



# “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.

## Clinical Teams Strive for Excellence

Submitted by **Michael Brennan**, Regional Program Supervisor, Central Region



*Dr. Jeffrey Gold, Assistant Clinical Director,  
Western Region*

On April 6, the Central and Northeast Regions’ supervisory and clinical teams joined together in Worcester to attend a presentation by **Dr. Jeffrey Gold**, Assistant Clinical Director in Key’s Western Region. The focus of the presentation was to explore the challenges of running residential programs within the parameters of today’s child care service systems. Dr. Gold presented his thoughts and experiences in his workshop titled “The Role of the Key Clinician in Key Residential Programs.”

During the workshop, participants reviewed present practices, learned about new trends such as Trauma-Informed Care and Dialectical Behavioral Treatment (DBT) and discussed how to best integrate these practices into the residential milieu. Dr. Gold also expanded his presentation to speak about the historical tensions between behavioral management and clinical services, defined the roles of both clinical and supervisory team members and provided an update on the ever-changing characteristics of the children and families with whom Key is working.

Dr. Gold gave the group much “food for thought” when he asked the thorny question, “Does our behavior management system really meet the needs of the population you work with?” There was a lively debate with the resulting realization that there is need for flexibility within program structure as well as continuing support and training for staff.

The audience’s expectations for the workshop were high and Dr. Gold did a wonderful job in not only meeting, but exceeding them. I would like to thank Jeff for his time and for helping to identify a number of priorities to be addressed in the coming months so that we can best serve our clients and families.

## What A Difference The Rodman Ride Can Make!

Submitted by **Allyson Goddard**, Residential Caseworker, Lincoln Square Girls Program

The money contributed from the Rodman Ride has provided the clients at the Lincoln Square Girls Program (LSG) many opportunities that will hopefully lead to more successful futures. The most recent opportunity provided to a client at (LSG) is to take dance lessons at a local studio. These lessons would not be possible without funds from the Rodman Ride to pay for the lessons and the recital costumes.

Since she has been taking dance lessons, “M” starts reminding staff mid-week to wake her up on time for her Saturday dance class at noon! She wants to get up with hours to spare to ensure that she has enough time to be perfectly ready for dance class. “M” puts on her dance shoes often and practices the steps and moves she

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## A Message From the President



*William Lyttle*

### President says, “GET OUT!”

This past winter, many people I spoke with said that they “just couldn’t wait until spring.” After an exceptionally snow- and ice-filled winter season, it’s easy to understand why people longed for warmer temperatures, bright sunshine and something other than snow to look at through their windows. Finally, spring arrived on March 20th...now what?

The best answer to that question may be “Get out!” Compared with other parts of the country, New England’s annual period of green grass, hot sun and little rainfall is short-lived. So go ahead and take advantage of those things before our inevitable return to chilly winds and shortened hours of daylight.

In addition, there are *many* great reasons to get out and enjoy the outdoors. Research shows that spending time in nature speeds recovery from illness, strengthens immune systems, eases depression and helps to fight most cancers. People who experience outdoor activities regularly also enjoy lower rates of obesity, diabetes and heart disease. New research conducted by scientists at the University of Illinois suggests that regular outdoor activity improves the ability of children with ADHD to focus more easily and concentrate for longer periods of time.

Obesity and, in particular, childhood obesity, have reached what many call epidemic proportions in the United States. The number of 15-year-olds considered to be obese has tripled in the past 20 years, which is attributed to more sedentary lifestyles and the consumption of high-calorie convenience foods. Did you know that the average 12-year-old today spends 32 hours per week watching television or playing video games? What a wasted opportunity for social interaction, imaginative play and physical activity!

As you may be aware, obesity has a direct link to a number of significant health issues, such as high blood pressure, gallbladder disease, diabetes, heart attack and stroke. You may not realize, however, that these formerly “middle age” diseases are being diagnosed in teens and young adults at alarming rates. In this day of advanced medical science, it is incredibly sad that the life span of today’s generation of young people is projected to be *shorter* than that of its parents’ as the result of obesity-related complications. This is the first time in modern history that this has ever happened.

As we begin to make plans and preparations for summer activities, be conscious of the benefits associated with spending time outdoors. Incorporate outdoor recreational activities into your clients’ schedules when appropriate. Consider visits to outdoor locations or those that offer nature education programs. MA and RI have miles upon miles of walking, biking and hiking trails that are free of charge and open to the public. Try to include outdoor activities into your own free time as well! Many lake and beach associations offer reasonably-priced kayak or canoe rentals. How about rock climbing? Geocaching? Ziplining?

In the past two decades, there has been increased awareness about and efforts to “go green” and protect our natural environment. Experts say those efforts are paying off. Numerous plant and animal species are returning from near extinction. Waterways are cleaner and the ozone layer has diminished. After taking care of Mother Nature, let her take care of you by seeing and enjoying all the benefits she has to offer.

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## 3<sup>rd</sup> Annual Sons of Italy Golf Event

On Friday, May 20, Key Program partnered with the Sons of Italy, Lodge 902 (Lawrence, MA) for their **3<sup>rd</sup> Annual Charity Golf Tournament** at the Merrimack Valley Golf Club in Methuen, MA. Proceeds from the tournament benefit the kids and families served by Key and the Sons of Italy. Key will use its portion of the proceeds to provide clients with opportunities to expand their interests through enriching activities like athletic experiences, summer camps, the arts and recreational outings.

Everyone had an enjoyable day of golf with others who are committed to giving back to their communities. Thanks to the Sons of Italy!

## News You Can Use

From the H.R. and Finance Departments

Now that this year's income tax filing deadline has passed, it is time to make adjustments to your tax withholding elections if you found that you paid too little or too much for 2010.

The IRS recommends completing an updated FORM W-4 each year when your personal or financial situation changes. You can obtain the form from your Administrative Supervisor or download it from the IRS website [www.irs.gov/pub/irs-pdf/fw4.pdf](http://www.irs.gov/pub/irs-pdf/fw4.pdf)

In addition, you can download the MA income tax withholding form, FORM M-4, MA EMPLOYEE'S WITHHOLDING EXEMPTION CERTIFICATE from [www.mass.gov/Ador/docs/dor/Forms/Wage\\_Rpt/PDFs/m\\_4.pdf](http://www.mass.gov/Ador/docs/dor/Forms/Wage_Rpt/PDFs/m_4.pdf)

## Southeast Region Climbs To The Top

Submitted by **Jamie Fortes**, Resource Development Specialist, Southeast Region

The Taunton DYS District Office staff which includes Key employees **Sarah Coleman**, **Valerie Cormier**, and **Jamie Fortes**, recently visited Carabiner's in New Bedford to experience rock climbing. The team's goal is to eventually have clients visit the indoor climbing site for a therapeutic recreational activity. Rock climbing teaches mental discipline while participating in a physical sport. Climbers are challenged with an array of obstacles such as trust, determination and concentration. Sarah, Valerie and Jamie have the ability to bring their clients on an adventure close to home in order to experience and overcome these obstacles for themselves. All three became certified in belaying during their visit to Carabiner's. A belayer is the person on the ground controlling a safety rope as another person climbs a wall. Carabiner's strives for the total development in each child spiritually, mentally, intellectually, socially, emotionally, and physically. Rock climbing enhances a participant's overall quality of life by building self-confidence and providing a sense of acceptance and belonging. Please contact any of these employees if you are interested in learning more about how you or your program can get involved.



## Alumni Profile

### Jennifer Braga

(Employed June 1999 – January 2001)

In my senior year of college, I attended a job fair where I first learned of the Key Program. I spoke with a representative of Key who convinced me that the Agency would be a great place to start my career; he was right!

I began working at the Key Program in June of 1999 as an Outreach & Tracking Caseworker. Outreach & Tracking was very different than it is today – the emphasis was more on “tracking” and accountability and less on family outreach and advocacy services. Since then services have evolved and the focus of the program is just the opposite.

After completing 12 months as an Outreach Caseworker, I moved into the new role of Aftercare Coordinator. In that position, I arranged for aftercare services for adolescents who were stepping down to either foster care or home. I really enjoyed this role seeing families reach their ultimate goals of reunification and working with the families to maintain that goal.

After being in that role for about a year, I decided it was time to open a new door. I left the Key Program in 2001 to pursue a career at the Department of Children and Families (DCF) in its Fall River Office. I was sad to leave Key behind me but excited to explore new opportunities at DCF.

During my 30-day mandatory CORE training (similar to Key's preservice orientation training) for DCF, I realized that Key had been right about my job there being a great hands-on introduction to the social services field. Most of my fellow CORE trainees were overwhelmed with all of the information being presented, but I was not. I had encountered most of the situations presented at training while working for Key. After I completed CORE training, I encountered many colleagues who were also Key “graduates.” They also expressed what a great agency Key was to have begun their careers, since they were able to learn so many things about working with children and families in a hands-on way. Today, I still use many of the “tools” I learned from Key in my current role as a Social Worker.

My advice to present staff at the Key Program is to make the most of your position and really use each situation with which you are presented as a learning opportunity. Whether you stay and move onto new roles within Key or follow other career paths, your experiences at Key will help prepare you for whatever obstacle may come your way, both professionally and personally.

# Rodman Ride Report

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



## 2011 Ride - September 24, 2011 Key's 2011 Fundraising Goal: \$245,000!

### What is the Rodman Ride for Kids?

The Rodman Ride for Kids is an umbrella matching gift charity that raises funds for child-serving social service agencies. The actual Ride for Kids is a 25-, 50- or 100-mile, non-competitive cycling tour held each fall. The Ride for Kids and its beneficiary agencies raise funds for the event year-round. As one of the beneficiaries, Key raises funds through corporate sponsorships and individual donors. The donations Key receives through the Rodman Ride for Kids helps support educational, recreational, mentoring, and cultural enrichment activities for the youth and families served by Key.

### What is the Payroll Deduction Campaign?

1. Employees who wish to donate to the Ride for Kids can have their donations deducted from their pay check.
2. Donations may be tax deductible and contributors could receive documentation for tax purposes.
3. Once the full donation has been withheld through payroll, donors will receive a gift of their choice (Sweatshirt/Tee Shirt, etc.).
4. The payroll deduction campaign allows employees to determine whether they want their donations subtracted from their pay all at once or spread evenly over several pay periods.

**If you would like to contribute to the Rodman Ride for Kids, please see your Supervisor or Administrative Supervisor for a donation form/payroll deduction authorization and check out/order the available thank you items. There is some great stuff!**

Each region has Rodman Ride fundraising activities going on. There are whale watch tickets (Central), a casino trip (Western), golf tournaments (Northeast and Agency-wide), Red Sox raffles (Agency-wide), a yard sale (Southeast) and more. If you are interested in learning more about any of the activities, please contact these regional Rodman representatives:

Agency-wide – Sharon de la Vergne at [sdelavergne@key.org](mailto:sdelavergne@key.org) or 401-861-2680

Agency-wide – Kelly Farrier at [kfarrier@key.org](mailto:kfarrier@key.org) or 508-877-3690

Central Region – Mike Hoey at [mhoey@key.org](mailto:mhoey@key.org) or 508-753-6263

Children's Charter – Stephanie Howard at [showard@key.org](mailto:showard@key.org) or 781-894-4307 ext. 15

Northeast Region – Kara Webster at [kwebster@key.org](mailto:kwebster@key.org) or 603-894-4467

Rhode Island Region – Marcia Allen at [mallen@key.org](mailto:mallen@key.org) or 401-861-2680

Southeast Region – Sharon Gray at [sgray@key.org](mailto:sgray@key.org) or 508-675-0686

Western Region – Marigza Rodriguez at [mrodriguez@key.org](mailto:mrodriguez@key.org) or 413-781-6485

## WHAT A DIFFERENCE THE RODMAN RIDE CAN MAKE

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has learned. She can't stop expressing her excitement about upcoming recitals. This particular studio has a mid-year and an end-of-year recital. The mid-year recital was held in January and several other clients and staff members attended to support and congratulate her. The dance classes are something that is just hers and happens outside of the program. The lessons have helped "M" with her treatment at LSG by refreshing her after a long week and giving her motivation throughout the next. Seeing her excitement trickles down to the staff, who are excited for her and glad to help her get prepared each week, knowing it is something she cares about greatly.

In just the first few weeks that "M" participated in dance lessons, I saw her become a more confident person. The way that she now carries herself is different, more confident. "M" can be very shy when put on the spot in front of people, but through dance she has learned that she is good at something. She is proud of herself and is excited to show off her moves to her peers and staff at the program. "M" has also improved her personal hygiene and exudes self-confidence by making sure her hair, makeup, and clothes are in good order for dance. This has translated into a daily improvement and she has received compliments on her appearance from her peers, the staff, and personnel at her school.

"M" is very grateful for what dance has provided her, and I am grateful for the chance to watch as she develops passion, enthusiasm, confidence and self-esteem that had all been absent in her life.

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## Come Have A Whale Of A Time!

Submitted by **Mike Hoey**, Office Manager, Central Region

To raise funds for the Rodman Ride for Kids, the Central Region will once again sell tickets to board Cape Ann Whale Watch's "Hurricane II." Purchase tickets and set out from Gloucester, MA on an exciting whale watch – sightings are even guaranteed! Tickets can be used from April – October of each season with no blackout or expiration dates and will be sold at a discounted rate of \$25.00 each (adult tickets normally sell for \$45.00)!

If you're planning a family outing or have friends or relatives coming to the area, this is a wonderful opportunity to show them a great New England time for a fraction of the normal cost AND support The Ride.

For more information, please contact either **Kara Ludy** ([kludy@key.org](mailto:kludy@key.org)) or **Mike Hoey** ([mhoey@key.org](mailto:mhoey@key.org)) by e-mail or call (508) 753-6263. Payment can be made either online or with cash/check. Checks should be made payable to "Key/Ride for Kids".

You can also visit Cape Ann Whale Watch's website at: <http://www.seethewhales.com>.

## Bullet Proof Manager Trainings Underway

Submitted by **Mike Murray**, Clinical Director for the Our House Program, Western Region

In September of 2010, twenty-three (23) Key Staff members attended a short presentation of Crestcom's *Bullet Proof Manager 24 Video Training Program*. Crestcom's nationally-acclaimed *Bullet Proof Manager* course trains thousands of managers and executives from more than 200 cities in the U.S. and in more than 50 countries on a monthly basis. Crestcom trainings feature leading business authorities through video-based instruction, personal application, teamwork and leadership development. Based on enthusiastic feedback from the staff, the Key management team agreed to purchase the program and sent six (6) employees to the year-long, train-the-trainer program.

The new *Bullet Proof Manager* trainers; **Wes Cotter** (Chief Operating Officer), **Cindy Hay** (Director of Management and Human Resources), **Carol Malone** (Recruitment/ Training Manager), **Sharon de la Vergne** (Recruiter/Trainer), **Stephanie Cormier** (Recruiter/Trainer) and **Mike Murray** (Our House Clinical Director) are happy to report that the first series of regional trainings began in March 2011. This series consists of monthly two-hour trainings in each region from March - June 2011. The current group of training participants includes RPSs, SPSs, PSs, ASs, and clinicians (as assigned by Director or RPS). The topics selected for this series are:

**March:** "The 70 Minute Hour"

**April:** "Leaders Make Change Work" and "Dealing with Difficult People"

**May:** "How to Connect: Communication at a Higher Level"

**June:** "Effective Planning: A Seven Step Formula"

Beginning in September 2011, selected staff including APSs, SSs, and NSMs will begin this same series of trainings in each region. The train-the-trainer format provides supervisory level staff not only with ongoing professional development, but also new knowledge and tools to better train and develop the staff in our particular programs/departments. The response to the trainings has been great! Your honest, continued feedback is appreciated as we move forward and begin to plan topics for the next series of trainings.

# Alumni Profile



## Daphne Phalon

(Employed March 1994 - March 2000)



Daphne Phalon

I worked for Key as the Administrative Supervisor in the Central Region for about 6 years. My husband had previously worked for the Key Program as an Outreach & Tracking Caseworker shortly after we had graduated from college. He then left Key and went on to work at DYS. He was working at DYS when I began my search for a new position. I saw an ad in the newspaper and, since my husband's experience working at Key had been so positive, he encouraged me to apply. I remember meeting with **Wes Cotter** (Chief Operating Office) and having to convince him that there wouldn't be any conflict with me working at Key and my husband working at DYS – I'm so glad he listened to me! ☺

I loved my work at Key – it was a great introduction into the world of HR; which quickly became my passion and a huge part of my life. At the time, we had four Outreach & Tracking offices: the Oakes D, Grafton Girls, WGH and LSG residential programs as well as the Arrest Unit. It was a very busy time and I had a great role. In my position I was able to learn and grow in a million ways – I worked with the kids; learned aspects of HR from hiring to separation and everything in between; became a trainer; learned about OSHA and DEEC; placed food orders; handled the billing; conducted walk-throughs; you name it. If it needed to be done, it seemed like I did it.

It is really tough to define which are my best memories of Key. The people at Key were incredible and I always felt like I was part of a very special team. Some of the defining moments of my career happened at Key. One that I recall vividly was as I was just beginning my role as a trainer at Key. I had worked closely with *Recruitment & Training Manager Carol Malone* and had learned a lot about presentation style, curriculum content, audience engagement, etc. I loved it, but felt I still had so much to learn. One morning, I arrived in the Framingham office excited to help Carol with another week of pre-service training. The group was big and I knew she would need my help...imagine my panic when I arrived and discovered that Carol would be out sick and I would be running the training on my own! I felt like everything I knew and everything I had learned to that point disappeared from my mind. *Director of Management & Human Resources Cindy Hay* must have seen it in my face. I will never forget the confidence in her words as she told me, "You have nothing to worry about. You know the material, you have done the training before and, no matter what, you know more about Key than any of the new people so they can only benefit from your knowledge. Go downstairs and knock 'em dead." Those words have helped me through many other challenging trainings and presentations throughout my career. I have even used them in my own coaching of newer and less experienced people that I have mentored along the way.

My experience with Key has helped me to move on in my career in many ways, but four in particular are:

1. Learning how to work with all types of people: wealthy and poor, powerful and meek, old and young, honest and dishonest. The world is made up of people with varying abilities and personalities. In my present role as Director of Human Resources for a large staffing firm, I must be able to work with all types of people effectively.
2. Key taught me patience, tolerance, compassion and understanding of people's choices and circumstances. People I encounter may not always make the choices that I would make, but I try very hard to respect the choices they feel are right for them. When those choices end up being "bad" ones, I do my best to help those people get back on track.
3. At Key, I learned many of the skills that I needed to become a good trainer and coach. Public speaking has always come easy for me, but presenting a curriculum and engaging an audience...those are skills I learned while at Key. I learned that if I could make Medication Administration or Client Documentation training interesting, then I could make just about anything interesting!
4. Key set the foundation for my career in HR. I learned about HR-related law and conducted new employee orientations, attended countless college recruiting and job fairs, managed a variety of employee relations

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# Annual Demographic Report - Discharged Clients (FY 2010)

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

Each year, I prepare an annual report that looks at the demographics of the discharged clients that Key has served over the previous year. This report is prepared utilizing our client information system (KIS) where all the input from the Client Facesheet/Intake Data Sheet, Discharge Data Sheet, Incident Reports, Performance Outcome Measures is collected and stored.

Highlights from the data are noted below. A complete report is available in your regional office.

## FY 2010 Highlights

**Key discharged 1,999 youth and families from services from 7/1/2009 – 6/30/2010.**

<b>Programs</b>	<b>Discharged Youth/Families</b>
Non-Residential Services	1,240
Shelter/STARR	521
Short-Term Group Care	88
Residential Treatment	121
Group Care	29

**Of the 1,999 youth discharged in FY 2010, 56% were male and 44% female.**

**The age breakdown for discharged youth:**

- 47% of the youth were older than 16
- 26% of the youth were 16
- 13% of the youth were 15
- 8% of the youth were 14
- 6% of the youth were under 14

**The race breakdown for discharged youth:**

- 51% Caucasian
- 28% Hispanic
- 11% African-American
- 11% Other or unwilling to disclose

**Other notes of interest include:**

- 94% of the youth served identified English as their primary language.
- The primary reason for referral was identified as MA CHINS or RI Wayward at 33% of the referrals made to Key services.
- Prior to entering Key's services, 72% of the youth were living with a parent/adoptive, parent/foster parent or extended family member.
- 90% of the youth were enrolled in school, a residential school or tutored at home.
- The Massachusetts Department of Children and Families (DCF) is Key's primary funding source with 1,392 (70%) of the youth discharged.

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## DAPHNE PHALON, ALUMNI

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issues (hiring, firing, appraisals, discipline, performance issues, promotions) and how the HR function fits into and contributes to a business.

I am presently the Director of Human Resources at a large staffing firm called the Davis Companies, Inc. Davis is headquartered in Marlborough, MA with offices straight down the Eastern Seaboard from New Hampshire to Georgia. Although I do not work directly with kids anymore, I am in charge of running the company's Community Services Program. My employer is a very community-focused company and I am in charge of coordinating several activities throughout the year. We have the Davis Backpack Giveback Program that provides backpacks filled with school supplies for underprivileged kids; the Adopt-A-Family program that provides gifts for children at Christmas; charity walks; fundraisers and, my favorite, the Turkey Giveaway at Thanksgiving. It is my honor every year to donate turkeys to Key so that the youth and their families can enjoy a little taste of home - even if they can't actually be home for the time being.

I would encourage new Key employees to "seize the day!" You will be presented with opportunities to change a child's life each and every day, so make each moment matter. Remember, it is not the big events in our lives that have the most impact on people, it is the little things. It may be just a smile you give, an extra minute you take to lend a hand, an understanding ear you lend to hear a child's side of the story or a little bit of extra compassion that can make a child's day or even change his or her life. Key's clients are kids; some tougher than others, some sad, some angry, some scared - you never know when the little bit of kindness you offer will make that incredible difference. Make your time with those kids count. And above all else, remember that to get respect, you must first give it.

I still stay in touch with several former co-workers: *Chief Operating Office* **Wes Cotter**, current *Regional Program Supervisor* **Mike Brennan** and former *Regional Program Supervisor* **Kelly Prendergast** (all from the Central Region). I would also like to send a special "thanks" to Key Program staff who made an important difference in my personal and professional development: **Wes Cotter** (COO), **Carol Malone** (Recruitment/Training Manager), **Cindy Hay** (Director of Management and Human Resources) and **Mike Brennan** (RPS).

## ANNUAL DEMOGRAPHIC REPORT

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**The reasons for discharge identified were positive outcomes (i.e., treatment goals met or temporary placement complete) as follows:**

Programs	Positive Outcomes
Group Care	52%
Outreach	48%
Residential Treatment	66%
Shelter	68%
Short-Term/Group Care	74%

Upon discharge from Key, the largest percentage of youth (67%) either remained or returned home to live with a parent/adoptive, parent/foster parent or relative and twenty-three percent (23%) of the youth were discharged to another residential program, psychiatric hospital or specialized foster care.

## Worcester Knows How To Hoop It Up!

*Submitted by Joe Allred, Program Supervisor, Worcester Group Home*

For the fourth year, Worcester Group Home (WGH) clients participated in the Friendly House Basketball League last winter. All of the residents devoted a great deal of time and energy to learning the mechanics of basketball, leadership skills, teamwork, fair play and sportsmanship.

Clients BR, LH, PG, ZW and GC attended weekly practices and games. BR's team, the Storm, made it to the second round in the playoffs. LH's team, the Knicks, and GC's team, the Liberty, also made the playoffs, but were eliminated in the first round. Clients PG and ZW faced off on March 24 in the finals. PG played point guard for the Bulls and ZW played center for the Spurs. Both players put in valiant efforts but in the end PG and the Bulls were victorious! Also, at the end of the regular season, residents BR and GC were invited to represent the Friendly House Basketball League in Worcester's Saint Patrick's Day Parade held on March 13.

Throughout the season, the clients attended one practice session and one game per week. This therapeutic recreation helped to deescalate inappropriate behavior, while also increasing social and coping skills. Over this time period, there was a dramatic decrease in client-related incidents. All of the WGH staff were outstanding in their commitment to supporting the WGH clients as they participated in this league. There were many evenings spent at client practices and games (often from 5-9 p.m.), and they all remained positive and energetic.

Congratulations to the WGH clients and staff on a terrific season. Job well done!

## EMPLOYEE SPOTLIGHT

Submitted by **Kara Ludy**, Senior Administrative Supervisor, Central Region



### Joyce Barbale

Regional Secretary, Central Region

Joyce first began working for Key Program in January 1981 and recently celebrated her 30-year employment anniversary! Early on, Joyce worked part-time “mother’s hours” while her two children were in school. Over time, Joyce increased her hours and has been working full-time for the past seventeen years.

Joyce certainly has seen many changes during her time with Key! The regional office moved from Grove Street to its current location on Lincoln Street in Worcester. Programs and service models ended (Intake Unit, Foster Care Program, Grafton Boys’/Girls’ Program) and others opened (Norton Street and Worcester Group Homes, Oakes D, LSG and more). Technology is dramatically different now from what it was in the early 1980s when an electric typewriter was considered state-of-the-art and employees were equipped with pagers in the event they had to be reached in an emergency (they then had to hope they had change in their pockets, find a pay phone and call into the office). Most of her tenure has been spent working in the Worcester office, but she has spent the majority of her time at the Oakes D program in Grafton providing clerical support to that location in recent years. Joyce has worked with numerous Directors, Regional Program Supervisors, Administrative Supervisors, Program and Assistant Supervisors and countless direct care staff.

Joyce is well-known for her vitality and ability to make everyone feel welcome the instant they come through the door. Her positive attitude and bright smile have calmed the nerves of many a nervous adolescent as they waited before intake or family meetings and scores of applicants before job interviews. Joyce eagerly tackles whatever is asked of her without complaint and always tries to make the jobs of her coworkers easier with offers of help wherever needed.

On February 15, Joyce’s 30<sup>th</sup> employment anniversary was celebrated with a luncheon at Via Italian Table in Worcester. She was joined by her husband, John; as well as Key employees **Wes Cotter** (Chief Operating Officer), **Pat Fokas** (Human Resources Manager) and **Sue Barry** (Benefits/Workers’ Compensation Coordinator) – all of whom are now based in the Framingham office but worked with Joyce in Worcester in the past. Also in attendance were **Joel Tragash** (Director of CE/NE Operations), **Mike Brennan** (Regional Program Supervisor) **Kara Ludy** (Senior Administrative Supervisor), **Mike Wyrzykowski** (Oakes D Program Supervisor), **Mike Hoey** (Office Manager) and **Susan Lavelle** (Regional Secretary). In addition to good food and good company, everyone got an opportunity to remember shared experiences and honor Joyce for her decades-long service to Key.

From everyone at Key, thank you Joyce for all of your hard work and commitment to the employees of and kids/families served by Key. You are one in a million!



Left front Pat Fokas, Sue Barry, Mike Wyrzykowski, Mike Brennan (back), Mike Hoey (front), Joel Tragash (back left) and Wes Cotter (back right), John Barbale, Joyce Barbale, Kara Ludy and Susan Lavelle

## Literature is Renewed, Revitalized and Refreshed

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

Key said “so long” to its “Experience, Excel & Explore” brochures and said “hello” to three new brochures. Key’s Entry-level Caseworker, Undergraduate Internship and Graduate Internship brochures were rolled out just in time for the Spring 2011 recruitment season.

Besides looking renewed, revitalized and refreshed, Key’s recruitment brochures direct potential employees to Key’s website. While visiting [www.key.org](http://www.key.org), potential employees can utilize the interactive map to identify and locate Key regions, sites and offices; listen to and watch former and current employees while they share their experiences at Key; and have the ability to

view and apply to current vacancies listed on the employment page.

The brochures, along with Key’s infamous pens, spruced up Key’s recruitment tables, classroom presentations and various on-campus recruitment activities. What a way to kick off Spring Recruitment! Special thanks go out to **Kathy Hoskins**, **Mike Brennan**, **Susan Mokray**, **Nick Bound**, **Sharon Gray**, **Rob Lemoi**, **Scott Brum**, **Kathryn Marquette** and **Evonne Carvalho**; who supported Key’s Recruiters in the participation of over 30 college recruitment activities. Thank you!

# ***ACHOO!* POLLEN SEASON SNEEZER CONTEST**

Each of the items below contain two or more clues to finding a mystery word. Solve as many as you can, with or without reference aids. Two lucky winners will be selected at random from among correct entries submitted by the **June 24, 2011** deadline. Good luck!



1. I am a word that means pleasing. My last three letters are very cold! What am I?
2. I am a time for gathering crops. My last four letters is something you wear. What am I?
3. I am the wealthiest man in the world. My last name is an anagram for a word that means platform. What am I?
4. My first three letters is a word which means disencumber. I am a mystery. What am I?
5. I am the study of the history of words. Change my third letter and add one between my first and third and you have the study of insects. What am I?
6. I am a poem that expresses melancholy. My second, third and fourth letters are an appendage. What am I?
7. I am a long journey. Change my fourth letter to a vowel and you have a large object which for some reason seems to attract felines. What am I?
8. I am a comparison between two things. Remove a letter and you have a facial expression. What am I?
9. I am short, concise and to the point. Change my first letter and you have a body of metrical writing. What am I?
10. I am a word that means unchanging. I am also a form of energy. What am I?
11. I am a compound word and a popular snack. My first word means bust. My second word is also edible. What am I?
12. I am the act of turning something inside out. Replace my first two letters with three different ones and you have a word which means to change or alter. What am I?
13. I am a protective outer layer. My first three letters is one of your anatomical references. What am I?
14. I am anger and if you remove my first letter I become a word which means to grow old. What am I?
15. I am a spiritual being, but if you switch my last two letters around I become something measured in degrees. What am I?
16. I am a word that means to bewilder or perplex. You can get lost in my last four letters. What am I?
17. I am the basis for every language. My first five letters means the beginning. What am I?
18. I am a word meaning to summon by invocation. My first three letters is an argument or evidence in opposition. What am I?
19. There is no word in the English language that rhymes with me. I am edible and if you remove my first letter, I become a series of mountains. What am I?
20. I am a large fortified structure. My first four letters is something used to help in healing bones. What am I?

## **BONUS!!! Worth an additional \$25!**

I am a country in the Mediterranean region. Remove my last letter and I am an anagram for the rear end of an animal. What am I?