

“Key”communications

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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**

PUBLISHED FOR EMPLOYEES AND FRIENDS OF KEY PROGRAM, INC.

New Library For Program Residents

Submitted by Mike Wyrzykowski, Program Director, Central Region

Over the past year, the Grafton Girls' Program has implemented several changes as part of its "Improvement Plan." With the support of *Recruitment/Training Manager Carol Malone, Director of Northeast & Central Operations Joel Tragash* and *Chief Operating Officer Wes Cotter*, the program has been enhanced in a number of areas. The centerpiece of the transformation was the development of a library for client use. It was built with two major goals in mind: to increase the residents' reading for enjoyment and to strengthen their reading skills. The development of the library was a collaborative effort that started in June with the program's purchase of two 4' x 7' bookcases. The program's teachers and clients who serve as representatives on the "Girls' Council" were consulted for ideas for book titles, authors, and subjects of interest to help the library meet its goals.

Requests for donations were also sent to local businesses, the town's Jr. and Sr. High Schools, local libraries, and others who have connections with the Grafton Girls' Program. The response was very positive. We received book donations from a number of Key and DYS staff as well as book and gift card donations from area businesses. During the month of June, the program began to receive donations of books and gift cards from various area businesses such as Walmart (Whitinsville), Target (Westborough), Target (Worcester), Tatnuck Bookseller (Worcester), Grafton High School and the Leominster Public Library. By the end of August, the program accumulated 546 titles and a total of 1,143 books. With all of these donations, the library needed to expand to a third bookcase!

Donations continued to come in. In August the program received donations from Target (Framingham) and Westborough High School. Through the connections developed with the Walmart "Good Works Coordinator," it was suggested that the program apply for a Walmart Grant. In October, Walmart (Northborough) notified the program that it had been awarded a

\$500.00 grant to support the goals of the library. In the meantime, the program received an invitation from the Tufts University Cummings School of Veterinary Medicine to apply for a grant it was offering. In December, the program received an early holiday gift when it was notified that it was awarded a second \$500.00 grant from Tufts. The grant will be used to purchase a fourth bookcase and additional books. The Grafton Girls' Program library is well on its way to completion. We now have plans to purchase furniture to set up an inviting reading area that will further encourage the girls to read regularly.

The Grafton Girls' Program would like to thank all those who made donations. Special thanks are extended to Walmart (Northborough) and the Tufts University Cummings School of Veterinary Medicine for their generous grants.



Grafton Girls' Program Library

A Message From the President



William Lyttle

What is it about the start of a new calendar year that inspires us to look ahead and imagine all kinds of great possibilities for our futures? I suppose no one is really sure, but celebrating the new year, making resolutions for improvement and “freshening up” our surroundings are traditions that are centuries old.

Many people find themselves making the same New Year’s resolutions year after year. Common goals are to lose weight, get organized, go back to school, exercise more, start saving for retirement, and to get in touch with old friends. If you are one of those people, take heart in the fact that you are not alone—but why not resolve now to really tackle some things you’ve been putting off? Experts’ success tips for resolutions are common sense and include the following bits of advice:

- Make realistic goals. If you’ve found the thought of going back for your master’s degree while working full-time overwhelming, realize that you don’t necessarily have to complete it all right away. You can take a class or two before being required to apply to an official master’s program. Start by taking just 1 class at a time to see how it best fits into your schedule.
- Set small mini-goals on the way to your “big” goal. Have you been thinking about how great it would be to run a series of workshops for clients’ families? Don’t worry about trying to put together 8 comprehensive sessions. Start by working with your supervisor to identify a topic and content for one session and enjoy a great sense of accomplishment when it is done.
- Don’t be afraid to ask for help! Your coworkers and supervisors have many different skills and a vast wealth of knowledge to share. If you struggle to meet deadlines, ask a coworker with great time-management skills to give you some pointers. If you are at your wit’s end finding an effective way to communicate with a particular family, speak with your supervisor and ask for suggestions. Helping you to succeed helps the kids and agency succeed as well!
- Give yourself visual reminders of goals towards which you are striving or tasks that you have been putting off. Leave out a pair of yoga pants as a reminder to schedule physically active recreations for your clients during the colder months.
- Keep a journal/log/diary. Putting things in writing always makes them seem more “real.” Jot down thoughts, observations and questions as they occur. Use those notes during your next supervision meeting to gain insight into and excel in your position.
- Finally, take Nike’s advice and “Just Do It!” Opportunities do pass and delaying things we don’t enjoy only makes them seem worse. The greatest learning experiences and opportunities often occur when we step outside of our comfort zones and push ourselves to experience things we find challenging.
- “Putting off an easy thing makes it hard. Putting off a hard thing makes it impossible.”

~George Claude Lorimer

In the Southeast Region

Submitted by Evonne Carvalho, Family Support Center Program Supervisor/Clinician, Southeast Region

I would like to take this opportunity to extend my sincere gratitude and appreciation to all those who donated items for Thanksgiving food baskets once again this season. We were able to distribute 15 baskets to Key families who were in need for the holiday. A special thank you to **Jason Kirby**, Stafford Place Program Supervisor, and to the Friendly Sons of St. Patrick for donating all of the turkeys that went along with the baskets. Our families were all very grateful—some were even moved to tears—and have asked that each and every person who made this possible be thanked for their generosity. Thank you for all of the wonderful work you do on a daily basis for our families and for making the holidays a little brighter once again this year!

News You Can Use

From the H.R. and Finance Departments

Bilingual Staff

In January each year, we review current staff who will complete one or more years of employment and who speak languages other than English that are considered critical for their regions' operations. On their employment anniversary dates, those who use their language skills in the course of their jobs (such as translating at family meetings) are awarded bonuses. In the coming year, 57 staff members are expected to receive bonuses for their proficiency in Spanish, Cambodian, Portuguese, Hmong, Creole, Vietnamese and American Sign Language. This means that about 12% of Key's workforce uses bilingual language skills to benefit Key! Hats off to our bilingual staff! If you are working with children and families and need translation services, ask your supervisor to coordinate assistance from one of Key's bilingual staff.

Perfect Attendance

By now, everyone likely knows that Key awards gift cards to benefit-eligible staff (those who work more than 25 hours per week) who don't use sick time during a particular fiscal quarter. Target, Macy's, Panera, Applebee's, and Starbucks are examples of the gift cards that employees have received.

But you might not know just how impressive a workforce Key has! In 2010, approximately 697 staff received one, two, three or even four gift cards for their perfect attendance during one or more of the four quarters.

Thanks to all of you who received these awards. Not only does your perfect attendance pay off for you, but it is a BIG payoff for the families you serve.

Alumni Profile



Ned Whitman

(Employed 1977-1978 and 1997-2008)

When I first worked for Key in the '70s, I had the privilege of being an Outreach and Tracking Caseworker in Springfield, MA. Later, I served as the Assistant Commonworks Coordinator/Assistant Director of the Western Regional Resource Center (RRC). All told, I worked for Key for about thirteen years.

I first came to key after working in New York residential programs for three years. I had just moved to Western MA and answered a "help wanted" ad in the local newspaper. I then went on to work for the MA Department of Youth Services (DYS) for almost nineteen years. While there, I attended an interagency meeting at which Key's *Director of Western Operations, Mike Goodwin*, was explaining the "new" DSS Commonworks (now DCF) service model to everyone. I kiddingly told him that it was too much for him to do and he needed a helper. Three months later I was the Assistant Commonworks Coordinator.

My early experience with Key was at the beginning of deinstitutionalization for juvenile offenders and emphasis on providing community-based services. It was an exciting time of early growth and development of new opportunities. Creativity and dedication were crucial! I worked with a phenomenal team of people. We still reminisce about specific clients, families and experiences whenever we see each other. We worked 60+ hours a week on a regular basis back then, but the experience was invaluable. By the 1990s, Key had become one of the leading human services agencies in Massachusetts and Rhode Island. The array of services offered to children and their families had expanded from only Outreach and Tracking to include residential and educational programming, managed care under the Commonworks model, and full clinical services in Western MA. Creativity and dedication were still in the forefront and, I suspect, always will be. My best memories of Key are the camaraderie and teamwork I enjoyed during both of my periods of employment. It was true 33 years ago and it is still true today.

My first stint with Key Outreach and Tracking was the best career move I ever made. I had exposure to the workings of different state agencies, school departments and other human services agencies. I didn't know it at the time, but I was definitely networking for the future. I found that I preferred working in case management and the community. I also discovered that I really liked working with DYS clients more than others at the time.

On my return to Key from DYS 18 years later, it was a brand new opportunity to expand my career and focus. The Commonworks/RRC experience once again led me to working with other agencies and the provider community on a much broader scope within the human services system. When the RRCs were closed due to the fiscal crisis in '08, I was extremely fortunate in being able to continue my career due to the contacts and working relationships I had developed over the years. Thanks to my Key experience, it was absolutely true that "When one door closes another opens."

(Continued on page 6)

Key Program Celebrates in Style

Submitted by *Kelly Farrier, Main Office, Sue Spitalo Privitera and Carol Sylvestre, Northeast Region*

What a wonderful way to begin the 2010 Holiday Season! Dozens of Key volunteers, friends and family came out for the 8th Annual "Celebration for Kids" held at Seaport World Trade Center in Boston on December 4, 2010. This amazing holiday party featured delicious appetizers and entrées prepared by Boston's most celebrated chefs, a gigantic silent auction and a live auction of priceless items followed by dancing to the toe-tapping-songs-stylings of the *World Premier Band*. It truly was an event to behold. As we entered the venue, volunteers and guests were greeted by falling snow and school-aged carolers singing holiday tunes. It was a magical winter-scape that enveloped every one of us on the floor of the Boston World Trade Center.

Key's volunteers arrived early dressed in their finest satin, silk, suits, taffeta and lace accented with plenty of rhinestones and patent leather. It was such a festive evening! Our volunteers were tasked with welcoming the 2,500 guests to the silent auction, helpfully answering questions about the event and the auction itself and LOOKING GREAT in order to compliment the 600+ decadent auction items. The silent auction offered something for everyone on your holiday shopping list from sports memorabilia to fine dining and vacation getaways. There were also many designer clothing items, accessories, jewelry, spa packages, home décor, fine wine and professional services offered up to the highest silent bidder. Volunteers from every region were beautifully represented.

After our volunteers were released of their duties, they were free to join the event and BOY did they!!! For those who preferred sampling the edible delights to shopping, there were 43 restaurants represented with their executive chefs at the event serving up their delicious fare. A

highlight of the evening was the live auction hosted by one of Boston's most popular news anchors, Susan Wornick, and sports announcing legend Glenn Ordway. This was a show not to be missed with priceless, one-of-a-kind items auctioned off to the highest bidder. Included was a romantic Tuscan getaway, a Valentines weekend at the Four Seasons, a seven-day trip to Ireland and Patriots or Celtics courtside tickets.

In addition to Susan and Glenn, there were many other local celebrities of politics, entertainment and sports. New England Patriots Julian Edelman, Myron Pryor and Rookie Rob Gronkowski were seen snapping pictures with our very own Northeast staff members **Tim & Liane McNamara** and **Leslie Dufresne**. Boston Police Commissioner Ed Davis was in attendance (not his first year at this event); former gubernatorial candidate Charlie Baker and his wife Lauren were there, along with politico, radio personality and restaurateur Marjorie Claprod. They were all seen chatting it up with the guests and volunteers.

The Celebration for Kids 2010 raised \$800,000. As many of you know, the proceeds directly benefit the kids and families of the Key Program, as well as the other participating child and family serving agencies. Don Rodman's **Celebration for Kids and The Rodman Ride for Kids is an umbrella charity that raises money for local at-risk children and their families**. We value and appreciate being a small part of the success of this effort. We are also so very appreciative of the volunteers that came out in support of the Key Program and our kids and families. Our fabulous fair-haired PIC (person in charge) **Sharon de la Vergne, Recruiter/Trainer**, wasn't able to attend this year, but we know she would have been proud of her gorgeous fleet of volunteers. Thank you volunteers for your help and support making this year one to remember. What a great night! Hope to see you all again next year.



New England Patriots Myron Pryor (left), Rookie Rob Gronkowski (right) and Family Networks Service Coordinator Liane McNamara (center)

CQI Update

Submitted by *Cynthia Hay*, Director of Management/Human Resources, Main Office

One of our ongoing CQI activities includes the use of satisfaction surveys to ask youth, parent/caretakers and referral sources how they feel about services and ways in which they feel that we could improve upon them. Our satisfaction surveys are distributed and collated throughout the year. Annually, I prepare reports for Key's Board of Directors, Management Team and regional supervisory staff. The report results are shared at staff meetings.

These surveys are very helpful in supporting the good work that we do and in determining areas for quality improvement in our service models. Below are some of the highlights for this past fiscal year, July 1, 2009 - June 30, 2010.

Annual Outreach Satisfaction Surveys

Parents/Caretakers expressed an overall satisfaction rating of 96% (excellent/good) with the services provided.

Some of the things that parents/caretakers said they liked best about the service:

- "Caseworkers help with our concerns and problems"
- "I feel like I can count on the staff"
- "My child is treated with respect and is held accountable"
- "Staff are knowledgeable, helpful, caring and professional"

The youth we serve expressed positive satisfaction on all satisfaction survey indicators.

Some of the things that youth said they like best about the service:

- "Staff are supportive and caring"
- "They (staff) are always available to talk"
- "They liked learning new skills, recreations and activities"

Annual Residential Satisfaction Surveys

Parents/Caretakers expressed an overall satisfaction rating of 97% (excellent/good) with the services provided.

Some of the things parents/caretakers said that they liked best about the service:

- "The structure of the programs and groups"
- "Children are treated with respect and are well cared for"
- "Staff are very patient and are willing to listen"
- "The responsiveness of the Key team to the whole family"

The youth we serve expressed positive satisfaction on all satisfaction survey indicators.

Some of the things that youth said they like best about the service:

- "Staff are supportive and caring"
- "Being able to talk openly with staff"
- "Recreations, arts and crafts, groups"
- "The homelike feeling"

Framingham Office Pitches In

Submitted by Kelly Farrier, Executive Assistant to the President, Main Office

In the spirit of the holiday season, the Framingham Office staff teamed together to collect food and essential personal items for “A Place to Turn,” an emergency food pantry located in the Metrowest area. The communities located throughout Key’s service areas help Key’s programs in many ways throughout the year, so we decided to give something back to the community in return. With this difficult economic climate, we wanted to help others in a way that would make an immediate difference and ease the burdens that many individuals and families are facing. The Framingham staff was very generous in ensuring the items on the list of immediate needs were donated. We received a thank you from the Executive Director of the pantry expressing how appreciative they were for the donations. The letter stressed how community support is essential to the success of their program, as it is for Key’s success as well. This was Key’s second year of donating to this particular organization, and we hope it will become an annual initiative.

New and Improved



Submitted by Carol Malone, Recruitment/Training Manager, Main Office

The Providers’ eAcademy® (eAcademy) is the MCHSP’s online learning management system designed to advance training and professional development in the human services field. eAcademy is available to all Key staff as an additional employee training benefit.

Recently, the Mass Council hired Essential Learning, a new online learning vendor to power the eAcademy and to take the online learning system to the next level. Essential Learning is one of the largest providers of online learning for behavioral health, child welfare, developmental disability, and mental health organizations around the country.

Essential Learning will offer new and improved functionality, including the ability to build online curricula, assign prerequisites to courses, and create career pathways for provider staff. The Human Services Credentialing Programs (Child Welfare I and II, Leadership & Frontline Supervision, and Substance Abuse and Addictions) will still be available as well as over 500 other courses, including compliance-related courses, and CEU courses for clinical and administrative staff. There are over 10,000 eAcademy users across the state. To register for access to the eAcademy or if you forgot your log-on and password, contact your Regional Recruiter/Trainer or email cmalone@key.org.

NED WHITMAN, ALUMNI

(Continued from page 3)

I am currently the Director of Marketing and Program Development at the Northeast Center for Youth and Families (NCYF) in Easthampton, MA. In my position, I oversee the residential, intensive foster care, and family stabilization teams for NCYF. In my current job, I remain in almost daily contact with people I worked with at Key. Former teammates and colleagues from Key are now still with Key at the DCF lead agencies and state agencies, and are psychologists, Juvenile and District Court officials and school officials.

I would like to tell people new to Key or the field of human services that Key is a wonderful agency at which to begin your career. If you are dedicated and willing to learn, you will never regret the experience. Every place you go in the human services field in the future, you will find people who began their careers in human services and education with Key. I like to think of it as the “basic training” for human services. The training and support you receive is among the best there is. Good luck with your future careers in helping and supporting troubled children and families to become productive members of our society. I hope your experiences with Key will be as rewarding and memorable as mine have been!

Food Baskets Make For Happy Thanksgivings!

Submitted by Jennie Cosgrove, Outreach Program Supervisor, Central Region

This fall, a number of Outreach and Tracking families received Thanksgiving food baskets that consisted of turkeys and all the fixings. Turkeys were donated by the Davis Company of Marlboro, MA for the 9th consecutive year. Daphne (Kalinowski) Phalen is Davis’ Human Resources Director, but was once the Central region’s Administrative Supervisor. She continues to keep Key close to her heart and oversees the annual turkey donation. Each family was able to enjoy a Thanksgiving dinner without worrying about how they were going to afford the holiday meal.

Alumni Profile



Louis Donnelly

(Employed 2006-2007)

I worked as a residential caseworker in the Northeast Region for approximately one year, first learning about Key and the job opening in the non-profits jobs listings on Craigslist.com. That experience is best described as “exciting.” Each and every day brought new challenges and learning opportunities. Fellow caseworkers, supervisors, and administrators were all extremely supportive and involved in the program. There was a real sense of teamwork and dedication to the mission of the organization.

Some of my best memories of my time with Key are the thought-provoking conversations with supervisors about effective strategies to serve the unique needs of specific clients as well as teamwork and collaboration with other caseworkers. I also really enjoyed the ongoing process—although challenging at times—of developing connections with clients that encouraged openness and trust.

My work at Key was my first exposure to the field of social work. Before then, I was committed to pursuing a career in law. With the guidance of experienced, motivated, and caring social work professionals, I gradually came to identify with the values of the profession and appreciated the ability of this type of work to make substantive improvements in the lives of vulnerable children and families. My Key work experience stands as the foundation upon which my career ambitions and accomplishments have since developed.

Presently, I am enrolled as a full-time MSW student at Rutgers University, School of Social Work. I expect to earn an MSW degree with a concentration in Nonprofit and Public Management in May 2011. I have also been accepted into the Doctoral Program at Rutgers University, School of Social Work. I began my doctoral course work in September 2010 and expect to receive my Ph.D. in Social Work in May 2014. I was the first MSW student at Rutgers to be admitted into the Doctoral Program while still enrolled as an MSW student. My research interests are still evolving; but broadly include the impact poverty, material hardship, and economic inequality on adolescent development, child welfare, and the juvenile justice system.

I also work part-time as a Graduate Research Assistant at Rutgers’ Institute for Families; leading a research and evaluation project for the Office of Continuing Education. In addition, I am employed part-time by Youth Consultation Services (YCS), New Jersey’s largest non-profit child social service agency, working at a School-Based Youth Services Program at Eastside High School in Paterson. Eastside High School was famously depicted in the movie *Lean on Me* (1989) starring Morgan Freeman.

I have many thoughts I would like to share with new Key employees! First, reach out to experienced caseworkers and supervisors for support and advice. Take pride in your work—this seems to have an enormous effect on client behavior and perceptions of the program. Also, read as much as possible about your clients’ histories as this gives you great insight into their struggles and current treatment needs. Be patient with clients; be patient with other staff and, most importantly, be patient with yourself. Always be calm, fair, and consistent

when holding clients accountable for their behavior. When first working with troubled children and families, expect to be challenged. Expect that your good intentions will not always be met with appreciation. Client/family gratitude is not necessary in order for you to provide valuable, effective services. In measuring your success as a caseworker, always return to the concept of serving clients’ needs—helping clients meet their therapeutic goals. Always reflect back on your actions; looking carefully at your words, body language, and tone of voice to see if a different approach could have produced more desirable outcomes. But also recognize your limitations as a caseworker; you have the capacity to influence client behavior, but not determine it.

(Continued on page 8)



Louis Donnelly and Kristen Welch (former Clinician, Northeast Region)

LOUIS DONNELLY, ALUMNI

(Continued from page 7)

Since leaving Key over three years ago, I have remained in contact with one of my supervisors, **Kristen Welch**. During this time, Kristen has supported me in my professional and academic pursuits. She also visited me while I was working in India.

In closing, I would like to thank Key employees, new or seasoned, for all the work that you do on behalf of kids and families in need.

Western Region Promotes Creativity

During the summer of 2010, the Western Region Outreach and Tracking clients were given the opportunity to show off their creative skills. Two separate contests were held to inspire and encourage the children to express themselves through art. The region sponsored a Poetry/Essay Contest with the chance to win a pre-paid cell phone with minutes and an Art Contest was held with the opportunity to win a movie gift pack. The high number of entries submitted for judging was surprising and unexpected. Children who had previously been reluctant to participate in activities became excited and decided to participate in the contests. The supervisory and casework team soon realized that many previously unknown talents and skills were now emerging in very creative ways. The children's wonderful work made it very difficult to choose the winners. Each child who submitted an entry received positive recognition for his/her work. The prize for "Most Creative" went to client TS, who won for her detailed model of an obstacle course/recreation area built from materials she found in her home. SM won the Poetry/Essay Contest for her honest and inspiring expression about her past and her future, and GS won the Art Contest for her incredible free hand canvas painting depicting the various ethnicities and characteristics of the Key Outreach and Tracking children. Her painting remains on display in the Western O/T office for viewing by clients, staff and visitors! At the end of the contests, all entries and prizes were showcased for the Outreach youth and their families and friends at a picnic held at Forest Park in Springfield.



Students Urged to Apply for Scholarships

The Alternatives for Youth Foundation (AYF) was established in 1996. The Foundation's stated purpose is to support programs and activities that are fundamentally consistent with Key's mission to assist troubled youth and their families with developing positive life skills and experiences, so that they may pursue productive and rewarding lives. AYF currently offers different scholarships to assist individuals in achieving their educational goals.

The first scholarship program, the William J. Wolfe Scholarship (WJW) was established in 1998 in honor of Key's founder. The WJW scholarship is designed to award academic scholarships to talented, motivated individuals who have received services through Key in the past (for a minimum of 3 months). **Applications for the WJW scholarship will be available in the regions in February and are due no later than May 1, 2011.** Applications are also sent to local public, vocational and alternative schools that are attended by our clients and to the State Agencies referring the clients. If you are in touch with former clients or work with clients who have expressed interest in attending a vocational, two- or four-year degree program, please make sure they receive an application. Since its inception, AYF has awarded approximately 145 WJW scholarships to former clients.

A second scholarship fund, the Deborah Feldstein Bartfeld Memorial Scholarship (DFB) was established in 2004. The intent of this scholarship is to honor the memory of Deborah Feldstein Bartfeld, daughter of Key's long-serving Board President Edward Feldstein and former Key intern. Her young life was cut tragically short after a courageous battle with cancer. Deborah was passionate about human services and the social work field, especially in the provision of services to disadvantaged youth. This program awards scholarships to graduate students in formal MSW or counseling programs. The long-term goal of the scholarship is to increase and improve the quality of clinicians working with at-risk youth and families. **Applications will be available in February to both Key staff and non-Key clinical graduate students. The due date for completed DFB applications is May 1, 2011.** Since the scholarship's inception, AYF has awarded over 50 DFB scholarships.



It is estimated that two-thirds of cancer deaths can be prevented by lifestyle choices. The American Cancer Society suggests these seven:

- C**ut out tobacco
- H**old the fat
- O**pt for high-fiber fruits, vegetables and grains
- I**ntake of alcohol only in moderation
- C**all your doctor for regular checkups
- E**xercise every day
- S**afeguard your skin from the sun

EMPLOYEE SPOTLIGHT

Submitted by *Connie Ryan, Director of Southeast and RI Operations*



Helena Almeida

Service Coordinator, New Bedford Family Networks Lead, Southeast

A little while ago, Key President **Bill Lyttle** called to ask if there was anyone from the Southeast Region who had been the recipient of a Deborah Feldstein Bartfeld Scholarship who would be willing to attend the December 17th Board of Directors meeting and share his/her experience. **Lynn Meehan**, *Regional Program Supervisor*, suggested that I ask **Helena Almeida**. When she agreed to attend the meeting, I had no idea how moving her story would be.

Helena is a *Service Coordinator* for the New Bedford Area Family Networks Lead. Prior to being hired by Key, she was a Social Worker in the New Bedford Area Office of the Massachusetts Department of Children and Families (DCF). What follows is a summary of her presentation to the Board. I will try to do it justice.

Helena came to the United States from Cape Verde as a young woman in order to make a better life for herself and her baby daughter. She was forced to leave her daughter behind while she established herself here. Helena had no high school diploma and could not speak English. She got a job in a factory, acquired her GED and taught herself English—bringing the total number of languages Helena speaks fluently to four. She then went on to Bristol Community College where she earned an Associate's Degree and eventually completed her Bachelor's Degree at the University of Massachusetts, Dartmouth. During this same time, Helena was able to bring her daughter to the United States, got married and had two more children. She was hired by DCF, and Key was later fortunate enough to hire Helena as a Service Coordinator.

Although Helena had already accomplished more than most people do in a lifetime, she decided to apply to Boston University's School of Social Work. She was accepted, received the DFB Scholarship and graduated in May of 2010. The baby girl she initially had to leave in Cape Verde is now a freshman at the University of Massachusetts, Amherst.

Myself, my colleagues and the Board of Directors were genuinely awed by her story. She has all of our deepest respect and gratitude. Helena is an excellent example of the best of the best at Key! Key and the social work profession are fortunate to have her among us.

Rhode Island Outreach & Tracking Program Hosts "Meet & Greet"

Submitted by *Susana Guerra, Program Supervisor*

December 1st marked not only an unofficial start to the holiday season, but the Rhode Island Outreach and Tracking team's first-ever "Meet & Greet." The Meet & Greet was held so that those working in the juvenile probation and juvenile corrections divisions of RI's Department of Children, Youth, and Families could tour the Providence Outreach and Tracking office, meet the O/T caseworkers and supervisors and learn more about the services that this program model provides.

The idea for having the Meet & Greet was a direct result of feedback from Juvenile Probation Supervisors following a meeting earlier in the fall. At that meeting, the Probation Supervisors expressed that they were pleased to see how much the Outreach and Tracking Program had evolved over the years and that they wanted to make sure their frontline staff were fully aware of Key Outreach and Tracking Program's current menu of services. *Regional Program Supervisor Pat St. Germain* and I took the feedback and immediately began to prepare for a Meet & Greet for both Juvenile Probation Officers and Rhode Island Training School

(RITS) Clinical Social Workers. A committee of *Assistant Program Supervisors Gabe Toro* and **Jacob Wahl**, *Administrative Supervisor Marcia Allen*, *Recruiter/Trainer Sharon de la Vergne*, **Pat St. Germain** and I went to work on creating program brochures, poster boards, and a power point presentation showcasing features that make Key's Outreach and Tracking Program stand apart from the rest. Invitations were sent out, refreshments bought, and presentations on services prepared.

When the day finally arrived, we were happy to see that even the cold weather and torrential rain did not keep the invitees from attending. The program's services were presented in detail; highlighting our family work, group work, therapeutic recreations, education advocacy and support, 24-hour crisis intervention, and our intensive training and professional development model for staff. A Q&A session regarding the delivery of our individualized services for youths and families statewide came to life with stories and

(Continued on page 10)

MEET & GREET

(Continued from page 9)

examples provided by the Outreach and Tracking casework staff.

Following the Meet & Greet, we received overwhelmingly positive feedback from the Probation Officers, Probation Supervisors, and the RITS Clinical Social Workers. They commented specifically on our responsiveness to their requests as well as to the needs of Rhode Island's youth and families. The professionalism of Key's staff at every level within the organization was also commended by many attendees. In fact, according to RITS Social Worker Wilthonie Goncalves, "The Key Outreach and Tracking program does a great job in terms of connecting with adolescents and their families in order to provide needed services in a very professional and caring manner. The caseworkers serve as mentors and role models for their clients and appear to make every effort to ensure that clients are striving for success while involved in the program."

December 1st was a day I won't soon forget. I am very proud of the work that the Outreach and Tracking Program does, and I feel fortunate to be a part of such a hardworking and dedicated team of people each day!

Money Matters

Submitted by **Sue Barry**, Benefits Coordinator, Main Office

Surveys indicate that a majority of Americans are ill-prepared to provide for their financial security when they retire. Many people simply fail to plan and others greatly underestimate the amount they will need to live comfortably after they stop working. So, when should you start saving for retirement? According to financial experts, the answer is "yesterday." You are never too young to start planning for your future! You also do not need to devote a great deal of money to your retirement planning. The important thing is to start early and save consistently.

Key offers a great way for you to begin saving for your future with its 403(b) plan with the American Funds Company. A 403(b) plan is similar in many ways to a traditional 401(k), but is available only to employees of non-profit organizations. You can contribute as little as \$10 per pay period to your account. Your contribution is deducted from your paycheck on a pre-tax basis, which also lowers your annual tax obligation and gives you more take-home pay!

If you would like to learn more about Key's 403(b) plan, please contact me in the Framingham office at sbarry@key.org or 508-877-3690.

Central Region's "EOQ"

Submitted by **Stephanie Cormier**, Recruiter/Trainer

Since January 2009, Central Region staff and supervisors have nominated and named seven *Employees of the Quarter (EOQ)*. What does it take to be named an "EOQ?" First; peers and supervisors alike must recognize a staff person's exceptional ability to counsel and calm clients in crisis, to help clients reach their specific treatment goals, to involve families in client care, to keep kids happy and fit through healthy activities, to be flexible in covering and picking up shifts, to complete paperwork in a timely and consistent fashion, to attend and recognize the importance of staff meetings and, of course, the subjective "to go above and beyond the call of duty."

During a three-month period, peers nominate fellow staffers by filling out a nomination ballot and placing it in their program's ballot box. During the last supervisory meeting of each quarter, nominations are shared and one EOQ is named by the team. Although not everyone who is nominated is named an EOQ, all staff members who receive nominations are named on the EOQ poster, designed for and distributed to all programs by *Office Manager Mike Hoey*.

We are nearing the end of our second year of the EOQ recognition program. Following are some of the reasons why employees were acknowledged by their peers and supervisors as shining stars of the region:

Liz Cooksey (RCW) January–March 2009

"Never complains, very punctual, warm and welcoming smile and always the first to volunteer her services."

Vasty Wilson (RCW) April–June 2009

"She is great with the kids, works hard and is great with her teammates."

Estaban Esparza (Former RCW) July–September 2009

"Estaban remains positive, even in the most trying situations."

Mitchell Colon (SW) October–December 2009

"Mitchell goes above and beyond what is required of him in his job description."

Amanda Suarez (Shift Supervisor) January–March 2010

"Amanda has done a great job organizing the Doc Wayne Athletic League and does really well motivating the clients."

Janelle Welsh (APS) April–June 2010

"Janelle did an awesome job with a particularly difficult client situation and never complained once."

Marci Doniger (Former Clinical Director) July–Sept. 2010

"Marci has brought new ideas and energy to the Oakes D program and clients."

Thank you to all staff who nominated their co-workers and, to those who have been nominated, "Congratulations!" Your efforts have not gone unrecognized.

Rhode Island Serves Up Holiday Feast

Submitted by **Pat St. Germain**, Regional Program Supervisor

On November 17, 2010, Key's Rhode Island region hosted its 15th Annual Thanksgiving Feast at the Federal Hill House in Providence, Rhode Island. This memorable evening provided a homemade Thanksgiving meal to over 120 youth and their family members from communities throughout Rhode Island, all of whom are served by Key's residential and Outreach and Tracking program.

Roasted turkey, baked ham, and all the traditional fixings were cooked by the Rhode Island supervisory team and our annual chef volunteers, Fernando and Maria Guerra (parents of *Program Supervisor Susana Guerra*). Framingham office staff **Ron Ardine** and **Kelly Farrier**, joined Key Board Members **Joe Imbriani**, **Bob Crowley**, and **Gail Kaufman**, as well as some of their family members, in donning aprons and rolling up their sleeves. Their help was invaluable as they assisted the RI team with setting tables, serving meals, heating food, and cleaning-up at the end of the event.

As in past years, Federal Hill House Association generously donated their kitchen and dining facility for the event, and a wide variety of mouth-watering pastries and pies were donated by JoAnn's Bakery of West Warwick, RI. The cost of the meal was paid for by the Key Program's fundraising efforts through the Rodman Ride for Kids, a noncompetitive, one-day bicycling tour that benefits a number of child-serving agencies in Massachusetts and Rhode Island. After the meal, Key's Outreach and Tracking caseworkers volunteered to deliver leftovers to families who were unable to attend the event because of prior commitments.

The Rhode Island region also held its Annual Thanksgiving Canned Goods Drive in November. Donated items were supplemented by Rodman Ride funds in order to provide 13 food baskets complete with turkey, gravy, fresh and canned vegetables, stuffing, rolls, and cranberry sauce to families served by Outreach and Tracking and the region's three residential programs.

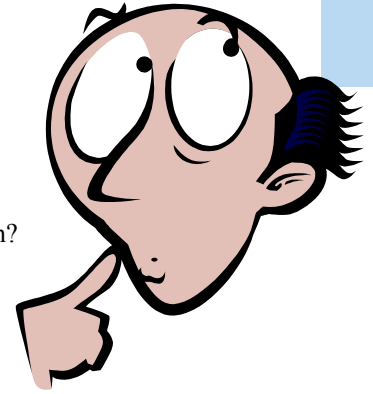
In challenging financial times such as these, when many Rhode Islanders are having difficulty putting food on their tables, it was more gratifying than ever to be able to host the Thanksgiving Feast and to deliver food baskets to families in need. Thank you to all the Key staff, Board Members, volunteers, community partners and local businesses that made these two worthwhile projects possible. Now, start rolling up your sleeves for next year!

When Life Gives You Lemons...

Or, as the case has been recently, "When life gives you snow..." No New Englanders need to be reminded about how snowy this winter has been thus far. Most of us have had a major snow "event" every week since mid-December. The first snowfall of the season seems to have an almost magical quality; that quickly fades with the realities of shoveling and snowblowing, long commutes, school cancellations and power outages. Instead of dwelling on winter's unpleasantries, however, why not look at the snow as authors of the following quotes have done?

- * When it snows you have two choices: shovel or make snow angels ~ *Author Unknown*
- * There's one good thing about snow: it makes your lawn look as nice as your neighbor's ~ *Clyde Moore*
- * Snowmen fall from heaven...unassembled ~ *Author Unknown*
- * A snowflake is one of nature's most fragile creations, but look what they can do when they stick together
~ *Author Unknown*
- * A year of snow, a year of plenty ~ *French Proverb*
- * The aging process has you firmly in its grasp if you never get the urge to throw a snowball ~ *Doug Larson*
- * Snowflakes, like people, are all beautiful and different ~ *Author Unknown*
- * One kind word can warm three winter months ~ *Japanese Proverb*

Brain-Clogging Facts Trivia Contest



See how many of the following trivia questions you can answer correctly. Two winners will be drawn at random from among correct submissions to receive a **\$100 prize**. Entries are due no later than 2/28/2011. Good luck!

1. By what name is the famous 15th century Italian painter Antonio Pisano also known?
a) Raphael b) Pisanello c) Donatello d) Antonano e) Lareo
2. The Knights of the Round Table quested for which item?
a) Ring b) Sword c) Shield d) Grail e) Crown
3. Who starred in the move "Twelve Monkeys?"
a) Willis b) Ford c) Gibson d) Davis e) Washington
4. In what year did the Titanic sink?
a) 1911 b) 1912 c) 1913 d) 1914 e) 1915
5. Who wrote "A Clockwork Orange?"
a) Steinbeck b) Burgess c) Donaldson d) Golden e) Lewis
6. What is a parallelepiped?
a) Conduit b) Polyhedron c) Bomb d) Tool e) Racket
7. What was L.L. Cool J's 1984 debut single?
a) Hey Lover b) I'm Bad c) Make it Hot d) I Need Love e) I Need a Beat
8. The Declaration of Paris was issued in:
a) 1846 b) 1856 c) 1866 d) 1876 e) 1886
9. "Thus Spoke Zarathustra" was written by:
a) Thomas b) Camus c) Bacon d) Nietzsche e) Zoroaster
10. Who was the 1st female vice-presidential nominee of a major U.S. party?
a) Reno b) O'Connor c) Palin d) Ferraro e) Mosely-Braun
11. The State University of Utrecht was founded in which century?
a) 15th b) 16th c) 17th d) 18th e) 19th
12. Which Volcano erupted in 1980?
a) Vesuvius b) Mt. Hood c) El Chichón d) Krakatau e) Mt. St. Helens
13. Which of the following families is the radish a member of?
a) Aphidae b) Mustard c) Fagaceae d) Rutaceae e) Lycopodiaceae
14. What is the first name of the person for whom individual Pulitzer prizes are awarded?
a) Marcus b) Joseph c) Archibald d) Theodore e) Margaret
15. Who conceived the social philosophy of objectivism?
a) Marx b) Pierce c) Rand d) Garfield e) Spencer
16. Duke Ellington is best known as a:
a) Writer b) Musician c) Painter d) Scientist e) Sculptor
17. "Chinese Boxing" is better known as:
a) Jujitsu b) Kendo c) Karate d) Kung Fu e) Tae Kwon Do
18. What was Mozart's first name?
a) Ludwig b) Isaac c) Wolfgang d) Walter e) Amadeus

BONUS! Worth an additional \$25!

What fictional detective talked about the "little gray cells?"

- a) Holmes b) Poirot c) Spade d) Gideon e) Brown