

2019

# Annual Report



Gándara Center

Culturally Sensitive Care

Since

1977

Dedicados a mejorar su salud

[WWW.GANDARACENTER.ORG](http://WWW.GANDARACENTER.ORG)

# A Message from our Chief Executive Officer

JUNE 2020

It is a privilege to serve an organization that has been instrumental and in the forefront to “promote the well-being of Hispanics and 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 a multitude of individuals with tools and hope towards self-sufficiency.

The recent 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 populations, determining what community needs exist, and responding with innovative and effective programming during a time of global uncertainty.

In addition, we find ourselves dealing with horrific acts of racism which contradicts what we believe as a people and as an agency. Now, more than ever, the Gándara Center is resolute in its determination to help the oppressed. We remain steadfast in our mission to champion the under-served, as we have for more than 40 years.

We will continue to grow and strengthen our continuum of care and offer innovative programs that demonstrate quality, expertise, and evidence-based practices to best care for those who are underserved.

Please join me as we look back at a wonderful year of growth, which provided Gándara Center with many new opportunities to serve our communities.

*Es un privilegio servir a una organización que ha sido fundamental y está presente “promover el bienestar de los hispanos y afroamericanos y otras poblaciones culturalmente diversas a través de servicios innovadores y salud conductual culturalmente competente, prevención y educación”. Es esta misión la que ha guiado e impulsado al personal de Gándara a lo largo de su historia para empoderar a una multitud de personas con las herramientas y esperanza hacia la autosuficiencia.*

*La respuesta a la pandemia de COVID-19 es un testimonio del compromiso del personal de Gándara de ir más allá*



*para ayudar a algunas de las poblaciones más vulnerables, determinar qué necesidades de la comunidad existen y responder con una programación innovadora y efectiva durante un tiempo de incertidumbre mundial.*

*Además, nos enfrentamos a horribles actos de racismo que contradicen lo que creemos como pueblo y como agencia. Ahora, más que nunca, el Centro Gándara está decidido a ayudar a los oprimidos. Nos mantenemos firmes en nuestra misión de defender a los desatendidos, como lo hemos hecho durante más de 40 años.*

*Continuaremos creciendo y fortaleciendo nuestro continuo esfuerzo para el bienestar y ofreceremos programas innovadores que demuestren calidad, experiencia y prácticas basadas en evidencia para brindar la mejor atención a las personas que más lo necesitan.*

*Por favor, únanse a mí mientras miramos hacia atrás a un maravilloso año de crecimiento, que proveyó al Centro Gándara muchas oportunidades nuevas para servir a nuestras comunidades.*

Sincerely/Sinceramente,

A handwritten signature in black ink that reads "Lois Nesci". The signature is fluid and cursive, written over a faint, large watermark of the Gándara Center logo.

Lois Nesci  
Chief Executive Officer  
Gándara Center





# Our Commitment

*The mission of The 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

# FUNDRAISING

## Frozen Yogurt 5K Raises More Than \$25,000



More than 180 runners and walkers gathered in downtown Northampton on August 25 for Gándara Center's 5th Annual Frozen Yogurt 5K Run/Walk. The weather was beautiful, the racers were ready, and the GoBerry Frozen Yogurt was delicious. The event raised more than \$25,000 to directly benefit the individuals we serve, to raise awareness of mental health and addiction disorders, and to put an end to the stigma surrounding these often-misunderstood illnesses.

"I enjoyed the race," said runner Rebecca Anderholm. "I'm not a fan of hills, but they always push me harder. We periodically pick races for local organizations to support good causes. We've come from Orange, MA and we hope we can make a difference by giving our donations and getting in a little better shape."

Her running partner, ZsaZsa Brunelle, agreed.

"I met a lot of great people, the race was well-put together, and it's a great city to run in," she said.

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

### Media Sponsor

WWLP-22News/CW Springfield

### Presenting Sponsors:

GoBerry

Insurance Company of New England

### Platinum:

Big Y

Marcotte Ford

W.B. Mason

### Gold:

Cigna

Country Bank

### Silver:

Apothecare Pharmacy

### Bronze:

Allied Floor & Paint

Skoler, Abbott & Presser, PC

This End Up

Whittlesey PC

### Road Race Signage:

CopyCat Printshop

Law Office of Farber & Lindley

### Sideline Cheerleaders:

Cowls Building Supply

Eastern Electronics & Security

### Special thanks to:

MassAppeal Host Danny New (event emcee)

Mansfield Paper (bottled water)

Starbucks (ice, as well as coffee for volunteers)

Stage Rentals of Western Mass

(rental discount)

And an ultra-special thank-you to our 15-plus volunteers!



# Springfield Youth Thrive in Camp Experience Through Aventura! Scholarship

Springfield children deserve a safe place to play and grow emotionally during the summer, but not every family can afford a day camp. That is where Gándara Center's Aventura! Summer Camp Scholarship Program comes in. This scholarship program was launched in 2016 by a partnership between Gándara and the city of Springfield's Department of Parks, Buildings, & Recreation Management. It provides kids with the fun, freedom, and excitement that summer camp brings: an opportunity to get outside and make positive connections that will last a lifetime.

For eight-year-old scholarship recipient Justice, the



*Eversource Energy was at Camp STAR Angelina in Forest Park on July 17 to present a \$1,000 check to our Aventura! Summer Camp Scholarship Program. Springfield Mayor Domenic Sarno was on hand, as well as officials from Eversource and the city's Department of Parks, Buildings, and Recreation Management, and our recently retired Executive Director Henry Julio East-Trou—along with, of course, some of our campers!*



*In 2019, 45 children and teens aged 5-18 received the scholarship and participated in either the City of Springfield's Summer Enrichment Programs or Camp STAR Angelina in Forest Park.*

highlight of summer camp was a juggler/magician who wowed campers with balancing stunts and sleight of hand tricks. "That was cool," he said. So was "Animal Craze," a traveling petting zoo brought farm animals, including an alpaca, to Camp STAR Angelina in July. "I saw a horse!" yelled Justice.

Summer camp is the perfect environment for these youngsters, and it provides parents and caregivers with the peace of mind that their child is being socially, emotionally, and physically engaged in a safe setting. Indeed, Aventura! sponsors made a difference in these kids' lives, giving them an experience, they'll never forget.

*Justice, a 2019 Aventura! Scholarship recipient demonstrates his best lion roar.*





# 6th Annual YOUTH ART EXHIBIT & AUCTION

## ArtSong Youth Exhibit Celebrates Young Artists and Performers

The 6th Annual Gándara Youth Exhibit, ArtSong, hosted a gallery reception and silent auction on December 12 at Valley Venture Mentors in downtown Springfield.

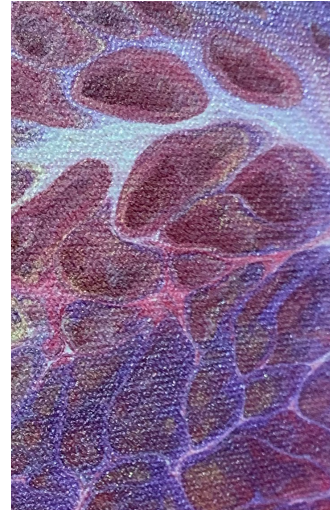
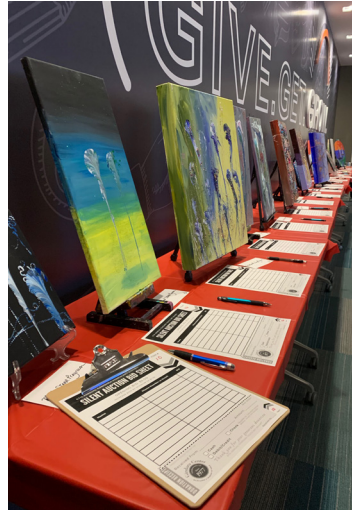
Artists in Gándara Center's youth residential programs created 54 pieces as part of their art therapy for the event, which also included musical performances.

Attendees were able to bid on all artwork on display. Event proceeds from the auction and t-shirts designed by one of the artists directly support young artists by providing supplies to help sustain Gándara's therapeutic art program.

ArtSong is a fine arts specialty program that uses art instruction and innovative concepts to empower disadvantaged youth through creativity and inspires original artistic works and personal development.



*Amy Porchelli, ArtSong LLC, explains the art therapy process.*



One of the artists, 13-year-old Alicia, had high praise for the program. "It was great because it helped me express my feelings," she said.

Hal, 22, submitted a painting and performed several songs. He said he has created art as long as he can remember. "Creativity has always been in my hands," he explained. "I just love doing art."

Amy Porchelli, founder/director said she enjoyed seeing the process of making art boost the youths' confidence. "One of my favorite aspects of this year's show was that the youth contributed what inspires them personally, whether their paintings were abstract or representative," she said.



# NEW PROGRAMS



## Springfield Peer Recovery Center

Responding to the need to combat the opioid crisis in Springfield, the Massachusetts Department of Health (DPH) awarded Gándara Center \$400,000 in funding to open a recovery support center in the city's downtown on Worthington Street. Data from the DPH shows that the number of deaths from opioid overdoses nearly doubled in 2018, from 56 in 2017 to 108, even though overdose deaths decreased by one percent statewide.

The Springfield Recovery Center program is designed after the peer recovery support centers our agency operates in Holyoke, Brockton, Plymouth, and Hyannis. Our center in Springfield, like our others, welcomes all people in recovery

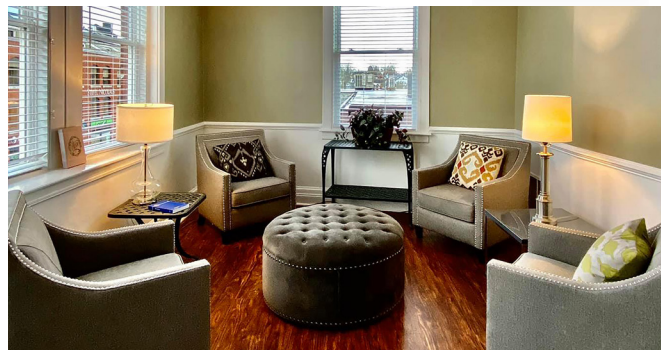
from substance use and those affected by substance use, and emphasizes peer support, which has always been an important part of Gándara Center's culture of recovery.

All paths to recovery are accepted. Volunteer opportunities will be available for members who are committed to their recovery and actively participate in the center.

## Plymouth Peer Recovery Center

In the fall, the Massachusetts Department of Public Health, Bureau of Substance Abuse Services awarded Gándara Center a Substance Addiction Peer Recovery Support Center grant for greater Plymouth. For the past two years, Gándara Center has been partnering with the Plymouth Recovery Center, Inc. on Obery Street with the goal of securing state funds to provide a stable funding base for the Center.

The program will move to a centrally located, larger downtown Main Street location—one that includes parking—in early 2020. Gándara staff will continue to provide outreach support to the Obery Street site, which will remain open at reduced hours. Many of the current Plymouth Recovery Center groups will move to the new site. Gándara Center staff may also provide outreach supports to other sites in Plymouth County.





## Avanzando!

### *Enhanced Residential Rehabilitation Services*

Our new Avanzando! Enhanced Residential Rehabilitation Services in Ludlow treats women 18 and older who are experiencing co-occurring mental illness and substance use disorders (SUD).

The 20-bed program provides direct linkage to mental health clinical services and SUD treatment in a single setting by the same treatment team, as well as onsite Medically Assisted Treatment, a dedicated point person to facilitate referrals, and daily oversight by a certified peer recovery coach and mental health clinical supervisors.

At Avanzando!, bilingual peer recovery coaches who have been trained by the state's Bureau of Substance Abuse Services are on hand to meet with recoverees who have

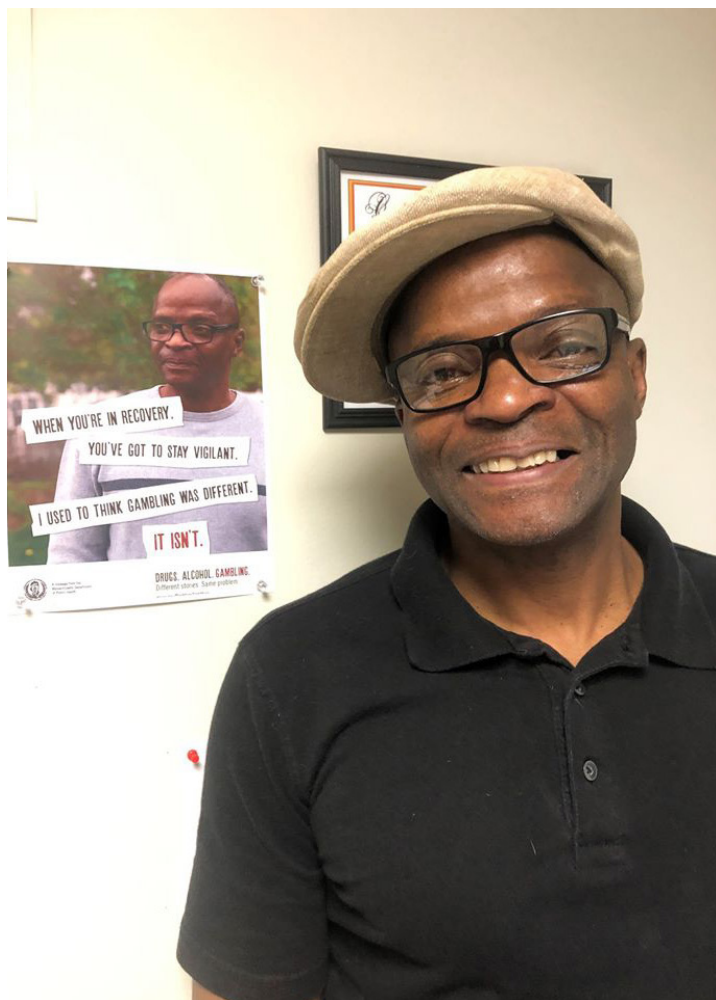
been identified as priority by a clinical team due to a recent overdose and/or detox admission.

## The Ambassador Project

The Ambassador Project is a problem gambling prevention program funded through the Massachusetts Department of Health's Office of Problem Gambling Services.

The programming involves a peer support model that trains men of color who are in recovery to have gambling prevention conversations with other men of color with a history of substance use. The goal is for them to lead conversations about problem gambling prevention in their communities.

This pioneering approach to gambling education is taking place in the Massachusetts Department of Public Health's Bureau of Substance Addiction Services (BSAS)-funded peer recovery support centers that include Gándara's PIER Recovery Center of Cape Cod, our Stairway to Recovery Center in Brockton, and our Hope for Holyoke Recovery Center.







*Brighter Futures held an open house on October 4, 2019*

## Brighter Futures

Brighter Futures is our new overnight alternative housing program in Springfield for transitional young adults (18-24) who are experiencing—or at risk of—homelessness. The housing, which accommodates five to six youths, was made possible by a state grant through the City of Springfield. Clients are provided with a Housing Specialist and life skills development, which includes budgeting, resume writing, and job and housing search assistance.

“Brighter Futures, with its small, home-like setting, provides a much less intimidating alternative to a traditional homeless shelter,” says Emily English, our director of supportive housing programs.

## Genoa Healthcare Pharmacy

On September 17, Gándara Center marked the grand opening of a local bilingual pharmacy that assists the agency and its clients with their needs. Genoa Healthcare Pharmacy held a ribbon cutting at Gándara’s Outpatient Clinic, 2155 Main Street, Springfield.

Gándara Center’s patients, as well as its clinicians, are able to get prescriptions quickly and easily at this unique on-site pharmacy, which offers services specifically tailored to the agency’s multi-cultural clientele.

Being on-site allows pharmacy staff to work closely with Gándara’s prescribers and caseworkers to provide the best possible care to those struggling with behavioral health conditions. Personalized bilingual and bicultural help ensure compliance with their treatment plans.

*Coverage of the ribbon cutting for the new Genoa Healthcare Pharmacy at our Outpatient Clinic in Springfield, including an interview with our Outpatient Services Director Dr. Madeline Aviles-Hernandez by 22News Reporter Sy Becker.*



*At the Genoa Healthcare Pharmacy ribbon-cutting: (L-R) Gándara Director of Marketing and Fund Development Jade Rivera-McFarlin; Genoa Site Development Director Garton Poe; Kevin O’Connell, Genoa’s Director of Operations for New England; Genoa Regional VP Jason Kan; and Gándara Chief Operating Officer Jeff McGeary.*





## *Gándara Center's Stop Access Springfield Coalition Awarded \$125,000 Federal Grant to Fight Youth Substance Use*

U.S. Congressman Richard E. Neal (D-Springfield), in collaboration with the White House Office National Drug Control Policy (ONDCP), announced in November a \$125,000 grant to Gándara Center's Stop Access Springfield Coalition. The award was one of 150 nationwide grants for ONDCP's Drug-Free Communities (DFC) Support Program.

Stop Access Springfield works to reduce youth substance use by creating positive vital communities and implementing citywide strategies that highlight substance use prevention and move it to a priority status in Springfield. The coalition focuses on collection data around youth risk and protective factors including youth alcohol, cannabis, and tobacco use; community capacity building; public health planning to use environmental policy changes to reduce and prevent youth substance use; and implementation of these strategies. The coalition's Youth Advisory Board is actively involved in providing direction to the coalition.

The coalition is coordinated by Gándara Center and funded by a grant from the U.S. Office of National Drug Control Policy and the Substance Abuse and Mental Health Services Administration.



At Congressman Neal's Springfield office after a November 5 meeting about the ONDCP grant are (L-R) Anthony Jennings, an outreach specialist for the Hampden County District Attorney's Office and Chair of the Stop Access Springfield Coalition; Sharon Hall-Smith, director of prevention and community services at Gándara Center; Congressman Neal; Stop Access Springfield Coalition Coordinator Malikah Jeffries; and Gándara Center Marketing and Development Director Jade Rivera-McFarlin.



Pictured: Congressman Neal and Stop Access Springfield Coalition Coordinator Malikah Jeffries.



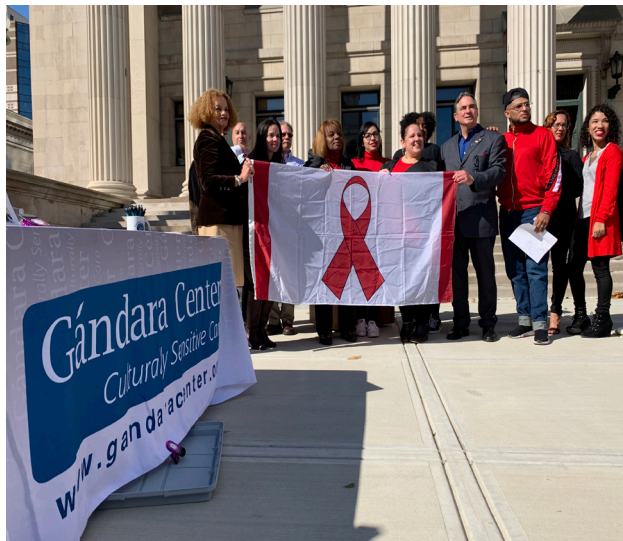


# In the COMMUNITY

Below: On May 29, a lunch was held at Hope for Holyoke in honor of our retiring Executive Director Henry Julio East-Trou, who received congratulations from Holyoke Mayor Alex Morse and was informed that HFH is naming their new conference room "Cuarto de Henry." A plaque was also unveiled (Top right) to honor HFH members and staff who recently saved a man's life with Narcan. (Top left ) Rescuer Marcos Sepulveda also received mayoral congrats.



## Latinx AIDS/HIV Awareness Vigil: Knowledge is Prevention



Gándara Center's Project Health program hosted a National Latinx HIV/AIDS Awareness Day Vigil for the Springfield community on October 18 at Springfield City Hall. Springfield Mayor Domenic J. Sarno spoke, as well as other community leaders,

including Springfield Health and Human Services Commissioner Helen Caulton-Harris. An AIDS awareness flag was raised after the event.

HIV disproportionately affects Latinx communities in the United States: a fifth of people with HIV in the U.S. are Latinx, and a quarter of new HIV infections in this country occur among the Latinx population, according to the Centers for Disease Control.

Project Health provides bilingual case management services for individuals in the area who are HIV positive or who have AIDS. Case managers help those living with HIV/AIDS to access medical, mental health, and Substance Use Disorder Treatment and provide education to maintaining a healthy, positive lifestyle.



## NOEL Program: Preventing Cancer



“More than one million women worldwide will get breast cancer this year,” said Ileana Casillas during her educational session on breast cancer prevention and screening on April 29. Casillas wasn’t trying to shock the women in attendance. She was simply stating a sobering fact before reminding them that “the earlier breast cancer is found and diagnosed, the better the chance of beating it.”

Casillas, a community health worker in Gándara Center’s NOEL (Navigating, Outreach, Education, Linkages) program in Springfield, detailed the three ways to detect breast cancer early: breast self-exams, clinical breast exams, and mammography.

The educational session was part of a Family Planning and Women’s Health Fair at the Caring Health Center (CHC) on Main Street in Springfield. The event, which was co-sponsored by CHC, Baystate Health, Gándara Center, and the Mason Square Neighborhood Health Center, provided women with family planning, reproductive health, and general women’s health and services information.

*NOEL is a community-based prevention and early detection program offering free outreach, education and cancer screenings—specifically colorectal, cervical and breast cancer— to hard-to-reach populations.*



(Left) On October 25, Hope for Holyoke Program Director Deb Flynn Gonzalez and Gándara Center Marketing and Development Director Jade Rivera-McFarlin were part of an Opioid Epidemic Roundtable discussion presented by Senator Eric Lesser at American International College. Hampden County Sheriff Nick Cocchi was also part of the panel. Participants talked about the causes and possible solutions to this devastating public health crisis.



(Right) In July, the youth in our Adolescent and Family Services Division created the Starr Candle Company. Our young entrepreneurs marketed and sold scented candles that they made in a summer workshop!



(left) Back(pack)-to-school ready! Thank you to TD Bank for donating these awesome backpacks to the Mooreland STARR residential program. The kids are excited to use them in the new school year.



## Foster Parents: Celebrating the Heroes Who Make a Difference in the Lives of Children in Need

Gándara Center's foster care program places youth in temporary, safe, therapeutic home environments and provides them with intensive case management, transportation, and recreational opportunities. We also provide 24-hour on-call support for families.

Cassandra Joseph, who has been a Gándara foster parent for seven children between 4 and 15 in the last five years, says her experience has been rewarding because she likes giving kids and teens a "second chance" at a happy, healthy life. There are also struggles and challenges, but for those who are sensitive to the children's circumstances—many of them have been removed from their biological parents because of abuse or neglect—the benefits of making a big difference in a child's life are immeasurable.

And Gándara Center works alongside foster families—every step of the way. "I receive a lot of support from Gándara Center," says Cassandra.

"Any help I need—Gándara is right there."

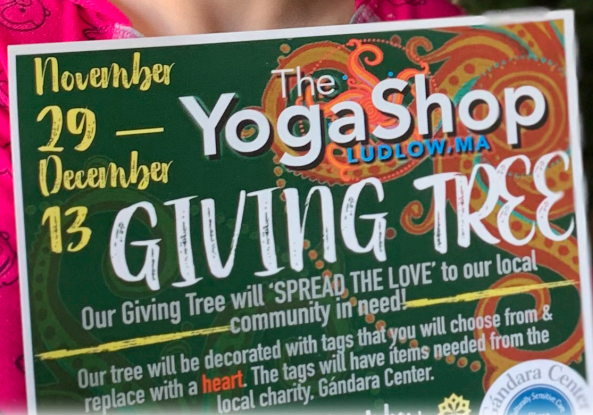
Gándara's team approach involves ongoing consultation and resources, including specialized case managers visiting the foster home once a week, and a family resource manager visiting the home once a month. If needed, our agency's in-home therapists are available to work with the exclusive needs of these children. Also, every one of our foster parents receives 30 hours of high-quality pre-service training, according to Nicole Coughlin, director of intensive foster care at Gándara Center. "Every year, every foster parent completes 20 hours of additional training," says Nicole.

"Intensive foster care is about finding the right match. We help prepare these families for a successful child placement. That's one reason we enjoy a good retention rate among our foster parents."

### Community Care Package Drive

NOVEMBER 18, 2019 - JANUARY 2, 2020

Six-year-old Amber Antunes, Ludlow, helps spread the word about the Gándara Center's Community Package Drive and The Yoga Shop Ludlow's Giving Tree.



GÁNDARA  
CARES





Gándara Center was proud to be a sponsor of the Springfield Puerto Rican Parade on September 15. We also had plenty of marchers and an agency float! We couldn't have asked for more awesome weather—or more fantastic crowd support at this annual event.





# RECOVERY

## *Gándara Recovery Centers Celebrate National Recovery Month*

Every September, the Gándara Center participates in National Recovery Month, which is sponsored by the Substance Abuse and Mental Health Services Administration. This longstanding observance, now in its 30th year, is designed to increase awareness and understanding of mental and substance use disorders, celebrate people in recovery, and laud the contributions of treatment and service providers.

Hope for Holyoke is one of several Gándara recovery support centers that were involved in events in conjunction with National Recovery Month. Hope for Holyoke hosted Holyoke Recovery Day on September 27, and attended the Connecticut Community for Addiction Recovery (CCAR) Walks and Rally in Hartford, CT on September 21 and the Massachusetts Organization for Addiction Recovery (MOAR) celebration in Boston on September 16. Our PIER Recovery Center of Cape Cod, also attended the CCAR events in Hartford and the Boston event. Members of our Stairway to Recovery center in Brockton attended the Boston event as well, and hosted a recovery party in Brockton's Snow Park.



*(Above) Members of PIER Recovery Center of Cape Cod in Boston for the Recovery Day Celebration hosted by MOAR.*



*Members of Hope for Holyoke hosted their own Recovery Day Celebration on September 27.*



*Members of Stairway to Recovery in Brockton head to Boston for Recovery Day.*





## Twelve Graduate from Recovery Coach Training

On January 25, Gándara Center honored 12 recent graduates of our Training to Work (TTW) program, a workforce development grant for recovery coaching as an occupation. Their accomplishments were recognized in a graduation celebration at Stairway to Recovery in Brockton, MA. This was the program's second cohort to graduate—the first group of six graduated in June of 2018.



*"I take care of the needs of men coming out of prison—get them stabilized, housing, etc. I did time, so I know how it is to re-integrate into society."*

**Aundra Gillyourd**  
Peer Support Specialist/  
Recovery Coach



*"My goal to eliminate the stigma around substance use, to show that people who suffer from SUD have a disease and not a moral failure."*

**Eddie Rodriguez**  
Recovery Coach Supervisor



*"Having the empathy to understand this population is huge. Once you feel understood, you can start to remove the barriers to recovery."*

**Cassandra Hilts**  
Peer Recovery Coach

## Recovery Coaching: Peer Based Support

Gándara Center has been in the forefront of hiring staff with "lived experience" to provide services to people in long-term recovery. Participants create a recovery plan, and in partnership with their recovery coaches, develop and use this plan to work toward achieving their goals.



# IN THE MEDIA



**December 16**

***El Pueblo Latino***

The Republican in Springfield's weekly Spanish-language sister newspaper published a story the 6th Annual Gándara Youth Exhibit gallery reception and silent auction on December 12.

**December 12**

***WWLP-22 News***

TV coverage of the 6th Annual Gándara Youth Exhibit gallery reception and silent auction on December 12.

**December 11**

***The Reminder***

Gándara Center announced its first Community Care Package Drive to gather toiletries and small winter clothing items to those in need.

***WWLP-22 News***

Our agency's Stop Access Springfield Coalition held a Town Hall event on December 11 at Roca Springfield. Members of the community attended to help their children understand the hidden dangers of substance use.

**December 10**

***Western Mass News***

Sara Moriarty, director of Gándara Center's Hampden County Tobacco Free Community Partnership, was interviewed by reporter Sarah Guernelli about the temporary vaping products ban in Massachusetts, which ended on December 11.

**November 18**

***WWLP-22 News***

Sara Moriarty, director of Gándara Center's Hampden County Tobacco Free Community Partnership: what you need to know about the vaping health crisis.

**November 8**

***Healthcare News***

U.S Congressman Richard E. Neal (D-Springfield), in collaboration with the White House Office National Drug Control Policy, announced a \$125,000 grant to Gándara Center's Stop Access Springfield Coalition.

**November 6**

***Mass Appeal on WWLP-22News***

Sara Moriarty, director of the Hampden County Tobacco Free Community Partnership, discussed the widespread use of vaping products among youth.

**October 25**

***Daily Hampshire Gazette***

Hope for Holyoke Recovery Center Program Director Deb Flynn-Gonzalez was interviewed about the opioid epidemic.

**October 23**

***Mass Appeal on WWLP-22News***

Our director of marketing and development, Jade Rivera-McFarlin, discussed the Narcan trainings by Gándara Center, Tapestry Health, and the Hampden County Addiction Taskforce.

**October 21**

***Western Mass News***

Hampden County Tobacco Free Community Partnership Director Sara Moriarty voiced our agency's support for two anti-vaping bills in the Massachusetts House and Senate's Ways and Means Committee.



**October 20**

***The Republican (Springfield)***

Gándara Center Behavior Therapist Eva Gomez, who served six years in the Army Reserve, comes from a military family.

**October 18**

***WWLP-22 News***

Coverage of Gándara Center's Project Health hosting the Latinx AIDS/HIV Awareness Vigil at Springfield City Hall.

**October 2**

***Better Western Mass on Western Mass News***

Our Director of Marketing and Development Jade Rivera-McFarlin and Nellie Maldonado, assistant director for program administration at Tapestry Health, discussed free Narcan trainings in Springfield and Holyoke.

# IN THE MEDIA

**September 27**

**WWLP-22 News**

Coverage of Holyoke Recovery Day hosted by our Hope for Holyoke Recovery Center.

**September 20**

**WWLP-22 News**

Reporter Hector Molina spoke to Ana Feliciano, an in-home behavioral therapist at Gándara Center, about her transition to western Massachusetts after her home and business in Bayamon, Puerto Rico were destroyed by Hurricane Maria two years ago.



**September 19**

**Connecting Point on WGBY**

Director of Clinical Services Audra Winn discussed our agency's Intimate Partner Abuse Education group sessions.

**September 17**

**WWLP-22 News**

Coverage of the ribbon cutting for the new Genoa Healthcare Pharmacy at our Outpatient Clinic in Springfield, including an interview with our Outpatient Services Director Dr. Madeline Aviles-Hernandez.



**September 10**

**Mass Appeal on WWLP-22 News**

Julie Gagne (center), program director for Gándara's new Springfield Peer Recovery Center, was on Mass Appeal with Janise Katalina, chief family services officer at Square One to discuss a new Square One home visitation program that helps mothers who are struggling with opioid addiction.

**September 4**

**WWLP-22 News**

Hope for Holyoke Recovery Center Program Director Deb Flynn-Gonzalez was interviewed about increased federal funding for state opioid response grants. She pointed out that improved data collection about overdoses can help us better understand how to fight the opioid epidemic.

**August 25**

**WWLP-22 News**

Coverage of our Frozen Yogurt 5K in Northampton.

**August 14**

**The Republican (Springfield)**

Hurricane Maria survivors from Puerto Rico receiving support from Gándara Center (below).



**August 9**

**Mass Appeal on WWLP**

Jade Rivera-McFarlin, Gándara Center's Director of Marketing and Development, talked about our Frozen Yogurt 5K in Northampton.

**August 8**

**Connecting Point on WGBY**

Mark Watkins, coordinator for our SHINE Young Adult Housing Program, discussed Gándara's youth homelessness initiative.

**August 7**

**Better Community on Western Mass News**

Christina Dillon, Peer Mentor at our Impact Center in Springfield, and Jade Rivera-McFarlin, our Director of Marketing and Development, promoted the 3 on 3 Basketball Tournament hosted by the Impact Center on August 20.



**July 29**

***Better Community on Western Mass News***

Jayson Sanchez, our recruitment marketing specialist, discussed our upcoming job fair at the Holyoke Mall.

**July 23**

***The Republican (Springfield)***

Lovin' Spoonfuls food rescue delivering food to Gándara's Family Resource Center in Springfield (below).



**July 1**

***WWLP-22 News***

Coverage of the Eversource \$1,000 check presentation to our Aventura! Summer Camp Scholarship at Camp STAR Angelina in Springfield's Forest Park.

**June 17**

***WWLP-22 News***

Tapestry Health held a panel discussion on opioid overdose prevention in Northampton, and Audra Winn, director of clinical services at Gándara Center, represented our agency at the event. "It was a moving and important discussion focused on larger scale harm reduction, a practice we are in tune with in our outpatient behavioral health and recovery services work," said Winn.

**June 14**

***WWLP-22 News***

Hampden County District Attorney Anthony Gulluni and his office held a workshop on record sealing and expungement at our 80 Commercial Street offices in Holyoke.

**June 11**

***Daily Hampshire Gazette***

Mark Watkins, adolescent program coordinator at our SHINE Young Adult Housing Program, was quoted in a story on the Western MA Homelessness Resource Fair for Providers held June 10 at Holyoke Community College.

**May 28**

***Daily Hampshire Gazette***

A narrative piece written by recoveree Thomas Miklovich, who graduated from Gándara Center's Hairston House in Northampton and then moved into a house we run in the

same city. "With incarceration looming, treatment and community service provided me with a clear path of recovery," wrote Thomas.

**May 17**

***WAMC Northeast Public Radio***

Our then-Executive Director Henry East-Trou was interviewed about the Springfield Recovery Support Center by Midday Magazine's Paul Tuthill.

**May 15**

***The Republican (Springfield)***

A story on Gándara Center being awarded \$400,000 in funding from the Massachusetts Department of Public Health to open a Springfield Recovery Support Center.

**April 10**

***WWLP-22 News***

Hope for Holyoke Recovery Center members and staff save an overdose victim's life with Narcan.

**February 22**

***Western Mass News***

Rahiza Gallardo, a clinician at our Outpatient Clinic in Springfield, was interviewed about Seasonal Affective Disorder.



**February 20**

***Western Mass News***

Audra Winn, our director of clinical services, was interviewed about vape pens, which some teens are using to ingest cannabis oil and are getting sick from the practice. She said parents need to keep talking to their teens about the dangers of substance use, whether they want to or not.

**January 8**

***Connecting Point on WGBY***

Sara Moriarty, Director of the Hampden County Tobacco Free Community Partnership, explained how smoking cessation instruments such as vape pens and especially the JUUL device pose a risk to teens and tweens.

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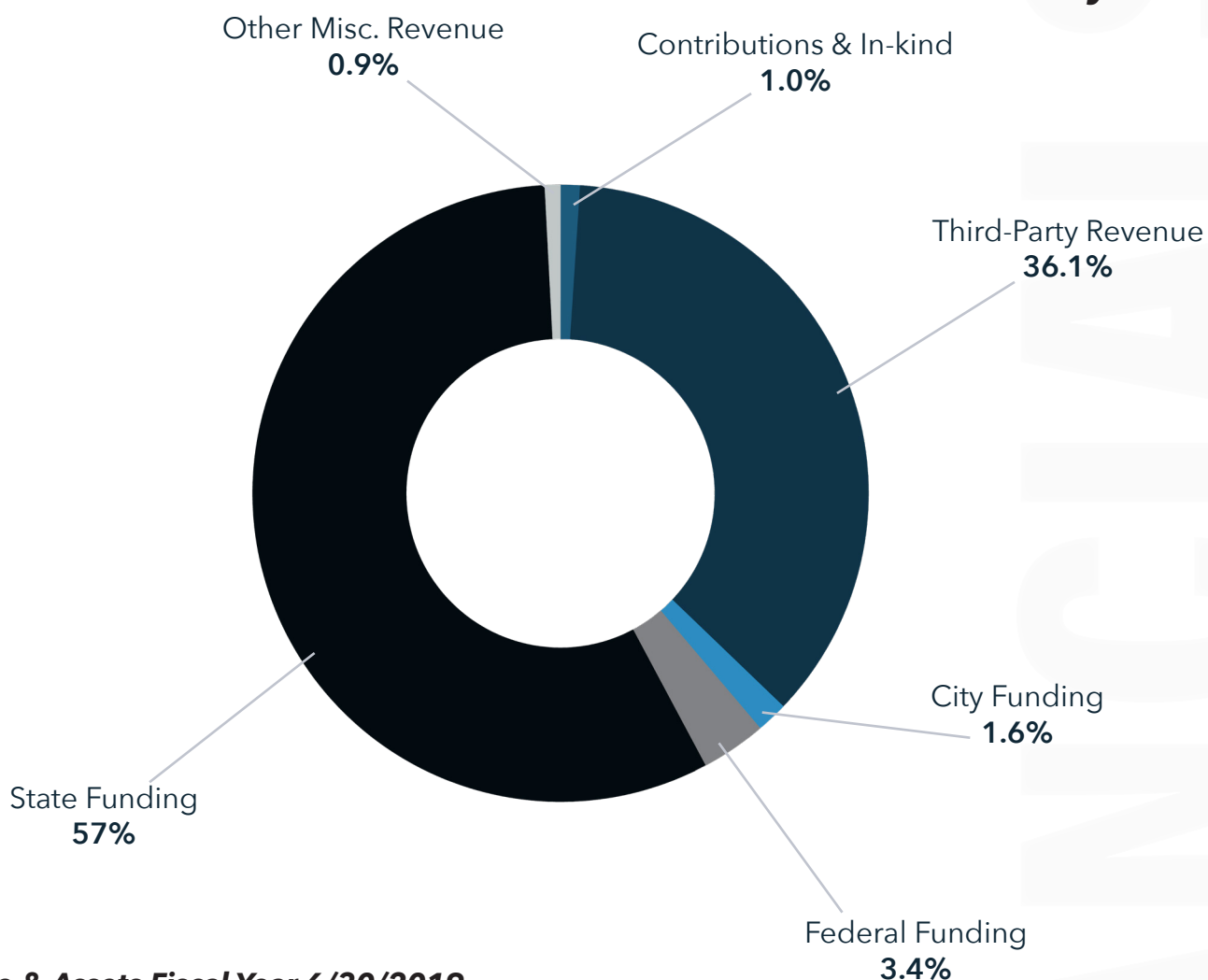
**MR**

**MOANA RAWLINS**

DIRECTOR OF SUBSTANCE USE DISORDER  
DIVISION

# FINANCIALS

## 2019 Revenue By Source



### Revenue & Assets Fiscal Year 6/30/2019

(Thousands of Dollars)

#### Assets & Liabilities

Total Assets	\$15,744,824
Total Liabilities	\$8,820,864
Total Net Assets	\$6,923,960

#### Revenue

Program Service Fees	\$47,808,898
In-Kind, Contributions & Grants	\$633,263
Other Revenue	\$45,014
Total Revenue	\$48,487,175

#### Percentage of Operating Expenses

Program Services	89%
Administration	11%

#### Revenue by Source

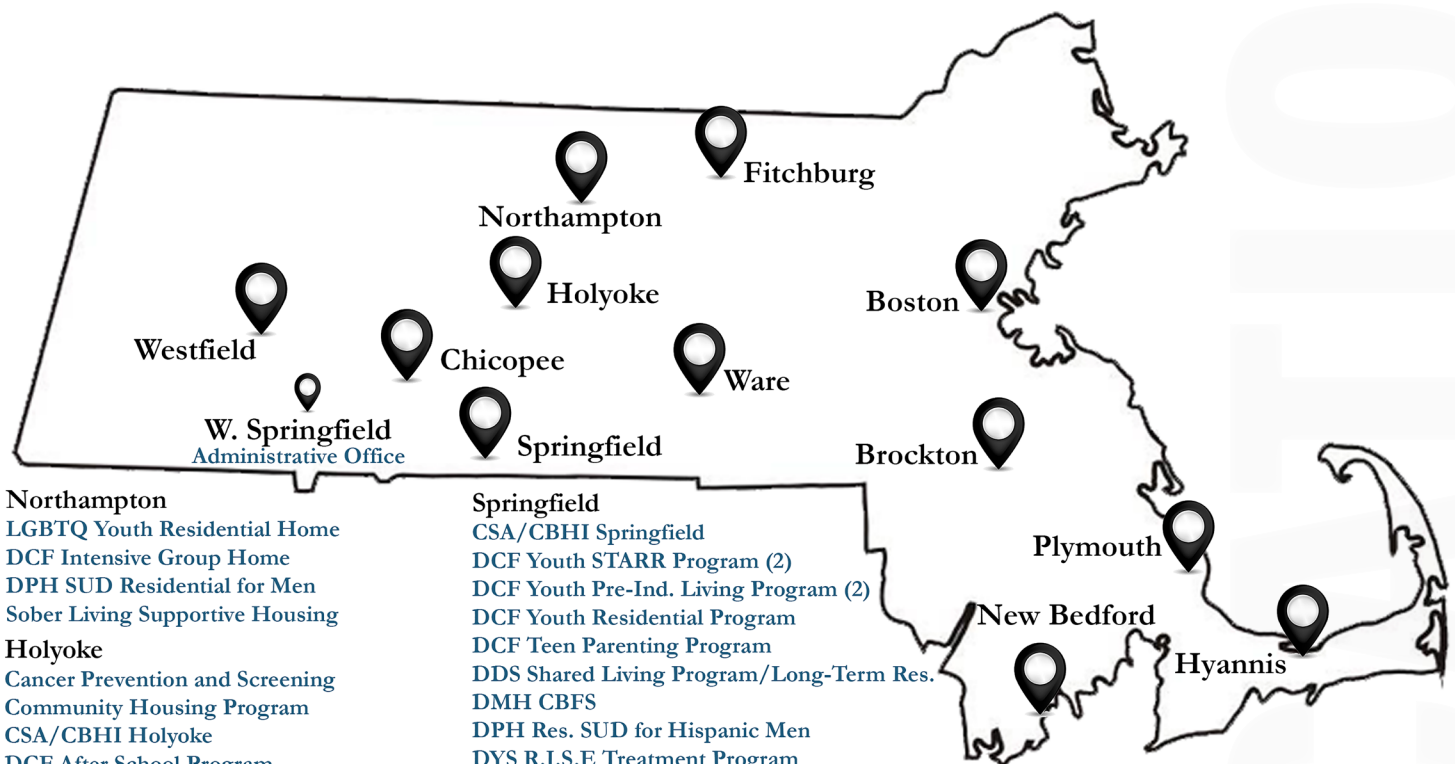
Contributions & In-Kind	\$480,707
Third-Party Revenue	\$17,525,128
City Funding	\$789,345
Federal Funding	\$1,661,096
State Funding	\$400,138
Other Misc. Revenue	\$27,630,761





# LOCATIONS

*Serving a diverse clientele of nearly 15,000 children, adults and families each year in more than 40 locations across Massachusetts.*



## Northampton

LGBTQ Youth Residential Home  
DCF Intensive Group Home  
DPH SUD Residential for Men  
Sober Living Supportive Housing

## Holyoke

Cancer Prevention and Screening  
Community Housing Program  
CSA/CBHI Holyoke  
DCF After School Program  
DCF Youth STARR Program  
DMH/DCF Caring Together Continuum  
DYS Short-term Treatment Center  
Intensive Foster Care  
Peer Recovery Support Center  
Recovery Supportive Housing  
SUD Residential for Women  
Youth Development Center

## Chicopee

DPH SUD Residential for Men  
Sober Living Supportive Housing  
Sober Living Sup. Housing for Women  
Hamden Continuum

## Springfield

CSA/CBHI Springfield  
DCF Youth STARR Program (2)  
DCF Youth Pre-Ind. Living Program (2)  
DCF Youth Residential Program  
DCF Teen Parenting Program  
DDS Shared Living Program/Long-Term Res.  
DMH CBFS  
DPH Res. SUD for Hispanic Men  
DYS R.I.S.E Treatment Program  
Drug Free Coalition  
Family Resource Center  
HIV Case Management Services  
Homeless Young Adult Housing  
Outpatient MH Clinic  
Outpatient Addictions Clinic  
Peer Recovery Support Center  
Recovery Supportive Housing  
Teen Domestic Violence Prevention  
Teen Pregnancy Prevention

## Fitchburg

CBHI Fitchburg

## Plymouth

## Brockton

Brockton Champion Plan  
CBHI Brockton  
MH/SUD Outpatient Clinic  
Peer Recovery Center

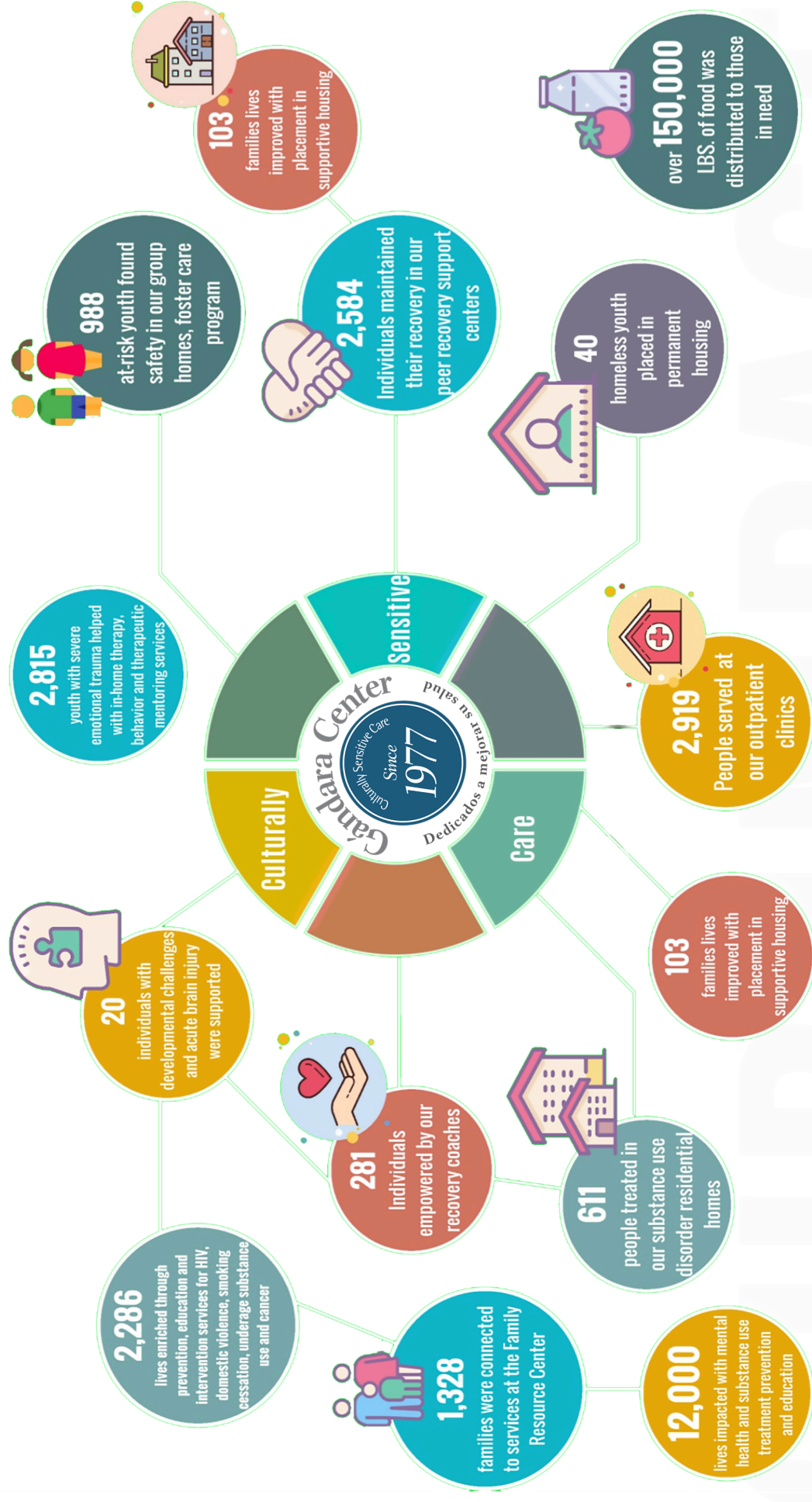
## Plymouth

Peer Recovery Support Center  
Pregnant Mothers SUD Program

## Hyannis

Peer Recovery Support Center

# OUR IMPACT



147 NORMAN STREET | WEST SPRINGFIELD, MA | 01089 | [WWW.GANDARACENTER.ORG](http://WWW.GANDARACENTER.ORG)