



PERNET FAMILY HEALTH SERVICE



2023 ANNUAL REPORT

Our History



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."

As we look forward to celebrating the history of Pernet Family Health Service, we continue to work towards ensuring a strong and sustainable future for the organization. Annual contributions of all sizes play a tremendous part in our ability to provide essential services and to plan for the future. Another impactful way to support the future of Pernet Family Health Service is by remembering Pernet in your will or through an estate planning instrument such as a Charitable Lead Trust or a Charitable Remainder Trust. Should you be interested in more information about these options, please speak with your financial advisor, or call our Executive Director, Sheilah Dooley, at 508-775-1228 x250.



The Little Sisters of the Assumption were founded in Paris in 1865, in response to social needs in the wake of the Industrial Revolution. This community of Catholic religious women came to the United States to improve the lives of the poor with their social and spiritual services in 1891. The Sisters arrived in Worcester in 1955 to work with impoverished families and their children. This was the beginning of the agency known today as Pernet Family Health Service.

Named for the founder of the Little Sisters of the Assumption, Pernet serves vulnerable, low-income families in Worcester, providing emergency food assistance, maternal and child home health care, youth programs, and family support. Pernet is a Medicare-certified home health agency, accredited by the MA Department of Public Health, providing home nursing care for mothers and young children, as well as early intervention services for children with, or at-risk for, developmental delays. We collaborate with many government, nonprofit, and spiritual organizations to improve the physical, social, emotional, and spiritual health of nearly 10,000 people each year.

We look forward to celebrating our 70th anniversary with you in 2025.

Letter From the Board Chair

The 2022-2023 Fiscal Year was a tremendously busy time for Pernet Family Health Service and the Pernet Board. We merged with Webster Square Family Daycare, a wonderful daycare and pre-school provider, whose mission compliments that of Pernet and the Little Sisters of the Assumption Mission to serve children and families. The successful completion of the merger has allowed Pernet to provide a continuum of care services to all children from infants to adolescents.

As I complete my role as the Board Chair of Pernet, I am so very proud that over the past four years, the board and staff of Pernet have been able to expand our services to several very important programs; in particular, the Webster Square Daycare/Preschool, and the Universal Newborn Home Visiting Program.

My sincere thanks to the Pernet Board and the Little Sisters of the Assumption for giving me the opportunity to serve; all the donors who continue to support Pernet Family Health Service and believe in our Mission; and especially Sheilah Dooley, the Pernet staff and volunteers for their tireless efforts in caring for the community we serve.

I would like to share part of a prayer that the Little Sisters have provided, and which has guided me throughout my tenure as Board Chair.

*Being sunlight
and warmth
to another's life
nurtures growth in both*

It has been an honor and a privilege,

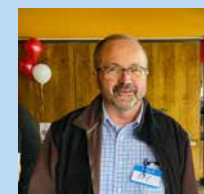
Pat!



Patricia Vanasse,
Board President

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Letter From the Executive and Associate Executive Directors

Dear Friends,

When we reflect on Pernet in fiscal year 2023, two words come to mind:

Solutions and teamwork.

We, along with other Pernet staff members, sit on a number of task forces and committees. We work with the city of Worcester and other human service providers to identify the most pressing needs of the city. Among the issues identified are: food insecurity, accessible and affordable day care resources, and inequities in health care. We are proud to say that Pernet Family Health Service provides meaningful solutions in those areas.

FOOD INSECURITY

20,000 lbs. of fresh, frozen, and shelf-stable foods are distributed each month through our Emergency Assistance Program. We also supply diapers and infant supplies to families in need.

DAYCARE

In April of 2023, we merged with Webster Square Day Care, a long-standing provider of quality, safe, and nurturing childcare for low-income families. As a result, Webster Square families will have greater access to the supportive services we provide at Pernet, and Pernet clients will have greater access to the childcare slots at Webster Square. We are so very excited to have the staff and families of Webster Square Day Care become a part of the Pernet family.

EQUITABLE ACCESS TO HEALTHCARE

Our Universal Newborn Visitation Program is an important first step in providing equitable

access to care. We have been working with the Together for Kids Coalition, Worcester Healthy Babies Collaborative, and other community partners to eliminate the barriers that keep new BIPOC parents from accessing postpartum care. We're proud to be a part of investing in expanding lactation support in Family Health Center's Baby Café and continuing the work to provide essential support to all new parents in Worcester.

Our work is collaborative in nature. To fully support a vulnerable family, we must be committed to working with other agencies to meet all of family's needs. We're grateful for our partners in the community and for the team right here on Millbury Street. We are blessed to work with compassionate and dedicated people who make a tremendous difference every day. Because of our team, our partners in the community, and our volunteers and donors, Pernet was able to impact more than 10,000 people last year.

The following pages share a snapshot of that impact with you. We thank everyone for the roles they played in fiscal year 2023, and we celebrate all the good we did together.

With grateful hearts,



Sheilah Dooley
Executive Director



Joel Wallen
Associate Executive



Staff

Leadership Team:

Sheilah Dooley,
Executive Director

Joel Wallen,
Associate Executive Director

Carisa Kularski,
Group Program Director

Chris Nelson,
Director of Family Support Services

Amie Richard,
Maternal Child Health Nursing Coordinator

Marleni Tamayo,
Family Care System Program Director

Melissa Wenderoth,
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Crystal Rosado
Emanuela Silva
Heather Stidsen
Kerri Toedt

Webster Square Day Care Center
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Johanna Cruz Acuna
Parminder Kaur
Jocelyn Montelesa
Maria Ortegon
Maria Roman
Angela Vera

Pernet by the Numbers



2 Agencies merged to become one family of compassionate, supportive services



3 bags of fresh, frozen and shelf stable groceries distributed to food insecure families twice a month



37 enriching, fun and free field trips for Youth Program participants and families



45 school-aged children participating in enriching after school activities



108 parents took 8 sessions of parenting classes



347 families visited by Pernet nurses through Universal Newborn Visitation or by referral



372 low-income families made merry by our Holiday Gifts Program



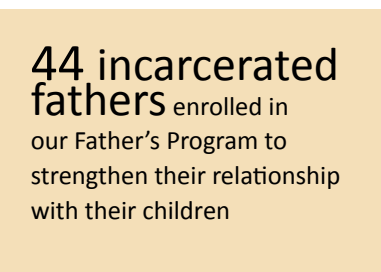
1,000 lbs of fresh produce distributed to hungry families thanks to Boston Area Gleaners



2,072 volunteer hours



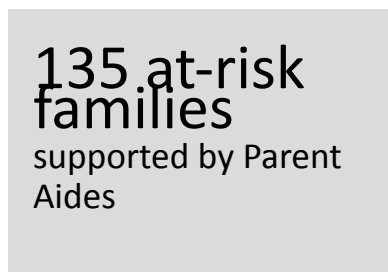
20,000 pounds of food given out by our Emergency Assistance food pantry every month



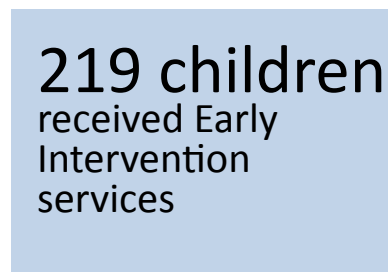
44 incarcerated fathers enrolled in our Father's Program to strengthen their relationship with their children



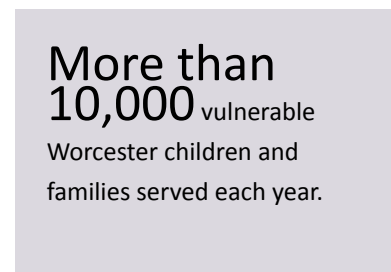
61 children in safe, nurturing day care spots



135 at-risk families supported by Parent Aides



219 children received Early Intervention services



More than 10,000 vulnerable Worcester children and families served each year.



Early Intervention

*219 Clients assessed, qualified & served
114 New intakes*

Early Intervention is part of a statewide service available to families of children between birth and 3 years of age whose child may have developmental difficulties due to identified disabilities, or if typical development is at risk due to certain birth or environmental circumstances. The program helps children in Greater Worcester acquire the skills they will need to continue to grow into happy and healthy members of the community.

Pernet is proud to report that our EI program consistently receives exemplary scores for compliance from the Commonwealth of Massachusetts.



“For the past five months, I’ve been working with a child who faces many challenges. He struggles with eye contact, shows little interest in playing with toys, and has no functional language. He just turned 2, and there’s been some great progress over the past three weeks. He now listens and pays attention to the songs I sing, and absolutely loves The Wheels on the Bus. He even grabbed my hand so I could help him with the arm motions to the song. I was so happy to see this development. Recently, the child repeated the sound “Dada” for the first time, which is more great progress. This has been so exciting for his mom, and our goal for him is to see him continue to develop and grow.”



Family Support Programs

Parent Aide

135 served

Parent Aide is a state-funded program that complements the support that families receive from the Department of Children and Families. Pernet's Parent Aide Program consists of 5 full-time Parent Aides. The Parent Aide meets weekly with clients, usually in their homes, to provide support regarding parent education, home organization, and establishing healthy family routines. Several families are also supported when Parent Aides provide transportation and supervision for parent/child visits. At times a Parent Aide will advocate for a parent and accompany them to meetings with DCF or their children's schools. Families that fully engage in Pernet's Parent Aide services are successful in gaining stability in their lives that is necessary to provide a positive home environment for their children.

Parenting Class

108 served

Pernet offers an 8-session per cycle Parenting Class for DCF-involved parents. The class introduces positive parenting strategies and ideas designed to encourage and support the healthy development of their children.

Fathers & Family Program

135 served

The Fathers & Family Program offers support to fathers involved with DCF or the justice system.

Nurturing Fathers Group

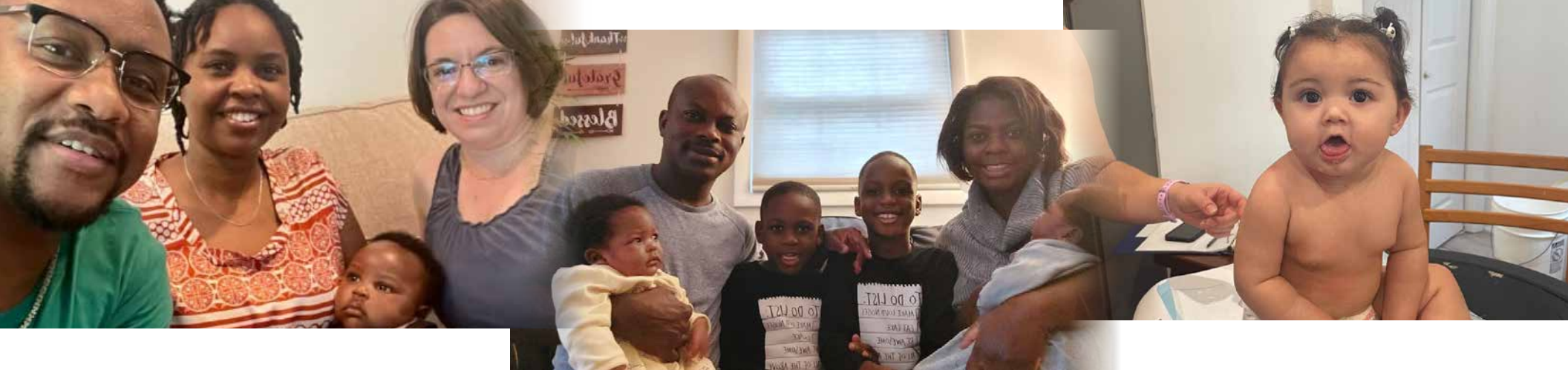
128 fathers served

This is a 10-session group program for DCF involved fathers that aims to support fathers in their efforts to strengthen their connections with their children by exploring the impact that their own father's parenting may have had on them, and by examining what it means to be an emotionally literate male in order to be a nurturing father to their children.

The Jail Group

44 fathers served

This partnership with Worcester County House of Corrections, offers a 12 session group for incarcerated fathers in the Annex Program at the Worcester County House of Corrections. This group is designed to help these inmates understand how their incarceration has impacted their lives and that of those around them. The program works to give them the tools to grow as individuals in order to be a healthy part of their families going forward. Pernet staff assist the jail in the supervision of visits between inmates and their children during the last four weeks of the group cycle. Fathers develop skills in communication, how to show love and affection, stress management, and relationship and life skills.



Maternal & Child Health

347 families served

447 total visits (35 of these families were seen more than once)

684 referrals were made, 50% resulting in visits

This Program strives to link at-risk, low-income women and their children to appropriate medical care, provide parenting education and support, detect early developmental delays, and educate families on social and educational development.

With support from the Worcester Together Fund Reimagining Fund, Pernet introduced **Universal Newborn Visitation** to the city of Worcester in 2021, with the goal of a home visit for every new parent in Worcester within the first two weeks of an infant's life. In FY2023, 15% of all the babies born to Worcester parents were seen through this program. This initial seed funding supported the program for its first two years and an ARPA grant of \$228,588, as well as additional grant funding from private funders like the Raskob Foundation, , have allowed the program to continue to operate and thrive.

Our ultimate goal is that every new parent and newborn in the City of Worcester, regardless of circumstance, will receive a visit within the first two weeks of the child's life.

Who is eligible for this program?

Any family with a newborn who lives in the city of Worcester

What does this program offer?

This is a voluntary screening/assessment offered at no cost to families.

A typical Universal Newborn visit may include all or some of the following:

- Family support
- Support in parenting
- Emergency assistance for formula/diapers
- Assessment of newborn
- Education related to care of newborn
- Breastfeeding education and support
- EPDS for birthing parent screening
- Postpartum assessment and self-care education
- Assessment of home environment
- Connect families with other local resources as needed

How families are referred

- UMass Postpartum Unit
- NICU
- OB-GYN/Family Practice/Pediatrics Providers
- Case Management/Community Worker/Social Service
- Families can self refer

One Worcester family who received a Universal Newborn visit had an infant with a serious congenital malformation. He received visits 2-4 days per week until he unexpectedly passed away. Pernet was able to arrange for his burial and funeral at no cost to the family, connected them with community bereavement services, and has continued to support the family as needed and.



Family & Community Development

Youth Program

Funding was provided by a United Way of Central MA After School Out of School Time Rebound grant. 45 school-aged children experienced free, “high-dosage” programming. We provided homework help in the Homework Club, life skills lessons, and field trips. Additionally, through a partnership with Umass Extensions, students received nutrition education and over the summer, they participated in weekly arts and crafts activities at Claytime

Emergency Assistance

20,000 pounds each month
12,098 individuals served

A food pantry was one of the very first programs offered by our founders, The Little Sisters of the Assumption.

Fresh fruit and produce offerings have expanded through a new partnership with Boston Area Gleaners and now

frequently have clothing on hand through partnerships with Cradles to Crayons and Bombas Socks. We are in the process of becoming a “Choice Model” pantry and implementing the operating principles of SWAP- Supporting Wellness at Pantries.

Webster Square Day Care Center

In April of 2023, the merger of two storied Worcester agencies – Pernet Family Health Service and Webster Square Day Care – was completed. This union creates a stronger, more robust Pernet, ready to provide support for vulnerable children and their families from birth through school age. Pernet continues to operate Webster Square Day Care Center’s full day, full time center-based and family day care programs in their current locations. Families enrolled in Webster Square programs continue to receive the same high-quality, responsive, and individualized care their children they

have always known. The biggest change is that they now have greater access to services at Pernet such as Maternal & Child Health, Early Intervention, Family Support Programs, Emergency Services, and Pernet’s Youth Program.

The center-based preschool program, located in St. Mary’s Health Care Center on Worcester’s Queen Street, is accredited by the National Association for the Education of Young Children and provides full-day, full-time care for up to 60 children, ages 2.9 to 6. Through an additional 22 Commonwealth of Massachusetts licensed home-based family childcare sites, we provide full-day, full-time care for children 6 weeks through kindergarten age.

This merger brings together two non-profit agencies with similar missions, creating a stronger Pernet Family Health Service, now offering a full continuum of services for children from birth through school-age.



Special Events

Volunteer Appreciation

April is **National Volunteer Month**, and Pernet has some of the most dedicated volunteers imaginable. We invited all to join us for a casual evening of celebration and gratitude at Mezcal. Guacamole, salsa and a good time was had by all.



Merger & Retirement Celebration

In June, we celebrated the **merger of Webster Square Day Care and Pernet Family Health Service** with a dinner at Cyprian Keyes Golf Club. In addition to marking the joining of two essential Worcester institutions, we paid tribute to long-time **Webster Square Executive Director, Eileen Lavallee**, on the occasion of her retirement. The office of Senator Robyn Kennedy, Representative David Leboeuf, and Eileen's nieces were among the many sharing accolades and stories celebrating her long career of making a difference in the life of Worcester children.

All Contributions July 1, 2022 - June 30, 2023

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Support for Pernet comes in many forms. We are grateful to all those who donate products and items that help support the work that we do.

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 Gaylord Friend
 Ms. Elyzabeth Frontaan
 Ms. Joan Gage
 Emery and Jeannita Gauder
 Laura Gleim
 Mr. Richard Glew
 Go Beyond the Walls
 Ms. Giselle Grevllon
 Kimberly Hebert
 W. Mack and Deanne C. Hill
 Carrie Himmer
 IHN Family Shelter
 Ronald M. and Elizabeth A. Jarret
 Ms. Rosetta Joyce
 Mr. Connor Keohane
 Ms. Kaleigh Keohane
 Mr. Michael Keohane
 Ms. Margaret Kilcoyne

Knights of Columbus at Christ The King Church
 Ms. Hannah Kozlowski
 Echo M Kruckenberg
 Ms. Sue Lah ti
 Ms. Mary Ellen Lamby
 Jennifer LeBlanc
 Sr. Margaret Leonard
 Ms. Ann Leonard
 Keith & Emily Ross (Barnett) Linhares
 Jane A. Lochrie, MD
 Iveth Dafne Berges Louala
 Loving Spoonfuls
 Monique Lucey
 Ms. Linnette Matos
 Robert C. Mayes
 Ms. Delores Mays
 Sr. Jean McCormack
 Marissa McKeon
 Ruth Mielke
 Laurie Mitchell
 Mr. Randy Mogren
 Zackery Mohn
 Ms. Michelle Mondoux
 Debra Page Mooney
 Dr. Kevin Kearney and Ms. Mary Mullaney
 Ms. Brittany Murphy
 Linda L. Murphy
 Dr. Beverly Nazarian
 Mr. and Mrs. James and Claudia Neithercut
 Ms. Ann "Cookie" Nelson
 Mr. and Mrs. Sean and Denise Nelson
 Newbury Investment Partners
 NKD Waxing, Lashes, and Makeup
 North American Martyrs Church
 Beth Orsini

Our Lady of Hope Parish
 Our Lady of Lourdes Parish
 Our Lady of the Angels Parish
 Mr. and Mrs. Richard H. and Carolyn M. Parker
 Pathways For Change, Inc.
 Sandra Piwko
 Ms. Renee Plaisance
 Emily Primavera
 Project New Hope Inc.
 Mr. Thomas Purcell and Ms. Elizabeth Delahunty
 Mrs. Bridget Quinn
 Maureen Quinn
 Rachel's Table
 Ms. Sirena Ramos
 Mr. and Mrs. David and Jennifer Reed
 Natasha Reyes
 Jane Rhinhart
 Jamie Rodgers
 Ms. Grace Roessler
 Rutland Food Pantry
 Sacred Heart of Jesus Parish
 St. Anne's Human Services
 St. Bernadette School
 St. Brigid and Assumption Parishes
 St. Columba Church
 St. John's Food for the Poor Program
 St. Mary's Church
 St. Matthew Parish
 Saint Peter's Church Food Bank
 St. Roch Parish Society of St. Vincent de Paul
 Saint Vincent Hospital
 Salvation Army
 Mr. Patrick Scalley
 Steve Scott

Ms. Tatiana Segui
 Sew What
 Karen Shapiro
 Mrs. Joyce Sillup
 Emilie Smiley
 Stop & Shop
 ckSmithSuperior
 Mr. Craig Soulor
 Mary Vigliatura Stolarczyk
 Ms. Abigail Sullivan
 Sullivan, Garrity and Donnelly Insurance Agencies
 Table Talk Pies
 Target Stores
 Tickets For Kids
 Lorraine Tierney
 Tufts Health Public Plans
 Angelica Valle
 Ms. Katibell Valoy
 Ms. Annie Vargas
 Ms. Renee Veroneau
 Allison Vickstrom
 Mrs. Elizabeth A. Vietze and Mr. David Mangus
 Teisha Vincent
 Visitation House
 Jessica Clancy Wallace
 Walmart
 Mike Walsh
 Karen K Walsh
 Wegmans
 Helen Windsor-Cripps
 Worcester Institute For Senior Education
 Worcester Marine Corps League
 Yes We Care Inc.
 Ms. Sandy Enzo Zuffante



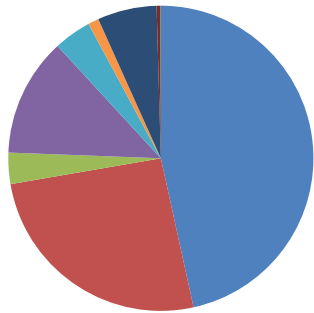
Volunteers

We are so very grateful to the many individuals and groups of students, co-workers, neighbors, and friends who gave of their time and talent to help Pernet. In the past year, volunteers gave 2,072 volunteer hours to Pernet and:

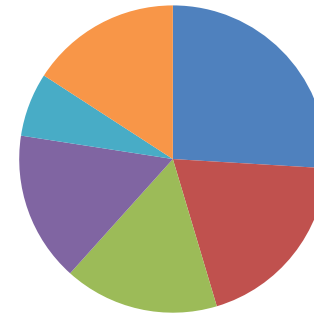
- Painted the exterior of Pernet's building
- Mentored, encouraged & inspired HomeWork Club kids
- Sorted and distributed food in the Food Pantry
- Organized and ran a Family Spring Event
- Served as a member of the Pernet Board of Directors
- Painted the Early Intervention and Nursing offices
- Fed families at Thanksgiving
- Made Christmas happen for 372 families
- Were Guest Readers for the Summer Wave Program
- Painted the Early Intervention playspace
- Created an outdoor sanctuary with a new mural, mulch, picnic tables and hopscotch

Financial Report - Operations

AS OF JUNE 30, 2023*



Revenue & Support



Expenses

	\$	%
Gov't Contract	1,420,884	46.6%
Fees for Service	785,117	25.7%
Private Donations	101,058	3.3%
Foundation/Corp. Donations	383,364	12.6%
United Way	121,468	4.0%
Private Religious Sources	34,695	1.1%
In-Kind Contributions	191,602	6.3%
Investment Income	11,782	0.4%
Miscellaneous	1,795	0.1%
Total	3,051,767	100%

	\$	%
Early Intervention Program	804,847	26%
Webster Square Day Care **	602,373	19%
Family & Community Dev.	504,747	16%
Family Support	489,329	16%
Nursing Services	208,209	7%
Admin. & Fundraising	491,445	16%
Total	3,100,950	100%

Operational Surplus	(49,183)	
Decrease in Restricted Funds	(75,669)	
FY 23 Change in Net Assets	(124,852)	Operations
Increase in Net Assets - Merger	1,072,348	Assumption of WSDCC
Total Change in Net Assets	947,496	

* Preliminary and Unaudited Results

** Included in Operations from 4/1 - 6/30/2023

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

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WORCESTER, MA



Your generosity helps Pernet Family Health Service to **support more than 10,000 people** every year with parent support, youth programs, emergency food and infant supplies, maternal and child healthcare visits, and day care.

Thank you.



Little Sisters of the Assumption



United Way of Central MA



The Department of Children and Families



The Department of Public Health



Greater Worcester Community Foundation



Diocese of Worcester