



SHREWSBURY YOUTH AND FAMILY SERVICES, INC.  
COUNSELING, PREVENTION & WELLNESS FOR GREATER SHREWSBURY

---



MAKE A *difference*

# ANNUAL REPORT

---

JULY 1, 2022 - JUNE 30, 2023

**Dear Friends and Supporters,**

Community is at the heart of everything we do at Shrewsbury Youth and Family Services, Inc. It centers us as we live through economic disruption, world conflict, and calls for racial justice—as well as the uncertainty of what might come next.

In the Fiscal Year 2023, Shrewsbury Youth and Family Services, Inc. deepened our work of providing person-centered services that foster hope, health, and well-being. This was possible because our dedicated and resilient staff navigated the challenges of managing the significant increase in need and demand for our services. Despite these challenges, we provided social services, mental health treatment, and programming for 1000 people. By leveraging the talents and resources of our staff and interns, we did what none of us could have achieved on our own. Foundations, individual donors, and businesses generously supported our mission. We also continued our emphasis on reducing disparities and our commitment to diversity, equity, and inclusion (DEI) at SYFS.

This year's annual report highlights how we work towards renewal through long-term solutions to life's most pressing social problems, while also providing relief to the immediate needs of our community members. As we work, we grow, we learn, we adapt. We envision a world where people affected by mental illness will flourish. We are grateful to our donors, partners, and supporters for helping us reach our vision. By uniting the passion and commitment of supporters, staff, community leaders, and partners we are creating sustainable solutions that will continue to affect lives for years to come. I invite you to learn more about our work, our partners, and our stewardship of charitable funds as presented in this report.

We hope you will continue to join with us in making an impact and building community together.

*Christine Mowry*  
Executive Director

# BOARD OF DIRECTORS

## EXECUTIVE COMMITTEE

**Scott Wyman**  
CHAIR

**Jason Palitsch**  
VICE CHAIR

**Karen Mills**  
TREASURER

**Erin Canzano**  
SECRETARY

## BOARD MEMBERS

**Scott Fountain**

**Susan Haffty**

**Jena Bauman Adams**

**Danielle Wolfus**

**Michael Rooney**

**Altaf Ahmed**

**Sean McNamara**

**Carol Crowley**

## STUDENT LIAISONS

**Riley Flynn**

**Alina Oetson**

**Patrick Kane**

**Thanvi Sheri**

**Angelina Nguyen**

# OUR MISSION

To strengthen the emotional and social well-being of individuals and families through equitable access to mental health counseling and social services programs. We work to eradicate stigma and help our diverse communities by providing mental health, social services, and community support through direct service, access to resources, education and outreach.

## OUR VALUES

### Impact

We create sustainable impact at scale by changing policies, practices and systems.

### Diversity, Equity & Inclusion

We design our partnerships and work in ways that do not reinforce structural oppressions but create new models for shared power and co-creation.

### Integrity

We conduct our work with honesty and transparency, addressing all situations with high moral and ethical standards.

### Learning

We research and adopt information on evidence-based and culturally competent practices that advance the field of mental health.

### Collaboration

We recognize that acting alone, we cannot effectively address the systemic nature of the barriers to mental health and therefore engage in meaningful partnerships with a variety of stakeholders to ensure sustainable change.



# SYFS STAFF



**Christine Mowry**  
Executive Director



**Lynn Lynch, MBA**  
Director of  
Business Operations



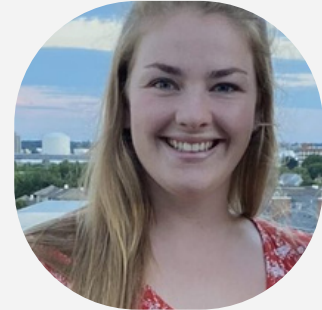
**Jennifer Rifkin**  
Director of  
Clinical Services



**Alison Eccleston**  
Director of  
School-Based Services



**Jammie Glenn**  
Project Director



**Abby Robinson**  
Office Manager



**Stephanie Mourad**  
Staff Clinician



**Jaime Gildea**  
Staff Clinician



**Abby Westerlind**  
Staff Clinician

## FEE-FOR-SERVICE CLINICIANS

Rachel Baldino, LCSW, Kathleen DellaPenna, LCSW,  
Marienelly Vazquez, LCSW

# SYFS CLINICAL INTERNS

## **ASSUMPTION COLLEGE**

Giana Faia  
Victoria Cestodio  
Kathleen O'Brien  
Lindsay O'Meara  
Monika Dhamale  
Esther Konadu  
Abigail Sproles  
NikkiAnn Ryan  
Maria Nowak  
Jessie Wronski

## **FRAMINGHAM STATE UNIVERSITY**

Maryam Mehmood

## **SIMMONS UNIVERSITY**

Amy Osener  
Emily Pierce  
Dan Alison  
Rebekah Rano

# A WORD FROM OUR BOARD CHAIR....

A little over 3 years ago my daughter lost one of her best friends to suicide. That incredibly tragic and overwhelming experience opened my eyes to the enormous mental health crisis our society is facing. Soon after I was presented with an opportunity to become a Board member of Shrewsbury Youth & Family Services which would allow me to give back and do my part to help with this crisis.



Joining SYFS has given me a more in depth view of the enormous assistance members of our community need on a daily basis. Your donations and sponsorships are so vitally important in allowing SYFS to continue with our mission to strengthen the emotional and social well-being of individuals and families through equitable access to mental health counseling and social service programs.

The Staff at SYFS constantly amazes me with their caring, thoughtfulness, and innovative approaches to their jobs. Their smiles and positive attitudes are such a welcome sight when visiting SYFS. Considering what the staff have to deal with day in and day out, this is a testament to their fortitude and the team attitude with which they approach their work.

I would like to express our deepest gratitude to our long time Executive Director Christine Mowry who retired this past summer. She was instrumental in leading and growing SYFS into the incredibly valuable resource for the community that it now is. Christine is still assisting SYFS on a consultant basis until a permanent Executive Director is found. Our Business Director, Lynn Lynch, has stepped into the Interim Executive Director role and the Agency is operating flawlessly with the assistance and teamwork provided by the other SYFS Directors and staff.

Please continue with your donations, sponsorships, and support for SYFS – they are greatly needed and much appreciated!

*Scott Wyman*

Scott Wyman, Chair, Board of Directors

**A SPECIAL THANK YOU TO OUR  
2022 - 2023  
ORGANIZATIONAL SPONSORS**

**Avidia Charitable Foundation  
Central One Federal Credit Union  
Charles River Laboratories  
Clinton Savings Bank  
Cornerstone Bank  
GFI Partners  
Greater Worcester Community Foundation  
Howard Grossman  
John and Susan Haffty  
Hannah Kane Charity Classic  
Lakeway Commons  
Lamoureux Pagano Architect Associates  
Reliant Foundation  
Rockland Trust Charitable Foundation  
TJX Foundation  
UMass Memorial Health  
United Way of Central Massachusetts  
Webster Five Foundation  
Wegmans  
WIN Waste Innovations**

# HIGHLIGHTS

Our vision is that all members of our community have access to resources to ensure their social and emotional well-being.

**840**

Adults were trained in Mental Health First Aid

**251**

Referrals were received for counseling or supportive services

**903**

Hours were spent in the Shrewsbury, Grafton, St John's, Oxford and Millbury schools providing counseling & support

**2688**

Hours were spent providing outpatient counseling services

**42**

Residents were helped with fuel assistance





# OUR SERVICES

## POSITIVE YOUTH DEVELOPMENT PROGRAMS

LeadHERship (Middle School Girls)  
Harry Potter Social-Emotional Learning  
(Middle School)  
Youth Board Liaisons (High School)  
"One Love" (Relationship Abuse  
Prevention & Education)  
Art Therapy Groups

## SUPPORTIVE SERVICES FOR SHREWSBURY

Community Outreach  
Advocacy  
Fuel & Electric Assistance: SMOC, SOAR, SELCO  
Holiday Gift-Giving Program  
Health Care Linkages  
Referrals & Links



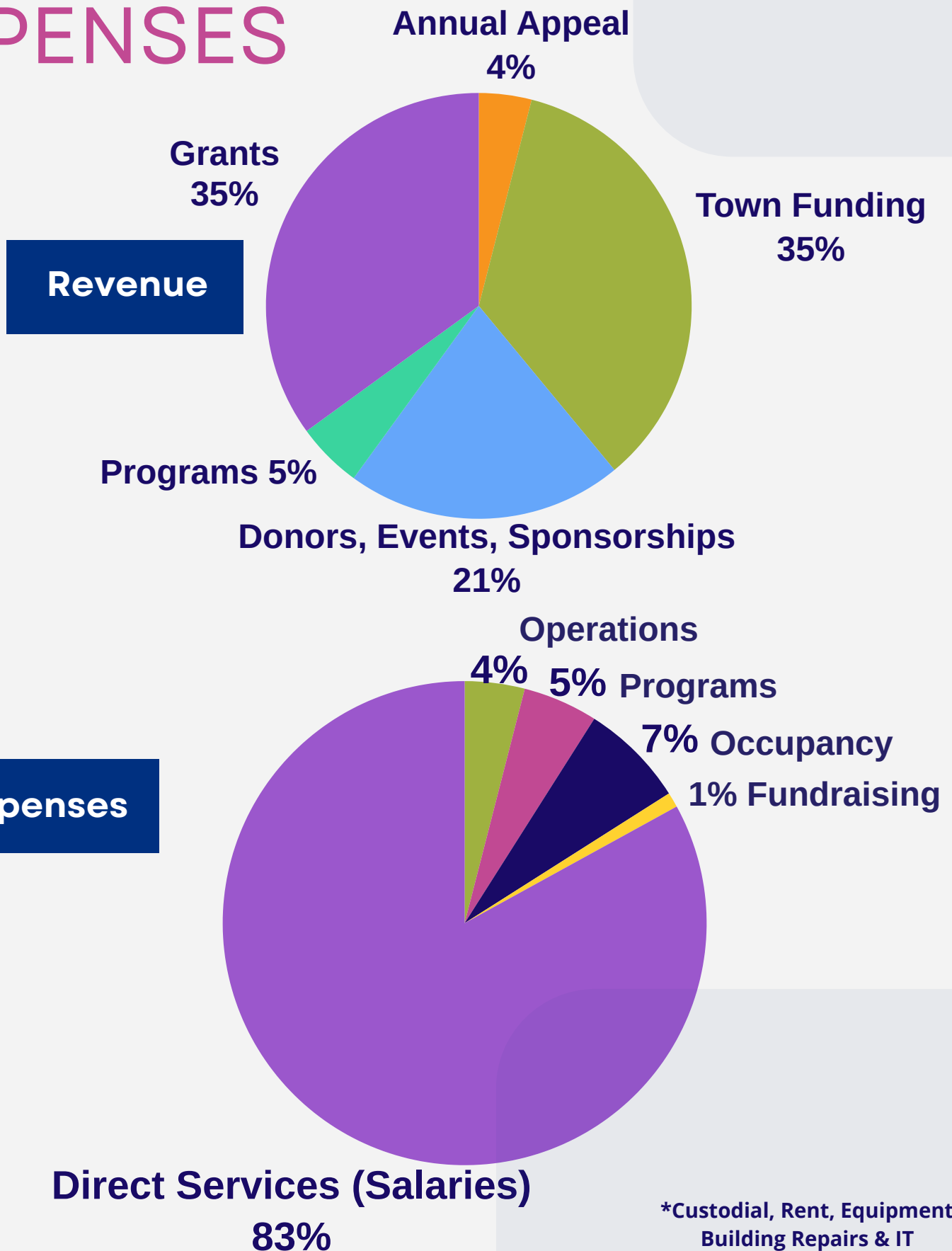
## COUNSELING SERVICES

School-Based Services  
Mental Health First Aid  
Psycho-educational Groups  
Individual, Family & Couples  
Therapy  
Trauma Informed Care  
Treatment Planning  
Vaping Treatment Program  
Comprehensive Assessments  
Parent Support  
Crisis Management  
Transition and Discharge  
Planning



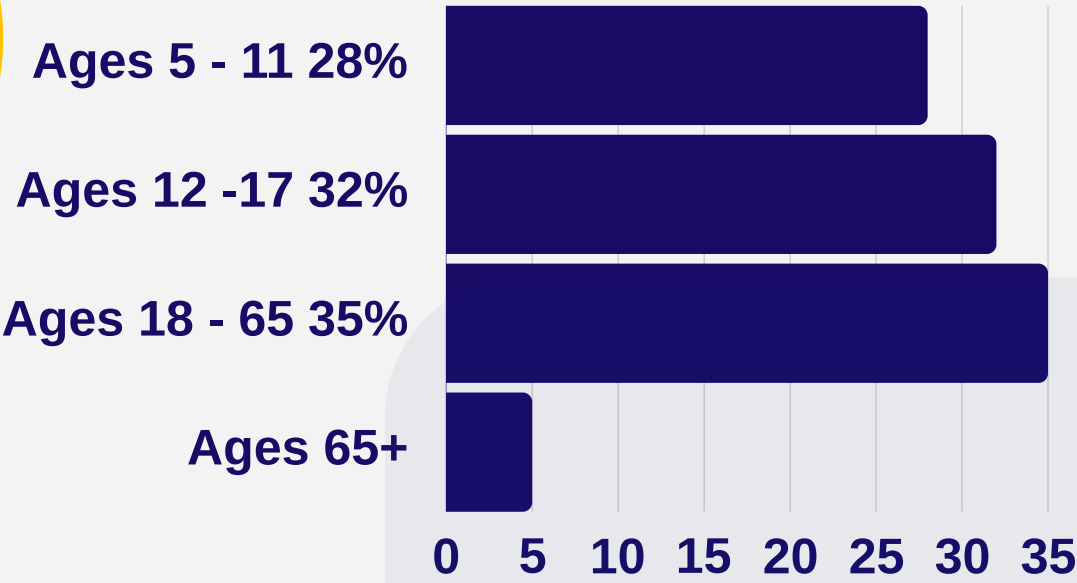
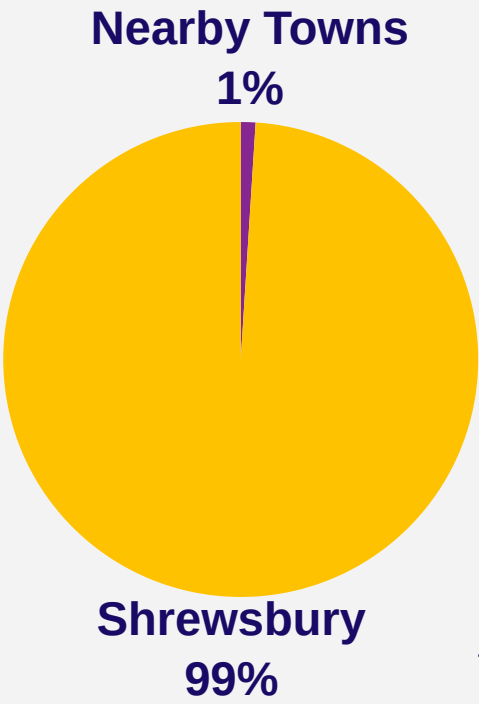
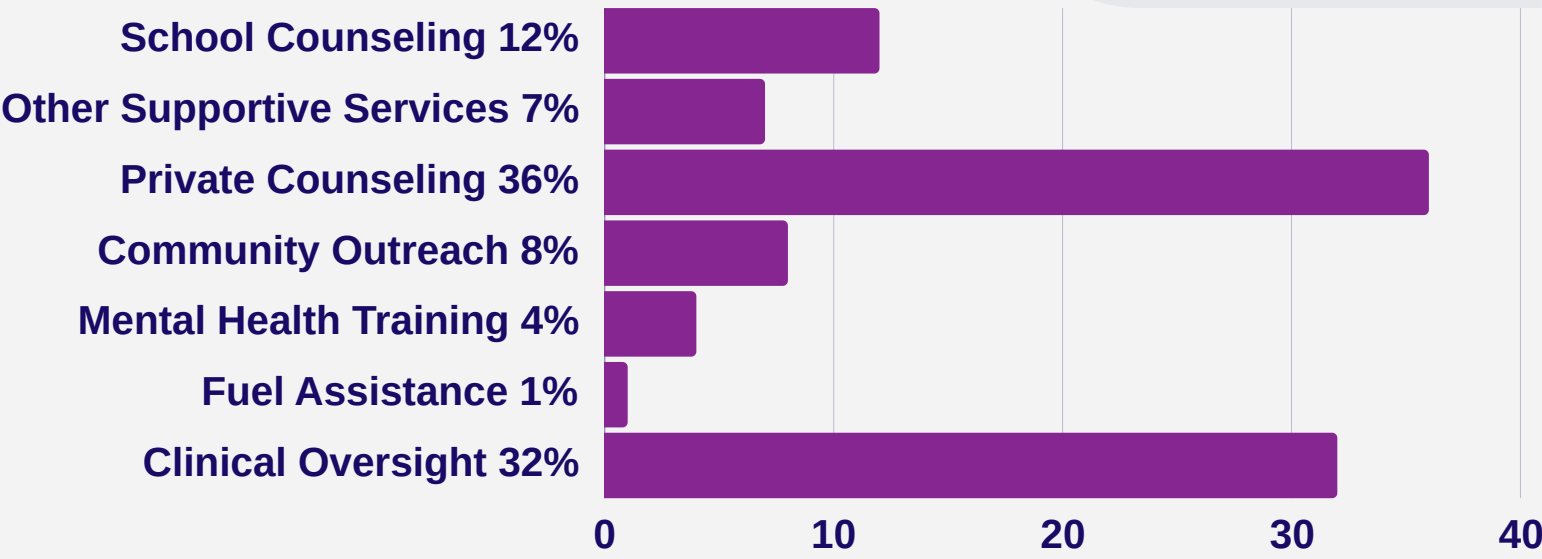
# REVENUE & EXPENSES

11





# PROGRAMS & SERVICES



# SCHOOL-BASED SUPPORT SERVICES



SYFS has strong partnerships with the communities we serve and works in collaboration with schools to provide services to students and families who need additional supports. This year, SYFS provided these services to the Shrewsbury, Grafton and Millbury Public School Districts, and St. John's High School.

## SERVICES INCLUDE:

- Wraparound Services
- School-Based Counseling
- Psycho-Education Workshops
- Eight-Hour College Readiness Program
- Social-Emotional Development Groups
- Behavioral Health Consultation Services
- Vaping Treatment Program



IMPACTFUL SERVICES

## GOALS:

Our primary goal is to reach students directly and remove any barriers to treatment by providing services in the school setting. Our referrals come from school personnel, though parents/legal guardians must give permission for the child to receive behavioral health services.

# MENTAL HEALTH FIRST AID:

As we embark on the first year back implementing the Mental Health First Aid initiative, we're thrilled to reflect on the incredible journey we've undertaken. This fiscal year marked an exceptional start, with 840 individuals successfully trained in Mental Health First Aid (MHFA). Adding to our excitement, in December, SAMHSA awarded us a four-year grant, further endorsing our dedication to mental health awareness and support.



We set out with the ambitious goal of training 250 individuals in various MHFA versions within the initial year of receiving the SAMHSA grant. To our delight, we not only achieved but surpassed this objective, highlighting our commitment to fostering a community that prioritizes mental health.

This outstanding progress sets the stage for continued success as we strive to create a community that is informed, compassionate, and proactive in mental health advocacy. Together, we're making a significant impact, one MHFA training at a time.

# SAMHSA AWARDED MENTAL HEALTH FIRST AID

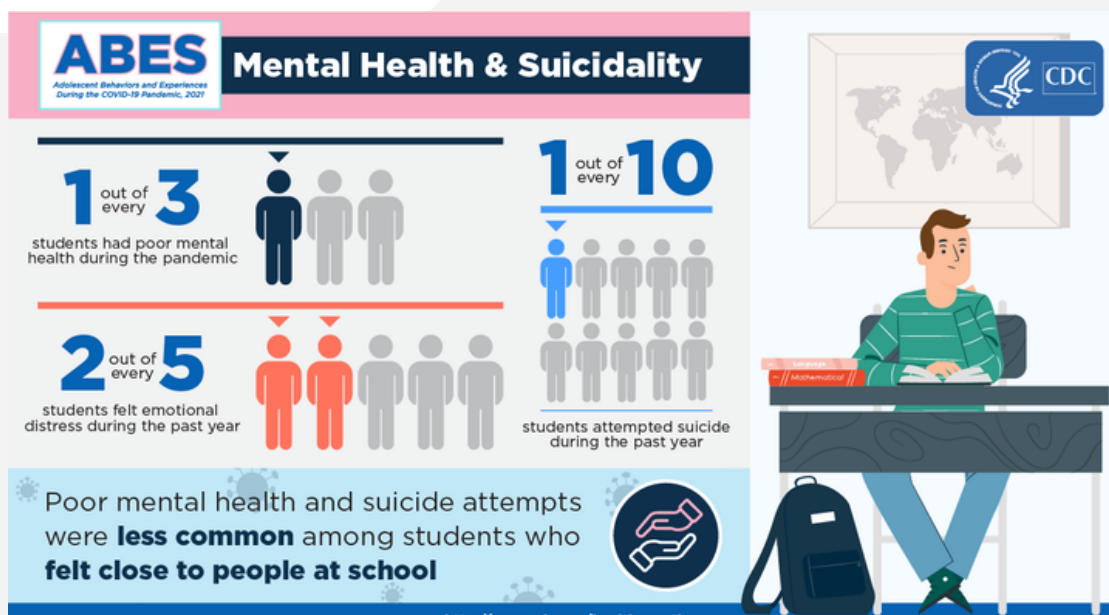
Just as CPR helps you assist an individual having a heart attack, Mental Health First Aid helps you assist someone experiencing a mental health or substance use-related crisis. In the Mental Health First Aid course, you learn risk factors and warning signs for mental health and addiction concerns, strategies for how to help someone in both crisis and non-crisis situations, and where to turn for help. SYFS provides Mental Health First Aid training across the Commonwealth of Massachusetts.

## YOUTH MENTAL HEALTH FIRST AID (YMHFA):

Gives adults who work with youth the skills they need to reach out and provide initial support to adolescents (ages 12-18) who may be developing a mental health or substance use problem and helps connect them to the appropriate care.

## ADULT MENTAL HEALTH FIRST AID (AMHFA):

This course is appropriate for anyone 18 years and older who wants to learn how to help a person who may be experiencing a mental health related crisis or problem. Topics covered include anxiety, depression, psychosis, and addictions.



# REBOOT OF VACATION PROGRAMS

In the wake of the pandemic's challenges, we are delighted to report the triumphant return of our beloved Harry Potter and LeadHERship Vacation programs during the fiscal year of July 1, 2022, to June 30, 2023.



These programs, which serve as pillars of support and empowerment for our youth, resumed with renewed vigor, fostering mental resilience, personal growth, and community connection. As participants immersed themselves in the magical world of Harry Potter or engaged in empowering discussions at LeadHERship, they not only embraced joyous moments but also developed vital coping skills, challenged negative thoughts, and explored their aspirations for the future.

Through the successful revival of these programs, we reaffirm our commitment to providing enriching experiences that nurture the emotional and social well-being of our community's youth. Despite the disruptions caused by the pandemic, the resilience and dedication of our team and participants alike have ensured the continued success and impact of these essential programs. As we reflect on the return of these cherished initiatives, we look forward to fostering even greater opportunities for growth, learning, and empowerment in the years to come.

# COMMUNITY RELATIONS

## SHREWSBURY POLICE DEPT WELCOMES CLINICAL RIDE A-LONG



Throughout FY2023, SYFS grew our already strong partnership with the Shrewsbury Police Department and developed a relationship with the Police Department's new Co-Response Clinician Jessica Atwood. Through our enhanced partnership, the SPD Co-Response Clinician can now refer residents in need of urgent services to SYFS and these individuals are able to see one of our clinicians for crisis support for up to 6 sessions while on our waitlist.



# COMMUNITY EVENTS



The SYFS Staff & Board of Directors would like to Thank State Representative Hannah Kane, Tournament Director Beth Casavant, the Host Committee, sponsors & golfers for their generous donation of \$20,000!

AUGUST 15, 2022

We are proud to be a beneficiary alongside such amazing organizations as Westborough Food Pantry and St. Anne's Human Services.





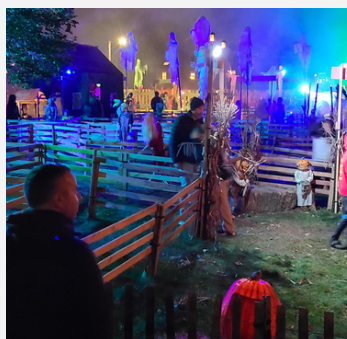
# HALLOWEEN MAZE

## CREATED BY THE MCNAMARA FAMILY

Unveiled to the public during the entire month of October, the Haunted Hillando Maze, a captivating and well-received attraction designed for all ages by Sean McNamara and family, has surpassed expectations, amassing over \$30,000 in funds over the years!

Despite being free of charge for admission, the McNamara family successfully gathered generous donations for SYFS.

A heartfelt thank you to the McNamara Family for their unwavering support and exceptional generosity to SYFS!



OCTOBER 2022



# ANNUAL TOY DRIVE

With our community support, we were able to support 16 local families and over 125 children in the custody of The Department of Children and Families!

Thank you for the support!

DECEMBER 2022



---

# HOPE



*There is HOPE...even  
when your brain tells  
you there isn't.*

THANK YOU FOR YOUR SUPPORT!



SHREWSBURY YOUTH AND FAMILY SERVICES, INC.  
COUNSELING, PREVENTION & WELLNESS FOR GREATER SHREWSBURY

222 Maple Avenue, Higgins Building  
Shrewsbury, MA 01545  
508-845-6932  
[www.syfs-ma.org](http://www.syfs-ma.org)