A Message from our CEO

MARCH 2021
Dear Friends of Gándara,

Gándara Center continues to stand out as an organization that is instrumental and in the forefront to "promote the well-being of Hispanics, African Americans and other culturally diverse populations through innovative, culturally competent behavioral health, prevention and educational services." It is this mission that has guided and driven the staff of Gándara throughout its history to empower individuals throughout the Commonwealth with tools with the goal of supporting them to work towards self-sufficiency.

The ongoing response to the COVID-19 pandemic is a testament of the commitment of Gándara's staff to go above and beyond to help some of the most vulnerable persons, determining what community needs exist, and responding with innovative and effective programming during a time of global uncertainty.

This past year, we found ourselves dealing with horrific acts of racism which contradict what we believe as a people and as an agency. Now, more than ever, the Gándara Center remains resolute in its determination to help the oppressed. We remain steadfast in our mission to champion the underserved, as we have for 43 years.

Please join me as we look back at a significant year of impact to those we serve and the growth we experienced, which provided Gándara Center with many new opportunities to serve our communities.

Queridos amigos de Gándara,

El Centro Gándara continúa destacándose como una organización que es fundamental y está al pendiente de "promover el bienestar de los hispanos, afroamericanos y otras poblaciones culturalmente diversas a través de servicios innovadores educativos, de prevención y de salud conductual y culturalmente competentes". Es esta misión la que ha guiado e impulsado al personal de Gándara a lo largo de su historia a empoderar a la población en todo el Estado Libre Asociado con herramientas, con la esperanza de ayudarlos a trabajar hacia la autosuficiencia.

La respuesta continua a la pandemia de COVID-19 es un testimonio del compromiso del personal de Gándara de ir más allá para ayudar a las personas que son más vulnerables, determinar qué necesidades existen en la comunidad y responder con una programación innovadora y eficaz durante un tiempo de incertidumbre global.

Durante el pasado año, nos encontramos lidiando con horribles actos de racismo que contradicen lo que creemos como pueblo y como agencia. Ahora, más que nunca, el Centro Gándara se mantiene firme en su determinación de ayudar a los más oprimidos. Nos mantenemos firmes en nuestra misión de defender a los desatendidos, como lo hemos hecho durante 43 años.

Únase a mí mientras miramos hacia atrás a un significativo año de impacto en aquellos a quienes servimos y el crecimiento que experimentamos, que brindó al Centro Gándara muchas oportunidades nuevas para servir a nuestras comunidades.

Sincerely/Sinceramente,

Lois Nesci
Chief Executive Officer
Gándara Center

02 | Annual Report 2020
Our Commitment

The mission of Gándara Center is to promote the well-being of Hispanics, African-Americans and other culturally diverse populations, through innovative, culturally competent behavioral health, prevention and educational services.

- Respect and promote the human and civil rights of all individuals we serve
- Provide the highest quality services
- Assure continuous improvement
- Fully value the diversity of individuals
- Secure new resources to comprehensively serve communities
- Meet the changing needs of individuals we serve
- Ensure the care, welfare, safety and security of our staff and all individuals we serve
- Promote the rights of individuals we serve to make informed choices and meaningful decisions
- Contribute to the well-being of underserved populations
- Offer opportunities for personal growth
**Stories of Hope**

**Leo Now Believes That Recovery is Possible**

While Leo was incarcerated, "people from **Gándara Center's Stairway to Recovery** and the **Champion Plan** came to visit and said 'Look, if you want to get out and stay clean you can.' Since I've been home I've been coming to Stairway to Recovery faithfully and have been clean and sober for almost two and a half years." He adds, "I might not have everything, but I am grateful for what I do have."

---

**Youth Thrives With the Help of In-Home Therapists**

"A local youth was referred to us from an inpatient practice after attempting to take her life, twice. Since our **In-Home Therapists** started working with her, she has been stable and has made excellent progress. The youth has learned how to use coping mechanisms and communication skills to express her feelings, which has helped improve her relationship with her family immensely. She is excelling at school," Amarillis, an In-Home Therapist exclaimed.

"I am so proud of her progress!"

- Amarillis, In-Home Therapy Clinician

---

**Combining Services Gave Kelley Hope for a Brighter Future**

After losing custody of her first child and pregnant with her second, Kelley was really struggling. Staff at **Hope for Holyoke** Peer Recovery Center advocated for her to get into **Gándara Residential Services for Women (GRSW)**. After completing the GRSW program she moved into her own apartment -- with help from the Community Housing Program. Kelley has since regained custody of her eldest daughter and is now working as a CNA.

"**Gándara Center believed in me when no one else did**."

- Kelley

---

**Lived Experience Helps Kristina Fulfill Her Goals**

"My journey was very rocky at the beginning. I went back and forth between **Esperanza** and **Gándara Residential Services for Women (GRSW)**. After nearly a year of sobriety, I moved to the **Serenity Program** which allowed me to live independently but also provided accountability. I worked, got my license back, rebuilt a relationship with my son, saved money and learned how to pay bills. Since then, I bought my own car and moved into my own apartment." Kristina was recently promoted from **Recovery Specialist** to **Case Manager at GRSW**. "It feels good to know I accomplished those things, but it feels even better to be able to give the ladies hope; to be able to tell them 'I was in your shoes, I was here doing exactly what you were and this is where I am now.'"

"**Gándara helped save my life and they planted the seeds for me to be able to give back.**"

- Kristina

---

**Angelo Embraces a Healthier Lifestyle**

Angelo moved to a new **Shared Living** home where he received behavioral and clinical supports. He has embraced a healthier lifestyle, resulting in weight loss and a decrease in his medication needs.
Plymouth Recovery Center Relocates to Main Street

Gándara’s Plymouth Recovery Center moved to a new location on Main Street Ext. in downtown Plymouth. This move makes it easier for individuals in need of services to access supports in a centralized location.

“Being a person in long-term recovery myself I am very passionate about what we do here at the center,” Program Director Dan Kelly explained.

Our Peer Recovery Support Centers welcome all people in recovery from substance use and those affected by substance use. Services are free and provide peer-to-peer supports.

Pride House Serves the LGBTQ+ Community

Gándara Center Pride House opened in Northampton providing LGBTQ+ Youth a safe place to be their authentic selves while working through emotional and behavioral issues. In addition, it offers opportunities for family therapy so that everyone can work through issues of acceptance.

The first program of its kind in western Massachusetts, it is a residential program for up to 10 youth who identify as LGBTQ+.

Pride House Director, Heather Mahoney, explains that “Pride House is affirming and accepting and we have a good amount of our staff that identify, so youth feel like they can express themselves and be who they are.”

Gándara Center Opens Certified Community Behavioral Health Clinic

(Pictured left to right) Ashley Chuquina, Community Support Care Manager (CSP); Aracelis Ramos, Case Manager; Darlyn Diaz, Nurse; Dr. Rahiza Gallardo-Vásquez, Director of CCBHC

Gándara Center launched a new program based on Integrated Person Centered Care, called the Certified Community Behavioral Health Clinic (CCBHC). This program represents an opportunity to improve the behavioral health outcomes of individuals we serve. Efforts combine behavioral health with physical health care, assimilating and utilizing evidence-based practices on a more consistent basis and promoting improved access to quality care.
COVID-19 Response

GÁNDARA CENTER’S ESSENTIAL SERVICES CONTINUE IN TIME OF NEED

In response to COVID-19 and the State of Emergency declared by Governor Charlie Baker March 15, 2020, the Gándara Center officially implemented its Continuity of Operations Plan (COOP).

We have continued to provide the people we serve with the highest standards of service delivery. Our agency has taken precautionary measures and follows best practices to uphold Gándara Center’s part in the public health responsibility to mitigate the spread of the virus.

BRIDGING THE GAP IN SPANISH-SPEAKING COMMUNITIES

In an effort to help Spanish-speaking residents understand Coronavirus, El Pueblo Latino, commissioned Dr. Rahiza Gallardo-Vásquez, Director of Gándara Center’s Certified Community Behavioral Health Center, to write four columns from April through June 2020.

Topics covered:

- Practical tips about considerations for grandparents when they are caregivers to children—or if they can’t spend time with their grandkids because of necessary social distancing—during the COVID-19 outbreak
- Advice for parents on helping young graduates cope with the loss of important life events—including proms, dances, and graduations—to cancellations due to the COVID-19 outbreak
- Preparing children to return to normal after the Coronavirus Pandemic
- Coping with fear of a possible resurgence of a second wave of COVID-19

"Remember: Focus on what you can control."

- Dr. Rahiza Gallardo-Vásquez
PEER RECOVERY CENTERS EXPAND COMMUNITY OUTREACH EFFORTS

At the start of the COVID-19 Pandemic, our Peer Recovery Centers were quick to transition from in-person visits to virtual meetings, providing the community with seamless support during uncertain times. An increasing number of groups were offered virtually. Communication via phone, email and text supports were utilized. Staff regularly checked-in with peers that were absent from groups. In order to make groups more accessible, staff used Facebook Live to connect with those in recovery, continue their journey.

Photos (Top to Bottom) Members from our Holyoke and Springfield Peer Recovery Centers hosted an Overdose Awareness Vigil; Plymouth Recovery Center staff and peers volunteered with local churches to provide meals to the homeless in downtown Plymouth; Jazzmin Andrade, Stairway to Recovery Volunteer Coordinator; Julie Cagne, Director of Springfield Peer Recovery Center, speaks at an overdose vigil; PIER Recovery Center of Cape Cod.

INCREASED VIRTUAL SUPPORT FOR YOUNG ADULTS

During the first wave of the Pandemic, the physical location of the Impact Center temporarily closed and staff relied on video chats, text messaging, social media and phone calls to assist local youth.

Teens and young adults continued to stay connected with their peer mentors, building on existing relationships and continuing to participate in the center’s offerings. In addition to referral support, mental health and substance use services and community resources, the Impact Center offered weekly, virtual support groups. These peer-led groups included: Man Cave Monday, Wellness Wednesday, Pens & Pages, Game Night, Fanime and Real Talk.

Springfield’s Impact Center is a safe, inclusive, peer-led center for young adults 16-21 who are looking to connect to resources for jobs, housing, education and more.

“No matter what you go for, you always leave empowered and with a positive mindset."
- Springfield Teen
Thank You TO OUR ESSENTIAL WORKERS
Responding to Racism
GÁNDARA STRENGTHENS MISSION BY FORMING A RACE EQUITY, DIVERSITY AND INCLUSION COMMITTEE

In addition to re-committing to our mission, Gándara Center has taken further steps to ensure that we can be doing more for the community.

With the events that took place across the country, we find ourselves in uncertain times. Acts of racism contradict everything we believe as a people and as an agency. Our mission, actions and services speak to caring for our community, staff and those we serve regardless of race.

Now, more than ever, Gándara Center is resolute in its determination to help the oppressed. We remain steadfast in our mission to champion the underserved, as we have for 43 years.

In August, we held a number of listening sessions across the agency for all employees to better understand how the current cultural and racial climate has affected the staff, their families, those we serve and helped us find out how we, as an agency, can come together and make a difference. Those sessions were well attended and provided a great deal of valuable information for our Race, Diversity & Inclusion Committee and helped to improve our services, policies, practices, and ensure our communications reflect our mission.

Additionally, changes were made to our training structure to include a more in-depth look at cultural diversity and competency.

Gándara Center’s Management Team took part in a training entitled “Building Racial Equity,” hosted by nationally known facilitator, Darlene Powell Garlington, Ph.D.
Fundraising

Community Care Package Drive
Emergency Relief for Earthquake Victims in Puerto Rico
6th Annual Gándara Center Frozen Yogurt Virtual 5K FY'21

Gándara Center Staff Continues to Advance Our Mission To Help the Underserved
"The first earthquake was awful, everything shook and I lost my apartment. Thank you Gándara for helping my family."

Alondra Maria Rivera
Yauco, P.R.

Puerto Rico Earthquake Relief Efforts
Gándara Center raised 2 tons of basic necessities, $5,000 for victims
Frozen Yogurt 5K 6TH ANNUAL VIRTUAL RUN/WALK RAISED OVER $50,000

Gándara Center would like to thank this year’s race sponsors:

**Presenting Sponsor:**
Westfield Bank

**Platinum:**
Hexplora
HUB International

**Gold:**
Cigna

**Silver:**
Peoples Bank

**Media Sponsor:**
WWLP-22News/CW Springfield

**Frozen Yogurt Sponsor:**
Yasso Frozen Yogurt

**Bronze:**
Genoa Pharmacy
Hispanic Resources, Inc.
Taylor Street Dental Associates
Universal Electric Co.
Hann Realty, LLC.
Advanced Restoration Group
SHI International
Compassionate Health Care Systems
Marcotte Ford

CEO, Lois Nesci kicked off our Socially Distanced Run/Walk with Presenting and Platinum Sponsors.

Wayne Webster, Westfield Bank (Presenting Sponsor) walked with the Vice President of Marketing and Development, Jade Rivera-McFarlin.

Ravi Obbu and Sai Alahari of Hexplora (Platinum Sponsor) posed for a picture at our kick-off party.

COO Jeff McGeary, Bill Trudeau and Erika Noble of HUB International (Platinum Sponsor) snapped a selfie.

Event organizers, Corinne Dumont and Jade Rivera-McFarlin.

CIO Bob DeVito, CEO Lois Nesci, and CFO Tim Somers get ready to walk/run.
I ran the traditional course and pushed myself as though it was a live race. Forgot to take a finish selfie but here’s my screenshot. - Hillary

Our 6th Annual Virtual Frozen Yogurt 5k (FY’21) featured a livestream broadcast on our YouTube Channel as well as wwwp.com. 22News Anchor Ciara Speller hosted the August 23rd event and viewers were acquainted with Gándara Center.

It was a beautiful day for a walk! Thank you for going virtual. - Allison
Turners Fall, MA
In the Community

OPIOID EDUCATION & NARCAN TRAINING

Gándara Center, Tapestry Health and CORE of Greater Westfield spoke to Westfield High School students about the Opioid Crisis.

CELEBRATING SPRINGFIELD’S 30TH PUERTO RICAN PARADE

Gándara Center proudly supported Springfield’s 30th (Virtual) Puerto Rican Parade. The parade streamed on wwlp.com and YouTube and Gándara Center’s CEO, Lois Nesci, spoke about services provided during the COVID-19 Pandemic. She also recognized Gándara Center’s nearly 450 direct care workers who provide 24-hour care. “They really are at the heart of the mission about what it means to serve our community,” Nesci added.
Deb Flynn-Gonzalez, Director at Hope for Holyoke, spoke on a number of panels including the SOAR (Speaking Out for Addiction Recovery) Statewide Summit and Bootcamp. She shared her expertise on best practices for addressing the Opioid Epidemic in Western Massachusetts at American International College’s Opioid Epidemic Roundtable.

Members at PIER Recovery Center delivered pizzas to first responders, sent Thanksgiving meals to sober houses and created care packages for the Barnstable County homeless population.

Springfield Peer Recovery Center co-hosted an Overdose Awareness Vigil, contributed to Massachusetts Organization for Addiction Recovery’s (M.O.A.R) Recovery Day Event Celebration and offered many virtual recovery support groups -- including "Thumb-Tacked It" a weekly art group hosted by the center’s Director, Julie Gagne and staff member Jodi.

On April 1st, Stairway to Recovery moved to its new location on Main Street in Brockton and began offering additional support groups for members; including Virtual Yoga, paint pour projects, games and monthly COVID-19 informational sessions.

"Recovery means making better choices in my life, forgiving myself and turning my pain into purpose"
- Cassandra

OVERDOSE PREVENTION & NARCAN TRAININGS

Plymouth Recovery Center became a secondary distribution site for BAMS1 Cope Center to distribute Narcan kits to the community. Staff also provided overdose prevention and Narcan trainings to local recovery homes, food pantries and shelter organizations. Many lives have been saved because of their efforts.
JANUARY

Mass Appeal | MassLive | The Republican
HELP FOR PUERTO RICO AFTER EARTHQUAKES
Vice President of Development and Community Relations Jade Rivera-McFarlin spoke about the collection of goods to help those in Puerto Rico as well as an upcoming humanitarian trip to deliver supplies to those in need on the island after a series of earthquakes.

WWLP-22News
HOLYOKE MAYOR MORSE CALLING FOR MORE ACCESS TO ADDICTION SERVICES
CEO Lois Nesci explained why support from family and friends is such an important part of the recovery process.

MARCH

WWLP-22News | Western Mass News
TALKING TO KIDS ABOUT THE COVID-19 PANDEMIC
CEO Lois Nesci emphasized being honest with children about the virus without scaring them.
Latin Media Collective

PREOCUPACIONES DEL COVID-19 Y LA SALUD MENTAL

Clinical Therapist Dr. Rahliza Gallardo-Vázquez spoke about concerns related to COVID-19 and mental health.

Western Mass News

TACTICS TO HELP PROTECT CHILDREN FROM ABUSE

In-Home Behavioral Services Supervisor Ruth Trujillo-Acosta discussed ways to keep children we serve safe at home with schools being closed.

Western Mass News

RECOVERY COACHES TURNING TO VIRTUAL MEETINGS DURING PANDEMIC

Recovery Coach Supervisor Heriberto Rodriguez explains the importance of virtual meetings during the shut down.

APRIL

WWLP-22News InFocus

COMMUNITIES FACING LARGER HEALTH IMPACTS DURING COVID-19 PANDEMIC

Vice President of Behavioral Health and Substance Use Services, Dr. Madeline Aviles-
Hernandez explained why Black and Hispanic populations across the country are disproportionately contracting COVID-19.

Latin Media Collective
COVID-19 Y EL IMPACTO EN LA RECUPERACIÓN Y EL USO DE SUSTANCIAS
Vice President of Behavioral Health and Substance Use Services Dr. Madeline Aviles-Hernandez discussed the impact of the COVID-19 crisis on the recovery of people who are dealing with substance use.

WWLP-22News | Western Mass News
VAPIING INCREASES RISK OF DEVELOPING COVID-19
Director of Hampden County Tobacco Free Partnership, Sara Moriarty, addressed the risks associated with Coronavirus and vaping.

JUNE
Western Mass News | WWLP-22News
GÂNDARA CENTER OFFERING WAYS TO TALK TO CHILDREN ABOUT PROTESTS
Director of Family Support and Training, Abrah Orth and In-Home Behavioral Services Supervisor, Ruth Trujillo-Acosta explained how to talk to children about what they are seeing on TV and social media regarding the death of George Floyd.

WWLP-22News | Mass Appeal | CW Springfield
GÂNDARA CENTER’S FROZEN YOGURT 5K GOES VIRTUAL
Vice President of Development and Community Relations Jade Rivera-McFarlin spoke about the 6th Annual Frozen Yogurt 5K going virtual.

AUGUST
WWLP-22News
HOW TO COPE WITH MENTAL HEALTH, SUBSTANCE USE DURING COVID PANDEMIC
Clinician Dr. Rahiza Gallardo-Vazquez talked about how to cope with mental health and substance use.

SEPTEMBER
WWLP-22News
MENTAL HEALTH SERVICES AVAILABLE FOR SPANISH-SPEAKING RESIDENTS
Director of the Hope for Holyoke Peer Recovery Center Debra Flynn-Gonzalez spoke about Mental Health Services available for Spanish speaking residents

WWLP-22News
REMOTE LEARNING PROGRAM AVAILABLE FOR SPANISH SPEAKING STUDENTS
Director of Family Support and Training, Abrah Orth, said that “we’ve been very successful with doing this virtually...we can do things like share screens, help parents set up passwords save tabs and make things a lot easier for them.”

Western Mass News
EXPERT DISCUSSES STRESS, ANXIETY ON WORLD MENTAL HEALTH DAY
CEO Lois Nesci discussed how to cope with stress during uncertain times.
Health Care News
COVID-19 AND THE MA HEALTH CARE SYSTEM: ASSESSING IMPACT, ADVANCING EQUITY
Vice President of Behavioral Health and Substance Use Services, Dr. Madeline Aviles-Hernandez, participated in a panel discussion during the 2020 Health Care Cost Trends Hearing.

NOVEMBER

Western Mass News | Facebook
ANXIETY BUILDING UP DURING APPROACHING ELECTION, PANDEMIC
Clinician Dr. Rahiza Gallardo-Vázquez weighed in on potential Election Day anxiety.

Western Mass News
LOCAL MOTHER RAISES MONEY FOR RECOVERY PROGRAMS IN HONOR OF LATE SON
The Gándara Center's Hariston House was one of the recipients of a fundraiser held in honor of a local man who lost his life due to an opioid overdose.

DECEMBER

WGBY/NEPR - Presencia
MENTAL HEALTH IN THE HISPANIC COMMUNITY
Vice President of Behavioral Health and Substance Use Services Dr. Madeline Avilés-Hernández explained how mental health is affecting the Latinx community.

Health Care News
COVID-19 AND THE OPIOID CRISIS
Vice President of Behavioral Health and Substance Use Services, Dr. Madeline Avilés-Hernández, described the impact COVID-19 has had on the fight against the opioid crisis.
Leadership

BOARD OF DIRECTORS

JAMES DONNELLY
PRESIDENT

LYDIA MARTINEZ-ALVAREZ
VICE PRESIDENT

MARY K. EATON
CLERK

STERLING HALL
TREASURER

GILBERTO AMADOR

HUGH DERENZY

KIMBERLY KLIMCZUK

KEYLA CRUZ PEREZ

RHODA SMITH

ROXANA LLERENA-QUINN, PH.D.

EXECUTIVE TEAM

LOIS NESCI
CHIEF EXECUTIVE OFFICER

JEFFREY MCGEARY
CHIEF OPERATING OFFICER &
SENIOR VICE PRESIDENT

JANINE M. KENT
CHIEF FINANCIAL OFFICER

ROBERT DEVITO
CHIEF INFORMATION OFFICER

DR. MADELINE AVILES-HERNANDEZ
VICE PRESIDENT OF BEHAVIORAL HEALTH,
SUBSTANCE USE & RECOVERY SERVICES

TIFFANY BASILE
VICE PRESIDENT OF BUSINESS
DEVELOPMENT

SHANE BROOKS
VICE PRESIDENT OF COMMUNITY-BASED
RESIDENTIAL SERVICES

CHRISTOPHER EZZO
VICE PRESIDENT OF COMMUNITY-BASED
YOUTH & CLINICAL SERVICES

DEBORAH EVANS
VICE PRESIDENT OF HUMAN RESOURCES

JAIDE RIVERA-MCFARLIN
VICE PRESIDENT OF DEVELOPMENT &
COMMUNITY RELATIONS
Contributions

COMMUNITY CARE PACKAGE DRIVE
(FT 20-9-21)
GILBERTO AMADOR
ALIAS
DARES
NANCY DULCHINS
KARI LAURIE
BARBARA DUMONT
AMANDA TOLIVER
CORINNE DUMONT
STEVEN C. ERICKSON
KRISTEN FABI
HEREDITH HAWKINS
ABBEY KEELER
BRENDAN KESLICZ
ALLISON OLOKLO
TARYN QUELLIN
MARY ANN S. STEARNS
SARAH SULLIVAN
THE YOGA SHOP OF LUDLOW

PORTO RICO RELIEF FUND
KELLI ANDERSON
ANONYMOUS
BRENNER INSURANCE AGENCY
BRIGHTWOOD ELEMENTARY SCHOOL
CLAIRE Z. COWEN-STEINZER
CRAZYBIRDS MOTORCYCLE CLUB
ANNETTE AND DEAN CYCQ
CORINNE DUMONT
FIRST LUTHERAN SCHOOL
ADELAIDE Z. PORTER
FRANK F. FREEDMAN ELEMENTARY SCHOOL
ARIQUA A. GALLERS
SHARON HALL-SMITH
HISPANIC RESOURCES, INC.
DAVID KEITH
HUB INTERNATIONAL
SILVIA KELLY-LACHAT
KATHERINE M. KIDWELL
KATHLEEN MKR
POLISH NATIONAL CREDIT UNION
HOPE FARM PARTNERSHIP SCHOOL
ANDRES RAMOS
PAMELA RANCHE
GREGORY SARGENT
MELLA SINGLETIN
STANISLAUS J. SKARZYNSKI, JR.
SPRINGFIELD FIELD PUERTO RICAN PARADE COMMITTEE
TARA M. RAYMOND
ELIZABETH A. RICE
JADE RIVERA-MCFARLIN
RIVER VALE COUNSELING CENTER
JENNIFER ROBERTSON
BANDY SHENKMAN
ROBERT STAHLEBERG
JANE TOMEY
EVETTE TORRES
THE UNITARIAN UNIVERSALIST SOCIETY OF AMHERST
AUDRA WINN

YOUTH ART EXHIBIT
ANONYMOUS
CHRISTINA CINCKOTA
MICHELLE DUCIBELLA
BARBARA DUROUX
HENRY EAST-TROON
DEBBIE BECK
BRIAN FITZGERALD
RUSSELL GONZALEZ
GREGORY GOUGH
STERLING HALL
SHARON HALL-SMITH
SAMUDALIO KOGAN
RUSTYN HUMASON
REBECCA MULLER
LOIS NELCI
AMY PORCHETTI
PAM RACINE
JADE RIVERA-MCFARLIN
DANIELA RODRIGUEZ
EVETTE TORRES
XONIARA TORRES

5K SPONSORS (FY ’21)
ADVANCED RESTORATION GROUP
ALBERT FAY AND PAINT
AMADOR FOUNDATION INC.
ALTERNATIVE ENVIRONMENT LIFE, INC.
CHECKWRITERS INC.
CIGNA
COMMUNITY FOUNDATION OF WESTERN MASS.
COMPASSIONATE HEALTH CARE SYSTEMS
DERENZO BUSINESS TECHNOLOGIES
GENOA HEALTHCARE
GREENGOO PCB PACKAGING AND MAINTENANCE SUPPLIES
HANN REALTY, LLC
HPLXPLOR
HISPANIC RESOURCES, INC.
HOME INSPECTIONS BY MARCO, INC.
HUB INTERNATIONAL
3YW ASSOCIATES
LAW OFFICE OF FRANK R. FARBER & LINDELY, LLC
MELANIE FIELDER
MARCOTTE FORD
MARGARET FORD INTERMIX
QUALIFACTS SYSTEMS, INC.
SKELETAL ABORTION PREVENTION, P.C.
SHI INTERNATIONAL CORP.

GIFTS IN-KIND
BIC Y
DERENZO BUSINESS TECHNOLOGIES
JET BLUE
VALLEY VENTURE MENTORS

FUNDERS/COMMUNITY PARTNERS
ARTSONG, LLC
ASSOCIATION OF BEHAVIORAL HEALTHCARE
ASSOCIATION OF DEVELOPMENTAL DISABILITIES PROVIDERS
BAYSTATE BRIGHTWELL HEALTH CENTER
BAYSTATE HEALTH
BAYSTATE MEDICAL CENTER
BEACON HEALTH OPTIONS
BEHAVIORAL HEALTH NETWORK
BEVERIDGE FOUNDATION
THE BRIEN CENTER
BSS
CASE COALITION WEST SPRINGFIELD
CATHOLIC CHARITIES
CENTRE FOR HUMAN DEVELOPMENT
CHICOPEE HOUSING AUTHORITY
CHILDREN'S LEAGUE OF MA
CHILDREN'S STUDY HOME
CITY OF BROCKTON
CITY OF CHICOPEE
CITY OF HOLYOKE
COMMUNITY SERVICE ASSOCIATION OF BAYSTON HILL
CONTINUUM FOR PEOPLE (CFP)
COMMUNITY FOUNDATION OF WESTERN MA
DAVIS FOUNDATION
DEPARTMENT OF CHILD AND FAMILIES (DCF)
DCF BROCKTON AREA OFFICE
DORR SPRINGFIELD AREA OFFICE
DEPARTMENT OF DEVELOPMENTAL SERVICES (DDS)
DEPARTMENT OF EARLY EDUCATION AND CARE
WESTERN MA OFFICE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DEPARTMENT OF MENTAL HEALTH (DMH)
DEPARTMENT OF MENTAL HEALTH WESTERN MA AREA OFFICE
DISTRICT ATTORNEY'S OFFICE
DORR-SPA
DEPARTMENT OF PUBLIC HEALTH, OFFICE OF ADOLESCENT SEXUAL HEALTH
DORR-SPA WESTERN REGIONAL OFFICE
EOHO
ENGAGE THE CIRCLES OF HOPE
FALL RIVER
FAMILY FRIENDS OF THE HOMELESS
FRIENDS OF THE HOMELESS
GODDARD-CORNING OUTPATIENT
HAMPTON COUNTY SHERIFF'S OFFICE
HAMPTON DISTRICT ATTORNEY'S OFFICE
HOLYOKE COMMUNITY COLLEGE
HOLYOKE MEDICAL CENTER
HED
IMMIGRANT ASSISTANCE CENTER
JABEVS HIGHTS
ZB-MALI
JUSTICE CENTER OF SOUTHEAST MA LLC
THE KEY PROGRAM INC.
LATINO HEALTH INSTITUTE
LIGHTHOUSE ALTERNATIVE SCHOOL
LONGMEADOW PUBLIC SCHOOLS
MARK KENNEDY
MARIO UMARA ACADEMY K-8
MARTIN LUTHER KING COMMUNITY CENTER
MASSACHUSETTS DEPARTMENT OF PUBLIC HEALTH-
PROBLEM GAMBLING SERVICES
MASSACHUSETTS DEPARTMENT OF PREVENTION AND WELLNESS
MASSACHUSETTS MICE ORGANIZATION
MBHP
MERCY HEALTHCARE FOR THE HOMELESS
MSPCC
NEW ENGLAND HOUSING AUTHORITY
NEW YORKER CITIZEN COUNCIL
NORTHAMOND MIDDLE SCHOOL
NORTHEAST CENTER FOR YOUTH & FAMILIES
NORTHEND COMMUNITY CENTER
NYCA
PARTNERS FOR COMMUNITY ACTION
PRESIDENT- PARENTHOOD LEAGUE OF MASSACHUSETTS
PRESIDENTIAL GAMBLING PREVENTION RESOURCE CENTER (PPGRC)
PUBLIC HEALTH INSTITUTE OF WEST MA
RESEARCH & POPULATION HEALTH, CARING HEALTH CENTER
SAMSHA
SPPA/CASAP
SARGENT WEST APARTMENTS
SERVICES OF GREATER SPRINGFIELD SERVICES
SOMCO
SOUTH MIDDLESEX OPPORTUNITY
SOUTH END MIDDLE SCHOOL
SPRINGFIELD HIGH SCHOOL
SPRINGFIELD HOUSING AUTHORITY
SPRINGFIELD DEPARTMENT
SPRINGFIELD TECHNICAL COMMUNITY COLLEGE
SPRINGFIELD DEPARTMENT OF HEALTH
STEEPSTONE INC
TAPA
TAPESTRY- SEXUAL & REPRODUCTIVE HEALTH CLINIC
TOBACCO COLLABORATIVE MTPC/BOH
TURTLES HILL
UNIVERSITY OF MASSACHUSETTS
UNIVERSITY OF MASSACHUSETTS MEDICAL SCHOOL
WAY FINDERS
WEST SPRINGFIELD BOARD OF HEALTH
WOMEN'S HEALTH NETWORK

Thank you to everyone committed to helping the underserved in Massachusetts

21 | Annual Report 2020
### Financials

#### Revenue & Assets Fiscal Year 6/30/2020

**ASSETS & LIABILITIES**
- Total Assets: $13,950,026
- Total Liabilities: $7,427,002
- Total Net Assets: $6,523,023

**Revenue**
- Government Contracts & Grants: $30,118,397
- In-Kind, Contributions: $1,030,693
- 3rd Party: $18,711,088
- Other Revenue: $3,590,409
- Total Revenue: $53,450,587

**Revenue by Source**
- Federal Funding: $1,749,165
- State Funding: $28,285,629
- City Funding: $83,603
- Third Party Revenue: $18,711,088
- Contributions & In-Kind: $1,030,693
- Other Misc. Revenue: $3,590,409

**Percentage of Operating Expenses**
- Program Services: 87.1%
- Administration: 12.9%
Serving nearly 15,000 children, adults and families each year in 100 locations across Massachusetts.
3,401 individuals maintained their recovery with help from our peer recovery support centers

46 homeless youth found permanent housing

1,509 youth with severe emotional trauma were helped by in-home therapy, behavior and therapeutic mentoring services

5,613 persons served through our behavioral health services

119 individuals with developmental challenges and acute brain injuries were supported

59 individuals were found supportive housing

$5,000 + 2 TONS of supplies distributed to earthquake victims in Puerto Rico

15,000 estimated number of children, youth and adults served each year in Massachusetts

Our Impact FOR FISCAL YEAR '20

1,760 lives enriched through prevention, education and intervention services

231 at-risk youth found safety in our group homes and foster care program

200 families supported with food each year

304 young adults pursued goals for health, education, employment and housing through programs at the Impact Center

885 new individuals were connected to services at the Springfield Family Resource Center (excluding food pantry)

376,205 lbs of food distributed to those in need through the Springfield Family Resource Center