

2015-2016 ANNUAL REPORT



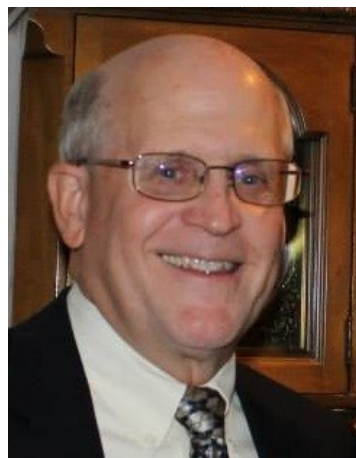
SHREWSBURY YOUTH AND FAMILY SERVICES, INC.
STRENGTHENING SHREWSBURY'S FAMILIES
SINCE 1983



From the President

Dear SYFS Friends,

The Greek philosopher and scientist, Aristotle, said, “The whole is greater than the sum of its parts.” At Shrewsbury Youth & Family Services (SYFS) we realize that our strength lies in the efforts of many, including counselors, interns, office staff, board members, community stakeholders (including the Town of Shrewsbury and the Shrewsbury Public Schools), faith-based organizations, corporate sponsors, individual donors, volunteers, and of course, the clients we serve. Through the collective efforts of the entire SYFS family, and as stated in our mission statement, our goal is to strengthen and enhance the lives of all those who live or work in Shrewsbury. The Board of Directors is pleased to present this report to the community summarizing our accomplishments as an agency over the past year. It is critical that we anticipate the needs of our community and start new initiatives to address community well-being.



We were successful in winning a three year competitive grant to address youth mental health. Please see more information further in this report. The agency is also actively involved with the Shrewsbury Coalition for Addiction Prevention and Education (SCAPE). SCAPE was formed in 2015 to reduce youth substance use and to create a safer community. Through this program, community leaders, youth, parents, business, law enforcement, school and public service officials, health care professionals, faith-based organizations, media, state and local government agencies, social service providers and other community representatives have joined forces to work collaboratively to identify and implement communitywide strategies to decrease substance abuse and its consequences and impact among youth and adults in Shrewsbury. The mission statement of SCAPE is as follows: The coalition will work collaboratively to identify and implement strategies to decrease substance abuse and its consequences and impact among youth and adults in our community.

The need for our counseling services, youth development programs, and case management services continues to grow. While we are pleased that our visibility within the Shrewsbury community continue to increase, this growth also presents challenges. During the past year the Board of Directors commenced discussions to address the need to locate to a larger facility. At our present location at 240 Maple Avenue, we are not able to adequately serve the number of clients needing services. In addition, this leased facility is in need of repairs and upgrading to provide quality work space for our staff to interact with clients, including space for group counseling. The Board is in continued discussions with the Knights of Columbus to lease the upper floor of their building at 206 South Quinsigamond Avenue. While the move will provide additional space and parking, there are associated costs involved to convert the current open floor plan to individual counseling offices, as well as the associated costs for moving. During the coming months we hope to finalize plans for the move to a new facility.

It is important for us to share data regarding our services, recognizing that while numbers are important, the real story is the actual work accomplished by providing sound therapeutic and case management services with excellent outcomes.

- 221 referrals were received in the office for counseling or case management
- 62 new clinical cases were opened, resulting in 162 open office based clinical cases
- 164 students received school based counseling
- 167 citizens received assistance with accessing resources and services and completing applications to meet basic needs. This includes help with food, housing, healthcare, utility payment, disability applications, childcare, holiday assistance, and school supplies. The majority of these services were provided through face-to-face sessions at our Maple Avenue facility.
- 79 residents were provided help with fuel assistance
- 82 students participated in our Coghlin Youth Development programs:
You Go Girl! A program for middle school girls designed to blend discussion with fun and interactive activities to promote self-esteem and self-confidence while exploring what it means to be female.
Way to Go Guys! An activity-based group for middle school boys designed to build and develop self-esteem, social skills and personal confidence.

The Board of Directors, along with the entire SYFS family, wishes to publically acknowledge the contributions and leadership of Terry Cassidy, LICSW, who served as our Executive Director for the past three years. Terry recently accepted a leadership position within the Tenet Healthcare organization. SYFS is certainly a better agency through her dedicated work and commitment over the past three years. We wish Terry continued success. As this annual report is going to the printer, the Board of Directors is in the final stage of selecting new leadership for the agency. The board is extremely appreciative of the efforts of all the SYFS staff, and in particular Anna Chittim, LMHC, Senior Clinical Coordinator and Interim Executive Director, who have joined forces to be sure the agency continued its mission of meeting the needs of all our clients.

We are appreciative for the continued financial support we receive from the Town of Shrewsbury, the business community and the residents of Shrewsbury. We are also extremely grateful and proud to have raised \$83,000 at our 2016 Annual Gala. The \$83,000 coupled with the town appropriation of \$75,000, individual and corporate donations, client co-pays, grants, and third party reimbursements, allow SYFS to continue to deliver a wide range of social services to the residents of Shrewsbury in a most cost-efficient manner.

The generosity of all our donors and supporters give further witness to Aristotle's words, "The whole is greater than the sum of its parts."

Respectfully Submitted,

Thomas M. Kennedy

Thomas M. Kennedy
 Chair, Board of Directors

Our Mission

It is the mission of Shrewsbury Youth & Family Services, Inc. (SYFS) to work in collaboration with others to provide counseling, education and prevention services to strengthen and enhance the lives of all those who live or work in Shrewsbury.

Our Services

Shrewsbury Youth & Family Services

Counseling Services

- Comprehensive Assessments
- Treatment Planning
- Psycho-educational Groups
- Individual, Family, Couples
- Risk Assessments/Safety Planning
- Trauma Informed Care
- Relapse Prevention
- School-based Counseling
- Support Groups
- Transition and Discharge Planning
- Parent Support
- Employee Assistance Programs

Positive Youth Development Programs

- 5,2,1,0 Obesity Prevention
- You Go, Girl! (Middle School Girls)
- Way to Go, Guys! (Middle School boys)
- T.R.A.I.L. Blazers (High School Leadership)
- Anti-Bullying Programs (All Programs)
- Partnerships for Healthy Pathways
- Youth Board Liaisons (High School)
- Youth Volunteers
- TheraPM- (High School)

Empower Shrewsbury Programs

- Case Management
- Community Outreach
- Advocacy
- Fuel Assistance
 - SMOC
 - SELCO
 - SOAR
- Referral & linkages
 - Shelter/Housing
 - Food
 - State Resources
 - Financial/Debt
 - Links to special program
 - Insurance Applications
- Holiday Gift Giving Program
- Health Care Linkages
- SCAPE Drug Free Coalition

How We Help

We are proud that for over 32 years we have helped strengthen and improve the quality of life for the residents of Shrewsbury who need us. We would not be here without your support. Here are some of the ways we helped this year:

- We helped empower young girls and build confidence with after-school and summer programs.
- We worked to foster community collaboration to address social issues that threaten our community.
- We ensured Shrewsbury citizens had access to affordable quality counseling in their community. No one was ever turned away based on inability to pay.
- We worked toward promoting overall health and well-being within the community through such programs as “5,2,1,0 Let’s Go!” for youth, and “Live Your Life Well” for seniors and individuals with disabilities.
- We trained future therapists, counselors, psychologists and social workers and fostered a holistic, strength-based and collaborative approach with colleges and universities.
- We ensured that families in need received assistance in applying for federal fuel programs and had a plan to keep warm in winter.
- We provided opportunities for high school students to learn and practice leadership skills that will guide them in their future.
- We helped disadvantaged families by finding needed resources through our free case management services.
- We provided opportunities for young girls to hear from female role models in the community and to learn about opportunities for their futures.
- We were a resource for many town departments and community partners.
- We helped young boys strengthen social skills and self-confidence through our in school, after school and summer programs.
- SYFS provided onsite services to the individuals that live at the Shrewsbury Housing Authority. Services were geared to helping residents improve self-care, increase support and decrease isolation. Staff were available to any of the 400+ residents.
- We worked to eradicate bullying of every type by embedding an anti-bullying curriculum in all our youth and parent programs.
- We used evidence-based and research supported practices to ensure optimal care and the best possible outcomes for the people we work with.
- We were a resource to staff and students in the public schools and private schools in Shrewsbury.
- We worked with our regional Department of Public Health to learn what we can do about the Opioid problem.
- We strived to stay abreast of the community needs and address them to the best of our ability.

SYFS Highlights

July: Summer Programs are in full swing offering 4 weeks of summer activities.

August: Hannah Kane generously hosts the Hannah Kane Charity Classic and raises \$17,000 for SYFS.

September: Graduate interns begin placement in several community locations. SYFS sponsors a table at The Spirit of Shrewsbury.

October: Knights of Columbus hosts the Annual Breakfast. Speaker Ellen Dolan shared the progress on the Library project and Dan Barbour received the Mike Gregory Award for Outstanding Service.

November: Fuel Assistance Program is in full swing. Donations of Thanksgiving turkeys are distributed to families in need.

December: SYFS staff and interns assist with the Annual Holiday Toy Drive organized by LouAnn Geer.

January: Shrewsbury Library Staff and Northborough Police Department are trained in Youth Mental Health First Aid.

February: Everyone is working hard on Gala preparations. Auction items are coming in: thank you to all the generous donors.

March: Maria Munro generously chairs our annual gala. Our heartfelt appreciation to Karen Bean for her help with the auction, to our generous sponsors, donors, supporters and volunteers!

April: New graduate interns are interviewed and selected for the new school year.

May: A summer program coordinator is hired and summer interns are interviewed and selected.

June: Summer programs begin!

Numbers Served

1627 program participants

221 Referrals were received for counseling or case management services

162 Individuals were provided in office counseling

164 Students received school based counseling

167 Citizens received case management services

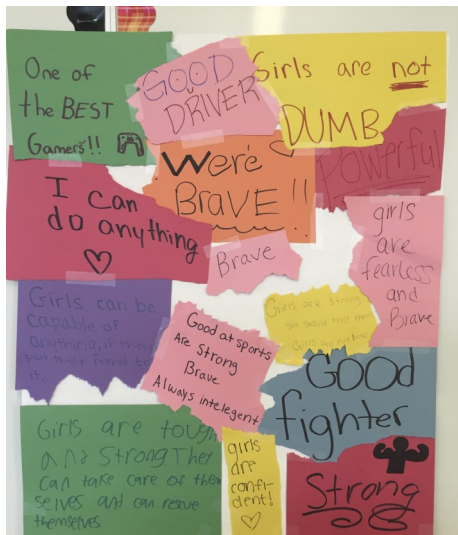
79 Disadvantaged families received fuel assistance

82 Students participated in our Coghlin Youth Development Programs

154 Citizens certified in YMHFA directly impacting 338 youth



THE COGHLIN PROGRAMS:





YOUTH
MENTAL
HEALTH
FIRST AID®

In September 2015, SYFS was awarded a 3-year Project Aware grant, funded by The Substance Abuse and Mental Health Services Association, to implement The National Council on Behavioral Health's Youth Mental Health First Aid Certification program in the Shrewsbury, Worcester, Grafton, Westborough, Northborough and Southborough communities. This grant requires that SYFS train and certify a minimum of 100 community members in Youth Mental Health First Aid during the first year, and 200 community members each year in years two and three. Statistics tell us that over 50% of mental illness begins before the age of 14 and suicide is now the 2nd leading cause of death among adolescents. We also know that 90% of mental illness is responsive to treatment with early intervention. Our task is to disseminate information to educators, first responders, parents, faith based leaders, coaches and other caring citizens who are in contact with adolescents. By participating in this 8-hour certification program, community members are taught how to identify early signs and symptoms of the more common mental illnesses and challenges affecting today's young people and are then given a 5 step action plan to intervene and link the young person to the appropriate services. We are thrilled to report that the community has embraced this program with open arms and we successfully certified over 150 people during year one. Among the many who have partnered with us in this program are The Northborough Police Department, The Shrewsbury Public Library, The Northborough Public Library, St Bernadette School, the Department of Developmental Services, Westborough and Grafton High Schools and many more. We will continue to deepen our relationships with our community partners through this impactful program over the next two years. Classes will be scheduled regularly and registration is available through the Shrewsbury Youth and Family Services website.

Testimony from Certified Youth Mental Health First Aiders:

"I view things differently after having taken this class. I now have a better understanding of my role with regard to those around me in need. I know when to speak up."

"I feel confident, now having taken the course, that if and when a situation occurs, I can take the necessary steps to make a referral to the appropriate adult."

"This program has significantly increased my awareness of when it is appropriate to intervene in a situation, and how to do so. I believe that everyone will benefit from this program."

Hannah Kane 2nd Annual Charity Classic



To State Representative Hannah Kane, her supporters, community volunteers, The
Haven Country Club and all the generous donors of

The Hannah Kane 2nd Annual

Charity Classic:

The staff and clients of Shrewsbury Youth and Family Services would like to offer our congratulations on the success of this year's tournament and extend a warm and heart felt thank you for all your hard work and continued support of our agency. The event was the perfect opportunity for all to connect with friends, both old and new, while enjoying a beautiful, fun-filled summer day and supporting three very worthy organizations. The commitment of the sponsors, the donors and the golfers once again resulted in exceedingly generous donations to SYFS, St. Anne's Human Services and The Westborough Food Pantry. Please know that your donation will be used to support our clinical programs, youth development and programs for the elder population in our community. Your contributions allow us to persistently work toward our continued mission of strengthening Shrewsbury's families.

2016 GALA





2016 Gala



Gala Committee

Maria Munro— 2016

Gala Chair

Terry Cassidy

Liz Clemenzi

Karen Donovan Bean

Brian Dugan

Lisa Easson

Michelle Duke

Michael Gregory

Derek Grillo

James Heald

Tom Hopkins

Tom Kennedy

Kathleen Keohane

Christine Mowry

Lynn Lynch

Sara Port

Melissa Pride-Fahs

Photography

Joyce Maranto of Ma-
ranto Studios

Flowers

Danielson Flowers

Audio/Visual

Shrewsbury Media Con-
nection

Entertainment

Say It Again

Gail Fabbri

Youth Volunteers

Erin Bean

Abby Bryant

Liam Davidson

Shivum Patel

Hannah Plifka

Madison Dugan

Patrick Duke

Madison Kane

Hannah Dugan

Michael Keohane

Margaret Easson

Kam Kristen

Dan Laursen

Ava Munro

Ela Berkman

Grace Pride

Evan Radovanic

Chase Munro

Ryan Conant



In Appreciation of our Generous Sponsors:

Presenting Sponsor

Grossman Development Group

Platinum II Sponsor

Navin, Haffty & Associates

Platinum Sponsor

Webster Five Foundation

Platinum Sponsor

Wheelabrator Technologies

Gold Sponsor

Central One Federal Credit Union

Gold Sponsor

Shrewsbury Federal Credit Union

Gold Sponsor

Dunkin Donuts

Client Testimonial

“Just a short note, but with a lot of tears. I can’t believe how thoughtful you are. You are an angel, always picking me up and dusting me off and letting me know, in your way, that it’s okay and everything will be fine. I know in my heart without my two doctors and you and your interns, I would not be here. I am so grateful that I am lost for words. I hope you know I consider you my family. I have no one else. Thanks from the bottom of my heart and may the angel wings cover you and keep you warm and don’t worry, God has the rest. God bless from someone who is lost for words but can only say thanks for being in my corner and caring.”

“I don’t know if it’s possible to thank you enough for everything you have done for me. Looking back now, I can’t even believe how far I’ve come and how much have grown as a person. Thanks to your advice, and strategies to help me cope, as well as your in-



sightful words of wisdom, I have totally transformed. I will never forget all the help you have given me and how you built me up to make me even stronger than I was before. I believe I can handle anything now! And if it turns out I can’t, I know where to find you.”

“Our therapist provided wonderful care for our son. He happily went each week to see her. We are very grateful.”

BOARD OF DIRECTORS 2015-2016

OFFICERS

Thomas Kennedy, Chairman	Director of Human Resources, Shrewsbury Public Schools (retired)
Kim Kusiak, M.D., Vice Chair	Child & Adolescent Psychiatrist
Michael Rooney, Treasurer	Vice President & CFO, Central One Federal Credit Union
Liz Clemenzi, Secretary	Principal, Commonwealth Appraisal Services
Michael Gregory	Manager, UMASS Medical (retired)
Brian Dugan	General Manager, The Haven Country Club
Susan Haffty	Social Worker
Melissa Pride-Fahs	President and CEO, Emerge Marketing, Inc.
Ron Alarie	Shrewsbury Building Inspector (retired)
James Heald	Owner, Heald & Chiampa Funeral Home
Thomas Hopkins	LICSW –Director, UMASS EAP
Sandy Jenkins-Bryant, Esq.	Attorney-at-Law, member of A.D.V.I.S.E
Hannah Kane	Massachusetts State Representative
Kim Long	Community Activist, Volunteer and Organizer
Jason Palitsch	Government & Public Affairs Specialist at Veterans, Inc.
Helen McLaughlin	Shrewsbury Resident, Retired member of A.D.V.I.S.E.
Joseph Palomba, M.D.	Emergency Department Physician, Shrewsbury Resident
Melanie Petrucci	Shrewsbury Town Meeting Member, Shrewsbury Social Club
Antonio Simas	Director, Customer Interaction Center - NSTAR (retired)
Joanne Tyndall	Co-Chair A.D.V.I.S.E., Shrewsbury Resident

STUDENT LIAISONS

Liam Davidson	<i>St. John's HS Class of 2016</i>
Erin Bean	<i>Shrewsbury HS Class of 2017</i>
Bruce Dolan	<i>Shrewsbury HS Class of 2016</i>
Madison Dugan	<i>Shrewsbury HS Class of 2017</i>
Shivum Patel	<i>Shrewsbury HS Class of 2017</i>

Staff and Personnel 2015-2016

- | | |
|--|--|
| * <i>Terry Cassidy, LICSW, Executive Director</i> | * <i>Pooja Khialani, Psy.D, Psychologist</i> |
| * <i>Anna Chittim, LMHC, Senior Clinical Coordinator</i> | * <i>Nicole Muratore, LMHC, Therapist</i> |
| * <i>Christine Mowry, BA, Development , YMHFA Instructor</i> | * <i>Kristyn Chevalier, LMHC, Therapist</i> |
| * <i>Lynn Lynch, MBA, Administrative Assistant</i> | * <i>Judith Tully, LICSW, Therapist</i> |
| * <i>Justin Mussler, BA, YMHFA Project Director</i> | * <i>Emily Van Ness, LICSW , Therapist</i> |
| * <i>Rachel Baldino LCSW, Therapist</i> | * <i>Kyra Berube, LMHC, Therapist</i> |



Graduate Students and Counseling Interns

- * Christina Brown (Masters in Counseling Psychology, Assumption College)
- * Leanne Carson (Psy.D. , William James College)
- * Alessandra Frissora (Psy.D. , William James College)
- * Donna Lang (Masters in Social Work, Boston University)
- * Kelsy Rondeau (Masters in Counseling, Bridgewater State University)
- * Jonathan Scully (Masters in Counseling Psychology, Assumption College)
- * Anita Tapia (Psy.D. , William James College)

Summer Program Volunteer & Interns

- | | |
|---------------------|--|
| * Julianne Roderick | Program Coordinator |
| * Julia Schaefer | Shrewsbury High School |
| * Olivia Juairé | Shrewsbury High School |
| * Mark Joyce | M.A. in Counseling, Assumption College |

Michael Gregory Award

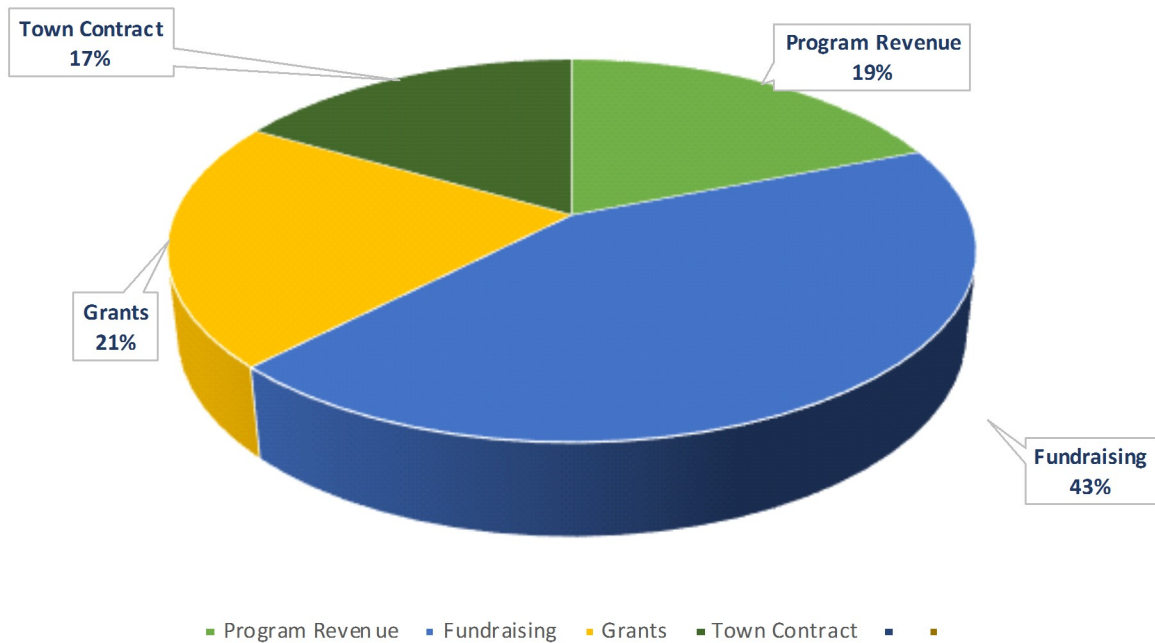
The Michael Gregory award, named in recognition of its inaugural recipient, honors an **exceptional individual** whose efforts have worked to serve Shrewsbury Youth & Family Services, Inc. This individual is a true champion of the agency.

2016 Winner

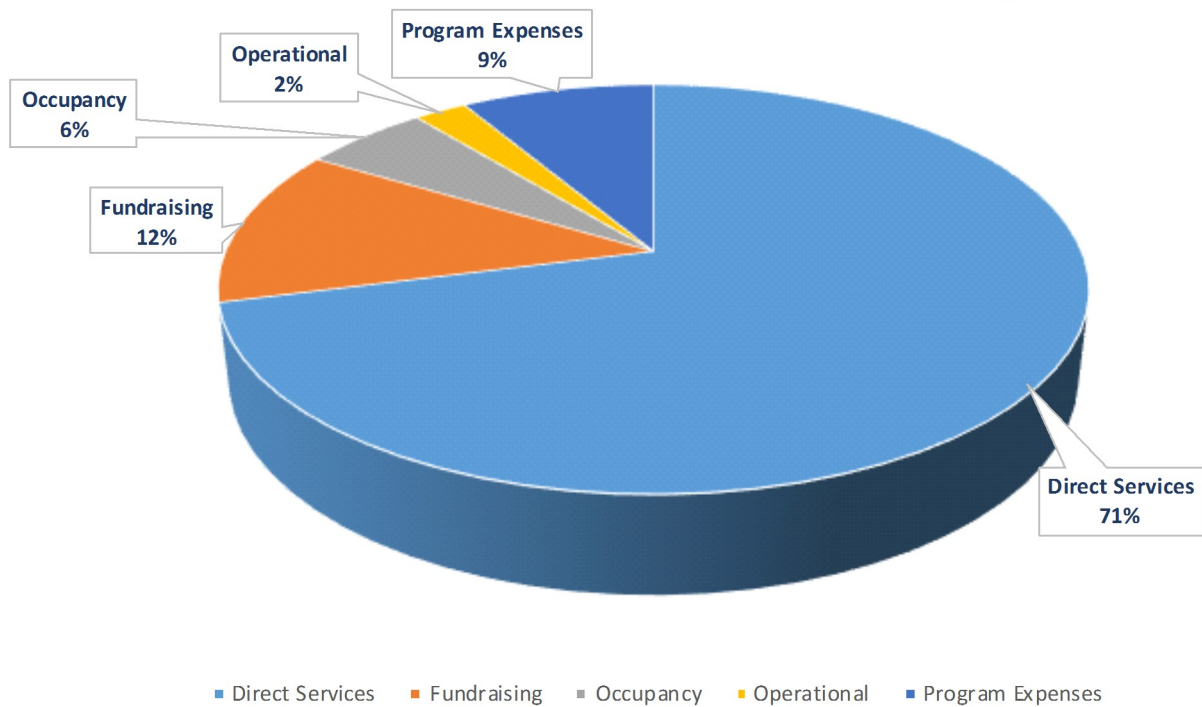
This year we are honored to recognize **Kathleen Keohane** for her passion and dedication to the mission of SYFS and for the community as a whole. Kathleen has tirelessly volunteered her time and energy to SYFS for the past several years, with particular attention during Gala season. Her patience with staff and volunteers as she teaches us how to streamline gala procedures is very much appreciated! Many thanks, Kathleen!

SYFS FINANCES

2015-2016 Revenue



2015-2016 Expense



Community Partners

SYFS values our collaborative relationships with so many dedicated partners, all working to make this community stronger. We thank you for your efforts.

A.D.V.I.S.E. (Against Domestic Violence in Shrewsbury Education)

First Congregational Church of Shrewsbury

Central One Federal Credit Union

Central MA Department of Public Health

Emerald Club

Fallon Health

Knights of Columbus

Reliant Medical Group Foundation

Rotary Club of Shrewsbury

Shrewsbury Council on Aging

Shrewsbury Federal Credit Union

Shrewsbury Fire Fighters Association

Shrewsbury Lion's Club

Shrewsbury Media Connection

Shrewsbury Parks and Recreation

Shrewsbury Police Department

Shrewsbury Public Library

Shrewsbury Public School District

Shrewsbury Public Housing Authority

Shrewsbury Social Club

St. Mary's School

SOAR– Shrewsbury Oil Assistance Relief

Town of Shrewsbury

As John F. Kennedy noted:

“There are risks and costs to a program of action, but they are far less than the long-range risks of comfortable inaction.”

We do our best to list our sponsors and community partners accurately. If we have made any errors, please contact an Executive Director at (508) 845-6932.

Please visit our website:

www.syfs-ma.org

Like us on Facebook!





SHREWSBURY YOUTH AND FAMILY SERVICES, INC.
STRENGTHENING SHREWSBURY'S FAMILIES
SINCE 1983

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