



Mission, Vision & Values





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

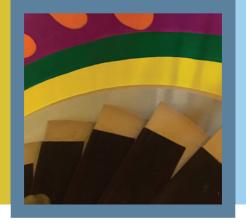
Pernet Family Health Service is a vibrant, family-centered and resource-rich partner in the development of strong, healthy and self-sufficient families and individuals who participate actively in community life.

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.

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









Board and Leadership

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Sheilah Dooley, RN, BSN, MS Chris Nelson, LMHC Emilie Smiley, MPA Melissa Wenderoth, MEd Wanja Kiraguri Executive Director
Director of Family Support Services
Director of Operations
Director of Early Intervention
Director of Fund Development













2020 YOUTH PROGRAM SPACE RENOVATION



Staff

ADMINISTRATION

Sheilah Dooley, RN, BSN, MS Executive Director
Wanja Kiraguri Director of Fund Development
Emilie Smiley, MPA Director of Operations
Madelyn Cecelya Office Administrator
Dora Cotto Morning Receptionist
Yvette Roselund Afternoon Receptionist
Michael Finnegan Housekeeper
Yael Bassal Office Administrator
Rick Powers Maintenance Assistant
Dany Orellana House Keeping and Office Assistant

EARLY INTERVENTION

Mara Pentlarge Service Coordinator

Melissa Wenderoth, MEd Director of Early Intervention **Lori Moran** *El Administrative Assistant* **Ellen Cherry** *Service Coordinator* **Colleen Fisher** Service Coordinator Mary Jane Foley, MSW, LICSW Service Coordinator/ Parenting Class Facilitator **Brittany Gleim** Service Coordinator **Tricia Maillet** Service Coordinator **Becky Morganelli** Service Coordinator **Kaylyn O'Neill, OTR/L** Service Coordinator Renee Plaisance Service Coordinator **lody Maher** Service Coordinator **Diane Fougere** Service Coordinator **Crystal Rosado** Service Coordinator **Irma Gotay** Family Support Worker Karen Benitez, RN Service Coordinator

FAMILY & COMMUNITY DEVELOPMENT

Daniel Diaz Youth Program Coordinator **Yildiz Laza** Emergency Assistance Program Coordinator **Melissa Galindez** Emergency Assistance Caseworker **William Evans** Computer Lab Coordinator **Emily Linhares** Director of Family and Community

Development

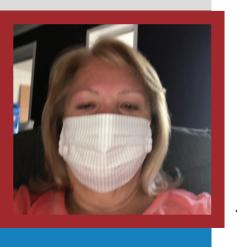
Sobeida Maldonado *Emergency Assistance Caseworker* **Letisha Amuwo** *Youth Coordinator*

FAMILY SUPPORT SERVICES

Chris Nelson, LMHC Director of Family Support Services
Sandi Fleming Parent Aide/Homemakers Coordinator
Natalia Lopez Parent Aide
Karen Morin Parent Aide
Carlos Ojeda Parent Aide
Denise Rowan Parent Aide
Julianne Sisley Parent Aide
Julianne Sisley Parent Aide
Jenesky Martinez Parent Aide
Saverna Bethancourt Parent Aide
Reinaldo Ruiz Parent Aide/ Emergency Assistance
Caseworker
Molly Foster-Foley Parent Aide

NURSING

Joan Perna, RN Maternal & Child Registered Nurse LaDon Simeoni Homemaker Susan Spence Homemaker









A Message From Our Leaders



"Take Society at its roots- the Family", said Fr. Stephen Pernet, "and transform it in the spirit of Christ". The founder of the Little Sisters of the Assumption and the namesake of Pernet Family Health Service communicated this message in 1865 and it still is so relevant today. Since the beginning of time, family has shaped civilization. Pernet Family Health Service's mission supports the long term strengthening of family life.

The "Global Pandemic", "pre-COVID", "an abundance of caution", "these uncertain times", "face coverings", and "social distancing" are all terms we had never heard of, but now are so familiar to us all. Those of us who have been working from home and only "seeing" people on a computer monitor have been changed. Although I have occasionally seen my children, grandchildren and siblings, it has been with proper precautions. A socially-distanced birthday party in the back yard with family and three friends was how we celebrated my son's thirtieth birthday. My husband and I celebrated our fortieth wedding anniversary alone. But don't worry; we'll make it up somehow later.

As difficult as this may be for some, there are many who are experiencing much harder challenges. With children home for months, parents are trying to work, home school, get groceries, transition to online services for their families with insufficient devices or service connectivity. The social isolation is difficult and parents are concerned for themselves and their children. The uncertainty of in-person school or even when this pandemic will ever end is a concern to parents. For these reasons, Pernet Family Health Service is committed more than ever to strengthen families. Whether it is immediate needs such as food, infant formula, diapers; or teaching, support and supervision around appropriate parenting; to supporting Youth in exploring the stages of growing up; Pernet supplies the resources needed. To that end, we have been very fortunate in accessing the government and private financial resources from the CARES Act, the Governor's Relief Fund, the Worcester Together Fund, DPH Health Equity grant and much more, including 100% support from our own Board of Directors to keep our services going.

So it is with gratitude to all of Pernet Family Health Service's supporters and donors, that we thank you for helping us continue this important mission of strengthening families. It is the greatest hope for the future.

- Sheilah Dooley, Executive Director



Dear Friends of Pernet.

"We have had our best year ever!"

That is how this message began last year. Sadly, I am hesitant to repeat that sentiment about 2020. However, we must consider that to have survived this past year is a tremendous accomplishment. We were only able to do this through the hard work of leadership and staff, the tremendous generosity of our donors, the constant prayers of the Little Sisters and the grace of God.

As we all personally and professionally mitigated the consequences of a pandemic on our lives, Pernet has not only survived but has excelled. Our board members and staff worked to continue the many services that Pernet provides to a most vulnerable population that has been the hardest hit group during this pandemic.

Pernet is truly fortunate to have such a dedicated staff. As they were all going through their own personal struggles during this time, they all "zoomed" together for meetings, trainings and to continue our programs that include Early Intervention, Family Support, Maternal and Child Nursing, and Family and Community Development. Some of our staff have put themselves at risk by keeping our food bank open and accessible. Our maternal health nurse program continued to provide home visits to our young clients. Staff thought of ways to support the clients they service through creative means of communication.

Our Executive Director, Sheilah Dooley, provided unwavering leadership and worked tirelessly to research and apply for grants that have kept us financially steady as other agencies were forced to close programs. Sheilah found city, state and federal programs that allowed us to continue to serve our clients and to assure our staff of our continued dedication to our Mission.

Since families are the foundation of our work and mission, these last few months have forced all of us to reflect on the systemic racism that has gone on for such an exceptionally long time in this country. Sheilah met with staff to support them and listen to their concerns as the violence of discrimination played out on our streets and on social media. The movement has forced all of us to look inward and, at Pernet, to look at how we can better serve our clients. We will continue to work together for social justice and to end discrimination.

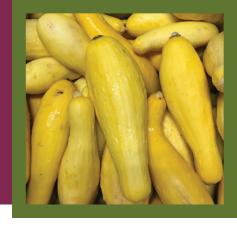
To be an integral part of this current movement and to be able to continue to provide and support all whom we serve is indeed a gift. Pernet will continue our mission to enhance all our families and provide a better community for all.

So, upon further reflection, I can say without hesitation: "We have had the best year ever!" Pernet will continue to grow and change over the next year. I look forward to the challenges we will face knowing that we are prepared and have done the work needed to excel at what we do best – Service to Families!

- Patricia Vanasse, Board President







Emergency Assistance Program

Thank you for helping us keep our doors open for families in need.

The pandemic disrupted life as we knew it. Some companies laid off workers and all schools and day cares were closed. Pernet made the decision for staff to work from home but one department had to stay open, physically, in the agency– The Emergency Assistance Program. This program is a vital lifeline to the community as it provides emergency food and infant supplies to those in need.

It happened almost immediately. As soon the state went into lock down, we implemented the social distancing, cleaning and other best practice precautionary safety procedures. The number of people seeking assistance increased week by week. Families were looking for food. Parents were looking for infant formula, baby cereal and diapers. We knew we had to keep our doors open not only for the 01610 Zip Code but for anyone who needed help.

Our staff, Yildiz and Melissa, and volunteer, Tony, kept the program running. They showed up every day and made sure everyone who came got the assistance they needed. We got a very heartwarming response from donors who sent in

money or donated food. One of our volunteers and donor organized a food drive, our monthly donors increased their donations, board members sent in donations and foundations simplified grant applications and/or gave unrestricted grants. We are thankful to all who answered the call and helped us keep our doors open for those in need.

When Jane came to the food pantry in May for food, she told staff that things had been much more difficult for their family since the beginning of the pandemic. Not having family nearby and with three children ages 7, 5, and 1 she lost her job as a store clerk as she had no childcare. Jane was given food, diapers, and formula. She was very grateful to be able to have the extra support from Pernet for her family during this difficult time. She was not sure how she would afford the expense for baby formula and diapers otherwise. Pernet was also able to give her a summer fun kit for her older children with toys and fun activities and sunscreen. Jane said the sunscreen especially came in handy for her children spending time outside. She was also able to get further information for her child's Pandemic EBT card information which was able to help her with extra support.

By the Numbers

EMERGENCY ASSISTANCE PROGRAM

Emergency Assistance Program Total People Served:

7,760

Emergency Assistance Visits: **3,389**

Emergency Assistance Meals provided: **122,004** (estimated based on the number of visits we estimate we give out 3 meals for 4 people for 3 days at each visit)

HOLIDAY PROGRAM:

Thanksgiving Baskets: **366** Families/Baskets

Thanksgiving food donated/given out: 14,300 lbs

Holiday gifts: **387** families received gifts, estimated **967** children

SUMMER PROGRAM:

Summer fun activity packs given out: $\bf 83$ packs (one per

family) serving 165 children

TECHNOLOGY:

Through Early Intervention gave out **23** Chromebooks to families and helped pay for multiple client's phone bills. This was necessary to continue services through telehealth.

All Numbers are for FY 2020

Maternal and Child Nursing Program

"I have been blessed with good health and I am happy that I could continue working with many NICU and Maternity babies."

Joan Perna, RN

FRONTLINE HERO

Joan, our Maternal Child Health nurse, has had a busy schedule during this pandemic. Like a true frontline hero, she never cancelled any appointment. As a registered nurse, Joan has the expertise in infection control and has visited seriously ill or premature babies in their homes. She encountered several families that were directly and indirectly affected by the pandemic. A few families had

positive Covid-19 tests; a mom had two separate positive tests; two babies tested positive as well. Thankfully, all are doing well.

Some of the visits are done in shelters and there were multiple shelters with residents with positive tests that caused Pernet's nursing clients exposure, but with the help of Joan's guidance for health precautions our clients remained healthy.

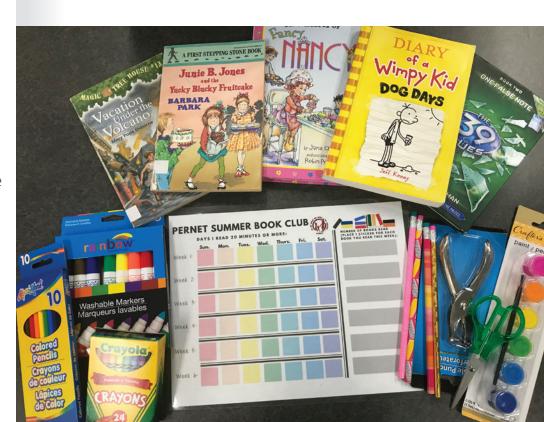
Program By the Numbers

82 infants served

Book Club:

The pandemic lockdown was very challenging for all of us but we felt it was important to keep the tradition of the summer book club. Tricia & Kaylyn ran the program once a week for seven weeks. The Program's goal is to provide neighborhood youth with a digital space where they can maintain and improve their reading skills. They dropped off books, reading trackers, and craft supplies to each of the youth at home based on their interests and reading levels. Youth were able to connect with their peers in the neighborhood in a time

when contact with other youth their age was difficult. They discussed books they read and even created comic strips about the books they read. It was challenging to run the program digitally, but we are happy that for the youth and the staff, the pandemic did not stop the Book Club.





I feel like I learned so much through this summer job, I really liked that we had good talks about things that we didn't know about"

- Yanelis S.



"This was a cool job, I feel like I want to do more now. I like all the subjects we talked about and the What Would You Do? videos"

-Vanessa L.



Virtual Summer Youth Program

Starting a new job is always a little daunting. Starting it in the middle of an international pandemic makes it more complicated. When Danny Diaz began his job as Youth Program Coordinator, he didn't know it would involve the re-design of programs, the building of community trust by video and conducting all business from home! We are happy to report that, in spite of the many challenges faced this year, the youth programs are moving forward successfully.

Back in February, Danny was so new to his role that he had only met a handful of the youth when Covid-19 hit, and all operations moved to remote communications. The Youth Summer Program, which had traditionally involved outdoor work in a community garden, had to be re-tooled to be conducted fully online. Danny reached out to the young participants and devised a curriculum that would provide meaningful connections and support, while still adhering to social distancing protocols. The youth group started their virtual programming ready to learn. Topics included:

- Who am I? Identity
- Self Esteem/Decision Making
- Communication
- Violence
- Morals/Respect
- Culture/Diversity

The youth started off identifying their goals. One said his goal was to buy a car while another wanted to own a home. Danny helped the young person break down the steps of a goal into achievable steps and objectives. The group talked about having friends who can distract you from your goal. They even talked about credit score and how to build it. By the end, the teens understood what they needed to build a good credit score and they now had short-term goals and long-term goals. They had learned how to be good citizens, and to engage in proper communication including mock job interviews and respect for different cultures in our society.

Danny started the meetings with motivational videos on different topics and he would lead discussions with the group about how the video applies to them. They would have a few minutes to catch up then watch a video from the show 'What would you do?'. This would generate a lot of discussions that sometimes led to something they had watched on the news.

Were there challenges along the way? Of course! Danny was working from home and his 3-year-old twins would pop in and out of the meetings (they're cute and very well behaved but toddlers will be toddlers). Sometimes family would forget that the youth is online and would come to ask the youth a question or the occasional visitor who shows up announced who must be turned away. Throughout the summer, the youth have kept in touch, Danny has built a rapport with them, and important lessons were learned.

Parent Aide Program

Massachusetts College of Pharmarcy student interns worked on a survey to evaluate the Parent Aide Program. They interviewed 39 clients.

94% said they were either very satisfied or extremely satisfied with the services they received from Pernet.

Below are some quotes from some of the 39 Parent Aide Program clients.

"Pernet staff helped unify my family and supported our family needs."

"The staff helped me plan a schedule for my children."

"They helped me learn how to discipline my kids."

"They helped me with food for my family."

Program by the Numbers

627 individuals served

Pernet Early Intervention

The staff taught me to follow my grandchild's lead

When I met with the staff from Pernet's Early Intervention, I was amazed at how friendly they were. They listened to us, understood our fears without dismissing us and they have helped us gain confidence in what our child is able to do. When you have a child born with water in the brain, you are afraid of normal day to day activities because you do not want even the slightest injury. Having the right staff is important. The staff taught me to follow my grandchild's lead. They have given me a lot of tips on how to work with my granddaughter. They pay

attention to her and they teach me how to help her. She is 1.5 years and, until recently, would not even use a sippy cup. We tried making an adjustment to the sippy cup, but she kept refusing to tip it over. Then one day I gave her a cup with no cover, and she drank right out of it. The staff have taught me to be patient and to let go of my fears. Moments that I treasure are seeing the staff at the end of a visit wave and blow kisses to my grand-daughter. I feel good knowing that the staff is sincere and wants the best for my grandchild.

Early Intervention By the Numbers

Early Intervention program

served **289** Families



Nurturing Fathers Group

Where there is a will, there is a way

John is the father of three teenaged girls and joined the Nurturing Fathers group for information and support around parenting. One of his daughters has a disability, and, due to her often-unpredictable moods and behaviors, John found it particularly difficult to guide her as a parent. When John began attending the group, he was finding it hard to engage with her due to her negative moods and tantrums. After joining the group, however, John began to view his own role as a father in a different way. With the strategies he learned in the group, he found activities to do with Hannah that would help her regulate and allow them to spend positive time together. The pandemic gave them a lot of time to spend together and John's dedication to finding common ground with his daughter proved the old adage that "where there is a will, there is a way." The father/daughter team found many projects to share. They dismantled a couch for disposal, built planters and planted many flowers and vegetables and worked together to build a new trampoline. John and Hannah are enjoying looking for different projects to work on

together. While John still struggles with managing his daughter's behaviors, he has continued to enjoy the support and guidance he receives from attending the nurturing father's group.



Nurturing Fathers by the Numbers

81 fathers went through the Nurturing Father's Program

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\$50,000 - 64,000

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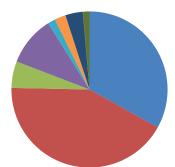
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Every effort has been made to ensure the accuracy of the donation list. If we have made an error, please accept our apologies and notify us. Thank you.

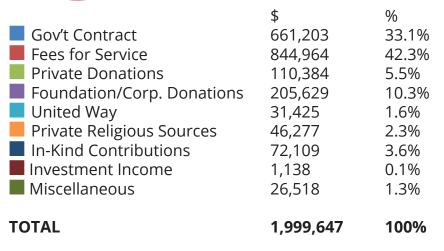
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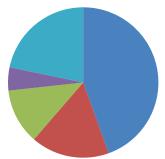
Financial Report - Operations

AS OF JUNE 30, 2020 (Preliminary & Unaudited)



Revenue & Support





FY 20 Change in Net Assets

Expenses

 Early Intervention Program Family Support Family & Community Dev. Nursing Services Admin. & Fundraising 	\$ 920,995 348,803 246,698 103,069 450,254	% 44% 17% 12% 5% 22%
TOTAL	2,069,819	100%
Operational Deficit	(70,172)	
Increase in Restricted Funds	193,660	

Pernet Curling Cup Challenge

Unfortunately the Pernet Curling Cup did not take place on April 25, 2020 due to the pandemic. Thank you to our wonderful sponsors/ donors/teams who donated even when the event did not take place.

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12 oz Curls Assumption Balkim 1 Balkim 2 Canal District Alliance 1 Canal District Alliance 2 ClarkU Hack-ademics Dooley Team FM Rocks Just a bunch of Hacks

123,488

Knights of Columbus
Mecca Family Team
Pernet Team
Team Bushey
Team Juggernaut
Team Parker
Team Pierre
Walk A Mile In My Moccasins
White Lightning





237 Millbury Street, Worcester MA 01610

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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.







of Central MA









