



**Saint Vincent's
SERVICES**

Treatment • Care • Transformation



Annual Report 2019

A Message from the Executive Director/CEO



2019 has been a period of change for Saint Vincent's. As part of the implementation of our strategic plan, we undertook a re-branding process and introduced the new agency name of *Saint Vincent's Services, Inc.* This change has allowed us to better present the many changes which have occurred in our service delivery over recent years.

The most significant change has been the ongoing development and growth of our licensed outpatient mental health clinic, which opened in 2011 and provides services within the community, within clients' homes, and on our main campus, as well as school based services. Our interdisciplinary clinical staff is trained to work with children, adolescents and their families, local schools, pediatricians, family practitioners, and courts- among other resources- to provide support and intervention around a wide variety of issues, including: relationship difficulties, school performance, behavioral issues, family support,

understanding adolescence and transitioning to young adulthood, to mention a few. The Saint Vincent's Mental Health Clinic can be accessed directly by parents and families without the need for state agency involvement.

While Saint Vincent's Services will continue to expand our Mental Health Clinic, we will also continue to provide residential and congregate care services for children and adolescents who come to Saint Vincent's for many different reasons. Almost all of them are facing challenging situations that threaten their well-being. Many are victims of abuse, neglect and childhood trauma, resulting in emotional, behavioral, psychological and learning difficulties. Last year, Saint Vincent's cared for more than 1,200 children and their families affected by difficult circumstances which impact a child's well-being.

Our Annual Report will give you a brief glimpse of the work and support you have helped provide within our community. But so much more must be done to ensure that children and adolescents are prepared to lead meaningful and productive lives. We hope you will consider supporting Saint Vincent's as we continue to provide services for children and adolescents and their families. Your generosity will allow us to provide the "extras" that many children, adolescents and families can take for granted. YOU can help them **today** with an annual financial gift to Saint Vincent's by sending your donation of \$25, \$50, \$100, \$500, \$1,000 – or whatever amount your circumstances allow – in the envelope provided.

Donations from individuals like you help us to continue to develop services which can meet the specific needs of children, adolescents and their families as they confront life's challenges and seek to optimize their strengths and support family relationships. Together we can make a positive impact on even more lives this year by offering Treatment, Care and Transformation for the children, adolescents and their families within the South Coast community.

Sincerely

A handwritten signature in black ink, reading "John T. Weldon". The signature is fluid and cursive, with the first name "John" being particularly prominent.

John T. Weldon, M.S.W.

Executive Director/ CEO



Saint Vincent's SERVICES

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At its founding in 1885, Saint Vincent's was an orphanage, serving as a home for children whose parents were unable to care for them due to ill health, death, lack of financial means or other challenges. Over the years, we have adapted our programs and services to meet the changing needs of children, youth and families as they face a variety of issues, including abuse, neglect, poverty, addiction, mental illness, emotional and behavioral problems, domestic abuse, family trauma and learning challenges.

In May 2019 Saint Vincent's Home transitioned to **Saint Vincent's Services**. The rebranding process was initiated to help our organization better portray itself within the community, allowing the community to better understand the programs and services we provide today and how to access them. We are no longer the "Home on the Hill" or "The Home". Our goal is to show our past, current and future clients a better visual of our values as a provider and to showcase differently the diverse services and access points we currently provide.

The butterfly in our new logo is a representation of one of life's most beautiful transformations and symbolizes for us the treatment, care- and ultimately- the transformation that can occur in the lives of the children, youth and families we serve.

Events

11th Summer Celebration

The wind and rain didn't keep guests away and on June 21st More than 300 guests joined us at the Fall River Heritage State Park Visitor's Center for our 11th Annual Kick-Off to Summer Celebration. Guests enjoyed an amazing spread of local favorites from more than 15 local restaurants, danced the night away to great music from Played Out!, took home amazing Silent Auction packages and enjoyed their chance at winning a weekend getaway during our Heads or Tail game. Guests also participated in our "Glitz in a Glass" and one lucky winner took home a diamond courtesy of Plante Jewelers. The event wouldn't have been possible without the continued support of our presenting sponsor Mechanics Cooperative Bank. Together the sponsors, guests, volunteers and donors helped to provide more than \$58,000 to support the Saint Vincent's Life Skills – a program designed to support youth in learning basic tools and life lessons needed to lead a successful life.



13th Annual Motorcycle Run & Raffle

For the past 13 years Saint Vincent's has hosted our Motorcycle Run & Raffle. This year's event was held on Sunday, August 19th at the Fall River campus. More than 175 riders and passenger's took part in the scenic drive that brought them through the backroads of Fall River, Assonet, Freetown and Lakeville. Once they returned the riders and passengers enjoyed a wonderful meal prepared by the Saint Vincent's Food Service Team. Preferred Concrete Forms continued their support at the Presenting Sponsor and helped us raise \$19,448. Thank you to all of our riders, passengers, volunteers and sponsors. We look forward to seeing you next August.

5th Annual Golf FORE Kids Outing

Crestwood Country Club hosted the 5th Annual Golf FORE Kids outing on Monday, September 24, 2018. More than 60 guests joined us for a great day that included a catered lunch, 18 holes on an award winning course, fun on-course games and a delicious family style dinner. With the support of our presenting sponsor BayCoast Bank we were able to raise \$16,000 that will directly support the many different programs and services at Saint Vincent's.



Adult Easter Egg Hunt

Thank you to the fabulous volunteer committee who worked hard to secure more than 1,700 prizes and together stuffed 3,600 plastic egg to make an "Egg"cellent event for our guests. Together our Egg Hunters, sponsors and volunteers helped raise \$24,590 for Saint Vincent's. Thank you to our presenting sponsor BayCoast Bank and to all event sponsors for helping make this event such a success. We would also like to thank our Easter Egg Hunt Committee, our two Easter Bunnies and the many volunteers who came together to make this event a success! We look forward to seeing you again next year!

Fiscal & Data Report

CENSUS & STATISTICS

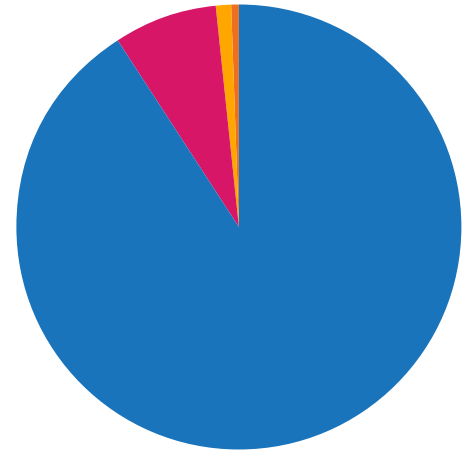


CHILDREN/FAMILIES SERVED:

2019:	1,267
2018:	1,382
2017:	933
2016:	860
2015:	824

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

OPERATING REVENUES BY TYPE:

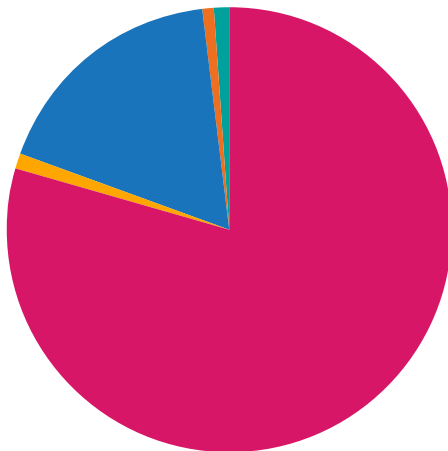


Service Fees	\$11,565,489 (90.89%)
Contributions and Fundraising	\$960,503 (7.55%)
Grant Revenue	\$132,048 (1.04%)
Other Revenue	\$66,621 (0.52%)

\$12,724,661

The loss from operations in Fiscal Year 2019 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.

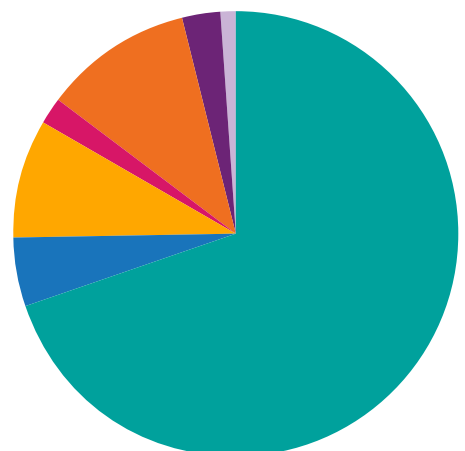
SERVICE FEES BY SOURCE:



MA Dept. Children and Families	\$9,435,111 (81.58%)
MA School Departments	\$18,375 (0.16%)
MA Medicaid MBHP Sub-Contract	\$2,082,877 (18.01%)
Other Third Party Payers	\$22,688 (0.20%)
Other Sub-Contract Agencies	\$6,438 (0.06%)

\$11,565,489

EXPENSES BY CATEGORY:



Program Personnel	\$9,364,088 (72.32%)
Program Facilities	\$660,509 (5.10%)
Program Support & Supplies	\$1,089,538 (8.42%)
Fundraising	\$173,800 (1.34%)
Administration	\$1,361,576 (10.52%)
Depreciation	\$295,086 (2.28%)
Interest	\$2,805 (0.02%)

\$12,947,402

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

Board of Directors

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Bishop, Diocese of Fall River

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Vicar General, Diocese of Fall River

Reverend John M. Murray

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Diocese of Fall River

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Directors of Continuing Education
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Diocese of Fall River

Reverend Paul Bernier

Pastor, Saint George Parish
Diocese of Fall River

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Karen Hayes, MA

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Jenny Mello Reis

Director of Development

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Esq., Gay & Gay, P.C.

Deborah A. Grimes

Mechanics Cooperative Bank

Kevin R. Kiley

Diocese of Fall River

Richard LaFrance

Lafrance Hospitality Company

Edward M. Lambert Jr.

Massachusetts Business Alliance
for Education (MBAE)

Robert F. Long

Long Built Homes

Mary-Louise Mancini

Retired

Mary V. Reynolds

Cox Media

Albert B. Staebler

Retired

Staff

163 Full-time employees

128 Part-time employees

Saint Vincent's Services currently employs 291 staff-which includes relief and part time (128 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.

Program Updates



Fiscal year 2019 began and ended with a tangible example of cross-program collaboration in the form of shared responsibility for the idea of a community garden. The idea was supported by a group of people throughout the agency who saw the value of exposing the youth to 'farm to table' experiences. Youth from both residential programs responded well to the programming opportunity and enjoyed the experience of planting and tending to the garden throughout the summer. When it came time to harvest, the Saint Vincent's Culinary Team worked with the youth and staff to use all of the fresh vegetables in daily meal prep and our Direct Care staff took this one step further and helped the youth turn cucumbers into pickles. The youth were very excited to taste pickles and even more excited to share with all of the Saint Vincent's staff. [Picture] There was a cross-program consensus that the garden should be planted again for the summer of 2020.

October represented a technology milestone for the program. All of our residential environments transitioned to the use of electronic daily log notes. This milestone was the culmination of years of work on behalf of our IT Department and also a bottomless reservoir of patience on their part. Electronic logs mean that members of a youth's treatment team can access information about each youth's presentation and progress in real time. An electronic record supports more effective communication between team members which, in turn, supports more effective treatment for all youth.

The way in which we offer care continues to evolve as we continue to learn how to best treat traumatized youth and their families. The agency selected the Attachment, Regulation, Competency (ARC) framework as its primary practice for the development and delivery of trauma informed care. Congregate care staff have continued participation in ARC training initiatives to promote all program staff developing a better understanding of the basic tenets of trauma informed care and assist with the evolution of programming that is aligned with the framework. ARC treatment emphasizes cultivating child and youth awareness and skill in identifying, understanding, tolerating, and managing internal feelings to empower appropriate expression.

The Mental Health Clinic ended FY2019 with 15 full-time, 2 part-time clinicians and one clinical intern. This growth in staff helped us realize a 7% growth in outpatient therapy during the fiscal year. Nine clinicians have been trained and utilize the SMART Room to provide Sensory Motor Arousal Regulation Treatment. In early stages, we focus on gaining a better understanding of the child in order to understand their concerns. Engaging the child in sensory motor activities offers the child new opportunities to regulate their bodies, feelings and arousal systems. No one treatment session in the SMART room is ever the same. The youth may choose to crawl through a tunnel, or walk across a balance beam onto a path of river stones. The child may opt to jump on a mini trampoline, or lie on air dolphins covered by a weighted blanket. Others may throw/bounce a yoga ball to the clinician. Guided by the youth, the clinician mirrors the actions of the youth to develop a rhythm to become better attuned to the child and aid in the child's ability to better tolerate the different zones/levels of arousal all critical functions in the processing of trauma and loss.

We have also added a policy for Animal Assisted Therapy to provide another level of support through the Mental Health Clinic. Research supports the benefits of animal assisted therapy in meeting therapeutic goals. Animals can help people relax, minimize stress, and offer a sense of safety and unconditional acceptance that puts people of all ages at ease. The child's interaction with the therapy dog helps those who otherwise find it difficult to put their feelings into words or engage in verbal therapies. In May, Caleb, a mini golden-doodle puppy started coming into the Mental Health Clinic daily to become acclimated to the sights, smells and sounds associated with the clinic (socialization stage of training). [Picture] Once he is old enough, Caleb will begin official training with the goal to become a certified therapy dog. He greets everyone with a wagging tail and loves giving out kisses and snuggles. While it is clear that his presence will benefit children, his impact on staff has already been noticed.





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