



# “Key”munications

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Key Program, Inc. is a not-for-profit agency serving children and families in Massachusetts and Rhode Island through residential and community-based intervention services. Key's mission is to assist youth and their families with developing positive life skills and life experiences so that they may pursue productive and rewarding lives. **To learn more, please visit us at [www.key.org](http://www.key.org)**

PUBLISHED FOR EMPLOYEES AND FRIENDS OF KEY PROGRAM, INC.

## Program Spotlight

*Although Key Program is best known for its services to at-risk adolescents, the average age of the residents at The Children's House Program in Pittsfield is just 8½, with the youngest clients being only 6 and the oldest being 11 years old. Working with children in this age group and at this stage of development is vastly different from working with teens. They are less able to articulate their feelings, suppress impulses or process complex information. Nor do they have the life experiences or “emotional toolkits” to gain perspective on their situations or work through particularly difficult periods. Working with these children has required staff at all levels to learn new ways of communicating, revamp program procedures, redesign clients group topics, forge new relationships with local schools and countless other adjustments to ensure that these highly-traumatized young children receive the care they so desperately need and deserve. Please read below for more information.*



*The Children's House Program, Pittsfield, MA serves children whose ages are between 6 and 11 years old.*

## The Children's House, Berkshire Region

Submitted by **Michelle Tyer**, Program Supervisor and **Charlene Angelo**, Clinician

It's 7:35 p.m. at the Children's House. Medications have been administered, snack is wrapping up and clients are choosing between bean bags and fuzzy or fluffy pillows. Like clockwork, a small argument ensues about who had which bean bag the evening before, but it is quickly settled and clients are seated and ready. The book *My Mouth is a Volcano* is about to be read and everyone is all ears! “My name is Louis. People say I erupt a lot. I don't think I do...I have a lot to say, and all of my words are VERY important to me.” A quiet chorus of “me too's” can be heard and quickly silenced by the flipping of the page. Shortly after the story is finished, clients head to their bedrooms and “Relaxing Rain,” tonight's CD of choice, lulls them all to sleep.

“Relaxing Rain,” *My Mouth is a Volcano*, and bean bags have all quickly become client favorites among the four girls ages six through eleven and one nine year old boy that reside at the Children's House. These activities and techniques have all been implemented as part of a new structure and daily routine as the Children's House has moved towards incorporating sensory integration within the model of trauma-informed care. From the moment the clients wake up to the moment they fall asleep, their activities, transitions and surroundings are being tailored to fit their “sensory diet” designed to reduce anxiety and distress while allowing for distraction and for the successful completion of day-to-day tasks.

Although the program meets Key's standards for and philosophy of treatment and care, this program is operated a bit differently than in other Key residences since it serves the youngest residential clients in the Agency. This difference is partially due to the developmental ages of the clients as well as to accommodate the individual needs of five immensely-traumatized children. For example, hands are held when crossing streets, band aids are given for “boo-boos,” and booster seats are regular fixtures in staff vehicles. While formal and sometimes complex point and level systems are utilized in most of Key's residential programs, the Children's House clients have their goals

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## A Message From the President



*William Lyttle*

### President Encourages Learning

After attending school for thirteen years in grades K-12 and perhaps additional years attending college-level classes, it's no wonder that the end of summer still puts us in a back-to-school frame of mind. Of course, advertisements for and displays of backpacks, notebooks, calculators and other school supplies give us a not so subtle nudge in that direction as well!

If you have been thinking about expanding your education, then now is the time! Many people have great intentions of finishing their degrees, getting their Master's or completing a certificate program "some day," but find that day gets pushed off as they settle into the realities of jobs, bills and families of their own.

Enhancing your education doesn't necessarily have to mean a rigorous or expensive undertaking. If you do not have the time or financial resources to enter a formal educational program, consider taking advantage of other opportunities available through your employment with Key.

A great place to start is with the Providers' eAcademy. The eAcademy is sponsored by the Massachusetts Council of Human Service Providers (MCHSP) and consists of over 500 online courses in topics ranging from "The ABCs of Bullying" to "Working With Youth." In addition to courses specific to your work here at Key, there are also online courses related to working with the elderly population, addiction treatment services, providing services to the homeless and many other areas that might be of interest. A number of personal development courses including "Time Management" and computer application tutorials are available as well. All of the classes can be completed in only a few hours and are free of charge. Though none of them are in-depth enough to give you a complete mastery of any of the subjects, the online courses will undoubtedly keep you challenged and increase your knowledge and skills. They may even introduce you to career opportunities that you did not know existed within the human services field!

The MCHSP also offers a more advanced "Certificate in Nonprofit Human Service Management" for supervisory-level staff who are interested in furthering their commitment to careers in the social services field. Classes are held on the campus of either Suffolk University in Boston or Clark University in Worcester. This certificate program gives mid-level supervisors exposure to the many facets of operating a nonprofit agency; such as finance and accounting, human resources, grant writing, strategic management, performance measurement, legal issues, etc. The program requires attendance one day per week and runs September–June each year. Participants must be nominated by their Director and accepted by the program.

It really is never too early or too late to "go back to school," whether that means taking a brief online course or entering a full-time graduate degree program. We all have unique goals and life situations. Different programs fit different people. The important thing is to take an active part in pursuing your goals and increasing your skills. The MCHSP programs exist to help you do just that, so please make use of those resources available to you!

For more information about the Providers' eAcademy, please contact *Recruitment & Training Manager Carol Malone* at [cmalone@key.org](mailto:cmalone@key.org) or 508-877-3690. For supervisory staff wanting to learn more about the MCHSP Certificate Program, please contact *Benefits Coordinator Sue Barry* at [sbarry@key.org](mailto:sbarry@key.org) or 508-877-3690. Happy Studying!

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## "Fantastic" Work!

*The following letter was addressed to the staff at the DCF-contracted Norton Street STARR (Short-Term Assessment and Rapid Recovery) Program in the Central Region*

To All The Staff:

We want to thank you all for the great care you gave to "C." It was such a hard decision to send her to the program. You all made it feel comforting for both of us by the way you handled things. What an incredible job you all have done, and we are so appreciative that you were there for us! You've done so much for "C" and I, and I know you taught her lessons she will remember all her life. Your strength and support made us both feel there was hope in turning things around for "C" before it was too late. Being there for these teenage girls at the hardest time of life is a huge blessing to parents. Thank you. You're fantastic!

*From J (parent), C (client) and J (sibling)*



## New and Improved!

Submitted by **Carol Malone**, Recruitment & Training Manager

Key is pleased to announce the successful transition to the “new and improved” eAcademy. The eAcademy is now powered by Essential Learning, a leader in online learning for human service agencies. We are excited about the new courses and functionality this system offers and hope it will provide staff with an improved learning experience. Some key features include:

- ▶ CEU's (Continuing Education Units) – many of the 500+ courses available offer CEU's authorized by the NASW, APA, MFT and NBBC for LMHCs. You can print your own certificates for licensure/certificate renewal.
- ▶ Web-based learning – courses can be taken anywhere with an Internet connection.
- ▶ Self-paced learning – you can take a course in one sitting or save it to finish later.
- ▶ Learner Resources – to help you navigate the system via downloadable guides to download or introductory video tutorials.
- ▶ Newsfeed – current articles and information about behavioral health, addiction and other related topics are easily available from your home page.

Recruiter/Trainers **Sharon de la Vergne** and **Stephanie Cormier** have been offering sneak previews of the new eAcademy at assorted staff meetings in order to introduce staff to using the system. You can access the eAcademy anytime at <http://keyprogram.training.essentiallearning.com> and logon with your original eAcademy user name and password. If you are unable to logon, do not have a user name and password, or forgot your user name or password, contact your Regional Recruiter/Trainer or **Carol Malone**,

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## Spring 2011 Assistant Program Supervisors' Development Group

Submitted by **Wes Cotter**, Chief Operating Officer

From March - June 2011, Key's Recruitment & Training Manager **Carol Malone** and Chief Operating Officer **Wes Cotter** co-lead the Agency's most recent Assistant Supervisor Professional Development Group. The group met two times per month at the Central Regional Office and was offered to APSs who were nominated by the Director in their regions for demonstrating leadership potential. The goals of the group were to help them improve their levels of competency and commitment in specific performance areas and to identify directions in which to explore further professional development.

Group participants were: **Rob Lemoi** (RI Boys' Residence), **Vanessa Gray** (RI Girls' Staff Secure Program), **Mike Hoey** (Central Region Office Manager), **Heather Mason** (Norton St. STARR), **Janelle Welsh** (Norton St. STARR) and **Melissa Williams** (Lincoln Square Girls' BTR).

The group began by completing questionnaires on education/employment/experience and getting acquainted with each other. Participants then looked at 'Unifying Themes for Supervisors;' i.e., Self Responsibility, Being Proactive, Ensuring Quality Services, Teamwork Issues, etc.. They also read about and discussed supervisory responsibilities in Administrative, Educative, Supportive and Leadership roles. Next, the group learned about and placed themselves on a "Continuum of Graduate School Planning" to address the process of directed graduate school completion to focus their professional career directions. The members of the APS group also did grad school research in their chosen professional paths (clinical work with children and families, educational counseling, etc.) and presented the results of their research to the group along with their next steps for follow-through.

Group members also followed the successful path of the prior APS Group by visiting another region to meet with their administrative, supervisory, clinical and direct care staff. This year's visit was to Key's Berkshire Region where they sat in on a combined supervisory and clinical staff meeting, toured the residences, enjoyed a lunch provided by the Berkshire Region and discussed details of topics; such as embedding clinical staff in programs, successfully working with DMH-involved clients, how to partner with parents to facilitate clients' return placements at home or with extended family and how their clinical and supervisory teams work together to ensure sound decisions are made relative to Key's residential and outreach services. Subsequent conversations indicated that the visit was a successful experience for all. Many ideas were exchanged to then be brought back for further discussion and implementation. Many thanks to the *Director of Western Operations* **Mike Goodwin**, *Assistant Clinic Director* **Don Casella**, *Senior Program Supervisor* **Angela Bryan** and the Berkshire clinical and supervisory teams for hosting the visit to their programs. Visits like these continue to expand the horizons of supervisory staff within Key, share successful program practices across regions and assist the APS with creating and following their own professional development plans.

The group members said it best in their Satisfaction Surveys: "...the group really promoted action in regards to professional development..."

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## Methuen STARR Shines Bright

The following was submitted by a resident at the Girls' STARR Program in the Northeast Region:

July 2011 began my first placement at the Key Program. At first I was not very excited at all, but things turned around for me in an optimistic way. Everything I usually did changed: my life changed, rules changed...but most importantly, *I* changed. I mean all this in a positive way. Key staff helped me work on myself just as my family asked. Obviously, it takes time and effort, but I'm doing it!

The Key Program has helped me in numerous ways. I've had a great time being here with people who have supported me, helped me, and given me significant advice. But most of all, something I greatly appreciate, is that they understand what I am saying. I feel like they honestly try to know what I mean to say, and I admire them for that.

Some of the recreations I have been on here at the Key Program are going to the park, seeing a movie, going to Plaster Fun Time, doing stuff at Jay Gee's, and going to Canobie Lake Park! We've been to zoos, aquariums and took trips to do stuff in Boston. Recently, I went to the Key Program's presentation in Rhode Island, the "Woman's Career Fair," where we listened to women talking about different career options. I actually found the probation officer that spoke to be interesting, and I approached her after the presentation to speak with her for a few minutes. They taught us how we should dress and act while going to job interviews, as well as how to eat appropriately (table manners) and other things to make a good impression. It was very interesting.

Unfortunately, I have to admit that being here at the program is not **only** fun and games. It took me a little bit to realize that it's not only about being out of the house, like I enjoy, or getting other things that I want. At the program, you have to work for points and earn levels if you want to participate in recreations or do things or go places. It really opened up my eyes because it taught me that I can't just get whatever I want without having responsibilities and helping out with a positive attitude.

The Key Program has helped me out with setting goals, coping skills and giving me advice when I am in a dilemma – whether it is family-related or not, they always help me find a solution. I seek out the staff who will assist me in my decision making.

I would like to thank **Vanessa (Cruz)** for always listening and *truly* understanding me. In my opinion, I find it difficult to find someone like her, and I mean that in a positive way. She helped me through every situation I have been in, and I find that amazing.

Other staff members I would like to give thanks to would be **Olga (Mendez)** and **Elise (Patterson)**. I know they have nothing but good intentions for me. I know that because they push me to do my best and understand what's right. Elise is very direct, but I know it's for the best, and I greatly appreciate that. Olga is not here very often; but when she is, she leaves a great impact on me. She can also be blunt at times, but she speaks the truth and that's what I need to hear. **Debbie (Lopez)**...well, I am in awe when she talks to me. We have funny memories, but we've also had very open conversations and she doesn't hold back anything. Sometimes their words are difficult to hear, but they have helped me to know myself and identify goals to work on.

I would also like to say "thanks" to *every* staff member and supervisor who works here at the Key Program in Methuen – actually, any Key Program for that matter. Being here is a challenging experience, it's opened up my eyes to reality. I think that is what most people need in their lives, to realize what life is about and that at some point...you just have to grow up.

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### eACADEMY® NEW AND IMPROVED

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Once logged on, you will see a *Learner Resources* tab on the main menu where the *Quick Learner Guide* can be found. The guide will provide step-by-step instructions on how to take courses and how to use the various features of the system. You will also see the "Introductory Video," a brief, six-minute visual instruction on navigating the system. Key will begin to assign training courses to specific staff positions. Under the "My Learning" tab, your individualized training plan will let you know exactly what courses you need to take and when you need to take them in order to meet your training requirements and Agency goals for professional development. Once you have completed eAcademy trainings, you will have a permanent record of your trainings in the form of an online transcript.

We are excited about the updated eAcademy online learning system and hope that you will find the convenience and variety of new courses helpful in meeting your professional development goals.

## PROGRAM SPOTLIGHT

(Continued from page 1)

on a weekly sticker chart and getting the desired number of stars earns them the week's special incentive.

Also different are the groups in which clients are required to participate. Instead of staff-facilitated groups about Anger Management or Life Skills, Children's House clients participate in structured board game activities. All the board games revolve around themes such as Anger Management, Social Skills, Life Skills, Emotion Regulation and Problem Solving. Clients also complete arts and crafts projects and enjoy physical activities every day to increase their proficiency in social skills and sportsmanship while stimulating their various senses through the use of different mediums. Once a week, clients participate in a group facilitated by the program's Clinician. Recently, clients have worked diligently during this group to identify various things that are either calming or alerting to them while also learning about their five senses. The skills gained during this group have also been used to further develop "The Garden," the name given to our sensory room.

The structure and routine at the program allow the clients to have fun and be children while addressing their behaviors and underlying trauma. On the surface, what's important to the clients at the Children's House appears to be who is up first to play kick ball, who gets the red piece in the *Helping, Sharing, Caring Game* and who gets the purple bean bag. What's important to us is that they benefit from the structure of the program by receiving reinforcement for pro-social behaviors and develop fundamental skills for emotional regulation while remaining safe.

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## SPRING 2011 APS' DEVELOPMENT GROUP

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...(I enjoyed) visiting Pittsfield and learning about their unique program structures and touring other programs...it helped me to recognize areas that I could learn more about...(it was) very informative, I learned a lot in every meeting...meetings increased my motivation...learning more about myself and the four roles of a good supervisor...learning about ways to propose and make changes in the program...the group was a great motivator, I was able to develop professional relationships with other supervisors...I enjoyed this group and felt that I have truly benefitted from attending...It has allowed me to take a better look at myself as a supervisor now and think seriously about where I want to be in the future..."

Thanks to all the group participants and my co-facilitator, **Carol Malone**. It was a pleasure working with the APS group again.

## Notes From The "Rodman Corner"

*Submitted by Sharon de la Vergne,  
Recruiter/Trainer*

Key has been involved with the Rodman Ride for Kids (The Ride) for the past eleven years. Over this time, Key has been extremely fortunate in raising enough funds to send numerous children to summer camp; provide lessons in dance, horseback riding, mathematics, karate and English (to name just a few). The funds also helped many families enjoy some simple pleasures like the recent Family Day at Canobie Lake Park or receiving food and gifts during the holidays. Additional funds have allowed us to establish computer "labs" for client use in a number of office and residential locations.

This year, Key is looking forward to another year working with The Ride, so we can continue to "Un-lock the Potential of Youth and Families." However, we need your help. No! We are not asking you for your money. We are asking you to think about all of the "connections" you have. Do you know someone – a family member, friend and/or neighbor – who works for an employer that might be willing to donate an item or service to a Key Program Auction or participate in a Cause Marketing Campaign? Is your uncle the manager of a movie theater? Does your cousin work at a spa? Does your neighbor work at Jiffy Lube? A 4-pack of movie theater tickets, a certificate for a manicure or a coupon for an oil change are all items or services that would benefit Key's fund-raising efforts.

Please give some thought to where your family, friends and neighbors work, and ask them to inquire if their employer would be willing to make a charitable, gift-in-kind donation for a fund-raising auction or would be interested in developing a mutual, beneficial relationship with Key. For more information, please contact **Sharon de la Vergne** at [sdelavergne@key.org](mailto:sdelavergne@key.org)

The 2011 Rodman Ride for Kids will be held on **September 24<sup>th</sup>** and VOLUNTEERS are always needed! The Ride is an enormous undertaking that requires dozens of volunteers to ensure the day goes smoothly. The day of The Ride is terrific

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# Rhode Island Region Hosts First Annual Career Day Seminar

Submitted by **Pat St. Germain**, Regional Program Supervisor, Rhode Island Region

On August 10, 2011, the Rhode Island region hosted its first annual Career Day Seminar and Luncheon: “We Can Do It!” at the Crowne Plaza Hotel in Warwick, Rhode Island. The event drew 132 young women from across Rhode Island and Massachusetts, including clients from several of Key’s regions and partner agencies. All gathered to network with career women representing fields ranging from education, the military, and the hospitality/food service industry to law, health care, fire safety, finance, and small business ownership. Not only did clients have the opportunity to speak with presenters individually, they also were able to have their résumés created by professional recruiters. Additionally, the event featured a seminar on Business Etiquette and Dressing for Success, as well as a Mexican buffet.



*Dianne Stein provided helpful information to inquisitive young women at the “We Can Do It!” Career Day Seminar held at the Crowne Plaza Hotel, Warwick, RI*

A few of the young women walked away from the event with appointments for job interviews, but all of them left with an elevated sense of self-worth and self-empowerment, increased knowledge of the exciting careers that are available to them, and insight about the academic and experiential requirements needed for jobs in various fields. All in all, it was a worthwhile day for our young participants and future career women. As one young woman, Breanna H., stated, “I thought it was going to be boring, but it was entertaining, informative, and eventful. ...It gave me insight into how I can get the job I want.”

The Key Program wishes to thank all of the staff who volunteered at this event and especially the guest speakers listed below, whose participation made this event possible:

- |                      |  |
|----------------------|--|
| Jametta Alston, Esq: | Attorney/Former RI Child Advocate  |
| Jen Burns:           | Owner of Brides on Location  |
| Renita Casey:        | Grade 4 Teacher, Sergeant First Class (21 Years Retired) National Guard                        |
| Claudia DeFaria:     | Assoc. Head Coach, Rhode Island College Women’s Basketball and Key Program Night Shift Manager |
| Cynthia Dehler:      | Deputy State Fire Marshall   |
| Rochelle Devault:    | AmeriCorps Member Serving as an Environmental Educator at Roger Williams Zoo                   |
| Sienna M. Iadevaia:  | Owner of Faces by Sienna Skin Studio   |
| Heather Lykas:       | Clinician - Rhode Island Training School   |
| Heather McLoughlin:  | U.S. Probation Officer and former Key Program Supervisor                                       |
| Joan Miga:           | Head Registered Nurse in Hospital Outpatient Surgery   |
| Cindy Northop:       | Head Manager at Subway   |
| Maureen Philbin:     | Senior Vice President of Network Services  |
| Susan Quinn:         | Data Training Resource at Placement Solutions  |
| Christina Rondeau:   | President and Owner of Christina Rondeau’s Kickboxing Corporation                              |
| Carmen R. Rosado:    | Accountant with the Key Program  |
| Dianne Stein:        | Small Business Owner   |
| Nisshy D. Urizandi:  | Courtroom Deputy to United States District Judge   |

## FROM THE "RODMAN CORNER"

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fun! In addition to the bike ride itself, you are invited to join the festivities in the afternoon; a delicious barbeque, music, raffles and more! If you would like to volunteer to spend a fantastic day helping out at The Ride, please contact **Sharon de la Vergne** at [sdelavergne@key.org](mailto:sdelavergne@key.org).

## Kindness of Strangers Makes Impact on Northeast Region

Submitted by **Sue Spitale Privitera**, Regional Program Supervisor, Northeast Region



*Brandon Ahina, Pastor Tom King and Linda Collins-Borrelli*

The Key Program Northeast Region would like to extend its gratitude to the Granite United Church of Salem, New Hampshire. It is hard to find the words to describe the impact that the congregation has had on our kids and families over the past several holidays. The most recent charitable work took place over the 2011 Easter holiday. Key's clients and families come from varying religious and cultural backgrounds and not all of them celebrate Easter. Despite this diversity, most of them can agree on their love for marshmallow PEEPS and chocolate candy (whether or not it comes shaped as a bunny)! Pastor Tom King, Linda Collins-Borrelli and other members of the Granite United congregation went out of their way to embrace all of our kids and families with their generous donations this past spring. Days before Easter, Pastor Tom, Linda and Brandon arrived at our regional office with a box truck full of "Easter" baskets!

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## Canobie Lake Family Fun Day 2011

Submitted by **Sue Spitale Privitera**, Regional Program Supervisor, Northeast Region

On Friday, July 22, 2011, the Key Program, Inc. hosted its sixth annual Canobie Lake Family Fun Day. The Key Program and the Rodman Ride for Kids made it possible for almost 400 children and their families from all over Massachusetts, Rhode Island and New Hampshire to enjoy a day of wholesome fun and entertainment at Canobie Lake Park in Salem, NH. As in past years, Key was able to extend discounted tickets to our sister providers statewide, allowing kids from other child and family serving agencies to join in the festivities!



Hours before the great gates of the park were opened, a dozen Key staffers made their way to the park carrying balloons, goody bags, snacks, water bottles, backpacks, bug spray, sunscreen and more. We were armed and

ready for the day. The forecast called for sunshine and HOT temperatures reaching over 100°F throughout the day. Key staff members were there to assist our families and ensure that a fun and SAFE day would be had by all. The park opened at 11:00 a.m. and our kids were first in line to get to the FUN.

The park opened a new roller coaster this year named "Untamed." Untamed is the only vertical lift coaster in the Northeast and only the fourth of its kind in the United States. This ride was THE hot topic (aside from the weather) of the day.

Around 1:00 p.m. the kids and families enjoyed a catered lunch and got in on the fun with karaoke by DJ Dave. After lunch it was off to tackle the rides again. Due to the extreme heat, Key's clients and families virtually had the run of the place. The lines were SHORT and the laughs were LARGE. Key Program folks were at-the-ready the entire day with cases of bottled water and other refreshments for our enthusiastic adventurers. We had wonderful support that day from our staff members who, despite the environmental challenges, graciously made themselves available to assist our families. In fact, Key staff members stayed at the park until after 8:00 p.m. to ensure our families were well taken care of. The event was a great success! Thank you to the Rodman Ride for Kids and the many Key staff members that made this wonderful day possible.

**If you weren't able to join in the festivities this year, pencil in July 20, 2012 for next year. We hope to see you there!**



*William and Haley Mendez*

## Key Really Is “An Experience For A Lifetime™”!

Because Key’s services are coordinated on a regional level and you see mostly the same faces every day, it is easy to forget that the Agency employs over 500 people in Massachusetts, Rhode Island and New Hampshire. Who are these other employees? What do they do? For the most part, positions across the Agency are similar. Each region has both residential and non-residential direct care staff, clinical and supervisory teams and administrative support staff.

There are, however, a small number of employees whose positions are more specialized – and the employees filling those positions are some of the longest-service staff at Key. Currently, there are 20 employees with 20+ years of service with Key. Please read below to learn a bit more about some of the employees who have been with Key for 25 or more years and their responsibilities.

**Mike Goodwin, Director of Western Operations, 36 Years of Service.** Mike is Key’s longest-serving employee! He has been with the Agency since 1975. He began his tenure as an Outreach Caseworker in Holyoke, MA and opened the Springfield O/T office soon after. After holding a variety of different positions, Mike became the Western Regional Director and founded Key’s Springfield mental health clinic in 1992. He has served as the Director of Western Operations (overseeing the Springfield and Pittsfield regional areas) and Clinic Director since that time. Mike also holds a Doctoral Degree in Educational Psychology.

**Bill Lyttle, President, 36 Years of Service.** Bill was originally hired in 1975 as Key’s Director of Operations. At the time, he also oversaw the Watertown Arsenal Glass Recycling Program. In 1977, Bill transitioned into his role as the Agency’s President, taking the reins from Key’s founder, Bill Wolfe. In addition to his position as President, Bill has served in numerous other leadership positions including President of the Massachusetts Council of Human Service Providers, Chairperson of the Children’s League of Massachusetts and Chairperson of the Trustees of Worcester State College. Bill is also a founding member of Citizens for Juvenile Justice and has been recognized for his efforts on behalf of the human services industry with many distinguished awards.

**Wes Cotter, Chief Operating Officer, 35 Years of Service.** At some point during his tenure with Key, Wes has worked in nearly every program in every region. He began working with kids as an Outreach Caseworker and Supervisor in the Western Region, then moved to the Central area and served as Regional Director for seven years. After completing an MBA, Wes moved to the Framingham office as Director of Administration & Finance. He then took on temporary oversight of the Central and Northeast Regions for several years. Wes became a licensed attorney in 1996 and is now the Agency’s Chief Operating Officer; responsible for Key’s overall operations, property management, assorted legal issues, funding source relations and other duties as needed.

**Joyce Barbale, Regional Secretary, 30 Years of Service.** Joyce has worked both part- and full-time in the Central Region, splitting her time between the Regional Office and the Grafton Oakes D Girls’ Program. When she first began at Key, her children were young, and having an electric typewriter was a luxury. Today, Joyce is a proud grandmother and has her own Facebook page!

**Jack Araujo, Controller, 30 Years of Service.** Jack originally came to Key for his first “real” job after finishing his Bachelor’s degree. That first job has turned into career-long employment. He has always worked in the Finance Department in the Framingham Main Office and oversees the department’s bookkeepers, the Agency’s accounting functions and the Agency’s property/casualty insurance needs.

**Pat Fokas, Human Resources Manager, 30 Years of Service.** Pat was first hired in Key’s Rhode Island Region as a direct care worker and has held numerous supervisory and clinical positions in the Rhode Island, Western and Central Regions. After a brief separation from Key working at another organization, Pat returned to work in her present position in the Framingham Main Office in 1988.

**Cynthia Hay, Director of Management & Human Resources, 30 Years of Service.** Key was also a first “real” job for Cindy, who has always worked in the Framingham Main Office. Early on, she did everything from filling staffing shortages in residential programs to cutting and pasting together (we mean scissors and glue, not a word-processing function) the first staff newsletter. Today, she oversees the Human Resources (HR) staff, credentialing and licensing requirements, HR-related law compliance, and the Agency’s scholarship programs.

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**Marigza Rodriguez, Senior Administrative Supervisor, 28 Years of Service.** Marigza was originally hired as a Secretary in the Western Region after completion of an Advanced Clerical Skills certificate program. In a short time, she was promoted to Administrative Assistant then to Administrative Supervisor. Having no prior human services experience, Marigza proved herself adept at understanding Key's mission and various service models and anticipating how best to provide support to the programs. Today, Marigza oversees the administrative functions of the Western and Berkshire Regions as well as for Springfield's mental health clinic. She also provides supervision for those regions' Program Supervisors and serves as a member of assorted regional and clinic committees.

**Connie Ryan, Director of Southeast & Rhode Island Operations, 27 years of Service.** Connie completed her MSW degree at Adelphi University and is currently a Licensed Independent Clinical Social Worker (LICSW) in Massachusetts. She has served in many capacities since beginning with Key, including Regional Director for half of Key's geographic areas: the Northeast, Rhode Island and Southeast Regions. Connie has been affiliated with the Rhode Island Council of Residential Providers (RICORP) since 1990. In addition to overseeing the Southeast and RI regional operations, she provides clinical supervision to the Southeast and Central regions' clinical teams.

**Marcia Allen, Administrative Supervisor, 27 Years of Service.** Marcia's first job title really illustrates how technology has changed – she was originally hired as a part-time Typist/Receptionist! Her primary responsibilities at that time were typing letters, memos, and progress reports, as well as answering the telephones and greeting visitors at the boys' program one day per week. Marcia was promoted to Administrative Assistant then to Administrative Supervisor as her knowledge and level of responsibility increased. Today, Marcia is an integral member of the region's supervisory team. She participates in all regional planning, CARF accreditation, Rodman Ride and other activities as needed.

**Carol Malone, Recruitment & Training Manager, 25 Years of Service.** Initially hired as an Administrative Supervisor in Key's Rhode Island Region, Carol was quickly promoted to Regional Program Supervisor and filled that role until 1993. At that time, she shifted focus and became the Agency's sole Recruiter/Trainer. As recruitment practices and training requirements changed, Carol now supervises two other Recruiters/Trainers, ensures all staff receive mandatory trainings and develops/modifies training curricula.

**Mike Barton, Shiftworker, 25 Years of Service.** Mike has been a part of the Northeast Region's residential services team for the entirety of his time with Key. During his employment, Mike has worked for numerous Directors, Regional Program Supervisors and Program/Assistant Supervisors. He worked through the relocation of regional operations from Lawrence, MA to the Methuen/Salem, NH area. Two residences in Methuen were opened, and services evolved from "detention" to "advocacy" and "family reunification."

Very few people today start out in a job expecting to be there for 25, 30 or even more years. This may be especially true in Key's case, where the majority of new employees are hired into 18-month, time-limited positions. The staff members listed above made good use of the opportunities available to them through their employment with Key and progressed personally and professionally as a result. Together, these 12 employees have a combined total of 359 years of experience with Key (an average of just under 30 years apiece!), ensuring that Key remains a leader in the provision of services to at-risk youth and families. Although you may not still work for Key in another 25 years, you are encouraged to follow their example as well as the advice given in the column by Bill Lyttle: to take advantage of the resources available to you now. Making good use of the eAcademy, internal trainings, quality supervision, professional networking, Key's educational reimbursement benefit and direct experience will start you on a path to career success regardless of where you are employed.

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## **KINDNESS OF STRANGERS**

(Continued from page 7)

When we unloaded the truck, the colorful baskets lined the floors and work spaces of every available square inch of our regional office. It really was breathtaking...goodies were everywhere!

Dozens of our outreach clients received beautiful baskets made just for them to unwrap and enjoy. The staff members and therapists that delivered the baskets to the families were greeted by overwhelmed parents and excited children frantic to open their baskets and see the surprises inside. One parent in particular was especially touched by the gesture. She is a single mom who struggles with a multitude of daily life stressors. She has to manage holding down a job while caring for her three children who suffered terrible emotional and physical abuse

*(Continued on page 10)*

## KINDNESS OF STRANGERS

(Continued from page 9)

at the hands of their father. This mom found the courage to leave this abusive relationship, but now faces the challenges of raising her three children alone. All of these children endure serious emotional scars, mental health problems and behavioral acting out due to the years of abuse and neglect. Outwardly, the oldest child, Sarah, (not her real name) seems to suffer the most. Sarah is our identified client who receives Key services and has an entire treatment team working with her: therapists, social workers and school teachers and counselors. Sarah needs extensive daily support at school and at home to keep herself safe and able to remain living in the home. She also has two younger siblings at home who experienced similar trauma, yet they manage their abusive past differently. The youngest child appears most resilient, although we know she endured a very difficult early childhood. She often gets overlooked due to the emotional needs of the older sister and brother. When our Key therapist went to the home with three baskets, one for each child, the mom was visibly moved by the generosity shown her family. She welled up with tears as she expressed her gratitude for the gifts that she herself could not provide for her children. She told our therapist how wonderful it was for the younger kids to be included in the gifts. The mother later informed us that there was a Walmart gift card in one of the baskets which she used to purchase an Easter feast with all the trimmings. Again, this is a dinner she would not have been able to provide without the gifts received from the Granite United Church.

The children in residential care woke up to find the baskets waiting for them with treats, surprises and holiday fare. The gifts allowed our very troubled adolescent girls and boys a rare opportunity to be children and enjoy the carefree experience of digging to the bottom of a wonderful basket to open pastel-colored eggs with candy or toy treats hiding inside and nibbling on the ear of a milk chocolate bunny. There was giggling, laughter and excited gasps heard throughout the houses all morning. The kids tore through their baskets to find the “next wonderful thing” under the colorful Easter grass. The body lotions, Axe sprays and gift cards were among the favorite items at the residential programs. These kids had a **BLAST** and staff members were kept very busy over the next few days overseeing candy consumption and getting kids out in the community to spend their gift cards.

While the treats and surprises were fantastic for our at-risk kids, more important was the lesson learned by the kindness shown to them by people in the community. People that they had never met showing them such care and concern was incredible. It was also important for the children to know that the donations given to them and their families were made in the spirit of selfless giving. Holidays and their true significance can sometimes be overshadowed by the distractions of candy canes and jelly beans. These donations represented a true charitable gift from the heart.

In addition to the baskets, Granite United Church donated hundreds of holiday presents in December and a beautiful rocking chair to the boy’s program in Methuen. Currently they are ramping up a “Back to School Book Bag” drive for our kids and other local kids and family charities. *This drive was featured on the front page of the Eagle Tribune on August 11, 2011. To read the article, visit <http://bit.ly/nZJXL2>* We are very grateful in the Northeast Region to have such committed community partners! We appreciate the kindness and generosity shown to us by this organization and its membership.

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## Mumbo Jumbo Mumble Jumble Puzzle

Following are a number of “anagram” puzzles. The numbers in each sentence need to be replaced by words, which are anagrams of each other (each word is made by rearranging the letters in the other word). The number stands for the number of letters in each missing word.

See how many you can solve correctly! Entries are due no later than **September 30**. Two lucky winners will be drawn at random to receive a prize of \$100. Happy Puzzling!

**Example: What a (4) life the gangster did (4). Answer: vile/live**

1. We had driven over a (4) to find a restaurant that served key (4) pie.
2. Read further, and you’ll see that he (4) on the (4) of March.
3. I love fruits, especially (6) and (6).
4. The raised (4) (4) listeners by making it easier for the crowd to see the speaker.
5. Isn’t it amazing how Joe (4) his (4) through his opponent’s guard to land a punch?
6. Her face became (4) when she thought he was going to (4) from the balcony.
7. He used a special (4) to break into the safe and make off with the (4).
8. He did not (6) vision in his right eye after damage to his (6).
9. The prisoner used a (4) to wear down the bars in his cell so he could escape since he did not want to spend (4) in prison.
10. The (5) bit her when she leaned against the (5) tree.
11. The hero removed his (4) and began to (4) back and forth trying to think of how to stop the villain.
12. Fear was (4) among people during the forest (4).
13. As he began to (4) the cards, he hoped nobody discovered that the gold he had was really just painted (4).
14. That man with (4) does not need a (4) to walk.
15. A true (4) always wears colorful clothing; not something (4) like you’re wearing today.



Source: Key Lime Pie Recipe  
<http://bit.ly/r405tn>

### Bonus! Worth an additional \$25!

The (7) professor disliked the young genius and tried to make it difficult for her to move (7) in her studies.