

40
years
1972 • 2012

annual report 2011

- CHILDREN AND FAMILIES
- COMMUNITY RESOURCES
- HAWTHORN ELDER CARE
- HOMELESSNESS PREVENTION
- INTELLECTUAL DISABILITIES
- JUVENILE JUSTICE
- MENTAL HEALTH ADDICTION
- SOCIAL ENTERPRISES

CHID

good people
good work



42 staff members have worked at CHD for more than 20 years (nearly 4% of our workforce) and 175 people have over 10 years of service (about 15% of our workforce).



Good People. Good Work.

A Message from the President

At CHD we really do strive for excellence. It isn't just a platitude or a concept that gets discussed once a year during an evaluation. Excellence is a standard that we hold ourselves to every day. Maintaining excellence requires operating at a high level of intensity at all times, but the results are well worth the effort.

Fiscal Year 2011 was another high tempo year. CHD managed 12% growth in the midst of a very challenging economy. We completed two mergers—one with Hawthorn Elder Services and the other with Cancer House of Hope. We expanded many of our state contracted services especially those with the Department of Youth Services, the Department of Mental Health in Massachusetts and the Department of Mental Health and Addiction Services in Connecticut. We are now beginning to experience more fully the benefit of our merger with Child & Family Service that occurred nearly three years ago. In FY 2011 our outpatient clinics provided nearly double the number of sessions than in the previous year. We are also implementing an Electronic Health Record system that will make documentation a more manageable task for staff and will enable us to communicate among our vast network of services and programs to ensure the best possible outcomes for those we serve.

Expansion and growth are fine objectives, but only have value if they result in attaining our primary goals: to provide a full range of high quality “wrap around” services to families and individuals and to hire and retain gifted and committed staff.

CHD has developed a unique formula that allows us to meet these two primary goals. We have developed and maintained a participatory culture that allows for innovation and improvements as well as established a strong infrastructure that provides the supports our employees need to succeed. Additionally, we have stayed ahead of the curve by scanning for opportunities and building upon our strengths. All of these things position us for success and for delivering CHD's primary product—**high quality human services**.

This definition of service and commitment began forty years ago. CHD started out as a grass roots organization when a small group of special people acted on their commitment to provide an alternative to institutional care. These founders passionately believed in a better way to provide services to the most needy among us. They knew that people would thrive by living in their own communities if they were given the proper supports.



Reopening of CHD's Pine Street Clinic after major renovations. L to R: Representative Sean Curran (D-Springfield), Michelle Theroux, Springfield Mayor Domenic J. Sarno, Oleta Shaw, Jim Goodwin, Jay Primack.

This group of pioneers, led by Bob Fazzi, Art Bertrand, Ruth Carlson, Kathy Townsend, Carl Townsend and Bill Seretta, started a movement. This movement was instrumental in establishing the concept of community-based treatment in Western Massachusetts.

CHD's founders established the principles of serving the needs of clients, valuing staff, and creating a participatory system of management. Those principles remain and form the foundation on which we have built a successful organization.

CHD certainly looks different today than it did 40 years ago, adjusting to many changes and displaying incredible resiliency. Four decades ago no one could have imagined how complicated the delivery of services would become. This group of visionaries probably never believed that their counterparts today would wear business



suits, be dependent on computers and Blackberries, have a nine-person IT department or be involved in something called "electronic health records." I thank them for their contributions and assure them that CHD is successfully building on their vision and will continue to do so, well into the future.

Jim Goodwin, *President/CEO*



About Our 40 Years

Since its founding in 1972, CHD has grown into one of the largest, most comprehensive, charitable nonprofit agencies in New England. Originally known as the Center for Study of Institutional Alternatives, its purpose was to support educational opportunities for juvenile offenders who were, at that time, locked up and discounted. Today, our family of programs provides a full spectrum of coordinated services for the youngest in our communities to the oldest, in areas such as mental health, youth mentoring, family stabilization, foster care, early intervention, elder care, occupational therapy, intellectual and physical disabilities, homelessness prevention, cancer support, substance abuse, and juvenile justice.

Through our broad range of integrated social services in communities throughout Western Massachusetts and Connecticut, we serve more than 10,000 people every year. We have nearly 1,200 staff working in over 40 programs—all dedicated to helping people build stronger, more productive lives. Yet, despite its size, CHD feels, in many ways, like the small agency that began four decades ago when a group of dedicated and idealistic friends decided to address an injustice related to the institutionalization of adolescent offenders. With a decentralized structure and a philosophy that many decisions are best made at the program service level, CHD management and staff work together to solve problems, develop solutions, and explore opportunities.

This first forty years has been an amazing journey. We look forward to the places we'll go and the people we'll meet in the next forty years—and beyond!

An Abbreviated Timeline of CHD's History

- 1972 Center for the Study of Institutional Alternatives is incorporated
- 1973-74 Foster Care, Homefinder, Family Alternative detention programs introduced
- 1976 Name change to Center for Human Development (CHD)
- 1983 Social Enterprise programs introduced with Riverbend Furniture
- 1989 Expansion into Hartford, Connecticut
- 1990 Alternative Adolescent Diagnostic, Day and Secure Treatment Programs
- 1995 Big Brothers Big Sisters of Hampshire County merger
- 1995 Expansion into Waterbury/Torrington, Connecticut area
- 1997 HIV/AIDS Law Consortium merger
- 1998 Behavioral Health Network affiliation (through 2007)
- 1999 Meadows Homes merger
- 2001 Girls Assessment Program (Terri Thomas Girls Program) acquisition
- 2008 Child & Family Service of Pioneer Valley merger
- 2009 Clinical Services integrated throughout CHD programs
- 2010 Hawthorn Services merger
- 2011 Cancer House of Hope merger

Recognizing Success

Nancy Bazanchuk, program director for **CHD Disability Resources**, was inducted into the New England Wheelchair Athletic Association Hall of Fame in Canton, MA.

Tom McGuire, case manager at CHD's **Big Brothers Big Sisters of Hampshire County**, earned the 2011 Direct Service Award from the Hampshire Council of Social Agencies.

Sean Hemingway, program director of the CHD **Assessment Program** and **Juvenile Justice Supports** received a "40 Under Forty" award from Business West magazine.

Jennifer LaValley, educational director at the **Terri Thomas Girls Program**, and Judy Cohen, a volunteer at the program, each earned a "Women of Distinction" award from Unity First (a diversity-related e-news website) for their work compiling a collection of poems and writings by the girls at Terri Thomas.



Jennifer LaValley and Judy Cohen



Sean Hemingway

Service Areas

CHILDREN AND FAMILIES

CHD's **Therapeutic Mentoring** experienced amazing growth as the number of client visits tripled from last year at its two locations in Amherst and Springfield. These mentors coach young people on valuable life skills and teach them appropriate ways to interact at school, home, and with friends and family.

Because every child needs a good start, CHD's **Early Intervention** team has put an emphasis on increasing public awareness of the services they offer—helping infants and children from birth to three who have, or are at risk for, developmental delays. This past year the staff has gone into the community to expand its relationships with pediatricians, child professionals and parents. As a result, nearly 200 families received services from this essential program.

Always a solid resource for struggling families, our **Family Outreach of Amherst** program collaborated with the Community Crisis Response Team to host an Emotional Freedom Technique workshop at Echo Village, a low-income housing complex in Amherst. Other highlights from the Echo Village project included a Teen Media Literacy Group and a homework club that transitioned into a summer club once school was out of session.

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



Early Intervention staff: Aimee Beauchemin, Erinne Goodwin, Janet Simeone, Melanie Navarro, Elizabeth Seaberg, Christina Cantwell.

COMMUNITY RESOURCES

CHD is always looking for ways to bring new services to those who need them. In January of 2011 the **Cancer House of Hope** became part of the CHD family. Each year the two locations in Westfield and Springfield provide hundreds of cancer patients, their families, and their friends with support services and relaxation programs. The “Healing Art of Yoga for Ongoing Cancer Recovery” celebrates its tenth year and remains one of the most popular programs. Showing true community spirit, Smith & Wesson raised more than \$18,000 in various fundraisers for the Cancer House of Hope this past year.

Activity is always an important element in the **Disability Resources** program. Participants and staff of wheelchair basketball, soccer and sled hockey are always on the move. And this year the program added a junior sled hockey team, which was previously managed by the Shriners Hospital in Springfield. Through joint practice sessions, adult players serve as mentors to the younger sled hockey participants. For the second consecutive year the Newman’s Own Foundation awarded the program a \$15,000 grant, which was used to purchase sport wheelchairs and other equipment and allow the Western Mass Knights to join the New England Sled Hockey League.

Our **HIV/AIDS Law Consortium** successfully responded to a grant submission by the Department of Public Health resulting in an almost 100% increase in annual funding for the next five years. The grant enabled the Law Consortium to restore a Legal Case Advocate position and made it possible for the part-time staff attorney to become full-time.

Programs:

Disability Resources
HIV/AIDS Law Consortium

Not Bread Alone
Occupational Therapy



Disability Resources members competing in weekly basketball game.

HOMELESSNESS PREVENTION

On June 1, 2011, a tornado ripped across Western Massachusetts carving a path of devastation in its wake. Thirty-five immigrant families in West Springfield were among the hundreds of people who lost their homes and were forced into an emergency shelter on the Eastern States Exposition grounds. Staff from **CHD's Diversion, Shelter & Housing** program worked with more than 100 children and adults (many of them refugees from war-torn countries who struggled with the English language) to eventually find permanent homes for everyone.

While not typically involved in disaster relief, perhaps no agency in Western Massachusetts was in a better position than CHD to lend support to these suddenly homeless families. Our Diversion, Shelter & Housing program is by far the largest provider of temporary emergency shelter for homeless families in Western Massachusetts—with a goal of helping families find long-term stable housing.



Friends at Jessie's House

Programs:

[Diversion, Shelter & Housing](#)

[Jessie's House](#)

[Single Room Occupancy](#)

INTELLECTUAL DISABILITIES

This past year, CHD increased the number of people served with intellectual disabilities to 100. Seventy individuals receive services in our 22 community-based group homes in Hampden County—the **Meadows Homes**. With a focus on self-empowerment, the **Outreach Team** enables 30 people in the West Springfield/Westfield area to live independently in their own apartments with 15-20 hours of individualized staff support a week. Our excellent work has been noticed by our referring agency, the Department of Developmental Disabilities. As a result, the number and diversity of clients referred to our programs has increased.

Through generous donations from the Friends of Meadows Homes, participants of the Outreach Team were able to attend a performance of Cirque Du Soleil, go to the Science Museum in Boston and have several dance parties with a DJ. Additionally, more than two dozen participants from the Meadows Homes were able to enjoy the shops, restaurants, and beaches on Cape Cod—further enabling them to lead full and enriching lives.

Programs:

Meadows Homes
Outreach Team



Resident of Meadows Homes.

JUVENILE JUSTICE

Through a contract with the Massachusetts Department of Youth Services, CHD introduced a new program for boys age 14 to 21. The **Secure Residential Treatment** program in Springfield provides intensive clinical, educational, residential and prevocational services for up to 20 boys who are committed to DYS. The goal is to provide services to youth and their families and to teach them how to manage life circumstances without threat to self, others and the communities to which they will eventually return.

CHD employees work closely with the boys so they can learn how to develop strategies for academic and vocational success, effectively deal with their behavioral health and substance abuse problems, and manage family issues.

CHD's **Terri Thomas Girls Program** expanded its campus in Springfield with a new dormitory that will accommodate up to 15 female residents. The program provides detention, stabilization and short-term treatment services to female adolescents aged 10-20. The Terri Thomas Girls program promotes girls' and women's psychological development through positive connections and growth-fostering relationships.



Ribbon cutting at new Terri Thomas Girls Program facility.

Programs:

Adolescent Reentry Services
Adolescent Treatment Program
Alternative Lock-up

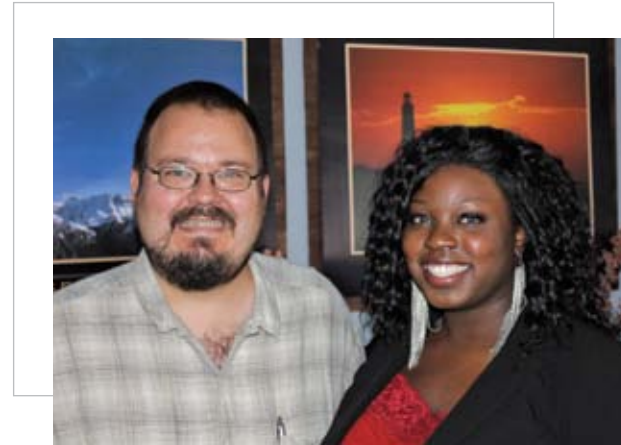
Assessment Program
Juvenile Justice Supports
Terri Thomas Girls Program

MENTAL HEALTH/ADDICTION

CHD's **Outpatient Behavioral Health Services** experienced another year of robust growth. Sessions with our professionally trained counselors and psychotherapists increased from about 60,000 to more than 77,000. To better serve clients in Springfield, the Pine Street facility completed a major building renovation that increased capacity and efficiency. In addition, CHD opened a clinic in Athol to offer more services to residents of the North Quabbin area in coordination with our existing site in Orange.

CHD's first "Step into Wellness" health fair attracted more than 150 clients and staff of our **Adult Mental Health** program. Participants tried healthy activities such as free weights, hula hoops and Zumba. They also received information on proper nutrition. Efforts like these are aimed at addressing the high rate of preventable diseases among the mentally ill.

Several individuals who had been served in our Community Based Flexible Supports programs became Peer Support Workers this past year. They have been extremely effective in engaging people who were previously withdrawn and inactive to participate in recreational and social activities.



Gary and Darlena, Adult Mental Health—Hartford, CT.

Programs:

Adult Mental Health

Child & Adolescent Mental Health

Grace House

Outpatient Behavioral Health Services



A New Leaf at Holyoke's Canal Walk (L-R) Lisa and Alissa Sedelow with Holyoke Mayor Elaine Pluta.

Programs:

- A New Leaf Flower Shop
- Advance Office Cleaning
- Riverbend Furniture

SOCIAL ENTERPRISES

A perfect example of where successful business meets social enterprise is **Riverbend Furniture**. Large volume projects and new customers boosted Riverbend's sales to more than one million dollars. With that success the program continues to add new products and new materials to expand its offerings to customers across Massachusetts. In response to one customer's request, Riverbend is working on its first project to qualify for LEED—Leadership in Energy and Environmental Design, the internationally recognized green building certification system. Riverbend Furniture provides training and meaningful work to individuals with mental illnesses, histories of trauma, abuse, addictions and incarceration.

It seems appropriate that "steady growth" is the phrase to describe **A New Leaf Flower Shop**, CHD's full-service floral, plant and gift shop that employs people with mental health and developmental challenges. This past year the shop saw steady repeat business by consumers and businesses who appreciate the attentive service and the social purpose. As the client staff gains experience in the shop, they improve their skills, exercise their creativity and build their confidence. In addition to flowers and plants clients make a variety of woven products and hand-made jewelry. Just recently, A New Leaf was approved to offer Yankee Candle products.

Since 1983, CHD's **Advance Office Cleaning** has provided reliable quality cleaning services to businesses in Springfield, Holyoke and West Springfield. The staff of this program lives with mental health and developmental challenges. Most have difficulties succeeding in workplaces that are not prepared and trained to assist them. CHD is providing certified janitorial service programs to increase their efficiency, self-worth and make potential growth more achievable.

HAWTHORN ELDER CARE

Since its merger with CHD on July 1, 2010, Hawthorn Services remains committed to explore new ways to serve elders afflicted with mental illness, substance abuse issues, Alzheimer's disease and other dementias.

The elder residential program became part of the larger Massachusetts Department of Mental Health's Community Based Flexible Supports services. **Adult Day Health** centers in Chicopee, Springfield and West Springfield continue to provide services, though the Ware location was closed due to limited resources. These adjustments initiated a renewed effort to find more effective ways to serve the most vulnerable elders in our community.

One innovative approach to discussing the issues elders face came in the form of the play "Talking with Dolores." Written by first-time playwright Dee O'Connor, the play sensitively deals with loss and depression—at the end of the performance the audience is engaged in thoughtful discussion. A grant from the Massachusetts Department of Public Health allowed us to record the one-act play at local public television station WGBY and make it available on DVD.

Looking ahead, Hawthorn Elder Services is reconfiguring its plan to more effectively serve elders by adopting the integrative service model that was successful in moving elders from state hospitals back into the community. The new plan calls for working with primary care doctors to reach elders who struggle with behavioral health issues. The idea is to

reach people where they are most comfortable, assess their needs and provide the right assistance. The goal is for seniors to remain healthy, active and valued in the community.

Program:

Adult Day Health



Hawthorn Elder Care Springfield, Massachusetts.

Special Events

The sixth annual **Through Her Eyes** Girls Conference has grown into one of New England's premiere events addressing issues that affect teenage girls and young women. Each year the day-long conference focuses on the most current methods and practices for dealing with girls facing challenges at home, in school, and in society.

More than 250 professionals were in the audience to hear Susan L. Taylor, editor emeritus of *Essence* magazine and founder of the National Cares Mentoring Movement, deliver her keynote speech. In addition, the 2010 conference featured 11 workshops run by notable professionals whose presentations were aimed at people who engage directly with girls and young women.

Every year, CHD joins with several area social service agencies to recognize April as **Child Abuse Prevention Month**. Springfield Mayor Domenic J. Sarno and Hampden County District Attorney Mark Mastroianni presided over a flag raising ceremony in Springfield. CHD also coordinated flag raising events to support Child Abuse Prevention Month in Amherst, Westfield, Holyoke, and Wilbraham attracting hundreds.

When the **Cancer House of Hope** joined CHD in January 2011, they brought a history of innovative fundraising activities. Highlights included "Cheeseburger in Paradise", a barbecue event in February that encourages the wearing of Hawaiian shirts and flip-flops, a Comedy Night in March, a Costume and Antique Jewelry sale in April and a motorcycle Poker Run in August.

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





Sources of Revenues

- Contracts and Grants**
- Outpatient Clinical Services**
- Social Enterprise Retail Sales**
- Contributions**
- All Other**

Financial Facts *
FY 2011

Total Assets	\$ 22,684,250
Net Assets (Net Worth)	\$ 10,047,940
Total Operating Revenues	\$ 63,528,600

Change in Net Assets	\$ 666,571
As a % of Revenues	1.0%

Percent of Operating Expenses	
Program Services	91.4%
General and Administrative	8.6%
Increase in Revenues over Prior Year	10.0%

Sources of Revenues

}	Contracts and Grants	78.5%
	Outpatient Clinical Services	14.7%
	Social Enterprise Retail Sales	2.3%
	Contributions	1.6%
	All Other	2.9%

* 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.

Board of Directors

Jay M. Primack, Board Chair
Moriarty & Primack, PC

Denise Dukette, Treasurer
New England Bank

Linda L. Marston, Ph.D., Clerk
Springfield College

Carol Baribeau
Carol Baribeau Consulting

Loring Carlson
Western New England College

Robert Chateaufneuf
Berkshire Bank

Dawn Creighton
Associated Industries of Massachusetts

Jo-Ann W. Davis, Esq.
Baystate Health

Linda Donoghue
Jewish Geriatric Services

Bradford Gill
Retired, Auto Sales

Maria P. Goncalves
TD Bank, N.A.

Irene Kimball, M.Ed., LCSW
AFL-CIO, Northeast - Retired

Dr. Morton Lynn
Orthopedic Surgeon – Retired

Demetrios N. Panteleakis
OPAL- Real Estate Group

Evan C. Plotkin
NAI Plotkin


Terry Przybylowicz

Teresa Regina
Springfield Public Schools - Retired

Amy Roberts
Kollmorgen Electro-Optical

Amy B. Royal, Esq.
Royal LLP

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



CHD purchased its first five IBM computers in 1985, today we have 850 computers and 70 servers.

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

Thomas F. Sullivan, **BBBS Representative**
R.G. Neylon Insurance, Inc.

Michael P. Williams
Chicopee Savings Bank

James Goodwin, **Ex Officio**
President/CEO

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 FY11 (July 1, 2010, to June 30, 2011). 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!



Jennifer and Dominic at Disability Resources fundraiser cookout.

Alexander, Aronson, Finning & Co., P.C.
Kevin and Barbara Alix
All Saints Episcopal Church
Paul W. and Paula Alrutz
Susan J. Alston and Thomas Millette
Amherst Friends for the Homeless, Inc.
Amherst Golf Club - Ladies Association
James A. McEwan and Debra Anderson
Arbella Mutual Insurance
Center for Yoga and Healing Arts
Deoclecio J. and Vera L. Artur
Associated Builders, Inc.
Babson Capital Management, LLC
Andrew Balder and Cynthia Sommer
Nat and Rachel Barker
Philip M. and Barbara L. Barnhart
Peter Barry, Esq.
David A. Beauvais
Beers and Story South Hadley Funeral Home
Belchertown Congregational Church
Edward S. and Emily M. Belt
David and Iris Berkman
Theophilus Bidi
Big Y Foods, Inc.
Raymonde Binner
Norman Bitsoli
George I. and Marilyn A. Blaisdell
Robert and Ann Marie Bonsall

Christine Boulais
E. Jeanne Braham
Mary Elizabeth Bridegam
Elizabeth Welsh and Amy Brodigan
Carlton and Nancy Brose
William and Carol Ann Brown
Brunelle's Marina
Bulkley, Richardson and Gelinas, LLP
Gwen and Charles Burke Jr.
R. Scott and Claire H. Burns
Tony and Cathy Butterfield
Fred and Edith Byron
Richard and Carreen Callahan

169 job seekers attended
CHD's May 2011 Job Fair.

Maureen and Clayton Campbell
Loring and Ruth Carlson
Kevin Cavanaugh
Robert Chateauneuf
Henming Wu and Alice Y. Cheung
Chicopee Savings Charitable Foundation
The Children's Study Home
Kathleen Childress
Gary A. Clarke

Mary Ann P. Cofrin
Maria Teresa Cohen
Lynn Kleissler Cooper
Andrew J Cournoyer
Christopher Cradock and Judy Thomas Cradock
Lyle and Betty Craker

**CHD awarded 48 education
tuition stipends to staff in
FY 2012.**

Donna Cummings
Colleen C. Currie
Curt G. Curtin
Jo-Ann W. Davis
Deals & Steals LLC
Jillmarie and Steven DeCarolis
William J. Deford
Rick C. and Sharon R. Desanti
Kimberly DeYoung
Disability Management Services, Inc.
Linda and William Donoghue
Henry J. and Anne M. Drapalski, Jr
Duke Insurance Brokerage Inc.
Denise Dukette
Joan Duncanson
EBTEC

Andrew and Judy Ede
Janet Egelston
Peter Elbow and Cami Pelz Elbow
Steven and Ann Esrick
Rose Evans and Theresa A. Cain
Faces of Earth, Inc.
FieldEddy Insurance
First Congregational Church in Amherst
First Congregational Church of Hadley
First Congregational Church of Southampton

Bona Fiske Kidston
Carol and Brian Fitzgerald
Florence Congregational Church
John and Glennice Flynn
Genworth Foundation
Gauthier Residential Air Conditioning
Katherine Gendreau
Brad and Jayne Gill
Maria P. Goncalves
Jim and Gail Goodwin



Jim Goodwin CHD CEO, Jane E. Tewksbury, DYS Commissioner, Jay Primack, CHD Board Chair, Ruth Rovezzi, DYS Director Western Region.

John Gorman and Andreana Lemmon
 Grand Prix International, Inc.
 H. Pearce Company
 H.L. Dempsey Co., Inc
 Shannon A. Halabov
 Hampden Lions Club
 Jonathan and Sarah Hanke
 Michael Hartbarger
 James D. and Gerry P. Harvey
 Jeffrey Hausthor and Pamela Victor
 Health New England
 Edward Heath
 Audrey Higbee
 John Horner
 Human Resources Unlimited
 Immanuel Lutheran Church
 Industrial Mechanical Insulation Corporation
 Instar Services Group
 Lona Judy Jackson
 Lawrence and Sandra Jacobs
 Jewish Community of Amherst
 Johnson Construction
 Carl Johnson
 Roland L. Kinsman
 Jan Klausner-Wise and Jeremy Wise
 Ted and Joannille Kmiecik
 Ken and Laura Koenigs
 Neil Kudler

8.5% of CHD staff work in our Connecticut-based programs.

Gary Lacy
 Victor Lesser and Priscilla Hunt
 Kim M. Libucha
 Bud and Kathy Lichtenstein
 Betsy Loughran
 Louis and Clark Drug Stores
 Morton D. Lynn
 Kenneth Manley
 Linda L. Marston and Dennis R. Bromery
 Gustavo Mayen
 Debra L. Sheldon and Jan A. McClendon
 Robin and Dana McGuffey
 Alice Mertz
 James and Floried Mislak
 Mohammad S. Bajwa M D P C
 Moldovian Baptist Church of Greenfield
 Monson Savings Bank
 Vincent Morgera
 Moriarty & Primack, P.C.
 Linda Moriarty
 Gerald and Helen Morneau
 James and Lisa Moynihan
 M. Eric Murphy

Tom and Deb Napier
 Navin, Haffty and Associates
 Newman's Own Foundation
 Nonotuck Resource Associates, Inc.
 Northeast Center for Youth & Families
 Northwestern Mutual Financial Network
 Wendi B. and David J. Obuchowski
 Jonathan and Stephanie O'Keeffe
 John and Rose Olver

Erin, Tristan and Ginny—Disability Resource Sled Hockey.





Carol Fitzgerald, CHD's VP of Human Resources, helps collect toys donated to our children's programs by Hasbro.

Gordy and Cindy Palley
 Palmer Paving Corp.
 Adrian V. Parsegian
 Pepper Dining, Inc
 Peter Rayton
 David and Katherine Petruzzelli
 Anthony F. Piaggi
 Pioneer Tool Supply Co.

Phyllis Plifka
 Evan C. Plotkin
 Holly and William Pond
 Pride Stations & Stores
 Jeffrey L. Pringle
 Terry Przybylowicz
 Pure Food Market, Inc.
 Laura Radwell
 Susan and Michael F. Raimer
 David and Nancy Ratner
 Teresa Regina
 Laura and Frieda Reichsman
 Henry Reilly
 Kimberly and David Rizk
 John Roberson
 Amy Roberts
 Chastelyn Rodriguez
 Stanley C. Rosenberg
 Amy B. Royal, Esq.
 Constance Rust
 W. Michael and Judith Ryan
 S-H-R-Trust
 John M. and Colleen M. Sadak
 Marie and Sally Sadak
 David J. Satlwa
 Rev. Warren J. Savage
 Jeffrey Scavron, M.D.
 Charles and Lynn Schmitt

Stephen E. Schneider
 Julie Schwager
 Lisa and David Sedelow
 Judith and Richard Seelig
 Service League Foundation
 Ann and Ed Shanahan

**23 staff were promoted
 within CHD during FY 2012.**

Charles Shaylor
 Julianne M. Shea
 Sinauer Associates, Inc.
 Joann Smith
 Paul and Kimberly Smith
 Cathy Sorriero
 South Congregational Church
 Spaten North America, Inc
 Diana and Richard Spurgin
 St. Peter's Lutheran Church
 Stirling Plumbing Co., Inc.
 Jacob and Linda Stone
 Sunshine Club
 Mary Taft and Leslie Smith
 TD Bank, N.A.
 John J. Templeton

The GE Foundation
The Jamrog Group, NWFN
Margot Thomas
Frederick and E. Louise Tillis
Titanium, Inc
Robert J. Todd
Cynthia J. Turnbull
United Food and Commercial Workers Union
Susan Upson-Lucas and Marjorie C. Upson
Karen Vadnais
Martin Vega
W.B. Mason Co., Inc.
Beverly J. Weeks
Sheila Weinberg and Maynard Seider
Westhampton Congregational Church
Whalen Insurance Agency
James and Elizabeth Williams
Michael P. Williams
Bruce Wintman and Jonna Gaberman
Alice L. Wise
David Wolanin
YMCA of Greater Springfield
Donald P. Young
Zonta Club of Northampton Area
Peter R. Zucco

Thank you to Hadley Printing for their support
in helping print this annual report.



Friends at Meadow Homes.

We have taken great care to list each donor's information correctly. If your information was improperly listed or inadvertently omitted, please accept our apologies and notify the Development Office at 413-733-6624. Donations to our Family Outreach of Amherst program were made on the condition of anonymity and are not included. Big Brothers Big Sisters of Hampshire County publishes lists of donors in its newsletters. CHD is a nonprofit organization that is tax-exempt under section 501(c)(3) of the Internal Revenue Code.





good people
good work

- CHILDREN AND FAMILIES
- COMMUNITY RESOURCES
- HAWTHORN ELDER CARE
- HOMELESSNESS PREVENTION
- INTELLECTUAL DISABILITIES
- JUVENILE JUSTICE
- MENTAL HEALTH ADDICTION
- SOCIAL ENTERPRISES

Main Office:
332 Birnie Avenue
Springfield, MA 01107
413-733-6624
www.chd.org
chdinfo@chd.org

ANNUAL REPORT
2011