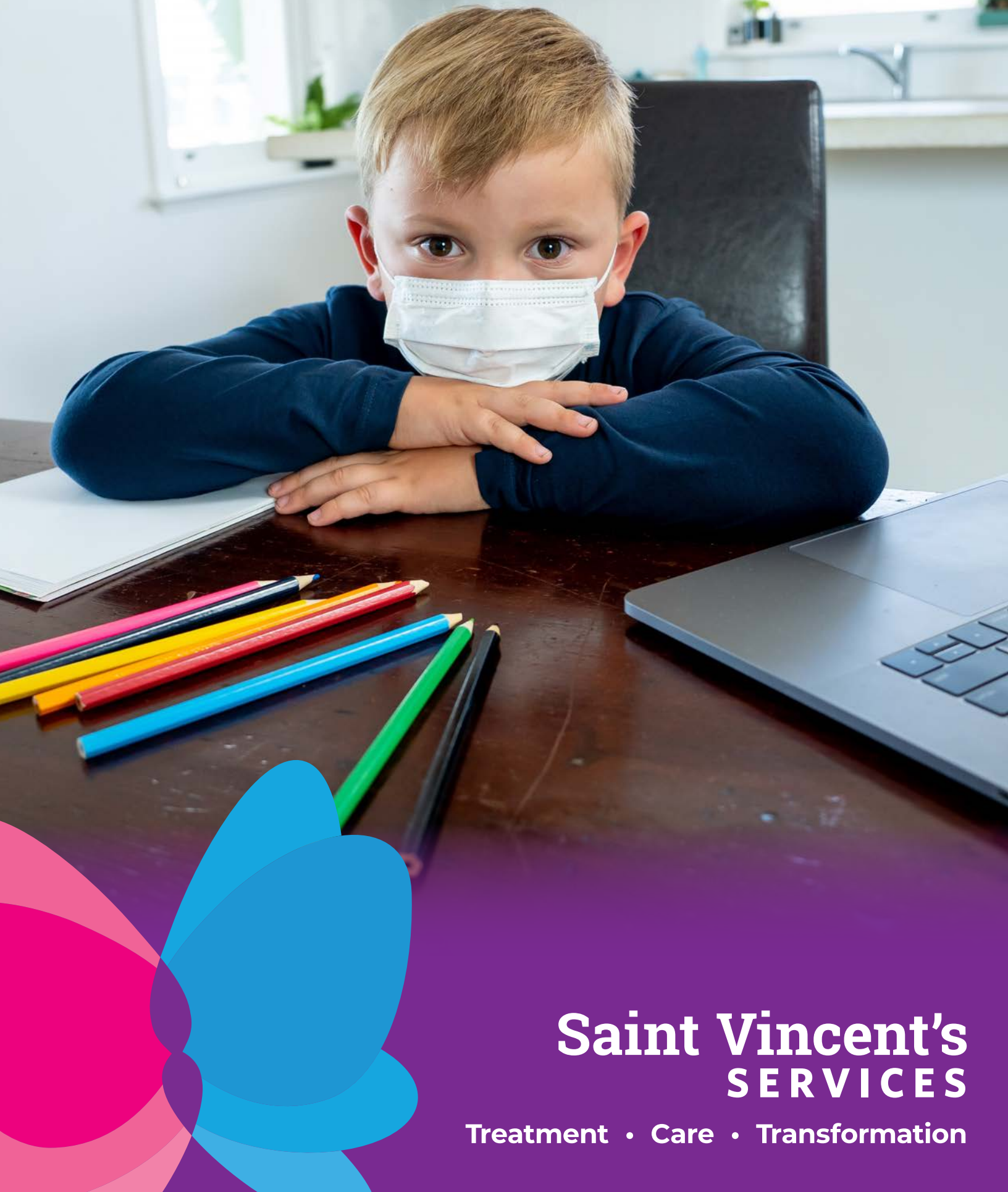
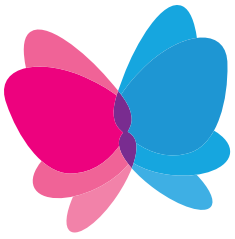


Annual Report 2020



Saint Vincent's
SERVICES

Treatment • Care • Transformation



Letter from our Executive Director

The year 2020 has been a difficult time for all of us due to the impacts of the pandemic on each of our lives. In addition to health issues, many people have lost employment; children and youth have had learning disrupted as schools moved to remote or hybrid learning; parents have become teachers as the burden of supporting remote learning fell to them. Many businesses have closed – some may reopen in time and others will remain closed permanently; our nation has experienced increased violence in response to issues of racial inequity, lack of inclusion, and disparity; increases in food insecurity – to mention only a few.



Throughout this pandemic, Saint Vincent's has had to be creative with services delivery and engage with children, youth and families in different ways to ensure they have the benefit of ongoing care despite the pandemic. Youth in our residential programs remain safe within their living environments and staff supported their remote learning during the times that schools have been closed. Clinicians within our outpatient mental health clinic continue to provide services remotely and staff within our community-based and in-home programs provided services remotely initially but are now meeting with clients while maintaining social distancing and safety practices.

Saint Vincent's has had to increase staffing expenses in order to support remote and hybrid learning - while not included in the current rate structure, it was necessary to recruit first-shift staff to support the education of youth. We have contracted sanitization of all of our physical sites and continue to sanitize on a daily basis to ensure the health and well-being of our clients and staff. We have invested in Personal Protection Equipment (PPE) to ensure the safety of all, including: masks, face guards, gowns, gloves and cleaning/sanitation supplies.

Saint Vincent's staff are essential employees who have been heroic in meeting the needs of the children, youth and families, often putting themselves at risk to provide support for those in our care. We have had to reduce capacity in our residential programs due to impacts of the pandemic on staff availability. Throughout the pandemic we have staff out due to waiting on COVID test results or quarantining because of being a close contact of someone who tested positive, or testing

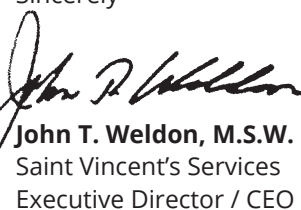
positive themselves. Our staff is our most important and necessary resource and we have been supportive to those staff who have required accommodation to deal effectively with their own health and safety issues as well as their families.

With our revenue diminished due to lower than budget census and fewer referrals to all of our programs and the increase cost necessary to manage risk, Saint Vincent's is operating well below projections for the fiscal year. While we anticipate some supplemental funding from EOHHS to offset some of our loss, such funding has not been forthcoming as yet.

Now more than ever we NEED your help. Whatever you can give to support our ongoing effort to improve the lives of children, youth and families whose lives have been further complicated by impacts due to the virus. Though we do not know what the coming hours, days, weeks and months may hold, we do know your support powers what we do and has kept us going in the face of this global pandemic.

With you at our side we will continue our mission of providing Treatment, Care and Transformation for the children, youth and families in our care.

Sincerely


John T. Weldon, M.S.W.
Saint Vincent's Services
Executive Director / CEO

Fiscal & Data Report

CENSUS & STATISTICS

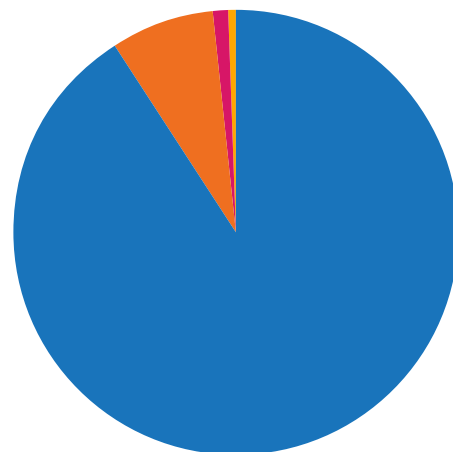


CHILDREN/FAMILIES SERVED:

2020:	1,279
2019:	1,267
2018:	1,382
2017:	933
2016:	860

* More than 83% of our clients are from Southeastern Massachusetts.

OPERATING REVENUES BY TYPE:

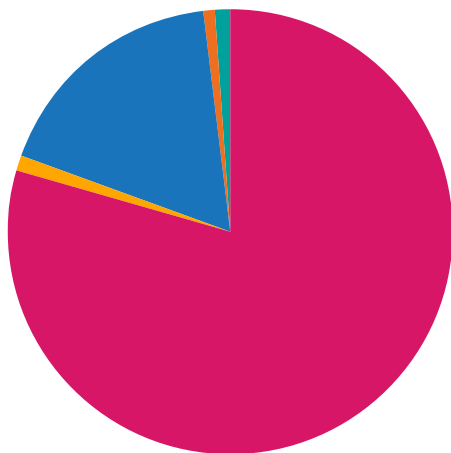


Service Fees	\$11,997,332 (82.03%)
Contributions and Fundraising	\$375,520 (2.57%)
Grant Revenue	\$163,605 (1.12%)
Other Revenue	\$2,089,347 (14.29%)

\$14,625,804

Please note: Other revenue includes \$1,872,600 revenue from Payroll Protection Plan Forgiveness. The loss from operations in Fiscal Year 2020 is primarily due to two factors. First census in our residential programs was down throughout the year, therefore revenue was not what was originally anticipated. The second factor was in our mental health clinic and turnover in License Clinicians through attrition contributed to the decrease in revenue. The number of clinicians and productivity directly has an effect on revenue in that area.

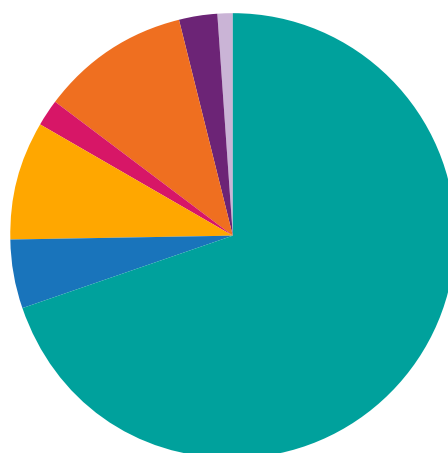
SERVICE FEES BY SOURCE:



MA Dept. Children and Families	\$9,627,363 (80.25%)
MA School Departments	\$28,536 (0.24%)
MA Medicaid MBHP Sub-Contract	\$2,141,987 (17.85%)
Other Third Party Payers	\$2,410 (0.02%)
Other Sub-Contract Agencies	\$197,036 (1.64%)

\$11,997,332

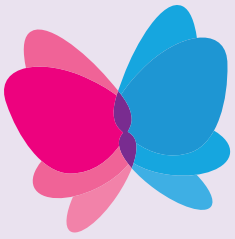
EXPENSES BY CATEGORY:



Program Personnel	\$10,057,134 (74.58%)
Program Facilities	\$629,738 (4.67%)
Program Support & Supplies	\$1,129,870 (8.38%)
Fundraising	\$143,641 (1.07%)
Administration	\$1,307,227 (9.69%)
Depreciation	\$216,317 (1.60%)
Interest	\$1,868 (0.01%)

\$13,485,795

More detailed information and audited financials can be found on the Saint Vincent's Services website.



Thirty Years of Blessings

Thirty years ago, Sister Helen McPeak joined the staff at Saint Vincent's Services and never looked back. Since her first day she has been known for her infectious smile, basket of snacks, love of the New York Yankees and Saint Patrick's Day and her ever present encouraging words.



She has dedicated her life to serving others and what she does for the children, families and staff is very simple. She helps them to recognize that the love of God that is always there for them, and that there is always hope and a path to better times. She is grateful for the opportunity to be at Saint Vincent's and she generously gives her spirit, energy and love to each person she comes in contact with.

Over the year's Sister Helen has covered the walls of her office with hundreds of pictures of the young people she has worked with over the last three decades. Each picture represents fond memories, meaningful conversations and the children's amazing spirit and ability to see life in a positive way. Sister is always sorry when the children leave Saint Vincent's but looks forward to the day when they may return for a visit, an update on how they are doing and of course a snack!

**Thank You Sister Helen
for 30 years of service
and for your love, dedication
and faithfulness to the
Saint Vincent's mission.**

Fluttered for Saint Vincent's

The Butterfly in the Saint Vincent's logo represents the transformation and change we have seen in both our agency and in the lives of the children, youth and families we serve. Saint Vincent's vision is to be a place of positive change for children, adolescents and their families and to support the insight and tools they need to build healthy relationships.

This past year the global pandemic, COVID-19, prevented us from hosting our annual fundraising events. The Adult Easter Egg Hunt and the Kick Off to Summer Celebration, held in the Spring and Summer, support our programming beyond what fee-for-service payments cover. The "Fluttered for Saint Vincent's" program was implemented to help support the many different programs and to spread awareness about the good work happening with our Mental Health Clinic and our residential programs.

Fluttered for Saint Vincent's kicked off in May and by October had Fluttered nearly 100 homes and businesses spanning from Rehoboth to Raynham to Cape Cod. The Butterflies would magically appear and decorate the lawns of those who had been nominated and would Flutter to their next locations a few weeks later.

Our goal to Flutter the Southcoast with a message of positive transformation was well received and allowed us to raise nearly \$7,000 for the different programs and services available at Saint Vincent's. The Butterflies have flown south for the Winter months but they will make an appearance again this coming Spring! You can join our efforts in "Fluttering for Saint Vincent's" by visiting the Saint Vincent's website www.SaintVincentsServices.org and make a donation to "Flutter" your family, friends and local businesses.

Thank you to everyone who allowed us spread our message of Treatment, Care and Transformation in a safe and fun way!

Saint Vincent's Services is getting a facelift!

Our main campus was built in 1972 and the Cottages that house our residential programs still have the original roofs and windows. Through the years we have been able to upgrade several cottage kitchens and bathrooms, however, most of them are in desperate need of updating. In August 2019, Saint Vincent's Services in partnership with Santander Bank, applied for funding from the Affordable Housing program through the Federal Home Loan Bank of Pittsburgh.

Each year, members of the Federal Home Loan Banks set aside 10% of their annual income to invest back into local communities through the Affordable Housing Program (AFP). These resources help members to provide critical funding for affordable housing development throughout the communities they serve. The loans issued by members of the Federal Home Loan Banks are intended to support the development of housing intended for underserved populations.

In August Saint Vincent's applied for funding totaling \$750,000 to make much needed improvements to our main campus in Fall River. The improvements included the replacement of roofs, updated HVAC and electrical systems and updating the kitchens and living space in each of our cottages. In December 2019 we received notification that our loan application had been approved and we would be able to partner with Collins Construction to complete the improvements to our living environments.

The benefit of applying to and receiving funds from the Affordable Housing Program is that as long as Saint Vincent's Services continues to provide services to children in need over the next fifteen years the loan will be forgiven entirely by the Federal Home Loan Bank! That means the entire amount of \$750,000 will be considered a gift!

We are so thankful for the support through the Federal Home Loan of Pittsburgh and Santander Bank and we can wait to update our living environments. We look forward to the completion of this project in 2021!



BEFORE



AFTER



Mental Health Clinic

The Mental Health Clinic has continued to expand outpatient individual and family therapy services. There was a growth from 758 youth served during Fiscal Year 2019 to 845 youth and family treated during Fiscal Year 2020.

COVID-19 posed a significant challenge to all program areas during Fiscal Year 2020. With every challenge comes reminders of why Saint Vincent's is special. During a three month period of time (March 16th until June 19th) the majority of the clinicians, both psychiatrists, the therapeutic mentors and therapeutic training and support staff worked to engage clients from home. Youth who resided in Saint Vincent's residential environments continued to receive clinical services in person from their therapists. Saint Vincent's is grateful to all of our staff who placed the needs of the youth before even their own to ensure the most normalized experience possible. Staff continued to provide clinical services for youth living in their home communities via Telehealth. On June 19th, clinicians returned to the clinic, transitioning their therapy sessions to office-based telehealth. While there is not currently a date to reopen the clinic for in-person sessions/appointments, the agency continues developing plans for reopening, identifying and implementing precautionary measures in an effort to ensure the safety of the facility for clients, families, and employees.



Life Skills

The Life Skills program served thirty one (31) youth during Fiscal Year 2020 with a continued focus on assisting youth with the development of skills related to financial literacy, home management and job readiness skills, including resume building, conflict resolution and dressing for success. Youth practiced completing employment applications and participated in mock interviews with staff. Adolescent youth residing within the Congregate Care programs received twelve (12) hours of formal training weekly per environment, in addition to individualized programming. Youth participated in meal planning, budgeting, and grocery shopping as well as preparation and clean-up post activity. Youth also participated in Cultural Nights, creating dishes from a different culture each week and shopping at authentic markets for imported products in culturally saturated environments.

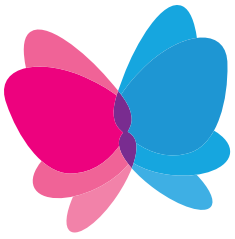
Saint Vincent's Life Skills team accepted the first referral for Works Wonders™. Works Wonders™, an evidence supported career development and employment engagement program developed by Foster Forward, provides 10-12 hours of skills based training, twelve (12) weeks of one-on-one career coaching and paid work-based learning opportunities. An Employment Specialist works with youth to explore their career interests, build a CareerEd Plan, build foundational skills and then put those skills to use through community employment options. This curriculum will assist youth to identify and engage in healthy relationships, advocate for themselves, and connect with the job market.



Plymouth Latency STARR

During Fiscal Year 2020, the Plymouth STARR Program welcomed thirty-nine (39) children and their families to stabilize, assess, support and prepare them for the next stages of their lives. The program has served 254 children and families to date, since opening in February 2015. The Plymouth team has maintained a strong core of veteran leadership at the administrative and direct care levels. The Program Coordinator and Assistant Program Coordinator continue to be two of the original leadership members in those positions since the program's opening.

Throughout the year, the Plymouth STARR staff and youth took part in many on-site and local community-based activities, many of which have become annual rituals. The team also ensured that the holidays were appropriately celebrated, including, but not limited to: a July 4th Cookout and attendance at the Plymouth Independence Day Parade and Fireworks, a Back-To-School Extravaganza that consisted of a cookout and array of activities, a Halloween Party at the house and Trick-Or-Treating through the local neighborhoods, Thanksgiving Dinner and attendance at the highly-regarded Plymouth Thanksgiving Parade, multiple Christmas festivities, and a Saint Patrick's Day Feast which included a traditional Irish meal and youth making "leprechaun traps".



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We couldn't do all that we do without the generosity of our supporters. Together, we're making a difference – and you can, too! Please visit the Saint Vincent's Services website to view a complete list of our donors and learn how you can join a community that's making positive change possible in the lives of children and families.

Staff

163 Full-time employees

112 Part-time employees

Saint Vincent's Services currently employs 275 staff- which includes relief and part time (112 staff) and full time (163 staff). 68% of our total staff are devoted to the direct care of our youth.

More than 35% of our current staff have 10 years or more tenure, with 15 of those individuals having devoted 25+ years to our agency and mission. An impressive number given the increasing challenges our workforce faces each and every day and the immense and complex responsibilities placed upon them.



Saint Vincent's
SERVICES

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Fall River, MA 02720



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