

2010 annual report

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CHID

 good people
good work



CHD is one of the largest employers in the region. On June 30, 2010, we had 1,084 employees. Our merger with Hawthorn Services added 100 more.

A Message from the President

If I had to choose one word to describe **CHD's** performance last year it would be resilient.

FY 2010 was an amazingly difficult year economically for everyone, and it was no different for CHD. For the second year in a row, we faced state budget cuts that forced us to eliminate programs that were successful and, we believe, necessary. And so, we lost both **Eleanor House**, a recovery home for single women, and **PACT**, a program for clients with acute mental illness.

Still, overall, in an unstable fiscal environment, CHD remained fiscally stable, responding to the economic challenges with creative approaches and hard work that enabled us to add programs, expand services and forge a stronger foundation for future growth.

In FY 2010, we experienced overall growth of 7.5 percent, which increased our total annual income to \$58 million. We were able to achieve this by reducing administrative costs to 8.5 percent, keeping our health insurance costs steady, actively seeking new state contracts, aggressively pursuing grant opportunities, and completing a merger with Hawthorn Services.

Last year was the first full year of the Community Based Flexible Supports (CBFS) system, which has totally transformed the way mental health services are delivered in Massachusetts. This was a major undertaking, and CHD is at the forefront, serving as the lead CBFS agency in both Holyoke and Springfield, coordinating mental health services among five other agencies that serve hundreds of people.

We continued our initiative to integrate clinical services into our social programs. A principal example of this is **Therapeutic Mentoring**, which targets youths under 21. CHD's Therapeutic Mentors work out of our **Family Support and Stabilization** program in Springfield and **Family Outreach of Amherst**, in conjunction with CHD's **Outpatient Behavioral Health Services** clinics.

As mandated by the state, we purchased an electronic medical health records system called Unicare and began the lengthy process of training our staff to use it. Ultimately, this will transform the way we coordinate services and share medical information securely among our programs to best serve our clients.

We started a new collaboration with the Massachusetts Department of Youth Services called **Adolescent Reentry Services**. This program helps



Jim Goodwin

youths involved with the juvenile justice system transition back into their home communities and school systems. This new model shifts the way youth reentry services are delivered to one with a community-based focus that has long been CHD's trademark.

In FY 2010, CHD received a five-year, \$2 million federal grant that seeks to address issues that cause long-term homelessness. With this, combined with the other programs in our Homelessness Prevention division, CHD has firmly established itself as a key partner in the continuum of providers of services to homeless families in Western Massachusetts.

In FY 2009, we introduced a marketing initiative that sought to emphasize CHD's philanthropic mission, as well as build an identity that strengthens both the agency as a whole and all of our programs. In FY 2010, we took action. Our new logo now graces the side of our main office and many of our program offices, business cards, stationery and signs that continue to be unveiled daily. We created a new look for our newsletters and launched a new Web site.

All of these changes are meant to reinforce that we are stronger when our programs work together toward a common goal—serving our clients. Our good people continue to do good work, and it shows in the great year CHD had in 2010.

Jim Goodwin, *President/CEO*

About Us

At CHD, our work starts with respect: respect for the community, respect for our clients, respect for each other. That's what we mean by "good people, good work."

CHD was founded in 1972 on the idea that community-based programs can deliver services to people in a better, more humane way than institutions. We believed that then, and we still do. Our programs cover a broad range of social services in communities throughout Western Massachusetts and Connecticut, and we serve more than 10,000 people every year. Our programs include those in the areas of early intervention and elder care, mental health and youth mentoring, family stabilization and foster care, occupational therapy, intellectual and physical disabilities, homelessness prevention, substance abuse and juvenile justice.

All our programs have one thing in common—they help people build strong, productive lives. But they can't do this alone. That's why our programs work together to provide a continuum of services, and that's why we partner with other agencies for the good of our clients.

We also need community support. One of our new signatures is "Together we can do more." To us, this is not just a marketing slogan. It's a statement of purpose—and an invitation. Working together, our programs provide a full spectrum of coordinated services for the youngest among us to the

oldest. We also need **your help** to continue doing the good work that we do and to help us reach out to the people in our communities—our neighbors and your neighbors—who may not be getting the support they need or the right services. **Together we can do more**, and, with your help, we promise that we will.



Big Brothers Big Sisters of Hampshire County helps more than 200 boys and girls every year by matching them with adult mentors.

Recognizing Success

We don't do what we do for pats on the back. Still, we appreciate when our people and programs gain the recognition they deserve. Last year, we were especially fortunate to receive several honors and awards that highlight that good work.

Nancy Bazanchuk, program director for CHD **Disability Resources**, received a "40 Under Forty" award from *Business West* that recognizes the achievements of young community leaders in Western Massachusetts. She was cited for vastly increasing recreational and athletic opportunities for people with disabilities and visual impairments.

The Affiliated Chambers of Commerce of Greater Springfield presented a "Super 60" award to CHD that recognizes the region's largest employers and their contributions to the economy.

The Human Service Forum gave its Volunteer of the Year Award to the Jewish Community of Amherst for the group's dedicated service to **Not Bread Alone**. The group has been sending volunteers to our community meals program in Amherst at least once a month for more than 20 years.

Ruth Harms, case management supervisor for **Big Brothers Big Sisters of Hampshire County**, received the Ellen Sedlis award from the Northwestern Children's Advocacy Project for her long-term commitment to helping children recovering from abuse.

CHD Program Director Milton Jones and his staff in our Waterbury, Conn.-based **Adult Mental Health** program earned a Nonprofit Hero award from the *Hartford Business Journal*. The award recognized CHD's part in developing and supporting Samuel's Court, a housing complex in Danbury for low-income and previously homeless people.

Finally, *Business West* selected Jim Goodwin, CHD's president and CEO, as a "Difference Maker" for 2010. The award recognizes people in Western Massachusetts who have made extraordinary contributions to the community and improved the lives of others.

Nancy Bazanchuk holds her "40 Under Forty" award from *Business West*



Service Areas

CHILDREN AND FAMILIES

CHD works with some of the most vulnerable members of society—children who have been abused, neglected, abandoned, families divided by crisis, or depleted by tragedy, illness or substance abuse.

The need for the kind of services CHD provides couldn't be more evident than they are in Foster Care. In the past three years, CHD **Foster Care** has expanded from serving 50 children a day, on average, to 75. Why? CHD's reputation. We take in children at a moment's notice, 24 hours a day. We do emergency placements. Our nursing staff enables us to take in medically traumatized children. We have an ethnically diverse group of foster parents and have increased our base of foster homes to 80, double what it was a few years ago. To accommodate this growth, we added three case managers last year. We also now have two clinicians working exclusively with our foster children and families.

Another major development was adding **Therapeutic Mentoring** to the services CHD offers clients under 21. These mentors coach youths on valuable life skills and teach them appropriate ways to interact at school, at home, with friends and family.

We also hired a new director for our **Early Intervention** program (formerly VIDS, Valley Infant Development Services) and initiated a marketing campaign that has significantly increased referrals.

Programs:

Big Brothers Big Sisters
of Hampshire County

CASA of Hampden County

Early Intervention

Family Outreach of Amherst

Family Support and Stabilization

Foster Care

Independent Living Program

PACE School

Residential Treatment

Safety Zone

Therapeutic Mentoring



"I was going downhill. I ended up in the hospital. I realized I couldn't move back in with my kids and my family didn't want to take me in. Then I found CHD."

Carmarie Flores, 18,
Safety Zone

COMMUNITY RESOURCES

A single mother who can't afford a family meal. A young man diagnosed with HIV, seeking legal advice. A teenage athlete suddenly paralyzed. A child with autism.

CHD provides services that can benefit them all. We call these programs community resources because they are available to the general public, without a referral from a state agency or professional. Our **Not Bread Alone** community meals program in Amherst provides hot meals to anyone who's hungry. Our **HIV/AIDS Law Consortium** provides free legal services to people with HIV or AIDS. **Disability Resources** runs dozens of recreational and competitive sports programs for people with disabilities and visual impairments. Our **Occupational Therapy** program provides a vast array of individual and group services for children, adults and caregivers.

Among last year's highlights: our **Disability Resources** adult sled hockey team, the Western Mass Knights, played its first competitive games and participated in the Annual New England Sled Hockey Tournament in Westfield. We started a goalball program for people who are blind or visually impaired, and thanks to a \$15,000 grant from the Newman's Own Foundation and an anonymous donor we were able to buy nine new sports wheelchairs for our wheelchair basketball and soccer teams.

Also, after a year in the planning stages, CHD opened the **Institute for Dynamic Living**, our center for occupational therapy and behavioral

health services. The institute is directed by Tina Champagne, a world-renowned expert in mental health occupational therapy who has worked with our programs for several years. This new venture will extend CHD's reach to those in need of her special services throughout Western Massachusetts and Connecticut.

Programs:

Disability Resources
HIV/AIDS Law Consortium

Not Bread Alone
Occupational Therapy



"My school doesn't offer sports for people with disabilities, so this is a great way for me to keep in shape."

Dominic Mondon-Poirier, 16,
Disability Resources

HOMELESSNESS PREVENTION

CHD is by far the largest provider of temporary emergency shelter for homeless families in Western Massachusetts. During the past two years, the numbers of homeless families we have been able to house in our apartments increased from 26 to 84. But placing families in temporary shelters is not the long-term goal. It is housing stability, moving these families from temporary shelter into permanent homes—and then providing the resources and support they need to stay there. Last year, we moved 151 families from temporary shelters into permanent homes, exceeding our goal by 50 percent.

We set up two resource centers for the families we serve, one in Holyoke and another in West Springfield. These centers each include a computer lab, so families can look for apartments and jobs, and a classroom area where we run GED programs and conduct workshops in money management and other life-management skills. Our center in West Springfield also has a food pantry.

Last fall, we received a five-year, \$2 million grant from the U.S. Dept. of Public Health to provide employment, housing and other support services to women with children who have a history of homelessness and have experienced either mental illness, substance abuse or trauma. In the first year of the grant, CHD met its placement goal, enrolling 43 families.



"I'm so happy and I feel I owe it to CHD to prove to them that they're the reason I changed my life. They helped me get on my feet, and if it wasn't for them, I wouldn't be where I am right now."

Michelle Vaz, 21, Diversion, Shelter & Housing

Programs:

[Diversion, Shelter & Housing](#)

[Jessie's House](#)

[Single Room Occupancy](#)

INTELLECTUAL DISABILITIES

CHD provides services for 80 people with intellectual disabilities in our 20 community-based group homes in Hampden County—the **Meadows Homes**—and in their own homes, with the support of our **Outreach Team**. As in all our programs, CHD's goal is to help clients lead full, rich, meaningful lives. This includes promoting healthy lifestyles.

Good nutrition can be particularly challenging for people with intellectual disabilities, especially for those who live on their own and buy their own food. That's why we have made improving nutrition a priority. We run nutritional workshops for both clients and staff. We hold group cooking classes and go to clients' homes to teach them how to shop wisely and prepare healthy meals. Our staff prepares healthy, frozen meals for our clients to store for future use. Group activities such as "Bake and Take" teach clients how to make sugar-free treats. We also produced a cookbook that includes our clients' favorite healthy recipes.

Naturally, good nutrition goes hand in hand with exercise, and many of our clients participate in fitness programs at clubs like the YMCA and Curves. Getting outdoors is also important. This summer, thanks to generous donations, we rented a house in East Falmouth—about 40 clients from our Meadows Homes were able to take a short vacation and spend a few days enjoying the beaches of Cape Cod.



*"Meadows Homes
keeps me out
of trouble, keeps
me safe."*

Scott Barsalou, 40
Meadows Homes

Programs:

Meadows Homes
Outreach Team

JUVENILE JUSTICE

Each year, CHD helps hundreds of youths who have been in trouble with the law return to their home communities and rebuild their lives. Our programs provide safe, secure, nurturing environments where these boys and girls, often disadvantaged, neglected and abused, can attain a level of stability that allows them to learn and grow into individuals who want to make positive contributions to their communities—and to themselves. In this way, we are helping to break down stereotypes about what these youths can accomplish given the right support systems.

For example, last fall, some of the boys in our **Adolescent Treatment Program** painted a mural with local artist Greg Stone that incorporates aspects of their past struggles and future dreams. Before the holidays, they put on a play, “Scrooged in the Hood,” for staff, family and friends. In the spring, a remarkable young man named Andrel Flowers, 17, gave a speech in front of hundreds of people on the steps of Springfield City Hall during one of our events promoting Child Abuse Prevention Month. With the help of Bay Path College, we have established both a library and a book club at our Adolescent Treatment Program that was chronicled in a documentary called “Reading Our Way Out.” We are constantly looking for new and creative ways to inspire young lives.

Last year, we renovated a building on High Street for our **Adolescent Reentry Services** program in Springfield, which also serves as the district office for the Mass. Dept. of Youth Services. Our reentry program, which also has an office in Holyoke, just completed its first year.

What is significant is that it moves away from the old model that required youths to check in at centralized reporting centers to one where case managers work with youths in their home communities and help them to locate services there.

Programs:

Adolescent Reentry Services
Adolescent Treatment Program
Alternative Lock-up

Assessment Program
Juvenile Justice Supports
Terri Thomas Girls Program



“The staff I’m around are really cool. They talk to me whenever I need their help. If I’m depressed or crying, they talk to me. They’re there for you. It’s not just a job to them.”

Nate Griffin, 16,
Adolescent Treatment Program

MENTAL HEALTH/ADDICTION

Our mental health and addiction programs serve thousands of children, adolescents, adults and seniors every year in Massachusetts and Connecticut through a wide variety of services that includes group homes, housing and employment support, counseling, medication maintenance, nursing, psychological services, and life skills coaching.

In Massachusetts, CHD's **Adult Mental Health** programs are part of a new system of coordinated mental health services called Community Based Flexible Supports (CBFS) that just completed its first full year in 2010. Last year, we provided services for 536 people in Springfield and 301 people in Holyoke, coordinating clinical, housing and employment services among our five partner agencies—Community Enterprises in Holyoke and Gandara Center, Martin Luther King, Jr. Family Services, Mental Health Association, and Human Resources Unlimited in Springfield.

Our **Outpatient Behavioral Health Services** clinics continue to expand, in both square footage and in services. Our clinics on Pine Street, in Springfield, and Appleton Street, in Holyoke, received accreditation as DBT sites, which means our clinicians there can now provide a type of counseling called Dialectical Behavioral Therapy.

We renovated and expanded our North Quabbin clinic in Orange and initiated collaborations there with school districts in Orange and Athol and with the Mass. Dept. of Children and Families to develop therapy groups for adolescent girls. We also received a license to operate a mental health clinic at 342 Birnie Avenue in Springfield for our new occupational therapy and behavioral health center, the **Institute for Dynamic Living**.

Finally, we broke ground and neared completion on the renovation of our flagship clinic on Pine Street. This represented a large investment in both the clinic and in Springfield's South End neighborhood that will allow us to increase our clinical staff and expand our services to better serve our clients.

Programs:

- Adult Mental Health
- Child & Adolescent Mental Health
- Grace House
- Outpatient Behavioral Health Services



"A New Leaf teaches me responsibility. It also gives me a sense of pride and self-esteem that is really important to me. I feel that I have really accomplished something."

Erin Cassie, 37, Adult Mental Health, A New Leaf Flower Shop

Programs:

A New Leaf Flower Shop
Advance Office Cleaning
Riverbend Furniture

Our Social Enterprise programs provide meaningful employment and training to people with mental illness.



SOCIAL ENTERPRISES

Among CHD's many programs are three we classify as social enterprises: **A New Leaf Flower Shop**, **Advance Office Cleaning** and **Riverbend Furniture**. These programs operate like businesses while serving a social purpose as vocational training centers, providing meaningful employment to individuals with mental illness and intellectual disabilities.

Still reeling from state budget cuts in 2009, our social enterprise programs survived another challenging year. Although Riverbend ended with a deficit, they booked orders in the second half of the year that have resulted in over \$1 million in product sales for the first quarter of fiscal 2011, so the future looks very bright.

Helping in the effort to promote our programs was all the media attention they received. Last spring, the television news magazine show "Real to Reel" featured Riverbend in a segment that ran on WWLP Channel 22. A New Leaf's Valentine's Day Eve Open House was covered by WGGB Channel 40, and Advance Office Cleaning received prominence in a story about social enterprise programs on Channel 40.

CHD also joined with more than a dozen other agencies as founding members of the Massachusetts Chapter of the Social Enterprise Alliance, a trade association for nonprofits, entrepreneurs, and other groups that use business strategies while promoting social causes. This is a groundbreaking opportunity to bring together a vast array of social enterprises and provides our own programs with increased networking, educational and economic opportunities that will assist with future growth and success.

HAWTHORN ELDER CARE

Perhaps the single most important achievement of the year was our merger with Hawthorn Services. After months of planning, the union was finally completed on July 1, 2010. The result is a new division of CHD called **Hawthorn Elder Care**.

It's a good match. Founded in 1979, Hawthorn helped pioneer the placement of institutionalized elders into nurturing and therapeutic community settings and proved that frail and often forgotten older adults with psychiatric needs could be better served in their home communities.

Hawthorn's four group homes and its outreach team, which provides support services to elders who live in their own homes, now operate under CHD's **Adult Mental Health** program in Holyoke. The merger also brought Hawthorn's four **Adult Day Health** centers to CHD in Chicopee, Springfield, Ware and West Springfield.

Together, we now have the resources to expand our elder services even further, and the time is ripe for innovation. There is an urgent need for new and better ways to reach out to a growing elder population. A fresh plan is on the table at CHD that will identify isolated, at-risk elders in the community through senior centers, neighbors and families. The idea is to stabilize networks of support and keep people well and out of emergency rooms, hospitals and nursing homes.

In this effort, we will be looking for partners who have a similar vision and are open to moving away from the old, costly system of delivering elder services that has failed so many times to keep people well and connected with a caring community. Hawthorn has been doing just that for over 30 years, and now, through CHD, these valuable lessons and resources will be brought to a much wider community.

Program:

Adult Day Health



"Hawthorn has enabled me to stay in my apartment, rather than be hospitalized. They provide me with transportation to get groceries and go to medical appointments."

Virginia McElroy, 67,
Hawthorn Adult Day
Health, Outreach

CHD holds dozens of fundraising events throughout the year, from the **MaryAnne's Kids "Steppin' Out" Dinner Dance** every March, which raises money for children in CHD **Foster Care**, to the **Annual Northampton Winter Craft Fair** in December, which benefits **Big Brothers Big Sisters of Hampshire County**. But CHD also puts on other events that don't raise money but do raise awareness about issues that are important to us, to our clients, and to the communities we serve.

Each April, during **Child Abuse Prevention Month**, CHD organizes a series of events to focus attention on child abuse and neglect. Last year, in partnership with dozens of other community-based organizations, we held events in Amherst, Westfield, Wilbraham and Springfield. The hallmark of each is the raising of a flag that depicts children as blue silhouettes on a red background, a missing middle child symbolizing all children who have been lost to violence. The largest, our Springfield event, held on the steps of City Hall, drew hundreds, including Springfield Mayor Domenic Sarno and other local officials. With continued support, we hope to expand these events to other communities in Western Massachusetts.

Our fifth annual **Through Her Eyes** conference last October attracted 240 people. This conference, which concentrates on issues that affect teenage girls and young women, continues to draw dynamic and talented professionals as both workshop presenters and attendees. Last year, noted psychologist and author Carol Gilligan gave the keynote address. Our ability to present speakers of such high quality is testament to the prestige the conference has attained.

Special Events

To this list, we are also about to add another we hope will become a recurring event—a play about aging called **"Talking with Dolores,"** which we are producing at West Springfield's Majestic Theater on Dec. 15, 2010. The play is meant to focus attention on the issues of elder depression, isolation, and suicide. The event will introduce CHD's elder care division to the Western Massachusetts community.

CHD holds flag raising events in communities throughout Western Massachusetts every April to promote Child Abuse Prevention Month.





Sources of Revenues

- Contracts and Grants
- Net Patient Services
- Social Enterprise Retail Sales
- Contributions
- All Other

Financial Facts *

FY 2010

Total Assets	\$ 19,021,282
Net Assets (Net Worth)	\$ 9,539,246
Total Operating Revenues	\$ 57,814,170

Change in Net Assets from Operations	\$ 523,148
as % of Revenues	0.9%

Percent of Operating Expenses

Program Services	91.5%
General and Administrative	8.5%
Increase in Revenues over Prior Year	15.0%

Sources of Revenues

Contracts and Grants	84.0%
Outpatient Clinical Services	9.4%
Social Enterprise Retail Sales	1.5%
Contributions	1.5%
All Other	3.7%

* Based on draft financial reports prepared in advance of the annual meeting and not yet approved by the Audit and Finance Committee. Excludes affiliated HUD entities.

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Teresa Regina
Retired, Assistant Superintendent for Support
Services, Grants and Community Relations
Springfield Public Schools



In FY 2010 CHD had a staff turnover rate of 16% — the lowest turnover rate in more than 20 years.

Amy B. Royal, Esq.
Attorney
Royal & Klimczuk, LLC

Timothy J. Ryan, Esq.
Attorney
Ryan & Downey, P.C.

Jeffrey B. Sagalyn, Esq.
Attorney

Ja'Net Smith, *Staff Representative*
Program Director
CHD Terri Thomas Girls Program

Michael P. Williams
Vice President
LPL Investment Advisor Representative
Chicopee Savings Bank

Jim Goodwin *Ex Officio*
President/CEO
Center for Human Development




Donors

It is with enormous gratitude that we recognize the following people who so generously supported our many vital programs by making gifts of \$100 or more in FY10 (July 1, 2009, to June 30, 2010). These donors made it possible for CHD to assist more than 10,000 people in the communities we serve. We regret that we do not have room to include everyone, but please know that we salute you all!

Aaron's Rentals
Aetna Foundation, Inc.
Kelly Aiken
Mary Albert and Bob Gardner
Paul W. Alritz
Susan J. Alston and Thomas L. Millette
Amherst Friends for the Homeless, Inc.
Amherst Golf Club-Ladies' Association
Amherst Pediatrics LLP
Annie E. Casey Foundation
Arbella Mutual Insurance
Hadley and Judy Arkes
Babson Capital Management, LLC
Andrew Balder
The Bank of Western Massachusetts

Peter Barry, Esq.
Christopher Bate
Baystate Ob/Gyn Group Inc.
David A. Beauvais
Berkshire Facial Surgery
Theophilus Bidi
Big Y Foods, Inc.
Raymonde Binner
George R. and Mary L. Bissel
Norman Bistoli
Allan and Sheila Blair
George I. and Marilyn A. Blaisdell
Cindy Bock
Roberta and Robert Bolduc
Robert and Ann Marie Bonsall
Debra Boronski-Burack
Kim Boucher
Mary Elizabeth Bridegam
Robert Broderick
Terri Ann Broadway
Marian and Bruce Brown
Margaret Bullitt-Jonas
Gregory A. Burdick
Cal-A-Hearty-Corporation
Loring Carlson
Carr Property Management, Inc.
Carol J. Kantany-Casartello and Michael Casartello
Thomas Cavanaugh



204 staff members and clients attended the first CHD Wellness Fair in March 2010.

Kristen Champoux
Change for Change
Chicopee Savings Charitable Foundation
Carl Cieplinski
Mark Cieplinski
City of Springfield
Gary A. Clarke
Maria Teresa Cohen
Community Foundation of Western Massachusetts
Community Health Charities of New England
Lynn Kleissler Cooper
Christine Corley
Shirley Cowles
Christopher Cradock and Judy Thomas Cradock
Colleen Currie
Patricia G. Cutler
Jo-Ann W. Davis
Stephen M. de Bruyn Kops and Julie S. Chalfant
Walter A. DeFilippi
William J. Deford
Rick C. and Sharon R. Desanti
D.F. Plumbing and Mechanical Contractors, Inc
Richard A. and M. Anita Diemand

Linda Donoghue
Henry and Anne Drapalski
Duke Insurance Brokerage Inc.
Tom Duke
Joan Duncanson
EBTEC
Pernecia I. Ealum-Rief

With the assistance of staff and local artists, the boys in CHD's Adolescent Reentry Services program painted a mural depicting their struggles, strengths and dreams.



Andrew Ede
Steven and Ann Esrick
Etheredge and Steuer, PC
Barry Farber and Laura Vogel
FieldEddy Insurance
Jill Fields
First Church of Christ
First Congregational Church in Amherst
First Congregational Church of Hadley
First Congregational Church of Huntington
First Congregational Church of Southampton
Ellen Fisher
Bona Fiske Kidston
Carol and Brian Fitzgerald
Florence Congregational Church
Jessica Gary
P. Kenneth and Patricia Gately
Gauthier Residential Air Conditioning
Elaine F. and Richard R. Gauthier
Richard R. Gauthier and Sandra DeGray
Benjamin Geballe
Girl Scouts Brownie Troop # 649
Maria P. Goncalves
Jim and Gail Goodwin
John Gorman and Andrea Lemmon
Grace Episcopal Church
Grand Prix International, Inc.
Jeff and Judy Granger

Frederick Griffiths
Shannon A. Halabov
Hampden Bank
James D. and Gerry P. Harvey
Hasbro Children's Fund
Health New England
Healthcare Revenue Strategies, LLC
Edward Heath
Diane Hemingway
Tomma Henckel

CHD awarded 51 tuition stipends to employees last year.

Henderson Funeral Home
James and Portia Henle
Audrey Higbee
Nancy A. Hoffenberg
Holyoke Community College
Jack Hornor
Mary Howie
Bill and Joann Hutchinson
Industrial Mechanical Insulation Corporation
Instar Services
International Association of Firefighters Local 1903

Lawrence and Sandra Jacobs
Jewish Community of Amherst
Joining Technologies, Inc.
Kirk and Sheila Joslin
Michell Kantany
Alan K. Katz and Pauline M. Bassett
Mary Kibbe
Irene M. Kimball
Karen and Kevin King
William Kingston
J. Robert and Gale Kirkwood
Janet Klausner-Wise and Jeremy Wise
Skip Klepacki and Regan Melone
Gregory M. Kline and Robin E. Levine
Ted Kmiecik
Ted and Joannille Kmiecik
Ken and Laura Koenigs
Dr. Gary Lacy
Thomas and Cynthia Lafountain
Peter and Kate Lamdin
Dianne L. Lefebvre
Lexington Group, Inc.
Margaret and Geoffrey Lobenstine
Betsy Loughran
Louis and Clark Drug Stores
Susan Lucas
Stephanie and Jonathan Lydecker
Dr. Morton D. Lynn

Bill and Fidele Malloy
Greg Malynoski
Laura and Damon Markiewicz
Elizabeth Maroney
Linda Marston and Dennis Bromery
Martin Luther King, Jr. Family Services
Mass Park, Inc
MassMutual Financial Group
MassMutual Life Insurance
Massachusetts Hockey, Inc.
Joseph T. McAleer
Steven L. McCafferty
Christy McGurn
Mike McIntyre
Maureen D. McMahon and Doron Goldman
Robert Merkin
Barry L. Mintzer
Kathleen Mitchell
Sue and Bill Monks
Rose Morace
Isabel Morales
Vincent Morgera
Moriarty & Primack P.C.
Rosemary Morin
James Mundy
Matthew C. and Tina A. Murphy
Joseph and Mary Napolitan
National CASA Association

Newman's Own Foundation
William Newman and Dale Melcher
Nonotuck Resource Associates, Inc.
Shawn and Stacia O'Connor
Patricia O'Donnell and Richard Gerstein
Jonathan and Stephanie O'Keefe
Wendi B. and David J. Obuchowski
Palmer Paving Corp.
Demetrios Panteleakis

Local artist Greg Stone stands with CHD's Gustavo Molina in front of a mural painted by boys in CHD's Adolescent Treatment Program.



Paul Mancinone
People's United Community Foundation
PeoplesBank
Permasteelisa North America Corp.
Brian A. Person
Peter Rayton
David Petruzzelli
Anthony F. Piaggi
Pioneer Valley AHEC
Pioneer Valley Insurance Group
Evan C. Plotkin
Larry Port
Michael Posner
Pride Stations & Stores
Jeffrey L. Pringle
Burvin Pugh
Pure Food Market, Inc.
Radwell Communication by Design
David Rancourt
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350 CHD staff completed our Job Satisfaction Survey in May 2010, a long-standing tradition at the agency, dating back to 1983.

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Not Bread Alone serves hundreds of free meals every week to hungry people in Amherst and could not exist without volunteers and donor support.

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