





ANNUAL REPORT **2019-2020**

















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Our Essential Volunteers

Our Essential Donors

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FROM OUR EXECUTIVE DIRECTOR

What a year it's been! The reality of our world is very different from just a year ago, and, as you might predict, our priorities have changed, too. The complexity of the pandemic and its ripple effects on so many aspects of life is daunting. So, we thought long and hard about our annual report this year. Digital or print? Somber or celebratory? Show faces of people or use only photos with masks?

As you can see, we chose print. We wanted to give you a moment to pause and join us in the celebration of accomplishments during one of the strangest years of our collective lifetimes. We want you to know that, although we continue to manage life with COVID-19, our appreciation and gratitude for our supporters, our donors, our volunteers and our workforce did not diminish. If possible, it grew even stronger.

It is my hope that in these pages you feel our gratitude for you and your support of our essential and vital work at MHY Family Services. I believe MHY Family Services' COVID-19 chapter will illustrate the resiliency. fortitude and commitment of our entire MHY family and

> community. MHY's history and future is about providing hope in the most difficult of times and ensuring our resources are available to help children and families who need us. We know that this pandemic is already taking a toll on so many of us, affecting our mental and emotional health. A strong society is built by emotionally healthy individuals and families, so our work this year became even more essential than before—as did your support.

> > As you read about the successes of our youth and families, the efforts of our superstar workforce and the generous contributions of our donors and volunteers, please know that YOU have been ESSENTIAL in fulfilling our mission over this past year. Essential is defined as "absolutely necessary; extremely important." I could not describe youour supporters—any better if I tried.

Thank you for your amazing contributions to help us serve others in these challenging times. We hope to see you-in person and without masksduring healthier and happier days.

Lisa M. Schiller

Executive Director

FROM OUR BOARD PRESIDENT

Dear Supporters,

There are no words to adequately express my gratitude to the entire staff of MHY Family Services. When most of us were sent home to ride out the quarantine in mid-March 2020, MHY employees continued to serve Western Pennsylvania youth and families who have suffered the damaging mental health effects of trauma, neglect and abuse.

As I end my tenure as president of the MHY Family Services' Board, I would like to thank all of you who support this organization. You know the "why" behind MHY. However, if you are someone who drives by the campus and wonders what goes on in that Tudor mansion, I want you to know this: that the most courageous, ESSENTIAL WORKERS work HERE. They have signed onto a social contract established by the women of Pittsburgh's United Presbyterian churches more than a century ago. A contract which began and continues to serve children and families.

MHY Family Services' administrators, clinicians, therapists, advisors, teachers, aides, cooks and maintenance workers show up every day in Allegheny, Beaver, Butler, Clarion, Forest, Crawford and Lawrence counties, as well as at the campus in Mars, which dozens of young people call home. MHY employees, who are sons, daughters, moms, dads, husbands and wives, did not hit the pause button on their lives; the continuum of care didn't allow them to shelter in place. They went to work.

I am proud to be a part of an organization of heroes who are willing to fulfill a social contract to work with our most vulnerable population and assist them on their way to health and well-being, 24/7, 365 days a year. I hope you will join me in honoring this social contract by continuing to support the essential work and the essential workers of MHY Family Services.

Joanna Papada
Outgoing President
MHY Board of Directors





Licensed as a private
academic school by the
Pennsylvania Department
of Education, Longmore
Academy provides
education for youth in MHY's
residential programs, as well
as for commuter students
from local school districts.



In addition to a supportive traumainformed learning environment,
Longmore Academy teaches to
Pennsylvania's Common Core
Curriculum so that students can
transfer back to their home school
districts for promotion and/
or graduation. Longmore
also offers electives,
including STEM,

and pet-assisted literacy; life-skills training; and extended school year (ESY). Through individualized instructional practices, students can receive remediation support, credit recovery as well as college- and career-

art, music therapy,

physical education,

readiness planning.

Longmore Academy

Highlights from 2019-20

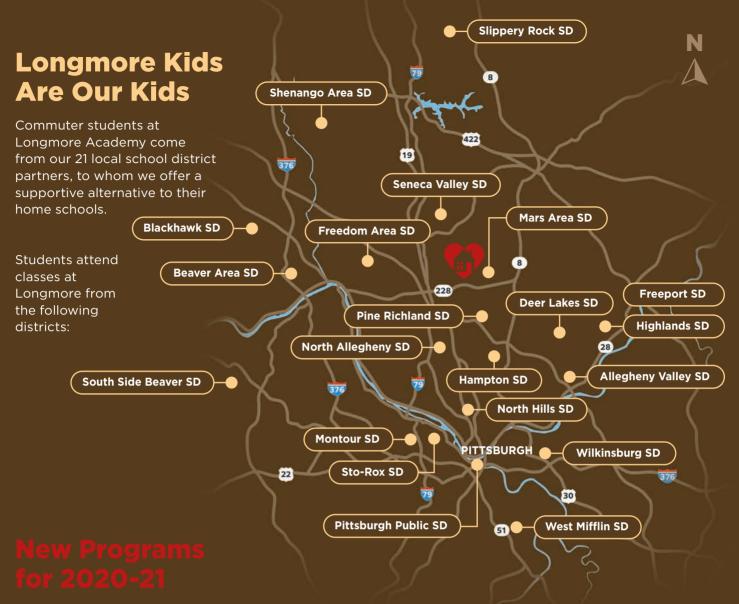
ENHANCED ELEMENTARY PROGRAM

In 2019-20, Longmore added a 1st and 2nd grade classroom, merging with the existing 3rd grade class to form a new elementary-level program. This new program fills a gap in the community's need for educational programming and behavioral support for the youngest students. The program's smaller class size enables more individualized instruction and one-on-one attention for these young students who commute daily to MHY from our partner school districts.

ONLINE LEARNING BOOST

Through generous support from Lincoln Learning Solutions, Staunton Farm Foundation and many donors to our *Impact Through Tech* campaign, Longmore Academy was able to quickly transition about 100 students to online learning last spring due to the coronavirus pandemic. "With the amazing support of our donor community, Longmore's students had the tools and resources to continue their schoolwork and maintain their





LIFE SKILLS

New this school year, Longmore is launching a Life Skills program to support the educational needs of students with intellectual disabilities and Autism Spectrum Disorder, as well as students in general and special education. This program teaches skills for independent living, such as cooking, completing household chores, paying bills, maintaining personal safety, finding public transportation, identifying hobbies and interests, building communication skills, and advocating for and assessing themselves.

NEW MAKERSPACE

An engaging and interactive makerspace classroom was introduced for students to gain STEM experience and hands-on learning. Our makerspace will provide a creative work zone where students can collaborate, explore, invent, tinker and strengthen their independent thinking skills.

What is Trauma-Informed Care?

Children who have experienced trauma in their lives often present challenging symptoms and behavior. The brains of these children appear to become permanently changed from the trauma, often resulting in attachment disorders, developmental delays, self-control issues and low self-esteem. Trauma-informed care addresses the crucial elements of healing by providing the child with a sense of safety, helping them build healthy relationships with others and teaching coping, emotion- and impulse-management skills.*

^{*}Source—Bath, Howard, "The Three Pillars of Trauma-Informed Care," Reclaiming Children and Youth, v17 n3 pp17-21, Fall 2008.



ART THERAPY

Art has long been an important way for young people to express themselves, appreciate beauty and find inspiration in the creative talents of their peers. Longmore Academy students enjoyed two enrichment programs last year that focused on artwork.

ARTSPATH

The COVID-19 pandemic threatened to disrupt one of our traditional summer programs for MHY's young people until our generous donors and community partners came through to provide a summer filled with fun, recreation and learning. Due to virus-related visitor restrictions, MHY had to find a way to continue its affiliation with Indiana University of Pennsylvania's ArtsPath program, a partnership that has supported hundreds of MHY students over the years.

A small but determined planning team was able to use technology to host a virtual arts program with ArtsPath for the 40 boys and girls who participated. Students have given the virtual program rave reviews. "It was fun and interesting," says Jack,* a junior. Shawn,* a junior, agrees. "It has been really fun. I love art, and it has given me some new creative ideas," he says.



268

STUDENTS SERVED AT LONGMORE IN 2019-20 SCHOOL YEAR

COVID-19 PROJECT

Longmore Academy students dedicated several days to an art therapy program related to the COVID-19 pandemic. The project was a social, emotional and therapeutic way for the students to express how the pandemic is affecting them and their community.

"You have to take the positive out of every negative situation, hoping you can get something good out of it," says Becky,* a junior. "We learned that wishing isn't going to take you where you want to go — you have to put the time and effort in."

Another student, Denise,* a sophomore, made a safety poster that reinforced some of the positive actions people can take during the pandemic. "I went months without seeing my family and that made me disappointed, but the staff reassured us that it's not forever."

"We turned a negative into a positive through our artwork," says Melissa,* a freshman. "The staff were calm about the situation, so everyone felt safe."

AND BEING AROUND FAMILIAR FACES.

SCHOOL HERE IS ACTUALLY PRETTY COOL

AND I'M GLAD I GOT TO EXPERIENCE IT.

- Randall*

STUDENTS RECEIVING SPECIAL EDUCATION SERVICES AT

LONGMORE ACADEMY

COMMUTER STUDENTS FROM MHY PARTNER SCHOOL DISTRICTS

^{*}Names have been changed to protect confidentiality.

Residential Programs

MHY Family Services now offers three residential programs on our main campus in Mars, Pennsylvania. We use individualized, trauma-informed treatment strategies to address the behavioral and emotional issues that prevent young people from succeeding in home, school and community settings. They are:



DIVERSION AND ACUTE STABILIZATION (DAS)

is an intensive program serving both **boys and girls ages 9 to 17** with the goal of stabilizing behavior within 28 days so young people can return to their homes and families. This program is an alternative to inpatient hospitalization and provides psychiatric assessment, medication monitoring and intensive individual, family and group therapy to prepare residents for integration back into the community or to another level of care.



SPECIALIZED RESIDENTIAL TREATMENT FACILITY (RTF)

is an intensive and highly structured behavioral health treatment program for **boys ages**11 to 18 which offers stability and specialized sexual abuse prevention. Boys live in a homelike environment and participate in individual, group and family therapy, complemented by psychiatric treatment. These therapies help young men build selfesteem through learning life skills and models proactive problemsolving and appropriate social behavior as they integrate back into the home, community and school.



RESILIENT YOUTH STRIVING FOR EMPOWERMENT (RYSE)

Enhanced Residential Treatment Facility (RTF) — is the newest program specifically for **13- to 18-year-old girls** who have emotional and behavioral issues due to a history of complex traumatic experiences. The RYSE program offers a structured daily routine that uses gender-responsive practices and approaches that are used specifically for female development as well as trauma exposure and response.

66 MHY WAS ABLE TO GET MY SON TO BETTER COMMUNICATE HIS EMOTIONS. IT IS ONE DAY AT A TIME, BUT MHY CHANGED MY SON'S WHOLE LIFE. 33

- Erin, mom of MHY resident

Highlights from 2019-20

The Resilient Youth Striving for Empowerment (RYSE) program, introduced in 2019, is a one-of-a-kind enhanced residential treatment facility (RTF) that provides a stable environment in which teens can make positive strides toward achieving success and living a happy life.

RYSE uses a structured daily routine with a low staff-to-resident ratio and extensive peer interaction to help girls build friendships and support one another. The program combines family therapy, gender-responsive approaches and mentoring to empower teens as they integrate back into the home, community and school.

SAFE FROM BULLYING

Sarah,* a resident and 10th-grade student at Longmore Academy, had experienced bullying at her former school. After completing treatment through MHY's DAS program, she asked to stay at Longmore Academy and has become a model student, including being chosen captain of the school's cheer squad. "I feel safer at Longmore," Sarah says.



NURTURING INTERESTS

When JR* arrived at MHY in the fall of 2018 at age 16, he was angry and depressed, with thoughts of ending his own life. Living with his guardian was tense, and they argued a lot.

After intensive treatment and the support of his therapist, Joy Pfaff. JR now has an improved relationship and more open communication with his guardian. "My teacher, Ms. April Lehey, helped me expand my love of animals and showed me that I could actually find a job doing something I love," says JR. "She even took me to the Pittsburgh Zoo." JR was accepted to a college known for its Wildlife and Conservation bachelor's degree program. He hopes to someday work at the Columbus Zoo and Aquarium.

REALIZING POTENTIAL

Melissa* had struggled with attachment and trust issues from being neglected during her childhood. She felt like nothing was going to work for her. Once she became a part of the RYSE program, Melissa learned how to develop healthy relationships and manage her moods. She gained insight into her life and her own potential. She has bonded with the other girls in the program and supports them, motivating them to stay on track. She has set her sights on attending college to study art.

EMOTIONAL CONTROL

Throughout her childhood, Hannah* lacked a consistent positive role model. She experienced instability and a lack of safety. Hannah struggled to regulate and control her emotional responses to frustration and anger. Through therapy, Hannah has found the coping and relaxation techniques that work best for her. **She is now thriving** in the warm, welcoming and stable environment of the RYSE program.

^{*}Names have been changed to protect confidentiality.



Community Service Programs

MHY Family Services offers community services for adults, at-risk youth and their families with the goal of creating family stability to prevent children from being removed from the home.

Multisystemic Therapy (MST) Program

Our Multisystemic Therapy (MST) program is an intensive, evidence-based program that serves dependent and delinquent youth, **ages 12 to 17**, who are at-risk of or are already in an out-of-home placement. This program addresses the many influences that contribute to growing antisocial or illegal behavior.



AVERAGE LENGTH OF SERVICE HAS BEEN REDUCED BY

5 days



SUCCESSFULLY LIVING AT HOME



Highlights from Last Year

The MST program continues to exceed expectations, with our young people excelling in school or at work and living successfully at home. Our outcomes are well above the 90 percent target success indicator commonly experienced with these types of programs. For example, 96 percent of youth who have completed MHY's MST program have had no new arrests and 93 percent are successfully living at home. Our clinicians work continuously with each child to provide a therapeutic environment in which to address specific behavioral health needs. The program has been so successful that we decreased the average length of service by five days last year.

Parents have expressed excitement about and gratitude for the MST program and the changes they've seen in their children who have completed the program. They report newfound determination and motivation, as well as an enhanced desire to do well in school or shine in the workforce.





EXCEEDING EXPECTATIONS

Cheyenne* had failed the prior school year and had been drinking, smoking marijuana and threatening violence when she came to MHY's MST program. Her mom was skeptical that Cheyenne would ever come back home. But by working with Julie Reagal, MA, an MST therapist, the family was able to get back on track. "This family worked hard to set boundaries. increase supervision, enforce rules and focus on being kind to each other," Julie reports. "My client has achieved all of her goals, met CYS expectations, enrolled in school for the fall, gotten a job and moved back home."

REDIRECTING BEHAVIORS

Jason's* mom was fearful that CYS was going to take him away after her family had tried everything and nothing had worked. Through MST, the family was able to identify the factors that were contributing to the physical and verbal aggression and substance abuse that had led to their teenage son requiring psychiatric hospitalization. Once the team understood the dynamics in this young man's life, MST was able to help the family build behavior-management skills, increase supervision and monitoring, navigate the school and CYS systems and, most importantly, learn how to make their child feel safe and loved.

"In just 16 weeks, the family reported they were spending more time together with no physical aggression at home or in school," says Katelynn Cirell, MSW, MS, an MST therapist. "The school reports that the student was a role model in the classroom, and his mom was empowered to take action and to advocate for her son, creating sustainable change."

OVERCOMING GRIEF

Kate* had been struggling with the loss of her mother, was intimidated by crowds and had begun skipping school due to her anxiety and feelings that no one cared. Through MST, Pam Simpson, MA, an MST therapist, was able to work with Kate's dad to understand that his daughter needed time and therapy to work through her mother's death. He became more comfortable talking to and supporting Kate as she learned to manage her anxiety and fear of crowds. "As therapy progressed, Kate began to set goals for herself and was more open with others," says Pam. "She wasn't sure what she wanted to be as an adult, but she is now able to see her own potential and the possibilities open to her."

^{*}Names have been changed to protect confidentiality.

Community Monitoring

MHY Family Services also offers two home-monitoring programs, both of which are structured to monitor those who have been sentenced to house arrest while also keeping the family unit intact.

Our **Intensive Aftercare and Community Monitoring** program provides home and community-based monitoring of delinquent adolescents ages 11 to 18 who are at risk of reoffending. Our **Adult Electronic Monitoring** program provides electronic home monitoring that enables the client to stay in the home, maintain family contact, keep their job, support their family financially and access other community resources.



PATH TO SUCCESS

Although 18-year-old Tyler* had experienced significant trauma throughout his life, he remained a very driven and future-focused young man.

As he was entering his senior year, Tyler was committed to improving his life through MHY's HFW program. He had his sights set on attending college or joining the military. His team, which included an HFW facilitator, a Family Support Partner and other supporters, were fully committed to helping him fulfill his dreams.

Over the next few months, Tyler visited several universities and began to receive multiple acceptance letters. "Tyler opted to join the Air Force and is currently studying for his Air Force entrance exams," reports Brenda O'Day, Tyler's Family Support Partner. "He's not sure if he'll make a career out of the military or if he will go to college, but he's on the right path to being successful in his adult life."

High-Fidelity Wraparound (HFW) Program

HFW supports youth who have behavioral health challenges with a collaborative team process that brings together natural supports, school, church, neighbors, nonprofits, extended family and more to meet the child's needs without relying on social service systems.

HFW has been successful in reducing or eliminating truancy, increasing community connections and fostering positive relationships and behaviors in the home, school and community.

*Names have been changed to protect confidentiality.

162020 HAS BEEN A CHALLENGING YEAR FOR EVERYONE, AND MHY IS NO EXCEPTION.

Navigating the ever evolving crisis that was and is Covid-19, MHY Family Services demonstrated daily that the health and safety of the children and families in its care, and the well-being of its staff were central to the pandemic response. Lisa and the whole leadership team worked tirelessly to ensure that MHY was what it always is, a safe place where children get the support and care they need and where the staff feel appreciated and respected. As a board member, the dedication of staff who work long hours in sometimes challenging circumstances is always uplifting.

Cindy Thomas

In-coming Board President

PRIORITIES AT MY CHURCH. We started hosting monthly Game Nights in 2012 and have continued the tradition because it is such a great experience and the kids love it! — Ron Salisbury, Parkwood Presbyterian Church — Ron Salisbury, Parkwood Presbyterian Church

Volunteers serve an essential role in the MHY Family Service experience by serving as a vital extension of our staff.

VOLUNTEERING AT MHY IS ONE OF OUR

We are humbled each year by the array of individuals and groups from churches, businesses, communities, universities and schools, as well as the families of our young people, who come together to serve our organization.

Whether serving as interns, pastors, board members or in other key assistance positions, volunteers keep our campus humming and our staff free to concentrate on the clients we serve.

We thank our volunteers for their time, talents and treasures donated toward our essential mission!

3,458

HOURS OF VOLUNTEER SERVICE IN 2019-20 BY 322 VOLUNTEERS

WE CONSIDER OURSELVES FORTUNATE TO HAVE SPENT TIME WITH THE YOUTH SERVED

BY MHY, and we've seen firsthand what a difference this organization can make in the life of a young person who is trying to deal with some of the most difficult of circumstances. What MHY provides in terms of education, counseling, support and care is the most essential part of their lives.

— Roz Hare, Takeda Pharmaceuticals

I HAVE BEEN A BUSINESS OWNER AND **RESIDENT IN THE MARS COMMUNITY** FOR THE LAST 20 YEARS. After learning more about the services offered by MHY for at-risk children and families, the decision was easy to lend a hand. I am so proud to be part of the MHY family and to support their critical and necessary mission! - Ronne Wright, member MHY Board of Trustees MY MOTHER, ANNA SLOAN, **ENJOYED 25 YEARS OF** SERVICE TO MHY. The Sloan House, which currently houses the RYSE program, was built in recognition of her service. I am amazed at the dedication and commitment of the staff and administration in helping to meet the educational and therapeutic needs of your youth and families. 🧾 - Suzanne Sloan Bragg



Pictured are John and Mary Rae Kowach, administrators of the Palumbo Charitable Trust, who personally support the Ginger's Store Donation Center with in-kind gifts.

MHY Family Services is only able to carry out the essential work we do for our young people thanks to the loyal, generous support of our donors. Your willingness to donate represents your belief in the value of the young people we serve. We are grateful that YOU chose to support MHY!

Donor Highlights

FAMILY CENTER UPDATE

MHY has begun renovations on an existing campus building to open a Family Center in 2021. Through the funding generosity of Edith L. Trees Charitable Trust, The Kerrish Family Trust, Northwest Charitable Foundation, Inc. and Palumbo Charitable Trust, youth and families will soon have a safe, comfortable and private space for visitation, therapy and support.

BLANKETS THAT GIVE HUGS

Through specialized therapy, children at MHY learn coping skills that are remarkably effective in calming their responses to abuse and trauma. Weighted blankets have been a crucial tool in helping many of the RYSE girls, in particular, to cope with intense emotions, pseudo-seizures and flashbacks. The weighted blankets help girls stabilize and ground themselves. Thank you to Holsinger P.C. who donated several weighted blankets to our program.

OUTFITTING KIDS

Ginger's Store provides hundreds of youth and families with new and gently used clothing, shoes, coats and more. MHY is fortunate to have a community of supporters who ensure that the boys and girls in our care have all they need for their comfort and safety throughout their treatment. In addition to having access to clothing in the Ginger's Store, donors also provide youth with toiletries, bedding, gifts for birthdays and holidays, recreational items and much more.

AT NORTHWEST, WE'RE PROUD TO PARTNER WITH MHY FAMILY SERVICES IN OUR SHARED MISSION TO ENRICH THE LIVES OF THOSE IN THE COMMUNITIES WE SERVE.

We're excited to be involved in the development of the new Family Center — another MHY dream turning into a reality. We're truly fortunate to have such quality services that touch the lives of children and families in our community.

> – Mark Buchek, Northwest Bank



Students from Slippery Rock High School, Constance Schiller and Emmeline Gima prepare Ginger's Store for winter clothing.

Donor Report

July 1, 2019 - June 30, 2020

MHY Family Services is able to illuminate a path to a brighter tomorrow for the youth and families we serve only with the support of generous donors like you. Your belief in them reminds us all that there is always reason to hope.

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THE STAFF AT MHY IS

AMAZING. I LEFT THE

COMFORTABLE PLACE
I CALLED HOME FOR EXACTLY
5 MONTHS. YOU ARE WONDERFUL

AND WILL ALWAYS BE IN MY HEART.

- Brad,* DAS graduate



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*Names have been changed to protect confidentiality.

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CIVING LEVELS

GIVING LEVELS	
Inspiration Donors	\$10,000+
Sanctuary Donors	\$5,000 to \$9,999
Hope Donors	\$2,500 to \$4,999
Healing Donors	\$1,000 to \$2,499
Commitment Donors	\$500 to \$999
Friendship Donors	\$250 to \$499
Support Donors	up to \$249
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T: 412-408-3693

F: 412-408-3692

Beaver County:

109 Rinard Ln. Rochester, PA 15074

T: 724-775-1895 **F:** 724-477-0096

Butler County:

220 S. Washington St. Butler, PA 16001

T: 724-256-5037

F: 724-477-0096

Clarion, Forest, Lawrence and

Venango Counties: 1243 Liberty St. Franklin, PA 16323 **T:** 814-437-1246

F: 814-437-1366

Crawford County: 18282 Technology Dr. Suite 101 Meadville, PA 16335

T: 814-437-1246

F: 814-337-8080



MHY earned expedited reaccreditation through the Council on Accreditation (COA) as a result of having zero noncompliance ratings on fundamental standards. COA recognition signifies that MHY Family Services effectively manages its resources and provides the best possible services to all of its stakeholders.

MISSION STATEMENT: For 142 years, MHY Family Services has promoted the safety, health, education and spiritual well-being of youth and families.

WHO WE SERVE: Each year, MHY Family Services provides comprehensive treatment, education and on-going trauma informed care for nearly 1,300 youth, families and adults who have experienced trauma and struggle with an array of hardships, including behavioral health concerns, abuse and neglect.

MHY Family Services is accredited by the Council on Accreditation (COA), signifying that the MHY organization meets standards of quality set forth by this third-party accrediting body. A trauma informed organization, MHY Family Services supports an organizational structure and treatment framework that involves understanding, recognizing and responding to the effects of trauma. By emphasizing physical, psychological and emotional safety for the entire MHY community, survivors can rebuild a sense of control and empowerment.

For confidentiality reasons, MHY does not use photos in which our actual students can be identified. The children depicted in this report are representative of those we serve.



Mars Home for Youth Foundation

Main Campus and Longmore Academy 521 Route 228 • Mars, PA 16046