILE AWARD | Awarded to: Rob Shields, *Residential Program Manager*

The Extra Mile Award recipients are considered leaders by their peers. They are thoughtful, decisive, and proactive. They collaborate with peers, providers, and other diverse thought leaders in the agency. They initiate discussions when others are hesitant. They maintain relationships, and they show an ability and drive to pioneer creative, successful solutions.

### FIRST MATE AWARD | Awarded to: Chrainna Orr, *Lead Residential Supervisor*

This staff member carries out duties of the program in line with the managers vision either in the absence of the manager or a job the manager can't handle for any reason. They are a strategic and innovative thinker. They show leadership in challenging situations by engaging in constructive conflict and problem-solving. They promote diversity, equity, and inclusion.

### HELIX CORE VALUES AWARD | Awarded to: Ama Bortsie, *Director of Residential Services*

The Helix Core Values Award is given to someone who embraces and exemplifies the core values of Helix Human Services, a staff member who is invested in the agency and their own work here, and who is reliable and trustworthy.

### TEAM PLAYER AWARD | Awarded to: Nick Osorio, *Teacher Assistant, Mill Pond School – Berkshire Campus*

This recognition award is for those employees who are ever so generous and caring towards their team members, whether they're completing a project, providing some mentorship to new employees, or planning a party for a work anniversary. The staff member who's the ultimate team player willing to step up and do what it takes to address and or handle an issue or project when asked, which will help our team get to the ultimate goal of becoming a premier treatment facility.





## HERE WE GO AWARD

Awarded to:

Rashid Ali, *Residential Counselor*  
Theresa Michaelian, *Teacher, Mill Pond School – Springfield Campus*  
Jessica DeMaio, *Revenue Accountant*  
Elizabeth Shepardson, *Teacher, Mill Pond School – Berkshire Campus*

Vincent Pupo, *Maintenance Supervisor*  
Erin Devlin, *Program Manager, FAMS*  
Francesca Medina, *Admissions Manager, Family Wellness Center*  
Gladys Cornier, *Family Resource Worker, Comprehensive Foster Care*

Exemplified by someone who consistently presents positively and professionally in every way within their programs, throughout Helix Human Services and in public – appearance, language and tone, responsiveness, calm under pressure, supportive and uplifting of staff, causing openings for leadership and professionalism to arise in others.

## JULIAN DARKU AWARD

| Awarded to: Isiah Heard, *Behavioral Management Supervisor and Trainer, Mill Pond School – Berkshire Campus*

This award is given to an individual who courageously, deeply, authentically, and genuinely engages children in our community.

## MADISON YOUNG AWARD

| Awarded to: Angie Lewis, *School Counselor, Mill Pond School - Springfield Campus*

This award is given to an employee or team that has served the families and children in our care with endless empathy and compassion.

## HELIX SHINING STAR AWARD

| Awarded to: Michelle Tyer, *Principal, Mill Pond School - Berkshire Campus*

This award is given to a staff who recognizes, and rewards exemplary performance based both on performance of their responsibilities as outlined in their position description and on their specific contributions to the mission, goals, and values of Helix Human Services.

## Mission Moments

### MILL POND SCHOOLS

#### Step Up Ceremony

We celebrated the Mill Pond Springfield moving up ceremony on Friday August 18, 2023. We had every student move up a grade. We now have a 1st grader, (2) second graders, (2) 3rd graders, a 4th grader and a 5th grader. Everyone got to walk down the isle with a cap and gown, get their picture taken with their certificate and their teachers. They finished with a ceremonial walk down the hallway one last time as their previous grade. We celebrated with cupcakes and a dance party. Congratulations to you all! We are so proud of you!

#### Professional Development

This Professional Development is the second year, a continuation, of our alignment to the most current and cutting edge neuroscience based research and findings. These trainings keep us updated and guide our trauma informed and therapeutic approach at HHS & MPS. It frames the work that we do and benefits students and clients by providing staff with extensive Professional Development by noted national speakers to best support our practices. These trainings will allow us to calibrate our work, as all staff are presented with the same information. It exposes staff to proven and effective practices whose only focus is to support our students' social, emotional and academic growth.

#### Mill Pond School Springfield Campus – Yearbook Committee

The MPS Yearbook Committee project was a BIG success! Thank you to Ms. Theresa and the group of middle school students who worked hard to ensure they captured memories for years to come! We are so proud of you all! Instructors: Yamilca Nogue & Emily Crafts Students: Jordan, Nadia, Crystalee, Darrel, Robbie, Anna, and Genesis.

#### Mill Pond School Springfield Campus – Graduation

"It's time to set a new goal and go for it!" Congratulations to Brandon and Jacob for graduating from our Mill Pond School Springfield! And congratulations to middle school student, Nadia Raymond, for receiving a namesake award for her determination, growth, kindness, and being a role model to other students. This is the first Mill Pond School award of its kind and we look forward to passing the award to other exceptional students in the future!

### FAMILY ASSESSMENT AND MENTORING SERVICE

#### FAMS Graduates

FAMS has not one, but two girls (sisters) who are graduated from the FAMS model in December 2023! DCF will be ending services as well because both have made positive changes for themselves. They are not only positive role models to each other, but their FAMS peers, as well! We are so proud of both young ladies and look forward to staying connected to hear the new goals that they set and accomplish over the coming years!

## FAMILY REUNIFICATION SUPPORT PROGRAM

### It Takes a Village

Family Support Worker, Dianne Lenox, had a client whose two teenage sons would be returning home. Mom was very happy, though she was not entirely ready- needing groceries and bedding. Without hesitation, Mariely Santiago generously purchased bedding for the family. Mark Paglia, CEO, and Yamilca Nogue, Chief Relations Officer, suggested we utilize Flex Funds and purchase whatever would be helpful and needed for the family and teen boys to return home. Dianne Lenox and Jennifer Gaynor went shopping for household items, groceries, and toiletries. Dianne was also able to provide some clothing to the family through our partnership with The Giving Factory. Jessica DeMaio donated household goods for the family. The boys successfully reunited home with their mom and baby sister in the middle of March! Jennifer Gaynor continues to work with the family, providing support through our Parent Education program. It really takes a village!

### Caring for Hair

Priscilla White, Family Support Worker, worked with a Mom who was concerned over her daughter's hair becoming matted. Though with the best of intentions, the child's foster parent did not have experience caring for African American hair and was washing her hair every day. With the permission of the Department of Children and Families (DCF), Priscilla arranged a visit for the mother and child at a stylist so the child could have her hair professionally done. Priscilla stayed with the family well after work hours to ensure this could be accomplished, and both Mom and child were excited about the results! This also served as a reminder to DCF and those involved to provide instruction pamphlets or training to foster parents who may be inexperienced in caring for African American hair.

## RESIDENTIAL PROGRAMS

### Fun at a Red Sox Game

Thanks to our community partner AUDACY Springfield, two staff and two kiddos from the Cottage were able to visit Fenway Park in Boston and enjoy a Red Sox game! This was the first time these kiddos left the city of Springfield, and BOY did they have fun!

### Tea Party at SHARP

Evelyn Morrison took time of her day to make a variety of homemade teas for a very special tea party at SHARP. Jessica DeMaio helped plan and made ALL the food for this event. Everyone had a great time and enjoyed the wonderfully made tea!

## COMPREHENSIVE FOSTER CARE

### Pride & Privacy

Foster children often miss quintessential childhood moments due to safety protocols designed for their protection. Simple joys like attending sleepovers or being part of group photos can sometimes be beyond their reach. Case in point: Last year a young girl in our program was heartbroken when she learned she couldn't join the Caribbean Day parade because of potential media exposure. This year she pleaded and begged to experience the parade alongside her peers. Ingeniously, her foster mother crafted a masquerade-style mask, allowing her to revel in the parade with both pride and privacy.

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Our diverse workforce provides access for managers to the talent and skill sets they need for the organization to thrive. This is Helix Human Services. I am proud to be a part of such a diverse organization.

YAMILCA, Senior Staff

## OUR ORGANIZATION

### Employees

150

EMPLOYEES

52

MALE

98

FEMALE

0

NOT SPECIFIED

Asian	1
Black / African American	44
Caucasian / White	50
Hispanic / Latino	49
Two or More	6



Helix Human Services has built a culture of caring—both for our clients as well as our employees. This caring is evidenced by the lengths to which staff will go to help a client. Staff members appreciate being part of an organization that helps them get their clients what they need when they need it. There is an atmosphere of openness and a willingness for staff members to have difficult conversations when they arise. The pride employees feel about this small but mighty organization is palpable.

## OUR ORGANIZATION

### Financials

#### REVENUE & SUPPORT FY 2024

State Contracts	\$ 5,658,776.00
Private School Tuition	\$ 3,678,796.00
Insurance	\$ 590,730.00
Contributions	\$ 87,336.00
Interest/Investments	\$ 414,247.00
Grants	\$ 34,077.00
Miscellaneous	\$ 2,958.00

TOTAL REVENUE AND SUPPORT	\$ 10,466,920.00
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#### EXPENSES FY 2024

Program Expenses	\$ 8,618,948.00
Administrative Expenses	\$ 1,609,509.00
Fundraising Expenses	\$ 161,455.00

TOTAL EXPENSES	\$ 10,389,912.00
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## Supporters

110 Grill of Holyoke  
16 Acres Civic Association  
A&A Office Systems, Inc. -  
A Ubeo Company  
Val Abelin  
AISS Hampden County  
Sheriff's Department  
Ruth Alvarez  
Theresa Ames  
Arrha Credit Union  
Audacy Springfield  
Maryann Ayala  
Connor T Baker  
Kristin Balmer  
bankESB  
Barefoot Athletics  
Vanessa & Dylan Barkoski  
Bartholomew Electric LLC  
Linda Bartlett  
Baystate OB/GYN Group  
Christa Beatty  
Dan Beaudoin  
Daniel G Beaudoin  
Bertera Subaru  
Margaret Beturne  
Big Y Community Bag Program  
Paul Bongiorno  
Maisam Borrero  
Ama Bortsie  
Deborah A Bosse  
Boston Celtics

Braman Chemical Enterprises Inc  
Chris Browne  
Burkhart, Pizzanelli, P.C.  
Patrick Butler  
Melanie Butlet  
Laura Caine  
Anthony F Cardaropoli  
Janelle Carey  
Carla Santia & Associates  
Anthony Carnevale  
John Carty  
Michael Cass  
Brian Cassidy  
Valerie Cassidy  
Mike Cauley  
Chase Glass  
Brian and Janemari E. Chateauvert  
Elizabeth Childs  
Tim Chrystal  
Anthony Cignoli  
Laurie Cirillo  
Patty Clements  
Community Bank  
Community Foundation of  
Western Massachusetts  
Conklin Furniture  
Gladys & Orlando Cornier  
Rafael Cornier  
Costco UW Campaign / Frontsteam  
Rachel Crafts  
DBA Quality Contractors

Julie Demoracski  
Lina Dias  
Darlyn Diaz  
Joanne Didonato  
Discount Office Furniture  
Duke Insurance Brokerage, Inc.  
Erika Duke  
Tom Duke  
James Dunbar  
Gina Duncan  
Eliza Eberli  
Margaret Eckert  
Stephen and Judith Ellenburg  
EPOS Systems Inc.  
Mary Eriquezzo  
EXCEL Dryer, Inc.  
Julie Fabbri-Norton  
Christopher Fager  
Mary Fahy  
Pamela Fernandes  
Tina Fiore  
Kristen Fisher  
John C. Flahive  
Flop Shop  
Sarah Fontaine  
Amy Ganci  
Margaret Garand  
Ed Garibian  
Mark Germain  
Ellen Giampaolo  
Crystal Gilbert

GIS Benefits & Insurance Services  
Charlie Gonzalez  
Laura Gormally  
Governors America Corp  
David Griffin Jr.  
Amy Hale  
Patricia Hallberg  
Health New England  
Miguel Herrera  
Jane Hetzel  
Andrea Hill-Cataldo  
Marie Hurd  
Barbara Irving  
Elisha Jackson  
Kathryn Jobbins  
Jennifer Johnson  
Catherine Kennedy  
Grayson Kern Colarusso  
Mary Wilson Kibbe  
Nicole Kimsey  
Brian Kivel  
John Klenakis  
Jennifer Klock  
KNF&T Staffing Resources  
John Kovalchik  
Mayda Laizer  
Juan F. Latorre III  
Sara Leahy  
Joanne Leblond  
Carey Leckie  
Kasia Leone

Angela Lewis  
Lia Auto Group  
Liberty Bank  
LLumin, Inc.  
Ramon Lorenzi  
Low Temp Refrigeration  
Cheryl Lyncosky-White  
Mark Lyon  
M&T Charitable Foundation  
Lindsey Mabry  
Dawn Machado  
Erika Mack  
Susan Magee  
Carol Martin  
Mason Wright  
MassHire Holyoke Career Center  
MassMutual  
Cheryl Maturah  
Kindra McClary  
Mary Mehlich  
Jillian Midghall  
Mary Midghall  
Meghan Midghall  
Allen J Miles III  
Anne Milette  
Bianca Mock  
Monson Savings Bank  
Daniel Montagna  
Lissette Montan  
Carol and Richard Montefusco  
Alondra Morales-Henriquez

Michelle Morissette-Castonguay  
Morrison Mahoney, LLP  
Sarah Morrissey  
John Morse  
MP CPAs  
Connie Nadeau  
Naismith Memorial Basketball Hall of Fame  
Patricia H Nnaji  
Yamilca Nogue  
Grace Obeng  
Sean O'Connell  
Old Sturbridge Village  
Kristina Oleksak  
Michael Oleksak  
Melissa Onorato  
Krista O'Shea  
Diane and Richard Paglia  
Mark Paglia  
John Pappas  
Peter Pappas  
Paragus Strategic IT  
Kara Pellegrino Murray  
Pension Consultants, Inc.  
PeoplesBank  
Karen Petrie  
Maureen Picknally  
Pine Hill Landscaping, LLC  
Sarah Poissant  
Andrea Powell  
Prefere Melamines LLC  
Principal  
Melissa Prohaska  
ProShred  
Tim Provost  
Quality Services Heating Cooling  
Gordon and Josephine Quinn

Toni Raczkowski  
Lissette Ramos  
Lisa Reilly  
Maribel Reyes  
Jennifer Richard  
Francie Richardson  
Gloria and Bruce Richardson  
Catherine Rossi  
Karen Rossi  
Sandra Ruiz  
Karen Schermerhorn  
Samuel Schultheis  
Maria Scibelli  
Serv-u Locksmiths  
John Shea  
Emma and Ralph Shortt  
Donna Skibel  
Carolyn Smith  
South Congregational Church  
Allison Sowa  
Spartan of Wilbraham  
Springfield Ballers  
Springfield Central High School  
STCC Student Activities Office  
Cheryl Stanley  
Amy Stanton  
Joan Stewart  
Student Prince  
Sullivan, Hayes & Quinn, LLC  
Robert Suprenant  
Laura Svalestad  
Laurie Svec  
Ingrid Tanda  
TD Bank  
Shawn E Thamert  
The Axxion Company, LLC

The Gentlemen's League, INC.  
Claire Thompson  
Polly Thompson  
Beverly Tokarz  
Kandy Tranghese  
Mary Tranghese  
TSM Design  
Henry Tujague  
Brian Tuohey  
Michelle Tyer  
UniBank  
Nancy and Bruce Urbschat  
Licia Van Steenburgh  
Monique Vasquez-Hines  
Nikia Verdejo  
Viability  
Karen Walker  
Deborah Walsh  
Edward & Joanne Walsh  
Lori Warner  
Sherrie Webb  
Amy Weiswasser  
Western New England University  
WestMass ElderCare Inc.  
Nathaniel White  
Charlotte Williams  
Gloria W. Williams  
Wolf & Company, P.C.  
Christopher Wood  
Marlene Woods  
Tiera Wright  
John & Mary Margaret Young  
Maritza Zavala





IMPROVING THE  
LIVES OF CHILDREN  
AND FAMILIES

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[helixhumanservices.org](http://helixhumanservices.org)