



“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**

PUBLISHED FOR EMPLOYEES AND FRIENDS OF KEY PROGRAM, INC.

Making a Difference in the Lives of Key’s Youth

Submitted by: **Kelly Farrier-Glennon**, Executive Assistant to the President/HR Administrator, Framingham Main Office

Key is very fortunate to be part of a collaboration with the Ed Block Courage Award Foundation, Inc. (www.edblock.org). The Foundation is “dedicated to supporting the well-being of abused, neglected and at-risk children throughout its Courage House National Support Network for Kids” The Ed Block Courage Award Foundation partners with each National Football League (NFL) team to establish a “Courage House” within its local community. Key is proud to be the Courage House for the New England Patriots.

The Ed Block Courage Award Foundation assists with various initiatives to support all of the NFL’s Courage Houses. The Patriots are extremely generous with offering Key’s clients “once-in-a-lifetime” opportunities like inviting youth to their training camp each summer and celebrating with them at the annual New England Patriots’ Children’s Holiday Party.

Each year, one player from each NFL team is awarded the Ed Block Courage Award, which is given to the player who “best exemplifies the principles of courage and sportsmanship while also serving as a source of inspiration.” The award is considered especially prestigious because awardees are nominated and selected by their teammates. An event honoring the awardees is held each year in Baltimore, Maryland. Events include visits to local youth-serving agencies so that members of all of the Courage Houses have an opportunity to see firsthand the positive outcomes that come from the great collaboration between the Ed Block Courage Award Foundation, Inc., the NFL and community-based service providers like Key. 2018 awardees were celebrated at a gala on March 23, 2019. The Patriots named #43 Defensive Back **Nate Ebner** as its 2018 Courage Award recipient in recognition of his determination to recover from a serious knee injury so that he could keep contributing to the teams’ success.

Key is most appreciative of the continued support we receive from the Ed Block Courage Award Foundation, Inc., the New England Patriots, and the New England Patriots Charitable Foundation. They all help Key to fulfill its mission by providing positive life experiences that clients will always remember.



Alternatives for Youth Foundation (AYF) Celebrates Record Number of Graduations

Submitted by: **Susan Barry**, Benefits/Workers’ Compensation Supervisor/AYF Scholarship Coordinator, Framingham Main Office

The Alternatives for Youth Foundation (AYF) was established in 1995 as a supporting foundation for Key. Its mission is “to provide support for programs and activities consistent with the mission of the Key Program, Incorporated.” AYF has provided funding for special activities for clients and families who might not otherwise be able to enjoy them – such as summer camp fees or events like the Northeast Region’s Annual Family Fun Day. AYF also offers two scholarship

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A Message From the President



William Lyttle

Happy Birthday to Key! This year marks 45 years of Key's services to youth and families. As you can imagine, much has changed since the Agency first began in 1974. Bell bottoms and polyester leisure suits were the fashions of the day, gasoline averaged 39¢ per gallon, the band KISS was playing its first concerts and of the *Avengers Endgame* cast, only the Hulk (Mark Ruffalo) and Ironman (Robert Downey, Jr.) had even been born.

Views about and treatment of at-risk kids were also dramatically different. Up until the early 1970s, the Commonwealth of Massachusetts placed young people with social, behavioral, mental health and other challenges in state-run "training schools." Sadly, numerous studies exposed mistreatment and severe punishment of many youth residing in those training schools (with little or no therapeutic components) and approximately 95% of the schools were closed abruptly in 1972.

Closing of the training schools led to youth who were not well-equipped to return to their homes and communities as well as families and communities that were not prepared to receive them. As college students, brothers Scott and Bill Wolfe organized college volunteers in Worcester, MA to help re-orient youth to community life by advocating for their needs and building supportive relationships with concerned adults. The results of this volunteer effort were so positive that the Wolfe brothers were asked to "formalize" the service model, which led to the incorporation of the *Community Advancement Program* (C.A.P.) in 1974. C.A.P. was renamed **Key Program, Inc.** in 1977 to avoid confusion with numerous other "community action programs" operating in the state.

"Outreach" was the first service model provided by Key. At the time, the focus was on holding youth strictly accountable to deter them from re-offending. Over these past 45 years; Outreach has evolved to focus on providing support, advocacy, mentoring and life skills to both youth and their families. The Agency has grown from serving 12 clients in Worcester to serving over 850 clients per day with 6 regional offices in Massachusetts and Rhode Island. In addition to Outreach, we now offer a number of other community-based programs (Enhanced Family Support, Therapeutic Mentoring, Triple P), 18 residential programs and 2 mental health clinics for youth and families in need.

I have had the pleasure of being a part of the many ways in which the Agency has grown and changed for most of its 45 years. And though looking back at all we've accomplished fills me with pride and brings a smile to my face, I'm even more excited about what may lay ahead. In recent years; we have begun serving younger children (we have one program that is licensed for infants), added Positive Parenting Program (Triple P) services, increased our clinical resources significantly and are actively exploring new opportunities. Chances are that I won't be with Key for another 45 years (as much as I'd like to, my wife won't allow it), but there will always be kids, families and communities that need our support. Key remains committed to providing them with innovative, nurturing and impactful services that help them reach their full potentials.

Clients' Talent "Pops" During Art Contest

Submitted by: *Jessica Cowgill, Fundraiser/Event Planner, Framingham Main Office*

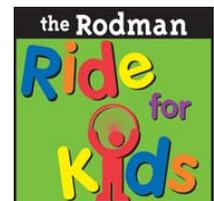


Winning Design

Each year, Key employees who make a pledge towards the Agency's Rodman Ride for Kids (the "Ride") fundraising goal are able to choose from an assortment of Key-themed merchandise as a "thanks" for their support. The Ride is an umbrella matching-gift charity that is the #1 single-day athletic fundraiser supporting at-risk youth in the nation. Over the years, merchandise items have included many incarnations of T- and sweatshirts, beach blankets and towels, lunch coolers, work-out gear and more. For the 2019 Rodman Ride fundraising campaign, we wanted to offer something new and give clients an opportunity to participate. The Agency held a client art contest to design a PopSocket cell phone accessory. We received 25 entries from clients across the Agency. Key's Main Office staff in Framingham then had the difficult task of selecting the finalist. Clients who submitted designs with the 1st, 2nd

and 3rd number of votes received prizes, but we'd like to thank ALL of the clients who submitted entries. It is clear that we work with some very talented artists!

This year's Rodman Ride for Kids is **September 21, 2019**. To learn how you can help, contact **Jessica Cowgill** at jcowgill@key.org, **Kelly Farrier-Glennon** at kfarrier@key.org or visit <https://www.rodmanforkids.org>.



Tickets For Kids Provides Clients With Memorable Experiences



Tickets for Kids (TFK) is a Pittsburgh, PA based non-profit that provides free access for low-income and at-risk kids to attend the arts, cultural, educational, and athletic venues in their communities. Through partnerships with youth-serving organizations across the U.S., TFK strives to make trips to museums, concerts, ballgames, science centers, zoos, and more part of every childhood. Through access, they hope to provide experiences that can spark an interest, ignite a passion, and shape a future without limits.

Over the past several years, Tickets for Kids has been extremely generous in offering free tickets to a variety of events for clients to experience. Two recent events occurred in April.

On April 14, clients and staff chaperones from Rhode Island's two Bridge to Independence Programs joined clients from the Northeast



Region's Girls' STARR Program for Blue Man Group's performance at the Charles Playhouse in Boston. Many of the girls had never experienced going to the theater and talked about the event for days – especially the thrill of having members of the group throw marshmallows so that audience members could try to catch them in their mouths.

Three male Outreach clients and a staff chaperone from the Northeast Region took in the Red Sox v. Oakland game at Fenway Park on April 29. None of the kids had been to a game before and really got into the

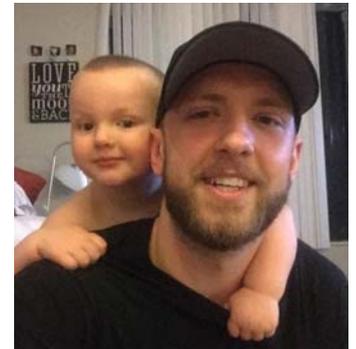
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College Grad Expresses Gratitude for Support

Following is the text of a message sent by a recipient of the William J. Wolfe (WJW) Scholarship Program (see article entitled Alternatives for Youth Foundation (AYF) Celebrates Record Number of Graduations for a description of the program). John did not receive services from Key, but applied to the scholarship program through a direct referral from his MA Department of Youth Services (DYS) Education and Career Counselor.

To the Board of Directors of the William J. Wolfe Scholarship:

My name is John Coady. I am a senior at Westfield State University, due to graduate on May 18. I started school here in the fall of 2016; which was also my first year as a recipient of the William J. Wolfe Scholarship. The Scholarship helped me a lot that first year, as I did not need to pay out of pocket to live on campus or for a meal plan. My son Brody was born during spring break in March 2017. Shortly after he was born, his mother (who was unemployed and soon to be homeless) and I broke up; meaning that I would be primarily responsible for taking care of him and financially responsible for his housing and daycare expenses as well as transporting him 275 miles round-trip to visit his mother every other week. I was prepared to drop out of school because I couldn't think of any way I'd be able to do all of that and go to school at the same time. When the WJW scholarship program learned of my situation, they offered additional funding for Brody's daycare so that I could stay in school. Without that contribution, along with the tuition scholarship, I more than likely would have been forced to drop out and work full-time.



John and Brody

Last school year was challenging when Brody's mother brought me to court trying to get custody of him. She accused me of not caring for him properly and not having the finances to support him. I was able to show the court that Brody went to a licensed home daycare while I was in class and that my part-time job paid enough to cover rent, food and other needs. This is something I could not have accomplished without the assistance of the scholarship money for tuition and daycare. The court found I was a competent parent and I still have custody of Brody.

On May 18, 2019, I will receive my bachelor's degree in Computer Science with a minor in Mathematics. My GPA in my major is 3.5 and my overall GPA is 3.6. With this degree I will more than likely always have a high-paying job because of the opportunity the WJW scholarship provided me. I will also always have a strong, extremely close relationship with my son, who is now two years old, because I was given the opportunity to take full responsibility for him right from birth. I can never repay you for your contributions, and I hope that you all know that you changed my and my son's lives forever. I spent 5 years in DYS lock-up before getting accepted to Westfield State. The majority of the other kids I met in those DYS facilities are either homeless, incarcerated, addicted to opioids or dead. Not even one of them will receive a college degree. I think about that every day. Thank you for this opportunity.

Annual Referral Source Satisfaction Survey Highlights Key's Strengths

A referral source satisfaction survey conducted earlier in the fiscal year (7/1/18-6/30/19) reveals what our colleagues at the MA Department of Children and Families (DCF) and the RI Department of Children, Youth and Families (DCYF) feel about working with Key:

Ease of Client Intakes:	87.1% responded they are Very Satisfied or Satisfied
Communication with Key staff:	88.7% responded they are Very Satisfied or Satisfied
Quality of Services Provided:	88.7% responded they are Very Satisfied or Satisfied
Preparing Youth for Discharge:	83.3% responded they are Very Satisfied or Satisfied
How Likely to Recommend Key:	90.3% responded they are Very Likely or Likely

Identified Strengths: communication, responsiveness and flexibility, supportive and strength-based services, quality of staff, follow-through and dedication

Suggested Improvements: youth readiness skills, more work with family members, more frequent updates about youth and family progress

Upcoming Events

Come on out to help support Key's kids and families and enjoy some much-deserved fun!

For more information about any of the events, please contact **Jessica Cowgill** at jcowgill@key.org or **Kelly Farrier-Glennon** at kfarrier@key.org. Thank you!

Saturday, June 15, 2019: Central Region Cornhole Tournament Fundraiser

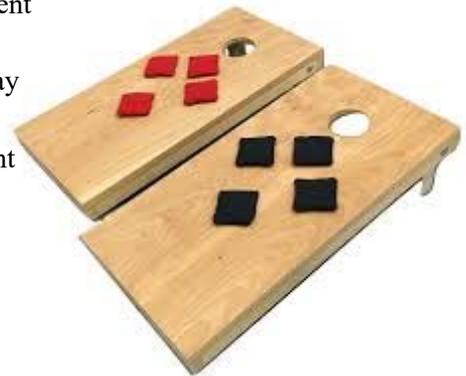
Thursday, June 27, 2019: Southeast Region Annual Golf Tournament

Friday, July 19, 2019: Northeast Region Annual Family Fun Day

Sunday, August 4, 2019: Western Region Annual Golf Tournament

Monday, September 9, 2019: Agency's Annual Golf Tournament

Saturday, September 21, 2019: Rodman Ride for Kids



www.key.org | <https://www.facebook.com/keyprograminc/> | <https://twitter.com/keyprograminc>



ALTERNATIVES FOR YOUTH FOUNDATION CELEBRATES RECORD NUMBER OF GRADUATIONS

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programs that, over the past 15 years, have provided a combined \$4.1 million in tuition and assistance with education-related expenses to over 850 scholarship recipients.

The **Deborah Feldstein Bartfeld Memorial Scholarship (DFB)** provides scholarships to Key employees who are pursuing graduate degrees in Social Work, Mental Health Counseling, Clinical Psychology and other select clinical programs. “Deb” began her human services career at Key as an intern and had a true passion for working with multi-stressed youth and families.

The **William J. Wolfe Scholarship Fund (WJW)** was established to honor William J. Wolfe. His commitment to social, educational, health, and human services spurred the founding of the Key Program in the early 1970's. The scholarship awards individuals who are current or former recipients of services from the Key Program, the Massachusetts Department of Children & Families (DCF) or the Rhode Island Department of Children, Youth and Families (DCYF) who are pursuing educational programs beyond high school and are under 25 years of age (a limited number of students are also accepted by direct referral from the MA Department of Youth Services).

The 2018-2019 academic year was a very successful one for scholarship program participants!

DFB Program: 8 current and 2 former employees received post-graduate degrees in Social Work, Mental Health Counseling, Clinical Psychology and Clinical Mental Health

WJW Program: 9 students received undergraduate degrees in Psychology, Computer Science, Applied Physics, Marketing, Business Management, Graphic Design/Advertising and History

Key and AYF are honored for the opportunity to help students achieve their academic goals and are extremely proud of “our” students’ accomplishments. Congratulations to all!

TICKETS FOR KIDS PROVIDES CLIENTS WITH MEMORABLE EXPERIENCES

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spirit of things; cheering with the crowd, singing along to songs, joining in on “the wave” and watching their favorite players. A foul ball sailed into the stands very close to where the boys were sitting and they were in awe of how fast the ball traveled. They also couldn’t believe that Red Sox center fielder Jackie Bradley, Jr. stole a base in only 3.7 seconds!



This summer, staff are looking forward to taking clients to Pawtucket Red Sox (PawSox) games at McCoy Stadium. The PawSox are the Triple-A affiliate for the Boston Red Sox. Fans can often see MLB players at the stadium while rehabbing from injuries or up-and-coming star players of the future.

For Key, seeing the smiles on “our” kids’ faces, watching their excitement and hearing their comments and expressions of gratitude is incredibly rewarding.

We can’t thank the TFK organization enough for their continued generosity!

Summer Sentiments

As summer and school vacation approach, most of us will spend even more time in the company of the children with whom we work and live. Following are a few thoughts to keep in mind when days are long, the heat is exhausting and schedules are hectic!



“Safety and security don't just happen, they are the result of collective consensus and public investment. We owe our children, the most vulnerable citizens in our society, a life free of violence and fear.” —Nelson Mandela, Former President of South Africa

“Children are the living messages we send to a time we will not see.” —John F. Kennedy, 35th President of the United States

“Children are likely to live up to what you believe of them.” —Lady Bird Johnson, Former First Lady of the United States

“Anyone who does anything to help a child is a hero to me.” —Fred Rogers, television personality

THANK YOU KEY EMPLOYEES - YOU ARE ALL HEROES TO US!

Family and Community Engagement is “Key”

As the field of services to at-risk children and families has evolved, more recognition has been given to and emphasis placed on the importance of maintaining and nurturing children’s relationships with their families and larger communities in which they live. This is especially true for youth who are residing in foster or group home settings to strengthen relationships and communication and build support systems to encourage long-term success.

Key Program’s dedicated staff have fostered client and family engagement through a variety of activities such as those highlighted below.

Central Region’s “Sibling Day”

In early May, clients at the Norton Street STARR Program invited their siblings to enjoy a day of games, crafts, fun activities and togetherness. About the event, client “T” writes, “Our program had a sibling event and my brother and sister came to visit me. We all played outside and had an ice cream and pizza party. Then later we played games and watched a movie. We should do this more often because it makes people happy to see their family. It’s important, too, because it could make people’s day.”



Community Service Opportunities

Clients from programs across the Agency volunteer their time assisting community organizations and improving their communities. For example:

A group of clients in Key’s Berkshire Region donate time at the First United Methodist Church in Pittsfield, where they help to prepare and serve food to the community’s homeless and disadvantaged citizens. A 17-year-old client explains, “The thing I love about going to community service at the First United Methodist Church is being able to help people going through a rough situation. I was in their shoes once and I wish I would have had someone to help me.”



For the past two years, clients at the Northeast Region’s Girls’ STARR Program have operated a special lemonade stand to raise funds for the MSPCA (Massachusetts Society for the Prevention of Cruelty to Animals) at Nevin’s Farm in Methuen, MA.

Youth from Key’s Berkshire and Western Region’s also enjoy helping animals by volunteering at the Berkshire (Pittsfield) and Dakin (Springfield) Humane Societies playing with and helping to care for the animals awaiting adoption.

Clients and staff in every region have helped care for and beautify their communities by participating in Earth Day clean-up activities each Spring, revitalizing area flower beds and planting trees for Arbor Day. Youth from the Southeast Region’s Kaleidoscope program worked with a local environmental group to clean-up and improve the health of the Weweantic River Reserve in Wareham.



Over the past 45 years, Key has served youth and families in many, many ways. Listed below are some programs/services that helped the Agency get its start or have since evolved into other service models.

- To assist clients with finding employment during the early 1970s, Key operated 2 non-profit businesses in Worcester – an ice cream parlor and a pizza restaurant
- The Agency also operated a recycling business employing DYS-involved youth at the Arsenal in Watertown. This is where Key President Bill Lyttle began his career at Key!
- Key operated both short- and long-term foster care programs in Worcester, Lawrence, Cambridge and Berkshire County (Massachusetts)
- In the past, Key operated service models like Tracking Plus and Transitional Management Programs (TMP), Intake Units and Alternative Lock-Up Programs (ALPs).
- The Western Region operated the Key Alternative School at its Springfield, MA location for youth referred from area school departments.

Key is proud of its history and enthusiastic about its future! We remain committed to employing outstanding individuals, providing exceptional services and evolving to meet the changing needs of the kids, families and communities about whom we care so deeply.