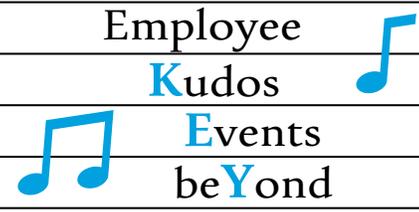


Key Notes



November 2022



A Time for Thanks

The month of November brings falling leaves, shorter and colder days, a changeover to sweaters and boots, and planning for the upcoming holiday season. The main event, however, is the Thanksgiving holiday.

Often, the first things that come to mind when we think about Thanksgiving are family gatherings, college football rivalries, Black Friday shopping deals, and (of course), Thanksgiving dinner. All of those are traditions to which we look forward, but please make time to observe the meaning behind the holiday as well.

Being thankful has many benefits: improved sleep and emotional regulation, increased resilience and hope for the future, and reduced stress and symptoms of depression/anxiety (www.healthline.com). Some days and situations are difficult, but there is always something for which to be thankful – even if it a small thing like enjoying a great cup of coffee or finding an item you thought you had lost.

Most of all, make time to show gratitude to the people who bring happiness and meaning to your life. Friends or family you know you can always count on. A teacher or professor who helped you find a field about which you are passionate. Coworkers who help you learn and increase your skills. A server who always gets your order just right. Clients and families who rely on you for compassion and guidance. A babysitter who treats your children like their own. The possibilities are endless! Never forget that there are people who are grateful for you and the positive impact you have on their lives.

Key is incredibly thankful for each one of you and your dedication to the children, youth and families we serve. You bring unique experiences, perspectives, personalities, and talents that contribute to our success and touch so many. We could not do the work we do without your caring, commitment, and perseverance. Key's staff is simply the best!

Thank you!



Now is the time to make sure Key has your accurate and up-to-date contact information for year-end tax documents to be mailed after the 1st of the year. To check and/or change your mailing address, log in to the ADP Portal, then “Myself” and “Profile.” To make changes, follow the “View More” link.

A Beau-TEA-ful Day in Worcester

Submitted by: **Erin O’Leary**, *Program Supervisor*, Norton Street Emergency Residence, Central Region

With the grand opening date of Norton Street Emergency Residence quickly approaching, I wanted to do something special for the girls who will be moving into the program. In late August, we held a meet-and-greet “beauTea” party for them.

The girls enjoyed different varieties of tea with snacks fit for a queen. Following the tea party, the clients had a self-care Sunday beauty group. They were able to use face masks, nail polish and foot soaks. The girls were able to explore the new program, choose their rooms, and make some suggestions about the overall design of the program.



The goal was to help the clients feel welcome in a new environment where they can build connections, heal, and strengthen their self-capacities by providing them with a fun and engaging experience. We respect that change is difficult, so the best way to help support the transition was to provide information about their new environment. We encouraged clients to explore and start to build connections to the program by asking for their thoughts about what they want the program to look like. We're all excited and hopeful for the re-opening of Norton St. ER!

UPDATE: the program has since re-opened! See article on page 8!

November is Lung Cancer Awareness Month



Lung Cancer Awareness Month is observed annually in November and highlights the need for more research to be conducted while cultivating a better understanding of the disease. Tragically, lung cancer is the second most common cancer (behind breast cancer). Each year, 218,500 people are affected by lung cancer in the United States. Lung cancer can be difficult to identify and many individuals don’t experience any symptoms until the cancer has reached an advanced stage.

It’s for this reason that yearly lung cancer screenings are recommended to those who have a 20 or more year history of smoking or have quit within the past 15 years. You should also speak with your doctor about screening if you have a family history of lung cancer and experience shortness of breath, wheezing, chest pain, persistent cough, extreme fatigue or unexplained weight loss.

For more information, visit the American Lung Association at www.lung.org.



Key Employee Recognized as Caring Force “Workforce Hero!”

The Caring Force is the grassroots advocacy initiative of the Providers' Council, which is an association of community-based human service agencies in Massachusetts. Key is proud to be one of the more than 220 members of the Provider's Council.

“The Caring Force seeks to empower those who care about the human services sector to advance an agenda that creates an environment in Massachusetts that protects our most vulnerable neighbors and creates a stronger economy with the pay, recognition, and respect our workers deserve.”



Tim Dixon

*Each month, the Caring Force (TCF) honors a stand-out staff member of a member agency. The September 2022 honoree is Key's **Tim Dixon**, Assistant Program Supervisor at the Kaleidoscope Intensive Treatment Residence in Wareham, MA. Below are excerpts from the article published in the Council's September newsletter. Great work Tim!*

1. Tell us about your background. How did you decide to pursue a career in

human services? Growing up I had quite a few friends that were Department of Children and Families (DCF) or Department of Youth Services (DYS) involved. Many of them spoke about how they were treated in the system. I decided that I wanted to

go into the field and make a difference with children. I started working for Eliot Community Human Services before coming to Key. At Key's Kaleidoscope Program, I love working with children and developing positive relationships with them. I especially love working with adolescent boys and teaching/guiding them as they become young men.

2. What does a typical day look like for you at your organization? A typical day in the Intensive Treatment Residence involves cleaning, cooking and teaching a variety of life skills to the youth. We enjoy playing basketball together and staying active.

3. What is your favorite professional memory? My favorite memory was watching one particular youth that had been at the program for over 2 years finally discharge. I will never forget seeing his face the day he was leaving. He was so happy to be finally moving to a family that cared about him. He is doing very well there and is very happy.

4. Do you have a question for the next person we spotlight? I love the question about your favorite client experience/memory. These experiences keep us motivated and remind us why we do what we do.

Thank you so much to Tim and all of our wonderful human services workers who bring joy and passion to work every day! We are so thankful for your efforts and for making the Commonwealth a better place.

Key Golf Tournament Reboot 2022

Submitted by **Kelly Farrier-Glennon**, *Executive Assistant to the President & HR Administrator*

On September 12, 2022, Key was able to return to the links! COVID, while still hanging around, took a step aside and allowed Key to hold its annual golf tournament. The tournament was held at the Norton Country Club in Norton, MA and Key hosted 72 golfers. While there was no winner for the \$10,000 hole-in-one contest, there were 5 incredibly happy raffle winners of gift baskets ranging in value from \$300-\$550. The gift baskets were seasonally themed and included Key SWAG, gift cards, adult beverages, and activities for each season. The big winner of the day was Key’s own **Rob Lemoi**, Rhode Island Region’s *Senior Administrative Supervisor/HR Representative*. Rob was a member of the team who was presented with the “Mulligan Award” (last place), the winner of the Summer Sizzle Gift Basket, and the winner of the closest to the pin prize. Congratulations on a lucky day Rob!



Key volunteers staff the raffle table



Speaker Rakeem J. and SE Region Staff

After swinging their clubs, golfers were able to enjoy a delicious buffet lunch and dessert. While dining, Rakeem J., a former Southeast Region client, spoke to the crowd. He highlighted how Key was able to help him and his family in their time of need. Rakeem is now 19 years old, going to college, and living on his own. He attributes some of his successes in life to the staff at Key and the relationships he has formed since receiving Key services.

Thank you to all who volunteered, played, and donated to the tournament. The event could not have happened without all who participated!

CSEC Training

Submitted by: **Carol Malone**, *Recruitment & Training Manager*, Framingham Main Office

On November 2nd, Key held a CSEC (Commercial Sexual Exploitation of Children) training-for-trainers at the Framingham Main Office followed by an autumnal luncheon. Special thanks to the guest trainer and CSEC expert, Maureen Philbin, Executive Director of the Fall River Deaconess Home. Those who attended will be facilitating CSEC training in their regions; and the training will be offered quarterly so all new staff will have an opportunity to learn about CSEC during their orientation periods. Key’s CSEC training team is:



Trainees enjoying lunch

Central Region: **Tori Aufiero**, **Jillian Bayrouy**, **Anniken Genova**, and **Tara Keefe**

Northeast Region: **Isabella Blanchette**, **Kristy Buck**, and **Kim Nguyen**

Southeast Region: **Jessica Andrade** and **Karen Flannery**

Western Region: **Jen Lopata**, **Lynn Meffen**, and **Jenn Quesnel**

Kenney and the Calico Crustacean

On October 23, Northeast Region *Assistant Program Supervisor* **Jerrid Kenney** spent his day off (which also happened to be his birthday) on a life-saving mission that resulted in a seafood feast for staff and clients of the New Directions Emergency Residence.

Early in the day, Jerrid saw a TikTok video posted by fisherman Jacob Knowles looking for a home for a rare (1 in 30 million) spotted lobster. Jerrid arranged for the lobster to be placed at the Seacoast Science Center in Rye, NH, then made the 5-hour round trip ride to pick up the lobster in Maine and bring it back to the science center.

In appreciation, the fisherman donated lobsters for the program. Jerrid prepared a feast for staff and clients the following day.

Jerrid is known to have endless enthusiasm and an incredibly big heart – this act of kindness confirms it!



*Jerrid in his
lobster-cooking finery*

Student Loan Debt Relief 101

From www.studentaid.gov



Student Loan Forgiveness

Student loan forgiveness is a top headline in the daily news. Although the Biden Administration announced a student debt relief program in August, processing of the over 26 million applications filed by borrowers to date has been put on hold. A number of states have contested the legality of the program, asserting that implementing the program is beyond the President's authority.

Under the proposed program, individuals earning less than \$125,000 per year or households earning less than \$250,000 may qualify for debt relief of up to \$10,000. Those who received Pell Grants (federal aid for low income students) may qualify for up to \$20,000 in relief.

Be advised that only federal (public) student loans are eligible for relief under the plan. Contact your loan servicer if you are unsure whether your loans can be included.

Although student debt relief is on hold while the court determines the legality of the program, you can still put in your application for relief for your federal loans by visiting: https://studentaid.gov/debt-relief/application?utm_source=mcp&utm_medium=email&utm_campaign=camp_730. If approved, your loan balances will be reduced by the amount of relief for which you qualify.



You might be contacted by a company saying they will help you get loan discharge, forgiveness, cancellation, or debt relief for a fee. You **never** have to pay for help with your federal student aid. Make sure you work only with the federal Department

of Education and its loan servicers, and never reveal your personal information or account password to anyone. The only legitimate Dept. of Ed. emails to borrowers will come from noreply@studentaid.gov, noreply@debtrelief.studentaid.gov, or ed.gov@public.govdelivery.com.

You can report scam attempts to the Federal Trade Commission by calling 1-877-382-4357 or by visiting reportfraud.ftc.gov.

Transgender Remembrance Day is November 20, 2022

[Transgender Day of Remembrance \(TDOR\)](#), is an annual observance on November 20 that honors the memory of the transgender people whose lives were lost in acts of anti-transgender violence over the prior year. 2021 marks the deadliest year recorded, with at least 45 transgender people, most of them Black or Latinx, killed.



Many communities host vigils to honor members of the trans community that were lost to violence. To learn more, visit Gay and Lesbian Advocates and Defenders (GLAAD) at www.glaad.org.

Key is extremely fortunate to have a rich diversity of staff, clients, and families. We value each of you!

Rodman Ride 2022

Submitted by **Kelly Farrier-Glennon**, *Executive Assistant to the President & HR Administrator*

Rodman for Kids is an umbrella organization that supports over 40 youth-serving human services agencies across Massachusetts (including Key!). Each year, one of the main fundraising activities is the Rodman Ride for Kids, a 25- or 50-mile bike ride for which riders or teams of riders obtain monetary pledges towards their selected organization's goal. Over the past 32 years, the event has raised over \$148 million for participating organizations, benefiting tens of thousands of young people.



This year's Ride went off without a hitch on Saturday, September 24, 2022. The weather gods bestowed a perfect ride day – temperatures were at a sunny, dry, and crisp 68 degrees! Ride weekend started with a fantastic crew of Key volunteers on Friday the 23rd to assist with setting up the venue including registration and breakfast areas as well as the barbeque area where everyone gathers at the finish of the ride. It was quite an effort setting up the tables and chairs for approximately 2000 guests! On Ride day, Key volunteers were at the start line to cheer on the riders and ensure they had a safe ride. Key also manages the communications for the event, ensuring the logistics of the day run smoothly.



Funds raised through Key's participation in the Ride for Kids are earmarked towards recreational, educational, and therapeutic activities for the youth and families served through Key's various programs and have included summer camps,

music and dance lessons, sporting and theater events, back to school supplies, and holiday food baskets; just to name a few. We thank the many donors that contribute to this event.

Thank you to all who volunteered throughout the weekend! The positivity and energy you brought to the weekend makes for a successful event. Shoutouts go to the following volunteers:

Central Region: **Joanna Davis**

Framingham Office: **Kelly Farrier, Kara Ludy, Tammy Mello, Pat St. Germain**

Northeast Region: **Justin Allen, Shannon Allen, Meghan Bailey, Isabella Blanchette, Janelle Eddy, Natalie Harrington, Jerrid Kenney, Francesca Lonardo, Kim Nguyen, Gisela Perez, Elizabeth Quigley**, and many family members and friends

Rhode Island Region: **Rob Lemoi, Juan Martinez, Evelyn Payamps**

Southeast Region: **Jessica Andrade, Scott Brum, Karen Flannery, Sharon Gray**, and family and friends

A special thank you to Team Key riders who physically rode in the Ride on Saturday: Northeast Region's *Clinician* **Kristy Buck** and *Assistant Program Supervisor* **Guy-Gerald Monde**



R.A.V.E. Award (Recognizing a Valued Employee)

Submitted by: **Marigza Rodriguez**, *Senior Administrative Supervisor/HR Representative*, Western Region



Tri Pham

The Western Region wants to recognize **Tri Pham** our *Computer, Data and Billing Specialist*, who has been with Key for over 15 years. He consistently goes above and beyond his job responsibilities by assisting all clinical, residential and community-based staff with their technology needs. In addition, Tri makes himself available to staff across all regions in the Agency.

He is always the first to problem-solve our IT issues, billing and even maintenance needs. We appreciate Tri for all his thoughtful and creative work and, if you haven't heard from Tri before, we assure that he's the best! Thank you, Tri!

From all of us who've ever run into internet, email or other "IT" issues, thanks, Tri!

BIG NEWS! Tri was recently promoted to IT Manager for the Agency! In this position, he'll be able to lend technology-related support to staff across the agency and will be working to develop a strategy to ensure all of Key's future IT needs will be met. Congratulations, Tri! We wish you much success in your new position!



"Don't wait until the fourth Thursday in November, to sit with family and friends and give thanks. Make every day a day of Thanksgiving." ~ Charmaine J. Forde

Give Yourself a Boost!

Key has offered a one-time incentive payment of \$125 for staff who are or become vaccinated against COVID-19 since January 2021. To be eligible, staff must have received the 1-dose Johnson & Johnson vaccine or both initial doses of the Moderna or Pfizer vaccines.

In response to the availability of COVID-19 boosters and updated guidance from the Centers for Disease Control (CDC), we are pleased to announce an **additional \$125 incentive** payment for staff who receive the booster !



If you've been "boosted," you are eligible for incentive payments totaling \$250! Staff who received a \$125 incentive for the initial vaccine series are eligible for an additional \$125 incentive if they've since received the booster.

To receive your incentive payment, email a confidential copy of your vaccination record to vax@key.org.

Norton Street's Grand Re-Opening

Submitted by: **Erin O'Leary**, *Program Supervisor*, Norton Street Emergency Residence, Central Region

October has a number of informal observances like "make a difference day," "world mental health day" and "national day of the girl." After a year-long closure, what better month than October to re-open the Norton Street Emergency Residence! The program's goal is to help each client build connections and strengthen their mental and physical health while building them up in a community-based setting. Our immediate goal when opening the doors was to ensure each girl felt welcome, respected, and cared for in her new environment.



The "blue lounge" for games and movies

So far, the girls have been enjoying all that NSP (Norton Street Program) has to offer. With 3 full floors, it is easy to spread out and offer different activities. Clients have enjoyed decorating their rooms, playing in the backyard, and have even worked together to come up with house-wide activities for all of them to enjoy. We are excited to see the NSP family and community grow!

In addition, we can't really talk about the program's re-opening without recognizing the efforts of *Recruitment and Training Manager* **Carol Malone**. Please see below!

R.A.V.E. Award (Recognizing a Valued Employee)

Submitted by: **Erin O’Leary**, *Program Supervisor*, Norton Street Emergency Residence, Central Region

The Norton Street Program (NSP) would like to express its sincere gratitude for **Carol Malone**, *Recruitment & Training Manager*. Carol met with NSP Program Supervisor **Erin O’Leary** to turn her vision of a comforting program into a reality. Carol then took one small idea and turned it into countless hours of turning a ‘regular old house’ into a place the clients and staff are proud to call home. Carol’s determination and dedication did not go unnoticed. She spent many hours washing walls, picking out paint samples, moving furniture up 3 flights of stairs, shopping for bargain-basement décor, and so much more! Carol ensured that each bedroom has its own flare, allowing each client entering the program to pick a room they feel most comfortable in. We here at NSP cannot thank Carol enough for all the time and energy she donated to us. Carol is the true definition of a go-getter and we here at NSP are firm believers in her famous wall quotes such as the one she hung in the green lounge that reads “if you can dream it, you can achieve it”. We hope to always keep dreaming.



Carol Malone

November Recipe Selection

Cold nights are made cozier with warm, satisfying “comfort” food like the dish below, compliments of www.goodhousekeeping.com.



Vegetarian Chili Macaroni

Ingredients:

- | | |
|-------------------------|--|
| 1 medium onion, chopped | 1 lb. macaroni, cooked |
| 2 Tbsp. chili powder | 1 28-oz. can crushed tomatoes |
| 1 Tbsp. canola oil | 1 15-oz. can black beans, rinsed/drained |
| ½ tsp. salt | 1 c. shredded sharp Cheddar cheese |

Cilantro for garnish (optional)

Instructions:

1. In large pot, cook onion, chili powder, canola oil and salt on medium heat for 8-19 minutes, stirring often.
2. Add crushed tomatoes and black beans.
3. Heat to simmering on high, reduce heat to low and simmer for 5 minutes.
4. Add macaroni and Cheddar and mix well.
5. Serve topped with cilantro, if desired.

Great with a crusty bread for dipping!

It's Baaaack...Key's Premium Pay Program!



Key is extremely happy to announce that the premium pay program will return for the upcoming holiday season! Residential “extra shifts” worked between November 20, 2022, and January 14, 2023, will be paid at 2 x staff’s hourly rate of pay. What is an “extra shift?” Any shift worked above the number for which you are normally scheduled. For example, if you are regularly scheduled for 5 shifts per week but work 6, that 6th shift will be paid at double-time. Staff who normally work 3 shifts, but pick up an additional shift, will have the 4th paid at 2 x their hourly rates of pay, etc.

Check with your supervisor and sign-up early for available extra shifts. Not only does this help the residential programs through the hustle and bustle of the holiday season, but it is also a great way to earn extra cash for holiday shopping and festivities!

Welcome to New Staff Members Hired in August, September, and October!



Berkshire Region: **Shannon Nusbaum, Juliana Pepper, Jamie Thomas and Judy Timpa**

Central Region: **Jillian Bayrouy, Michell Davis, Alice Hurley, Kendra Mensah, Kevin O’Neil, Micky Santiago-Ocasio, and Rebecca Williams**

Children’s Charter: **Sarah Buttrick**

Northeast Region: **Emily Cancel, Natalia Castillo Guerrero, Luzyann Guzman Vives and Meghan Powers**

Rhode Island Region:

Emily Baca, Almiro Barros and Natayja Montrond

Southeast Region:

Briana Barboza, Jeffrey Bechtold, Jeffery Furlong, Megan Monteiro, and Kimberly Pham,

Rebecca Rodriguez and Jonathan Vilmont

Western Region:

Andre Anderson, Tavon Brooks, Deja Caple, Anthony Flores, Caleb Gonsalves, Alisa Herger, Taela Luippold, Aziza Mammadova, Fatina Martidis, Stephane Mejias Franceschi, Nicole Power, Ninoshka Sanchez, Lanessa Scott, Karen Tessier, Catherine Tolland and Kristina Tran

And a very warm “Welcome Back” to:

Berkshire Region:

Dennis Spann

Central Region:

George Dilling

Southeast Region:

Emily Glidden and Taylor Poirier

We are so happy to see you!



Congratulations to Employees Promoted in August, September, and October!



Central Region:

Jessica Sharon, Assistant Program Supervisor

Ruth Wittenberg, Shift Supervisor

Northeast Region:

Kelsey Marison, Night Shift Manager

Nailah Mays, Assistant Program Supervisor

Tatiana Brito, Shift Supervisor

Southeast Region: **Justin Cormac**, *Shift Supervisor*
Daevyn Silva, *Assistant Program Supervisor*
Western Region: **Mikhaila Eckhardt**, *Clinical Care Manager*
Greta Kurtz, *Shift Supervisor*
Ashley Paier, *Family Networks Education Coordinator*
Samantha Tenczar, *Shift Supervisor*

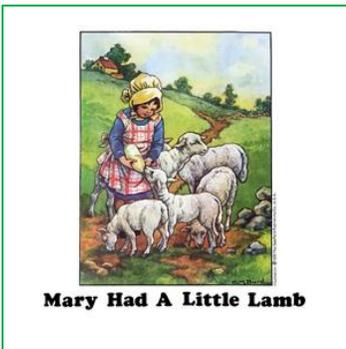
Don't Be Shy, Cash in On Your Friends!

Do you know someone who'd be great working with "our" kids and families? Encourage them to apply to Key! If a person you refer is hired and completes his/her/their 90-day new hire orientation period, YOU will receive up to **\$1,000** (\$1,000 if your referral is a full-time employee and amount is pro-rated for part-time referrals).

To be eligible, the applicant must also indicate that they were referred by you on the employment application at the start of the selection process.



Did you know...?



President Abraham Lincoln proclaimed Thanksgiving a national holiday on October 3, 1863. We can all thank the author of the famous children's song "Mary Had A Little Lamb."

Sarah Josepha Hale, the woman who wrote the song, finally convinced Lincoln to make Thanksgiving a national holiday after writing letters for 17 years.

Now that's persistence!

A giant mistake led to the establishment of the TV dinner industry! In 1953, a Swanson employee accidentally ordered a colossal shipment of Thanksgiving turkeys (260 tons, to be exact). To deal with the excess, salesman Gerry Thomas took inspiration from the prepared foods served on airplanes. He came up with the idea of filling 5,000 aluminum trays with the turkey – along with cornbread dressing, gravy, peas and sweet potatoes - to complete the offering. The 98-cent meals were a hit, especially with kids and increasingly busy households.

