

ANNUAL REPORT 2023

LATEST INFORMATION AND UPDATES
FROM SAINT VINCENT'S SERVICES, INC.

2425 HIGHLAND AVE., FALL RIVER, MA 02720



**Saint Vincent's
SERVICES**

Treatment • Care • Transformation



A WORD FROM THE CEO

It is hard to believe that another year has come and gone! Fiscal Year 2023 proved to be an exciting year as we refined the new Department of Children and Families service delivery models and embarked upon a number of enhancements to our campus-based facilities. We are continually looking for ways to expand and improve our campus recreational activities for the youth entrusted to our care. With the generous assistance of our dedicated donors and grant awards, we completed renovations in the Behavioral Health Clinic, installed an early childhood playground for children ages 2-5 years, and began the first phase of our Youth Wellness Initiative – excavating an area on campus for a redesigned community garden complete with a greenhouse where youth will be able to enhance their horticulture skills.

May 1, 2023 marked the first anniversary of Saint Vincent's Services Young Parent Living Program (YPLP). YPLP is a collaboration between DCF and the Department of Transitional Assistance (DTA) and provides independent living services to support teen and young adult parents who are facing pregnancy and parenting issues. In May 2022, Saint Vincent's opened this six (6) bed program for pregnant and parenting mothers between the ages of 13 through 21 years. During Fiscal Year 2023, the program served 11 pregnant and/or parenting mothers and a total of 11 infants/toddlers. While no program or service is without its challenges, the Young Parent Living Program has been a welcomed addition to our campus service continuum, providing safe, stable housing and skill-building opportunities for this next generation of parents who strive to increase their autonomy and be the best parents possible.

“The secret of *change* is to focus all of your energy not on fighting the old, but on building the new”
– Socrates

This year, Saint Vincent's Services embarks on a strategic planning process that will provide a vision for the agency over the next five years. While the strategic planning process is a requirement of our national accreditation with the Council on Accreditation (COA), it more importantly provides a road map for the future. Through this process we will set overall goals for Saint Vincent's Services and develop a plan to achieve them. We have designed a narrow focus for this five-year plan including a review of the Agency's mission statement and a framework for potential diversification of services to meet the ever growing needs within the surrounding communities. A community needs assessment, staff focus groups, interviews with our Board of Directors, and input from clients are essential to determining our next steps and plans. The strategic planning process commenced in September and I look forward to being able to share the outcome sometime during the winter. Thank you for your continued support. Together we are changing the lives of the children and families in our care.

KRISTEN L. DUTRA, MA, LMHC
CHIEF EXECUTIVE OFFICER

WHO WE ARE

A LITTLE SNAPSHOT

Saint Vincent's Mission is *"to foster the well-being of children, young adults, families, and the community through a holistic approach to treatment and care. Taking into account the physical, social, psychological, and spiritual needs of those we serve, we help our clients draw on their strengths and resilience to make positive change in their lives".*

- In 1885 Saint Vincent's Services was established by the Sisters of Mercy and Roman Catholic Diocese of Fall River.
- In 1970, the facility moved into a state of the art campus in Fall River. This expansion aimed to increase the number of youth and adolescent clients served in the Southern Region of Massachusetts.
- Today, Saint Vincent's Services is comprised of seven (7) residential cottages (residential houses) located on our campus, one (1) community-based group home located in Fall River, one (1) campus-based Young Parent Living Program (YPLP), a Behavioral Health Clinic, supportive youth services (i.e., Life Skills Program and Occupational Therapy), and other administrative buildings.
- Our staff team consists of 269 employees. 88% of staff are dedicated to directly caring for children and youth in residential programming.
- Programs and services include trauma-informed crisis stabilization and diagnostic assessment, outpatient behavioral health, residential treatment programs (congregate care), life skills services, workforce and job development, and aftercare services.

"WHAT YOU DO SPEAKS SO LOUD THAT
I CANNOT HEAR WHAT YOU SAY."
-RALPH WALDO EMERSON

BOARD OF DIRECTORS

Most Reverend Edgar M. da Cunha
Board President
Bishop, Diocese of Fall River

Very Reverend David Frederici
Secretary
Vicar General, Diocese of Fall River

Very Reverend Gregory Mathias
Pastor, Diocese of Fall River

Kevin Kiley
Treasurer
Chancellor, Diocese of Fall River

Reverend Paul Bernier
Pastor, Diocese of Fall River

Nelson Braga
Senior Vice President, Bristol County Savings Bank

David. T. Gay, Esq.
Partner, Gay & Gay, P.C.

Edward M. Lambert, Jr.
Executive Director, M.B.A.E

Robert Long
Founder & CEO, Long Built Homes

Susan Mazarella
Chief Executive Officer, Catholic Social Services

Antonio Sousa
Owner, S & S Concrete

Joseph Harrington
Vice Chancellor for Administration, Diocese of Fall River

SENIOR LEADERSHIP TEAM

Kristen Dutra, MA, LMHC
Chief Executive Officer

Colleen Simpson
Chief Financial Officer

Allison Garside, MSW, LICSW
Director of Quality Assurance

Karen Hayes, MA
Director of Human Resources

Debra Lunetta, MSW, LICSW
Director of Behavioral Health Services

Paul Michael
Director of Systems and Operations

Katie Dawkins
Director of Donor Relations & Fundraising

"Good leaders build products. Great leaders build cultures. Good leaders deliver results. Great leaders develop people. Good leaders have vision. Great leaders have values. Good leaders are role models at work. Great leaders are role models in life."

-Adam Grant

DONOR RELATIONS & FUNDRAISING

GIVING A LITTLE CAN HELP A LOT

Thank you from all of us at Saint Vincent's Services for your partnership, support and advocacy! Saint Vincent's Services is deeply grateful for our donors, who choose to advocate on the broad range of services we provide each year. The individuals, foundations, and corporate partners who donate to our Agency are critical to our ability to live out our Mission and vision. We can't wait to see what the year ahead will bring for Saint Vincent's Services. In February, we were excited to welcome our new Director of Donor Relations, Katie Dawkins who brings a wealth of experience and expertise to her role, including leading donor relations. Katie will focus on cultivating relationships with donors and building sustainable relationships that align with our philanthropic strategic goals.

This fiscal year was prosperous for the development department. These achievements included expanding the existing playground to include a separate early childhood playground for youth ages 2-5 years, completing the half-a-million-dollar Behavioral Health Clinic Expansion project, redefining and branding to have only two special events, creating a magical experience for our youth at Christmas, and starting the latest capital project, the Youth Wellness Initiative. Next fiscal year, through this three-phase wellness project, Saint Vincent's Services will create synergy among three current facilities: the outdoor garden, gymnasium and industrial kitchen. The revitalization of these spaces will positively contribute to the well-being of our youth and advance health equity for all.

Saint Vincent's Services partnered with dozens of local community partners and friends to distribute over 400 presents to our residential youth during the 2022 holiday season. Christmas at Saint Vincent's is a magical time and we ensure that all youth feel appreciated, and wake up to gifts under their trees. We do this by gathering a team of employee volunteers in November, called the Christmas Elves. Together the elves assist youth with creating their Christmas wish lists, assist with collecting gifts, wrapping the presents, and coordinate them for Santa to distribute early Christmas morning.

Once again, special events were an outstanding success. We are grateful to all who attended the 17th Annual Motorcycle Run and Raffle on August 21, 2022, and the 2023 Summer Celebration Gala on June 23, 2023. Together, we raised over \$80,000 to support our general operations and nearly \$4,000 to support our Dollars for Duffles program so youth leaving care at Saint Vincent's Services can leave with dignity and have their belongings safely packed. The Gala was a success, raising over \$60,000 with nearly 190 guests in attendance and 15 sponsors joining us at the Kilburn Mill overlooking Clark's Cove in New Bedford. The evening was filled with great food from Bocca, live entertainment provided by Massive Groove Band, and a fun and exciting new way to bid on auction items from your phone. Please join us in recognizing Robert Long's (Long Build Homes) efforts and contributions to our community as this year's Carlin Lynch Humanitarian Award honoree. We would also like to extend our gratitude to Antonio Sousa of Preferred Concrete Corp. for his continued support of the Motorcycle Run as the Presenting Sponsor.

Save the date for the 2024 Summer Celebration at a new and exciting location, Shining Tides, on Friday, June 21, 2024! Our 19th Annual Motorcycle Run will be scheduled for Sunday, September 15, 2024. If you are interested in hosting a friend-raiser, learning about unique ways to partner, or would like more information about planned giving options with Saint Vincent's Services, contact Katie Dawkins at kdawkins@saintvincentsservices.org or 508-235-3228.



*Kristen Dutra, Frances Lynch, Robert and Christine Long,
at the 2023 Summer Celebration Gala*



*17th Annual Motorcycle Run Committee
Chair, Kathryn Dow and Grandson Lucas*

FRIENDS AND SUPPORTERS

We are so grateful for our donors, who choose to support Saint Vincent's Services each year. The individuals, foundations, and corporate partners who donate to our agency are critical to our ability to live out our mission in support of the youth who rely on us every day.

\$50,000+

Amelia Peabody Foundation
Diocese of Fall River

\$10,000 - \$49,999

Bristol County District Attorney
Sisters of Mercy Ministry Fund
S & S Concrete Forms Construction, Inc.
Ed & Lisa Medeiros

\$5,001- \$9,999

BayCoast Bank
Long Built Homes

\$1,001-\$5,000

Anonymous
ABC Flooring Covering
Peter Anthony
Bristol County Savings Bank & Charitable Foundation
Mary Lou Church
Club Ex
Michael Delaney
East Bay Pharmacy
Fall River Women's Union
Gay & Gay, P.C.
HUB International
Kilburn Hospitality Group, LLC
Kevin Kiley
Livingston & Haynes, P.C.
James Lynch
Joe Marshall
Piping Systems, Inc.
Prima CARE, P.C.
Saint Anne's Hospital
Leo Spano
St. Mary Academy - Bay View
Jane Sullivan
Taunton Federal Credit Union
Thermo Capital Partners
The Lynch Family
Zibra Corporation

\$501- \$1,000

AGS HVAC Services, LLC
Chris Alves
BankFive
Nelson & Kathleen Braga
Roger Cabral
Paul & Claudine Cloutier
Joseph Denny
Patrick Donovan
Michael Dumont
Fall River Municipal Credit Union
First Congregational Church
Thomas Gay, Jr.
Linda Hafey
William Hayes
Karen Hayes
HealthFirst Family Care Center, Inc.
Deborah Ledoux
Thomas Lee
Let It Ride, Inc.
Doreen & Arthur McKinley
Michaud
Nadeau Tree Service, LLC
Gertrude Pare
Nathan Paulhus
Daniel Perry
Plante Jewelers
Plimoth Investment Advisors
Colleen Simpson
Southcoast Primary Care
St. Paul's United Methodist Church
The Beacon Foundation
United Way of Massachusetts Bay and Merrimack Valley

\$249-\$500

Najwa Akouri
Sandra Almeida
James S. Busam
Carpenters Union Local 330
Elizabeth Chisholm
Joseph & Karen Correia

Andrew Dion
Thomas Downs
Dr. Philip M. Robitaille, D.D.S.
Joy Gilkeson
Joseph Harrington
Tanya Hebert
Holy Name of Sacred Heart of Jesus
I.U.O.E. Local No. 4 Social Action Committee
Keches Law Group
Thomas Kelly
LAL Construction Co., Inc.
William LeBlanc
Deborah LeDonx
Stacie Long
Filomena Lopes
Rick & Mary-Lou Mancini
Massachusetts Association of Insurance Women
Mark Moreira
John Oliveira
Lee Patricio
Stephanie Pina
Karen Quinlan
The Robert F. Stoico/FIRSTFED Charitable Foundation
William Rocha
Ronald Rusin
Guy Shepherd
Linda Silvia
Ana Sousa
John Sousa
St. Anne's Credit Union
St. John the Baptist
St. Nicholas of Myra Women's Guild
The Feinstein Foundation
Carlene Vargas
Westport High School

\$101- \$250

Abreau Oil Service, Inc.
Dalia Adorno
Advanced Alarm Systems, Inc.
Kyle Aguiar
Antone & Lurdes Almeida
Debb Almeida
Paula Andrews
APWU Local 511
Mary Araujo
Michael Arruda
Devon Arruda
Kathy Baker
Laurie Bartley
Ron Bauer
Bayside Resort
Blount Fine Foods Corp.
Susan Boissoneault
Amanda Borges
Boston Bruins
Bradford Boudakian
Timothy & Maureen Bowen
Chantel Breault
Elaine Brown
James Buckley
Bill Campos
Laura Carrillo
Catholic Financial Life Chapter 441
CJ Pest Solutions
Melissa Cline
Kaitlin Coelho
Lisa Correia
Roseann Correia
Joseph Costa
Paula Costa
Brian Costa
Sunny Cross Biello
Kara Czapiga
Katie Dawkins
Sergio De Los Reyes
Department of Transitional Assistance
Barbra Doherty
Sr. Catherine Donovan
Ivy Doroch
Chuck Dow
Stephen Downing
Allison Durfee
Linda Farak
Lisa Faria
Jen Foley
Beth-Anne Gaboury

Fares Gennaoui
George Gennari
Jillian Gillet
Andrew Goodman
Nancy Goulart
Janice Goulet
Eric Guilmette
Joe Harrington
Katelyn Higson
Juanita Hudson
Nicole Karcz
Sarah Knight
Katherine Knight
Lindsay LaFratta
Edward Lambert
Diane Leal
Florine LeComte
Shantel Leite
Alyson Lepage
David Lithway
Lisa Lopes
Dawn Lopes-Cabral
Carol Luppino
Frances Lynch
Amine Maalouf
Ryan Machado
Andrea Manning
Fred Matula
Kim McBride
John McGill, II
Holli McGovern
Karen McLinden
Andrew Menard
Marguerite Mendes
Paul Michael
Jessica Morgan
Neto Insurance Agency, Inc.
Kendall Oliveira
Martha Oliveira
Lorraine Paiva
John Pannoni
Emiliano Pavao
Elaine Pereira
Jasmine Pereira
Cynthia Perez
James Quinn
Thomas M. Quinn, III
Regal Floor Covering, Inc.
Joseph Reidy
Mary Reynolds
Beth Riccitelli

Richard Rivard
Matt Robinson
Max Ruditsky
Ellen Selley
Amber Shaw
Melissa Shaw
Josh Sherring
Ashley Silva
Lynn Soito
Chelsea Spain
Robin Stuessi
John Sullivan
Monique Sullivan
Swansea Patrolmans Association
T. J. Russell Supply
Manny Teixeira
Toyota of Dartmouth
Michael Vincent
Riley Williams
Mcaylee-Joy Worsley
Pat Wrenn

\$1-\$100

Keith Abdow
Acorn Management
Gracie Adorno
Nyasia Allemao
Vincent Alley
Bob Allison
Gilbert Amaral
Walter Ambrose
Mark Andrade
Allison Anterni
Joseph Arruda
Natalie Ayala
Jamie Azevedo
Jay Beaulieu
Alan Beausoleil
Chris Bernier
Richard Berube
Gregory Borges, Jr.
Box Tops for Education
Bill Brodeur
Gordon Burgess
Eunice Burke
Matthew Cabral
Leonard & Christine Cabral
John & Mary Anne Cahir
William Cardoza
Susan Carrier
Lyanne Carvalho

Kyle Carvalho
Anita Cestodio
Classy Ladies/White's of Westport
Richard Coffey
Cynthia Cordeiro
John Cordeiro
Steven Correia
Patricia Costa
Eric Couto
Pamela DaCosta
Paul Daniels
Cameron DeGrazia
Isabel Delgado
Joseph DeMoura
Mark Dias
Raymond Dolan
Josh Dominikoski
Carl Duclos
Paul Dunn
Tony Ervin
Edgar Faria
John Feitelberg
Carlos Ferreira
Sharon Ferris
Albert Fiorini
Judith Fitzgerald
Shelby Fontaine
Maria Frazier
Laurie Furtado
Michael Gamache
Pamela Gaskell
Dennis Gibbs
Pam Gibbs
Jacqueline Green
Barbara Guay
Susan Guilmette
Susan Hadala
Russell Hart
Samantha Hernandez
Joseph Holden
Sheila Holleran
Robert Houston

Laurel Jonas
Robert Kalunian
Dolores Kearns
Kiwanis Club of Fall River, Inc.
Heather Knight
Douglas Knox
John Koussa
Lisa Kusnitz
Alie Lacasse
Richard & Muriel Lafrance
Juliette Lamarre
Matt LaRose
Janet Lebel
Allison LeBert
Debra Lebow
Lisa Lebreux
Margaret Levesque
Paulo & Nataila Lourenco
Debbie MacMillen
Kristen Maher
Michael Manning
Paul Marshall
Mass Audubon
Jason Matos
Louis Mazurek
Matthew McCarthy
Marcia McCarthy
Rui Medeiros
Joseph Medeiros
Mike Medeiros
Elizabeth Mello
Michael Miranda
James Mullins
Network for Good
Charles O'Brien
Kimberly O'Connell
Denise Onorato
Christina Packard
Gilbert Peel
Kyle Pereira
Dianne Pereira
Robert Perry

Wendy Peters
Mary Ragonesi
Gerald Raposa
Daniel Raposo
Lori Reed
Josh Rego
Melanie Rivera
Donna Rodrigues
Dorothy Roppe
Vincent Rosselli
Brittany Roy
Brian Rua
Salve Regina University
Kaley Santos
Nancy Saravo
John & Christine Savasta
Scott Schofield
Doris Seroll
Mildred Shaughnessy
Sarah Silva
Kenneth Silva
Thomas Silvia
Fred Silvia
Charleen Simcock
Brianna Sineiro
Sara Stiles
Joann Sylvia
Peter Szala
Scott Thompson
Jason Travis
Leo Travis
USConnect
Nicole Viera
Bonnie Wadsworth
Brian Walmsley
Judith Walsh
Tom Watkinson
William Webb
Louis Weiner
Judy Whitcomb
James Young

"IT'S NOT HOW MUCH WE GIVE BUT HOW MUCH LOVE WE PUT INTO GIVING."
- MOTHER THERESA

BEHAVIORAL HEALTH CLINIC

BEHAVIORAL HEALTH CLINIC RENOVATION COMPLETED!

Saint Vincent's Services is proud to share that we completed a three-phase, half-a-million-dollar Behavioral Health Clinic Expansion Project during Fiscal Year 2023. This project included creating six new clinician offices, an expanded waiting room, two meeting rooms, administrative suites and more. This expansion will allow us to better serve our clients by providing additional space for staff members and clinicians who are dedicated to helping those in need. By creating this extra space we can better serve our patients while also keeping wait times low for those seeking help.

Our clinic is a leading behavioral health care provider in Southeastern Massachusetts. Some of our clients need immediate assistance, while others require long-term clinical services. Within the Clinic we treat youth who face serious issues including neglect, homelessness, family trauma, and learning challenges. In FY23, Saint Vincent's Services aided 840 clients in the Behavioral Health Clinic with an average of seven or more referrals per week.

Saint Vincent's Services has returned to pre-pandemic operations since the President declared an end to the COVID-19 public health emergency and the national state of emergency ended in May. Clinic operating hours have returned to pre-pandemic levels, and the mask mandate has been lifted. Despite these actions, we have continued to be cautious, ensuring that masks and hand sanitizer remain available for staff and visitors. The SMART room has been reopened, enabling trained therapists in the clinic to provide Sensory Motor Arousal Regulation Treatment. This modality has been listed in the Registry of Evidence-based Programs and Practices as a Promising Practice meeting the SAMSHA (Substance Abuse and Mental Health Services Administration) guidelines for child trauma treatment.

We are pleased to have added three clinicians to our staff roster who have been working in the Behavioral Health Clinic since May. The healthcare industry has been facing significant challenges since the onset of the pandemic, and one of the most common issues has been workforce shortages due to the aging population of workers, the desire to work remotely, employee burnout, and competitive hiring incentives. As a result, healthcare facilities throughout the United States have suffered a workforce shortage, and Saint Vincent's Services has felt the weight.

This summer, two Art Therapy Groups were provided for youth. Art therapy allows clients to express themselves through a creative medium. This can be particularly helpful for those who need assistance navigating traumatic experiences and comforting themselves through their artistic process. During Fiscal Year 2024, Saint Vincent's Services plans to create a new Art Therapy room to offer art therapy as a resource for clientele receiving outpatient services. This will be a safe and welcoming space where a client can experience their creativity and express themselves more easily during their treatment recovery.



RESIDENTIAL PROGRAMS & SERVICES

1 YEAR ANNIVERSARY OF THE YOUNG PARENT LIVING PROGRAM!

January 1st marked the one-year anniversary of implementing the eleven Department of Children and Families (DCF) contracts awarded in October 2021. The youth in our residential programs (congregate care placements) have been very busy engaging in the treatment services now included within these contracts; particularly Life Skills, Occupational Therapy, and a Community School Liaison who provides educational advocacy and oversight. These services ensure that all youth receive the support needed while in residence with us in the hopes of forging a more successful future. Throughout the year our clients are afforded the opportunity to participate in a variety of activities that nurture positive social interactions including campus-wide events such as a Color Run, cornhole tournaments, and celebrations related to various holidays and observances. Saint Vincent's Services celebrates a weekly Catholic Mass in our chapel led by a Rev. Michael Racine ("Father Mike") from the Diocese of Fall River. The Mass is open to any youth and/or staff who would like to participate. A staff member from one of our cottages and a group of youth started a children's choir to help celebrate Mass each week. This summer they met weekly to practice and learn new songs. The choir is always open to new clients as they are admitted to our residential programs. The youth have enjoyed this opportunity and it has been a catalyst for positive community involvement.

Saint Vincent's Services truly is blessed to have fantastic donors who are always offering donations and gifts to enrich our programs and the lives of the youth entrusted to our care. For instance, long-time supporter and donor Ed Medeiros, gifted every single youth two pairs of shoes from a local shoe store. Each child was able to pick out any two pairs of shoes that they wanted and absolutely loved the process! The staff worked with the clients to create thank you notes and posters acknowledging these donors for their generosity. One environment even conducted a shoe fashion show and sent a video of their new footwear set to background music. This is just one example of the kindness that is bestowed upon our clients. We take every opportunity to teach our children how to thank those who help us and show appreciation each day.

May 1, 2023 marked the one-year anniversary of the opening of our Young Parent Living Program. To date, we have served eleven mothers and their children. There has been some success with establishing the children in daycare slots, and even more success with a few clients gaining employment and working on their educational goals. Three clients were able to complete a CNA program, become certified in the field, and obtain jobs at local skilled nursing facilities! Unfortunately, the primary barrier for many of the mothers is obtaining long-term, permanent, affordable housing. The program continues to assist every client with these efforts and supports all the moms to develop the life skills necessary to live independently with their children post-discharge. Currently, Saint Vincent's Services Young Parent Living Program is one of three in the Southern Region and one of fourteen in Massachusetts.



Aerial view of the Saint Vincent's Services campus at 2425 Highland Ave., in Fall River

HUMAN RESOURCES

BUILDING AND MAINTAINING POSITIVE RELATIONSHIPS

*“There are only two ways to live your life. One is as though nothing is a miracle. The other is as though everything is a miracle.”
- Albert Einstein*

Sometimes it seems that our staff at Saint Vincent's Services are able to make miracles happen! With our staff's support and dedication, we have accomplished much in the last few years. We have confronted endless challenges and developed many solutions together. While we have developed new paths and programs, our Mission remains the same, and our staff commitment to that Mission remains strong.

During this past year, many of our staff celebrated quite significant milestones. Every five years, we acknowledge staff reaching five, ten, fifteen, twenty or more year anniversaries at Saint Vincent's Services. We were fortunate to have twenty-three individuals reach these milestones. A recent Council on Accreditation (COA) Maintenance of Accreditation Report filed for this fiscal year reflected that the average length of tenure of employees for that period was over 6 years.

30 Years: Jean Constantino, Paul Michael, & Melissa Reis

25 Years: Dave Alves, Jason Douglass, & Irene Nogueira

20 Years: Maria Couto & Leigh-Ann McAfee

15 Years: Douglas Almeida, Edward Medeiros, & Gary Silvia

10 Years: Sheri Brissette, Julius Byrd, Scott Furtado, Patricia Darling, Danny Porter, & Mcaylee-Joy Worsley

5 Years: Jennifer Armour, Kate Baez, Michael Mulligan, Angela Pacheco, Betsy Pinho, & Kim Pearson

We acknowledge all of our team members and highlight our staff reaching major milestones.

In a role very few have achieved, Jean Constantino has remained a solid team member on the overnight shift for her entire tenure of thirty years. Jeannie demonstrates constant enthusiasm and passion about her job and the children for whom she so aptly cares. She is well respected, flexible, therapeutic, dependable, and a true team player!

Paul Michael has worn many “hats” over his thirty years, including Carpenter, Maintenance Worker, Maintenance Supervisor, Environmental Services Coordinator and Director of Systems & Operations. Paul has been the “go to” person for just about everything, including phones, computers, food, furniture, purchasing, paint colors, contracts, safety, security, among countless other things.

Melissa (Missy) Reis, in over thirty years, has held just about every residential and school supervisory position there is. Missy was instrumental in developing and now leading one of our newest programs, the Young Parent Living Program. Missy's patience, guidance, professionalism and support has helped countless youth and staff.

Dave Alves has supported our younger youth as a Residential Counselor for over twenty-five years. He is a strong advocate, role model and has also served as a teacher for our youth. As a talented musician, Dave has impacted numerous children with his knowledge and musical talents.

Jason (Jay) Douglass has truly devoted a lifetime of service to Saint Vincent's Services. Jay is always there when needed and is called upon at all hours to support all of the facilities. As a Custodian and now Maintenance Worker, Jay is dedicated, flexible, and always goes the extra mile to help keep staff and youth safe.

Irene Nogueira celebrated twenty-five years as our Payroll Specialist. Irene is not only conscientious about her work on the best of days but also on the pressurized days of payroll transmission. Irene helps to solve many payroll puzzles, always with a smile. Irene has a positive attitude and always treats everyone with the utmost in patience, respect and confidentiality.

SYSTEMS & OPERATIONS

PLAYGROUND, FLOORING, AND CLINIC FINISHES

The Systems and Operations team at Saint Vincent's Services is comprised of Information Technology (IT), Food Services, and Maintenance. Collaboratively they work together to ensure that our Agency runs efficiently and meets the needs of our youth. They do everything from maintaining our heating and cooling systems, overseeing food preparation for nearly 37,000 meals, to taking care of our 10 buildings, installing new technology and/or equipment, maintaining vehicles and grounds. Thanks to their help, we have been able to have a positive impact on our youth in so many ways. As a team, we spent this year focused on improving the facilities for our clients and families in order to provide them with the best treatment experience possible. During the year we have put forth an effort to improve our buildings and grounds.

We are thrilled to announce that the Early Childhood Playground Expansion project is complete. In 2022, Saint Vincent's Services began the playground expansion project in partnership with private and individual donors, setting out to build a playground specifically designed for children ages 2-5. Our existing playground installed in 2018 was designed for ages 5 to 12. Saint Vincent's medical and mental health professionals often use play-based therapy to build rapport, increase social engagement, promote learning, and encourage development. The goal was to create a separate outdoor play area to meet the enrichment needs of our young families in our Young Parent Living Program (YPLP) and increase therapy-play. The project cost nearly \$70,000 to complete, and included the equipment, fencing, site work, and playground certified mulch.

Flooring throughout the main building was replaced, the gymnasium floor was resurfaced, and the administration and clinic hallways were renovated to enhance the safety and security of the building. In the early spring, we put the finishing touches on our outside seating area. We have designed a beautiful outdoor space that is inviting and relaxing for families visiting with their children. We couldn't have done this without the help of Preferred Concrete, who donated their labor and materials to create the outdoor cement patio.

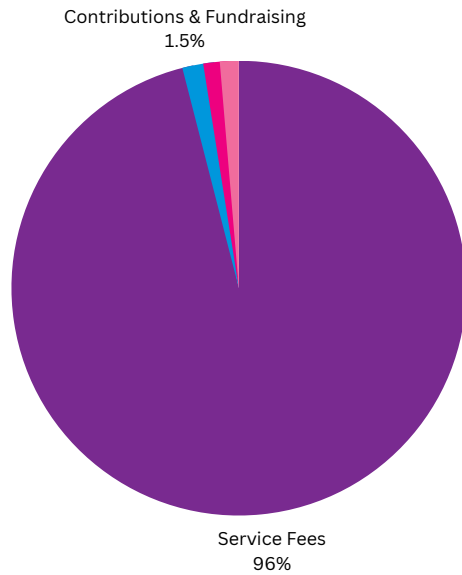


*Early Childhood Playground
Adjacent to the Latency Playground*



New Outdoor Seating Area Donated by Preferred Concrete

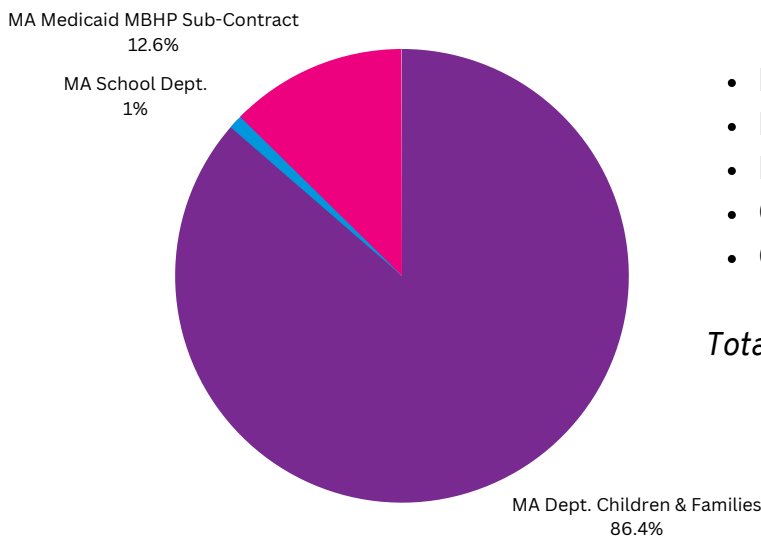
FISCAL & DATA REPORT



Operating Revenues by Type:

- Service Fees: \$14,889,375 (95.99%)
- Contributions & Fundraising: \$231,751 (1.49%)
- Grant Revenue: \$181,879 (1.17%)
- Other Revenue: \$208,465 (1.34%)

Total: \$15,511,470



Services Fees by Source:

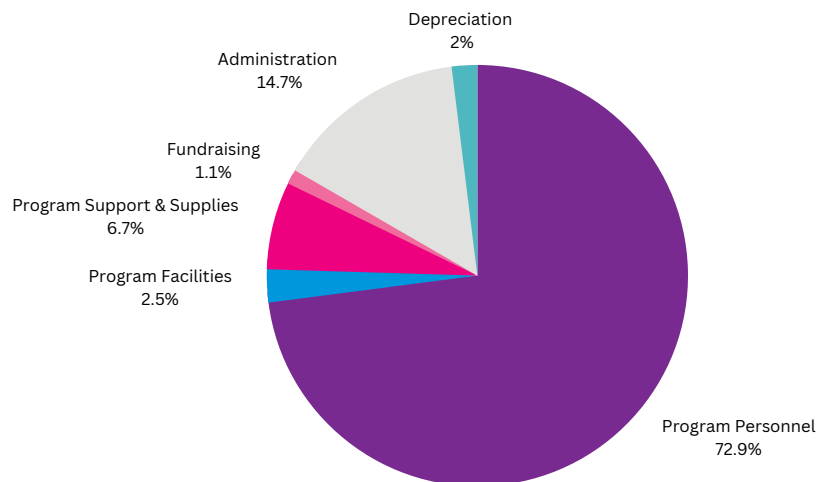
- MA Dept. Children and Families: \$12,860,671 (86.37%)
- MA School Departments: \$147,054 (0.99%)
- MA Medicaid MBHP Sub-Contract: \$1,876,040 (12.60%)
- Other Third Party Payers: \$4,310 (0.03%)
- Other Sub-Contract Agencies: \$1,300 (0.01%)

Total: \$14,889,375

Expenses by Category:

- Program Personnel: \$10,265,444 (72.95%)
- Program Facilities: \$356,688 (2.53%)
- Program Support & Supplies: \$947,358 (6.73%)
- Fundraising: \$158,110 (1.12%)
- Administration: \$2,069,397 (14.71%)
- Depreciation: \$275,365 (1.96%)
- Interest: \$0 (0.00%)

Total: \$14,072,363



HEAR DIRECTLY FROM OUR YOUTH

THEIR PERSPECTIVES AND THOUGHTS ON OUR SERVICES

Saint Vincent's Services continually strives to advance our residential and clinical services. Youth perspective is critical in understanding what is successful and needed for growth. We do this because their responses impact the quality of experience they receive within our care. We value their unique perspectives and opinions and take seriously what they have to tell us. Annually, we ask our youth and families to complete an anonymous survey, and this is what our youth said in Fiscal Year 2023.

- 86% of residential youth understand what goals they need to work on.
 - 94% of residential youth feel that the Health Services team helps them with their medical needs.
 - 99% of youth who receive clinical services are satisfied with the quality of the services they receive from Saint Vincent's Services.
 - 99% of families who receive clinical services would recommend Saint Vincent's Services to a family member or friend.
 - 100% of families who receive clinical services believe that clinicians respect and protect their privacy and personal information.
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**Saint Vincent's
SERVICES**

Treatment • Care • Transformation