

2021 ANNUAL REPORT



PERNET FAMILY HEALTH SERVICE

Mission

“In the tradition of The Little Sisters of the Assumption, Pernet Family Health Service supports the physical, social, psychological and spiritual development of individuals and families by providing home-based health and social services that lead to long-term strengthening and enhancement of family and community life.”

Vision

“Pernet Family Health Service is a vibrant, family-centered and resource-rich partner in the development of strong, healthy and self-sufficient families and individuals who participate actively in community life.”

Values

- Belief in the dignity and worth of each individual
- Empowerment so that families have the tools to reach their full potential
- Dedication and commitment to supporting families in attaining their goals
- Recognition of every family's strengths and positive attributes
- Empathy for families facing challenges
- Teamwork to reach our Mission and Vision
- Mutuality in relationships, we both give and receive
- Respect for diversity and the richness of our differences

Programs

EARLY INTERVENTION

- Developmental service available to families of children between birth and three years of age

FAMILY SUPPORT SERVICES

- Fathers and Family Program
- Homemakers Program
- Parent Aide Program
- Parenting Classes

MATERNAL AND CHILD NURSING

- Providing home care and support to pregnant and parenting women and their babies.
- Universal Newborn Home Visiting for Worcester

FAMILY AND COMMUNITY DEVELOPMENT PROGRAM

- Emergency Assistance (Food Pantry and Infant Supplies)
- Youth Summer Jobs
- Holiday Program
- Homework Club/Youth Group
- Information and Referral
- Neighborhood Leadership Development
- Summer Outings

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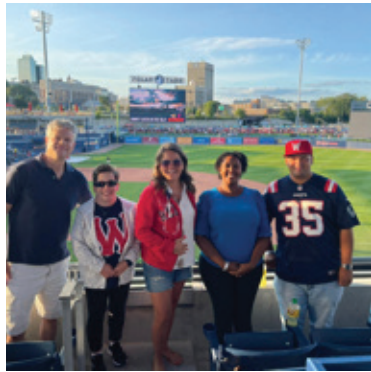
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Yanelis Crespo *Emergency Assistance Caseworker*
Melissa Galindez *Emergency Assistance Caseworker*
Tony Medina *Emergency Assistance Worker*

FAMILY SUPPORT SERVICES

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Karen Morin *Parent Aide*
Carlos Ojeda *Parent Aide*
Denise Rowan *Parent Aide*
Julianne Sisley *Parent Aide*
Meaghan Walsh *Parent Aide*

NURSING

Joan Perna *Maternal and Child Registered Nurse*
LaDon Simeoni *Homemaker*
Susan Spence *Homemaker*



Patricia Vanasse,
Board President

A MESSAGE FROM OUR BOARD PRESIDENT

Dear Friends of Pernet,

This year passed so quickly and for Pernet Family Health Service it was another busy year that saw growth and change. We are excited that Pernet has launched a new program - the Universal Newborn Home Visiting of Worcester. This was possible in part through the Worcester Together Fund, the United Way of Central Mass and the Greater Worcester Community Foundation. This has been a collaborative effort with Family Health Center of Worcester, Edward M. Kennedy Community Health Center and Worcester Healthy Baby Collaborative. This new program is the essence of our Pernet mission in the tradition of the Little Sisters of Assumption by providing all new mothers that give birth and live in Worcester the ability to receive visiting nurse services at home. We believe that establishing a supportive relationship with a new family can bring long term change to the wellbeing of a baby.

There have also been significant changes in the Millbury Street neighborhood where Pernet is located. We have seen a new design to Kelly Square, the Woo Sox Stadium is

beautiful, and we welcome them into the neighborhood. There continues to be ongoing construction of hotels, parking lots, apartments, and retail space. As we celebrate these exciting changes for Worcester, we grow concerned with the clients we serve in the neighborhood. With this comes change to a neighborhood which is already struggling. Pernet continues to work with the City of Worcester and those we serve to continue to provide needed services and also access to these services.

With all of the changes that this year has brought, all the good things that have happened, all the things that are going on all around us, and all that may have a negative impact on our professional and personal lives, I often find myself going back to the mission of Pernet. Reflecting on that mission helps to keep me grounded. However, all too often the burdens we are facing makes us all weary. We lose our way and veer away from our chosen path. Fortunately, unexpected experiences happen that ground us and give us strength to continue and lead us back to the right path.

Recently, I was at Pernet to drop off some brochures for our new program.

Pernet's food bank was open and our faithful volunteer, now employee, Tony Medina, and Irma Gotay, were hard at work. Tony has been a volunteer at Pernet for a few years and now works at Pernet part-time doing things that need to get done in and around the building.

Tony greeted me with a big smile and helped me with my box. We had some time to chat for a bit and Tony was very open in sharing his story about coming to Worcester for a better life. He shared his personal struggles and how much the neighborhood and Pernet mean to him. He likes to help people and Tony is the type of person that is so open and honest you can't help but smile and enjoy the conversation.

As we spoke, a young woman pushing a baby carriage approached the entrance of Pernet. She looked hot and weary. Tony greeted the young woman as she came through the gate and with a big smile asked her how he could help her. She looked at him and said, "someone told me you had formula here". Tony explained that we do, and he offered her a seat and water. Tony did what he does so well, making her feel welcome, safe, and assuring her that she had come to the

right place! I left the young woman with him and knew she was with the best person that could help her. As I walked through the neighborhood back to my car, I wondered what would have happened to the young woman and baby if Pernet and Tony were not there. I could not help but smile and feel so fortunate we were there. I realized that it is these instances that build a family and community. This is what Pernet does and will continue to do. Thank you, Tony and the family that is Pernet Family Health Service, for leading me back to the right path.

Thankful to be joined on this path with so many, I am always grateful that as an agency we are so fortunate to have an incredible staff under the leadership of Sheilah Dooley. We are so very proud to recognize their ability to continue to serve our clients under difficult and constantly changing times. Our Board of Directors has been busy providing expertise, support, and guidance. As always, and especially this year, our donors and funders continue to be generous. Together we strive. Together we persevere. Together we walk with the reassurance that we "never walk alone!"



Sheilah Dooley,
Executive Director

A MESSAGE FROM OUR EXECUTIVE DIRECTOR

"A year like no other!" How many more times will we say that? The pandemic remains, society is divided, families need support and children (our most important resource) must be educated. At Pernet Family Health Service, the word 'respect' is what we are all about. Families respected the dedication of the staff in conducting remote, virtual services. And staff respected the patience and adaptability of the families. As we move forward this coming year, we strive to meet these goals:

1. Improve the lives of families in and around Worcester by supporting them where they are in their journey.
2. Expand and cultivate the Early Intervention Program to provide more services to families with children birth to three post-pandemic.
3. Reopen in-person home visiting, developmental play groups and Youth Programming safely.
4. Plan and pilot the Universal Newborn Home Visiting Program for Worcester, a new program funded by the Reimagining Phase of the Worcester Together Fund of the United Way of Central MA and the Greater Worcester Community Foundation
5. Develop referral relationships with maternal child health providers to increase the number of parents of newborns receiving a home visit.

6. Increase Public Awareness for Pernet through strong involvement with United Way of Central MA, the Health Foundation of Central MA, YWCA, United Service Executives, The Worcester Healthy Baby Collaborative, the WDPH, UMass Medical School, UMassMemorial Health Care, Together for Kids Coalition and more.
7. Form a collaborative with Family Health Center of Worcester, Edward M Kennedy Community Health Center, and the Worcester Healthy Baby Collaborative, as well as UMassMemorial Newborn Nursery to provide a safety net for newborns and their parents.
8. Strengthen the safety net for families by crisis stabilization, capacity building and civic engagement.

Families know that they will not be judged when they come seeking resources and support. The belief in the dignity and worth of each person, no matter what color, creed or orientation. Is paramount to our work. As we move from crisis intervention to capacity building with our families, we move from problem-solving to a mutual journey with them. Pernet Family Health Service continues to work towards the core values of the Little Sisters of the Assumption Family in Mission core values of commitment, transformation, mutuality, care, hope and belief.

260
FAMILIES
RECEIVED
9,200

POUNDS OF FOOD
DURING THANKSGIVING

MATERNAL
AND CHILD
NURSING

101

INFANTS SERVED

PARENT AIDE
PROGRAM

143

FAMILIES SERVED

750

CHILDREN RECEIVED
GIFTS DURING THE
HOLIDAYS INCLUDING
WARM CLOTHES FOR THE
WINTER

50

FAMILIES RECEIVED
WARM MEALS DURING
CHRISTMAS

EARLY
INTERVENTION

258

CHILDREN SERVED

THE YEAR IN
NUMBERS

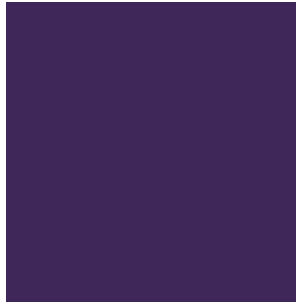


FOOD PANTRY

At a time when many families in our community are faced with food insecurity, the Pernet Emergency Assistance Program has become a pillar of hope. Open to anyone living in Worcester, individuals and families were able to access food, infant formula, baby cereal and diapers. Many of our donors donated not only food but they also donated masks and hand sanitizer which came in handy during the pandemic.

The Pernet Food pantry was open every Tuesday and Wednesday 9 AM to 3 PM for families to pick up food.

We are thankful to all our donors and volunteers who helped us keep our doors open. You brought smiles and hope to many.



"I Look forward to attending the classes."

PARENT AIDE PROGRAMS

The first time I heard of Pernet Family Health Service was when my son was in the custody of the Department of Children and Families. You see, when my son was born, I was excited and made a promise to myself to be the best dad for him. But old habits die hard, and I was soon on the wrong side of the law. Thankfully it was not for a long time. As steps to get custody of my son, I enrolled in the Fathers Program and the Parenting Class.

I was learning a lot and I looked forward to attending the classes. What I noticed was how the staff would talk to me. They listened and then guided me on what I needed to do. At that time, I was allowed supervised visits with my son once a week. Staff then reached out to DCF and advocated for me. It happened quickly and DCF increased the supervised visits to 2 hours, then 3 hours, and then I was allowed to take him unsupervised. What a joy!

The most significant moment was the day I got custody of my son from the court. I learned it does not matter how big the challenge is, anybody can overcome it if you are determined, and you have the right support. The staff helped me overcome the visiting hours' challenge and eventually get full custody of my son.

As a single father, I do get a lot of support from friends and family but at the end of the day, my son is my responsibility. I work hard to balance my job and be with my son. Some days I have had to call into work as I did not have anyone to watch him. He was in daycare, and they would call me stating he had gotten into trouble, and they would write incident reports on his behavior. When he is with me, he is good. This little guy has already gone through so much in his life. Right now, the challenge is to figure out how to make daycare work for my son.

A lot of people applauded me because I did not want to abandon my child. I did everything I could to get full custody. My biggest reason for all of this was my son. I loved him so much from the moment I met him. I have learned a lot from Pernet staff and I pray I will always do right by my son.





After almost 34 years at Pernet, Sandi Flemming has retired. She was the longest-serving employee, and she is a wealth of information and resources.

At 68 years old Sandi has spent almost half her life helping families at Pernet. She has seen Pernet grow and worked with a lot of staff over the years. She virtually sat down with Wanja to talk about her experience at Pernet.

How did it all start?

Sandi: I grew up in a small town of about 500 people in northern New York. We lived in a nice little ranch house, and I had lived in the same town till I got married. The town was exclusively white. Coming to Worcester was a culture shock. There were people from all different walks of life, race, and countries. At Pernet, I worked with families living in Great Brook Valley and Plumley Village, there was poverty I had not experienced or seen. Families who did not have food. I determined to make a difference in their lives.

What was the most exciting thing about working at Pernet?

Sandi: Getting to know so many people. Learning how to get around Worcester and the many families I got to work with. There is a satisfaction that comes with connecting with the families and seeing their children grow. Some of the families I still see in the community, and it is great to see the progress even if I do not work with them anymore.

Did you get to work with some of the nuns?

Sandi: Yes, I remember working with Sr. Gemma, Sr. Kathleen, Sr. Jean, Sr. Adelle, Sr. Joyce, Sr. Marie Claire, St. Gabriel, St. Margaret, and Sr. Ann Mary. It was great working with them and seeing how we have continued the work of the Little Sisters of the Assumption.

Having worked here for 34 years what growth have you seen at Pernet?

Sandi: Oh! So much has changed. I think we need more people to become nuns (laughs). We used to operate a thrift store that is now closed. We used to have so many volunteers and no background checks used to be done before they started. We now have to do background checks on our volunteers which is a necessity given the world we live in. The Parent Aide program has evolved and we do a lot digitally especially keeping records.

What challenges have you experienced?

Sandi: In the past, if a family needed us 5 days a week, we were there 5 days a week. Now there are limits on how long we work with families. We now have a system that calls for efficiency so

we can help many families. We now only have 20 hours allocated to each family per month, although many times staff go over those hours. If you need more hours then you have to request. There was nothing like this when I started. It was hard adapting to it.

What are you looking forward to during retirement?

Sandi: Travelling, spending time with friends, we have a road trip planned heading West for about 2 weeks.

What do you hope for Pernet in the future?

Sandi: Continue to have a sense of family. Be financially stable. Hire staff who have the passion to do the job. Pernet is a great organization and I pray it continues to be a pillar in the community.

Thank you Sandi for serving the families with love. You have made a difference in so many people's lives.

****We would like to recognize Sheilah Dooley, Executive Director for 30 years of service at Pernet.****

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\$200,000 +

Worcester Together Fund

\$15,000 - \$24,999

DCU For Kids

Fallon Health

George I. Alden Trust

Greater Worcester Community Foundation
 Early Childhood

Roman Catholic Diocese of Worcester

Sills Family Foundation

St. Francis Community Health Care, Inc.

Worcester County Food Bank

\$10,000 - \$14,999

The TJX Companies, Inc.

\$5,000 - \$9,999

Dennison Lubricants, Inc.

Hanover Insurance Group Foundation

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Massachusetts Bankers Association

Massachusetts Womans Home Missionary
 Union

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The Trustmark Foundation

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 Department

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Greater Worcester Community Foundation

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St. Mary of The Hills

St. Mary's Church

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The Coghlin Companies

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 GWCF

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Websterfive Foundation

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Malik Charitable Fund of the Hills Bank Donor
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Southborough Food Pantry

Sullivan, Garrity and Donnelly Insurance
 Agencies

The Guild of Our Lady of Providence

\$1 - \$499

365Z Foundation

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Avis and Northridge Attorneys at Law

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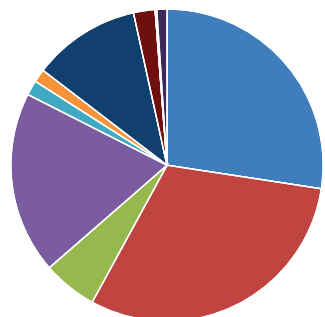
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Interfaith Hospitality Network	Saint Luke The Evangelist Church
Jeffco Fibres, Inc.	Saint Rose Of Lima Women's Club
Kendal Corporation	Santon Plumbing and Heating
Kiwanis Club of Worcester	Seven Hills Foundation - South Valley Family Support Center
Knights of Columbus #14757, Our Lady of Czestochowa Church	Shrewsbury Schoolhouse Quilters
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Knights of Columbus-Auburn Council 4158	St. Brigid Assumption Parish
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L.S.A Provincial Office	St. John's Church
Lampin Corporation	St. Mary's Monastery
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Massachusetts Early Intervention Consortium - CJ's Fund	St. Mary's Parish North Grafton
Millbury Federal Credit Union	St. Vincent School Of Alumni Association
Monahan and Associates/The Monahan Group, Inc.	Strangers Helping Strangers
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O'Connor's Restaurant and Bar	Together for Kids Coalition
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Office Of The College Chaplains, SPUD Program - Holy Cross	UMASS Memorial Medical Center - Pediatric Primary Care
Oli's Italian Eatery, LLC	United Way of Greater Plymouth County, Inc.
Our Lady of Lourdes Parish Saint Vincent De Paul Society	United Way of Massachusetts Bay and Merrimack Valley
Our Lady of Providence at St. Bernard's Church	Welsey United Methodist Church
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Pannello Systems	Wong Dynasty and Yankee Grill, Inc.
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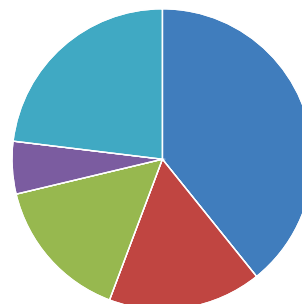
Every effort has been made to ensure the accuracy of the donation list. If we have made an error, please accept our apologies and notify us. Thank you.

FINANCIAL INFORMATION



Revenue & Support

Gov't Contract	652,504	27.4%
Fees for Service	727,112	30.5%
Private Donations	134,148	5.6%
Foundation/Corp. Donations	449,575	18.9%
United Way	36,885	1.5%
Private Religious Sources	32,517	1.4%
Other Grants - PPP & EIDL	265,500	11.2%
In-Kind Contributions	53,030	2.2%
Investment Income	4,202	0.2%
Miscellaneous	24,820	1.0%
	2,380,294	100%

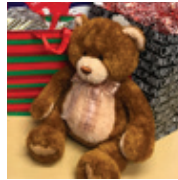


Expenses

Early Intervention Program	763,292	39%
Family Support	320,796	16%
Family & Community Dev.	302,503	16%
Nursing Services	109,929	6%
Admin. & Fundraising	449,058	23%
	1,945,578	100%
Operational Surplus	434,716	
Decrease in Restricted Funds	(33,400)	
FY 21 Change in Net Assets	401,316	



PERNET FAMILY HEALTH SERVICE



237 Millbury Street, Worcester MA 01610

Phone: 508 755-1228

Fax: 508-797-3477

TTY: 508-799-5795

Website: Pernetfamilyhealth.org

Email: info@pernetfamilyhealth.org

YOUR SUPPORT IS NEEDED

Pernet Family Health Service provides home health care, food, emergency services, and community support to the most vulnerable of Massachusetts families, regardless of their ability to pay.

Your generous donation joins the support of the Little Sisters of the Assumption, the Partners in Charity Appeal, the United Way of Central Massachusetts and the Greater Worcester Community Foundation, whose donations provide a critical supplement to fees receive from government agencies.

Please remember Pernet Family Health Service with a gift to fill the funding gap this holiday season. Your check can be sent to our mailing address or can be made at pernetfamilyhealth.org.

Should you wish to remember Pernet in your will, or through an estate planning instrument such as a Charitable Lead Trust or a Charitable Remainder Trust, please call our Executive Director, Sheilah Dooley, at 508-775-1228 x250.



Little Sisters of the
Assumption



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