



**Youth
SERVICES**

Transforming Lives, Inspiring Futures



2020 ANNUAL REPORT

Building a caring community...



Dear Community,

When I'm asked why I support Youth Services with my time and money, I'd have to say it was because of my parents and what they taught me through the values they lived. They modeled how important it was to look out for one's neighbors, share what you have, and work together to achieve success, both as a family and as a community.

One of six siblings, I grew up in Williamsville, Vermont, no more than 10 miles from where I now reside with my husband, Rick. I had a very happy childhood in the 1960s, though financially it wasn't easy for my folks to provide for such a large family on a single salary. Raising chickens and a few cows helped, and our father, Edward, was often found mowing some farmer's fields on the weekends. A Select Board member for Newfane, my Dad was big on volunteering and he usually involved us kids as well. With six children to raise, our mother Jean, was fortunate to be a stay-at-home mom. She was both thrifty and crafty: she could "create anything from anything" and taught us to creatively use what we had.

The more I have been engaged with Youth Services, the more I've come to realize how fortunate we were growing up. Even before this pandemic hit, many across our community were struggling with poverty, addiction, and the ability to provide a strong foundation for their children. COVID-19 has only made Youth Services an even more critical resource. I am incredibly grateful for the leadership of our Executive Director, Russell Bradbury-Carlin, and all of our staff at Youth Services.

Throughout the pandemic our staff has acted upon the same values I grew up with: working together creatively to innovate and engage safely with our clients and neighbors and realize the mission to: **Work together to build resilience and be a catalyst for change.**

As a life-long Vermonter with deep roots in our community, it is incredibly rewarding to be part of an organization that does so much to help people right here in Windham County. We would not be successful without the support of each one of you.

Thank you for caring,



Cathy Coonan

Cathy Coonan, Board President

P.S. Learn more about what Youth Services does for your family, neighbors and communities by visiting youthservicesinc.org and signing up for our monthly newsletter.



Relationships are the intervention.

This is how we describe the first of Youth Services' core values: Relationships. In addition, we add: Relationships and inclusion in community lead to resilience.

This has certainly been a time where relationships have been tested. Whether it is the divisive political tension that the last few years has magnified, or the ways that the Covid-19 pandemic has forced us to see less of our friends and our colleagues in person while putting our families or groups of friends into "pods", it has been a real test of what relationships mean to us.

My son is 16 this year. This is a time in his life where relationships are, I would submit, the most important thing in his development. I've seen my son struggle with anxiety and depression during this year. I have also heard from him, his teachers, parent friends, therapists how so many youth have been similarly impacted by the reduced time in relationship with friends.

We, at Youth Services, try to live this value of relationship through our commitment to make sure the people we work with, as much as possible, feel some connection to our community. Ideally, even feel embedded in it, not out at the margins. We also believe that it is the relationships that our staff has with clients that is the foundational key to our work with them - it is the intervention.

Finally, we also work really hard at our relationships with each other on the staff, our board, and our volunteers. If we are not each supported and sustained by the mini-community of Youth Services, how can we provide the same to those with whom we work?

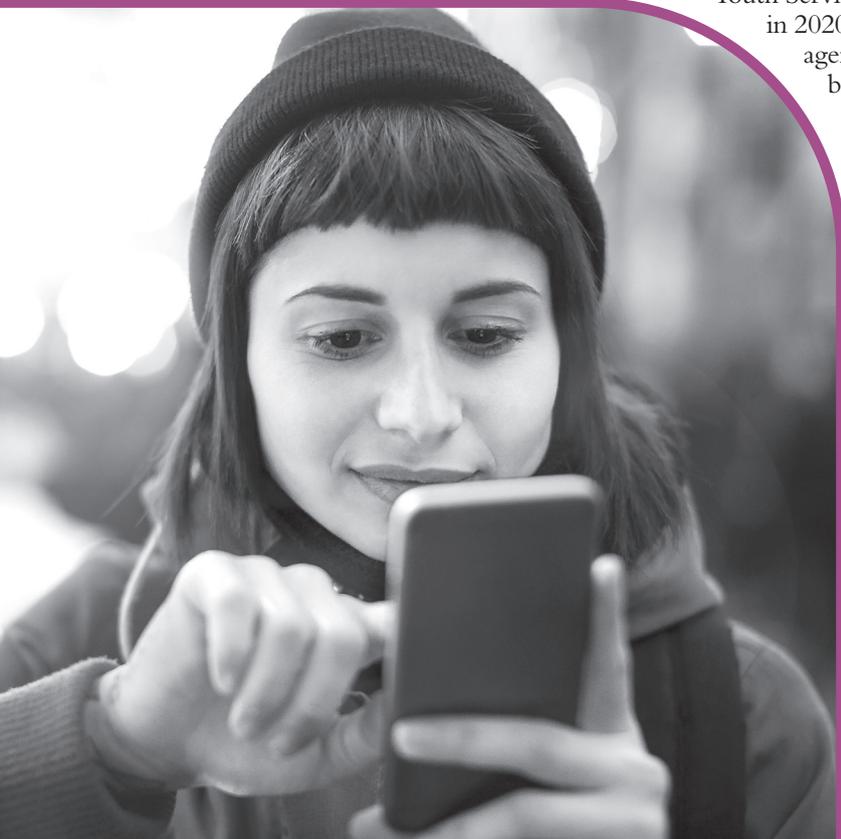
With appreciation,



Russell Bradbury-Carlin, Executive Director

Spotlight on:

Friends For Change



Youth Services' after school club in Bellows Falls, Friends for Change, was recognized in 2020 for innovation during the pandemic at a virtual forum of programs, state agencies, policy makers and funders. "During COVID, Friends For Change has been with us. If a family member dies, someone falls ill, or there is any trouble, we are there for each other," recounted a club member.

The democratically-operated club has been designed for and by youth who have stories of resilience. Friends For Change continued its programming for youth who have experienced trauma associated with poverty, discrimination or experiences with foster care and family instability. During the pandemic, the club's young people took on significant leadership roles with the guidance of adult staff.

When the pandemic hit, Youth Services staff pivoted their focus to ensure that all youth and their families were connected to important resources, from food to internet access to toilet paper. In order to switch to as many outdoor activities as possible, staff obtained water safety certifications so that the group could safely spend their afternoon meetings together at area swimming holes, physically distanced.

As the changing seasons and state COVID mandates required, Youth Services' program made a dramatic shift over the course of a month from a face-to-face club back to a virtually connected, play-based group that supports social and emotional growth. Despite the pandemic the group met weekly, often 5-6 times.

At Friends For Change youth develop peer support, learn self-compassion, empathy and the power of their own stories to heal in a group setting.



“Youth Services supports young people reframe their traumas as strengths.”

One of the reasons the Friends for Change program stood out among others in Vermont was the way Youth Services staff stretched to meet the challenges of remote youth engagement. “I’ve been blown away with the capacity of our team,” related Emilie Kornheiser, Youth Services’ Director of Workforce Development.

Friends for Change creatively met the needs of participants by co-developing programming with youth. These programs included: daily zoom meetings, sharing community resources and connections, COVID Coping Kits delivered monthly, a buddy system, and intern-led projects.

“Friends For Change did a great job of checking in and making sure that everyone is doing OK,” explained Kiernon, a youth intern, who described a buddy system, with daily check-ins, that ensures that group members get the support they need.” Even though we can’t be in person, we are still there for each other.”

Supportive adults who provide space for youth to talk with one another about issues of deep concern has always been a hallmark of the group whose 35 members range from middle school students to early 20’s. As Liam, a youth intern observed, “Friends For Change is about accepting people. We can show up however we are without being judged.”

We all have wisdom to give and receive, and that exchange nurtures growth.

A Core Value of Youth Services

During the summer Friends For Change held their meetings socially distanced at swimming holes due to the pandemic.



Spotlight on:

Court Diversion

More than 20 years ago, Youth Services' Court Diversion program gave David Morey, then a young man from Westminster, VT, a chance to avoid a felony conviction for taking, along with two friends, a neighbor's snowmobiles for a joy ride, resulting in two grand larceny charges.

Youth Services required that Morey acknowledge what he did, confront how he harmed others, thus repairing the harm, in his case through restitution, 100 hours of community service and an apology. In exchange he avoided a criminal record while reducing costs to the court systems.

This made all the difference to Morey's life path, enabling him to join the Army National Guard a year after his brush with the law, serving nearly two decades, including a stint in Afghanistan. He retired last year at the rank of major, from the Cheshire County Department of Corrections as a corrections officer.

Today, Youth Services continues to make that difference for people in Windham County. Close to 250 youth and adults are referred to Youth Services each year. There they are seen by one of the seven panels of community volunteers who meet with offenders and, when they choose to participate, also with victims.

This past year, given COVID, Court Diversion panels moved from in-person to on-line. According to Sally Struble, Restorative Justice Director, it took several practice sessions for the 35 seasoned volunteers to transfer their listening, interviewing and reasoning skills to the new virtual environment of a Zoom panel.

“In person, our brains derive subtle meaning from dozens of non-verbal cues in

Court Diversion gave David Morey an opportunity to avoid a grand larceny charge for taking a snowmobile for a joy ride by acknowledging the harm, performing restitution, and apologizing to the owner.





“addressing underlying conditions and repairing the harm changes lives.”

addition to focusing on the words being spoken. Interpreting body language was a bigger challenge when the panels went virtual and our volunteers had to pay sustained and intense attention to words instead,” Struble said.

Taking the panels virtual meant that Youth Services had to do some practice runs, making sure that panelists didn’t talk over one another, learning to mute oneself and designating someone to play the Zoom host role. “A key was to identify one facilitator for each panel hearing,” Struble said.

Despite these initial challenges, Struble said the volunteers have adapted. “It is well worth the extra attention that must be paid to words in order to help keep everyone safe and be able to continue this important alternative to the courts,” Struble acknowledged.

Fortunately, the challenges created by the pandemic have been surmountable and Youth Services justice programs have swiftly adapted. Imagine what our community and country would have lost if David Morey’s chance to repair the harm had been interrupted by the pandemic today. Instead, the adaptations made by Youth Services’ Court Diversion program continue to give people the opportunity to address the underlying conditions that led to their offense so they can find their place as contributing members of our community.

We respond with intention.

A Core Value of Youth Services



Spotlight on:

Work Today Pilot Project

Brattleboro had been trying to come up with solutions to reduce panhandling for a few years when Youth Services proposed piloting an initiative that paid people for a day's work. Giving people who are experiencing homelessness and who face barriers in securing full-time work a chance to get experience and make a little money seemed like a no-brainer, but there were logistical and legal hurdles to launching a day labor program.

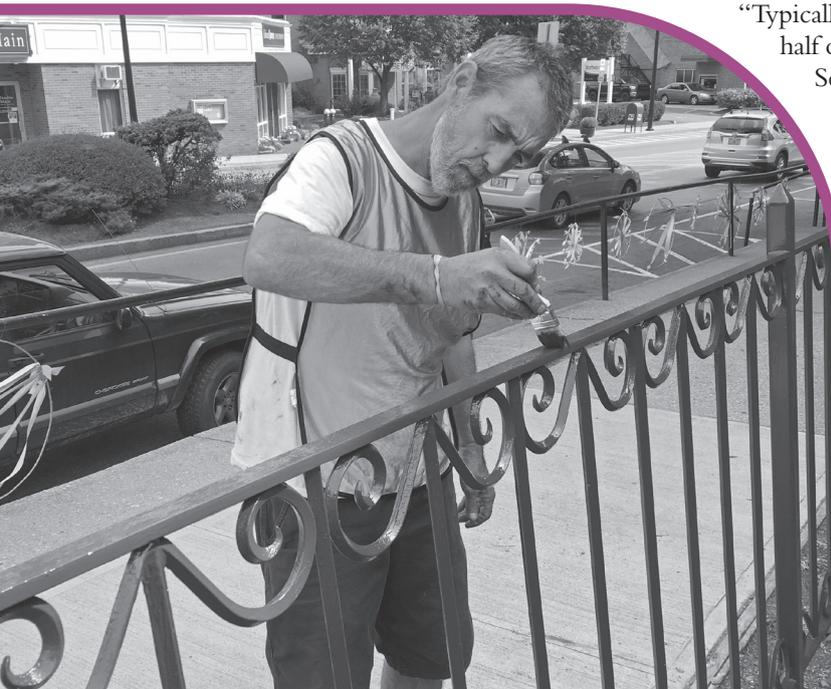
Youth Services was uniquely equipped to pilot such an initiative.

“Typically, we had more than 20 people in line seeking day work and had to turn half of them away as we only have funding for 10,” said Emilie Kornheiser, Youth Services’ Director of Workforce Development, describing the popularity of the low-barrier work program.

The goal, Kornheiser said, was to meet people’s needs with dignity while staying in compliance with laws and labor rights, and dealing with issues around worker’s compensation, identification and payment.

“Many prospective workers lined up in our parking lot before dawn to increase their odds of being chosen for the work available that day,” she said. “It was striking to see the extent that people would go to earn a day’s wages. And I was impressed by the pride individuals took in completing their projects well,” said Kornheiser.

Work Today participant Joseph Hedberg appreciated the camaraderie of the program. The program coordinator made it a point to direct participants to other community resources and provide references to those applying for jobs elsewhere.





“The goal was to meet people’s needs with dignity while staying in compliance.”

Before Youth Services came up with a rotating sign-up system, Work Today participant Joseph Hedberg often started his trek at 2 a.m. from the motel where he stays in North Brattleboro, in order to increase the likelihood of garnering one of the limited positions, despite having several broken toes which makes walking painful. “I feel better about myself if I’m working, if I can buy myself a cup of coffee instead of relying on hand-outs,” Hedberg explained. He found that days went quicker if he stayed busy and he was more likely to maintain his two years of sobriety.

Most jobs did not require specific skills. The workers, mostly adults, identifiable in town by their blue vests, received \$15 per hour for doing seasonal tasks, custodial work, and municipal maintenance projects, in addition to sterilizing parking meters and crosswalk buttons, a new municipal task identified because of COVID. “This program is fulfilling a real need, and the unemployment caused by the pandemic makes it even more critical,” Kornheiser stated.

A coordinator staffed by Youth Services set people up with their jobs, did trouble-shooting with employers, and provided lunch and counseling services in the afternoon. Participants were paid in cash at the end of the day. “The number one goal was to get cash into people’s pockets,” said Kornheiser. “It’s as simple as that.”

One of the reasons Youth Services was able to launch this initiative was that the day labor program could be administered through the same structure as Demo-Graphix, a mission-driven limited liability company also established by Youth Services as a youth-led screen-printing business.

Work Today participant Betty Bashaw paints inside Brattleboro’s Municipal Center.

The town of Brattleboro, which provided much of the initial funding, considered it money well spent. “The results of the trial period are encouraging, said Peter Elwell, Brattleboro Town Manager. “We look forward to working together with the Youth Services team and community partners to refine and grow the program, not just to benefit the program participants but for the broader benefit of our entire community.”

People are the experts on their own lives; people know what they need.

A Core Value of Youth Services



Have a Positive Impact on Future Generations



“If you can keep on giving after you’re gone, why not help the one aspect of a society that can ensure it has a positive future — its youth?”
~ Jesse Corum IV, a founding member of the Legacy Club

BECOME A LEGACY CLUB MEMBER TODAY!

The agency’s Legacy Club is a special group of supporters who have included Youth Services in their estate plans or have arranged to make a deferred gift. The club’s name symbolizes the eternal promise of the human family and the responsibility we all have to future generations. A planned gift in the form of a trust, life insurance, gift annuity, or bequest strengthens Youth Services’ future. It may also provide substantial tax benefits to the donors.

Youth Services gratefully acknowledges the generosity and foresight of the Legacy Club’s founding members listed. We hope their contributions will inspire you to include Youth Services in your estate plans. By doing so, you will make a contribution that has a positive impact on our community for generations to come.

For more information about Youth Services’ planned giving options or about contributing to the Endowment Campaign, please contact our Development Director at 802-257-0361 or visit us on-line at www.youthservicesinc.org/giving



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Below are Legacy Club members we hold in special memory.

Jesse Corum, IV
Frances Aquadro
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Harriet & Roland Fisher
Robert Gannett
Ken Heile
Etta J. Mattison
Evelena S. Oakes
Dorothy E. Robbins
Robert M. Stebbins
Ben Underhill

BEQUEST LANGUAGE

To include Youth Services in your will, please use the suggested language that follows:

“I give and bequeath to Youth Services, Inc, a not-for-profit corporation located at 32 Walnut Street, PO Box 6008, Brattleboro, Vermont, the sum of [dollars or percentage of estate], to be used for the agency’s general purposes.”



The Youth Services Endowment Fund

CONTRIBUTE TO OUR ENDOWMENT CAMPAIGN

A contribution to Youth Service's Endowment Fund is an investment in the future of both the organization and local young people and families. Bequests to the Endowment Fund and gifts of cash and securities will help ensure the agency can continue to provide high-quality services that meet the needs of Windham County area residents for years to come.

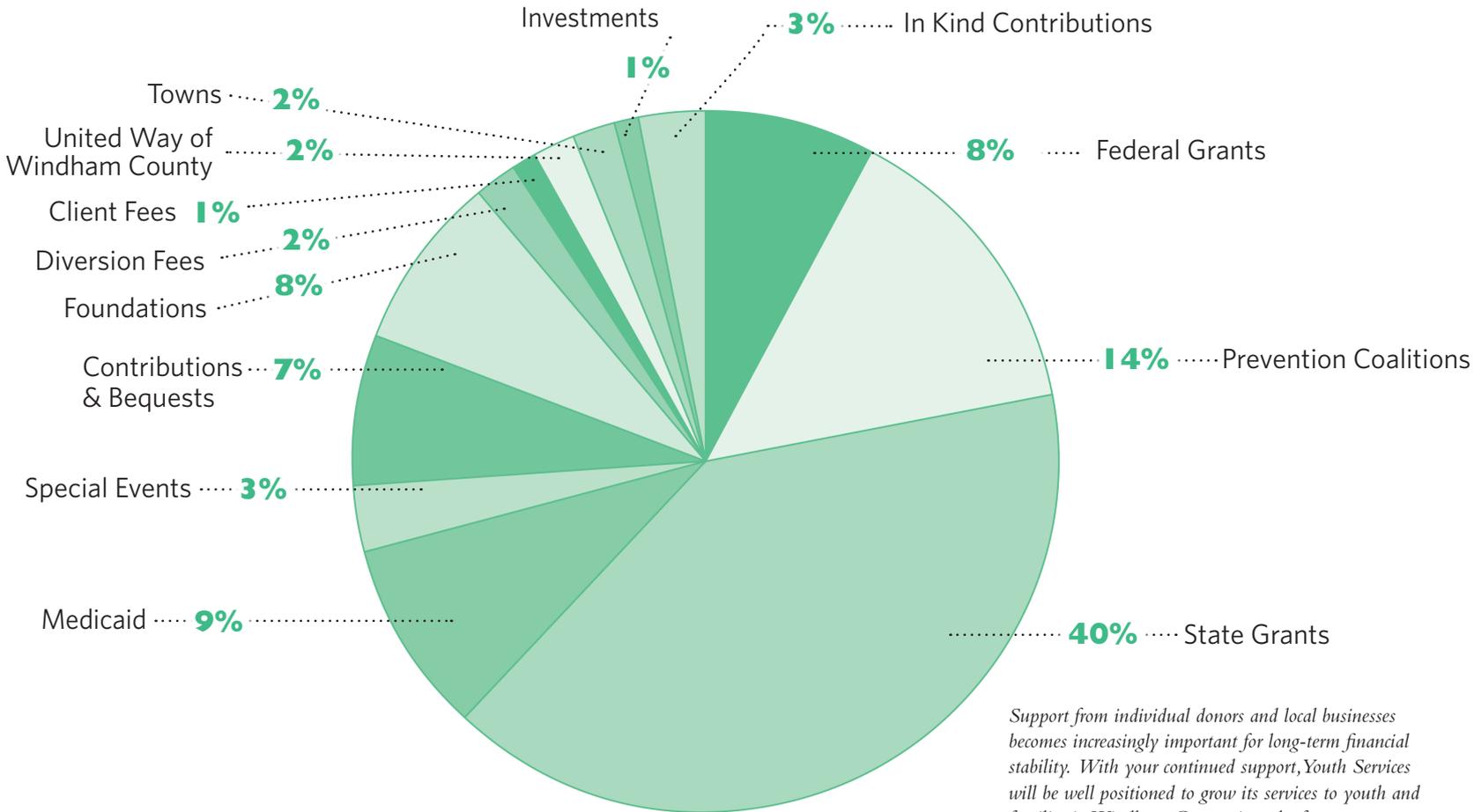
While the principal from gifts to the Fund grows untouched, income from the Fund will help Youth Services fulfill its mission of providing transformative programs and being a catalyst for change in Windham County communities.

Gifts to the general endowment can always be given in honor of or in memory of a loved one. Two long-time board member emeritus have been honored by the establishment of named funds which are accepting contributions: the late Jesse Corum IV and Larry Cassidy.

Contributing to the Endowment Fund leaves a wonderful legacy for area young people that keeps on giving.

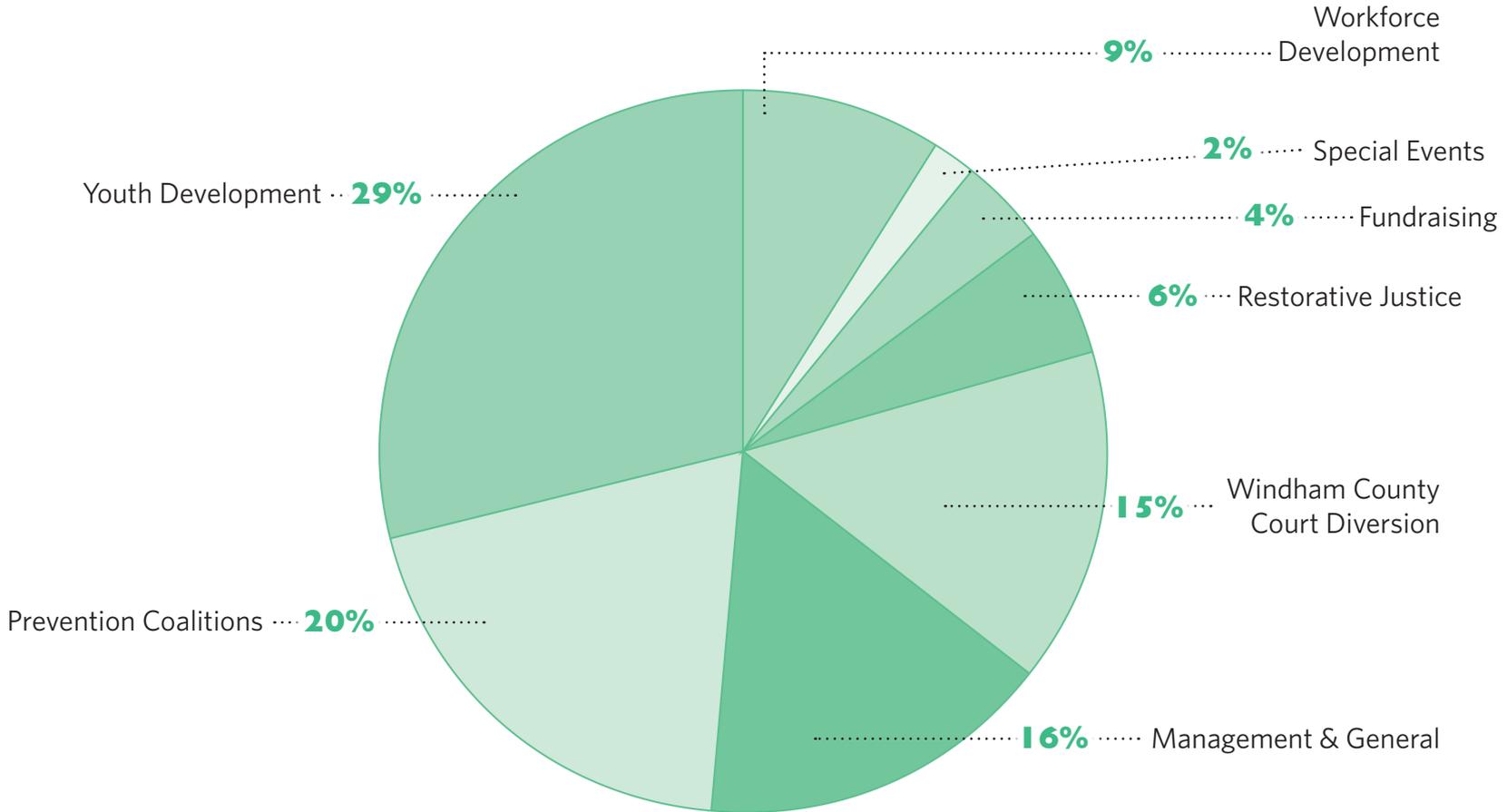


Total Income \$1,623,307



Support from individual donors and local businesses becomes increasingly important for long-term financial stability. With your continued support, Youth Services will be well positioned to grow its services to youth and families in Windham County into the future.

Total Expenses \$1,804,625



Youth Services Programs FY 2020



Youth Development Programs

- Therapeutic Case Management
- Crisis Services
- Transitional Living/Shelter Housing
- Transitioning from Foster Care
- Young Moms Support Group
- Life Skills and Health Education
- Friends For Change, Bellows Falls
- Youth-led Business: DemoGraphix
- Work Today
- Mental Health Counseling
- Substance Use Services

Justice Services

- Juvenile and Adult Court Diversion
- Youth Substance Abuse Safety
- Balanced and Restorative Justice
- Pretrial Services
- Supervised Visitation
- Driver's License Suspension



Donors 2020

We wish to acknowledge the strong, ongoing support of the following Annual Appeal donors. They contributed to Youth Services between July 1, 2019 and June 30, 2020.

PRESIDENT'S CIRCLE **\$5000 AND ABOVE**

Anonymous (3)
Marilyn & Larry Cassidy
Elizabeth & Mark Richards
Marcia & Philip Steckler

BENEFACTORS **\$2,000–\$4,999**

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SUSTAINERS **\$1,000–\$1,999**

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Donors 2020



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\$350–\$499

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Youth Services is the bridge for many people in Windham County to get to support, safety, and achievement. They are your neighbors, your friends and maybe even your family. Whether you need our services or not, we are all the beneficiaries of healthy and hope-filled community members.



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\$100–\$349 *(continued)*

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Youth Services' famed Annual Helicopter Golf Ball Drop is possible thanks to pilot Michael Renaud of Renaud Bros., here assisted by ball dropper Shirley Renaud.





SPECIAL GIFTS TO YOUTH SERVICES

In Honor of Annabel Brennan

Nancy Alexander

In Memory of Aaron Cassidy

Christine & Arnold Wilson

In Memory of Stan Holt

Michael Adrian

David Stettler

In Memory of Jason Gentry

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The Mosher Family

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Hillary Twining

In Honor of Matthew Dash

Muriel Wolf

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Fanny Holt Ames and Edna Louise Holt Fund

New Hampshire Community Foundation

People's United Community Foundation

Stratton Foundation

Thompson Trust

Vermont Community Foundation

Editor's Note: If we have inadvertently left you off the list, please accept our apologies and let us know so we can correct our records.

The band GIBBY composed of Jake Tretler on guitar, Aiden Bridges on drums, Ezra Holloway on bass and vocals, performed at BrattRock.



Corporate Sponsors



Youth Services appreciates the steadfast financial support of the organizations and businesses that follow (donations of \$350 and more):

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IN-KIND DONORS

We can't say thanks enough to the many individuals and businesses that contributed thousands of dollars of goods and services the agency would otherwise have been unable to afford.

Many others, too many to list, provided items and gift certificates for event prizes and Youth Services' silent auction.

Corporate Sponsors

Pacesetters



Gala Presenter





Volunteers 2020

Youth Services pays tribute to the volunteers who assist us with our programs. Too many to list, served as volunteer mentors with the Demo-Graphix program, making a tremendous difference one-on-one in the lives of area young people. The following individuals on committees also played an invaluable role in supporting the agency's delivery of services during the past fiscal year.

NON-BOARD MEMBERS WHO SERVE ON COMMITTEES

Bonnie Hill, *Gala*
Heide Brendfeldt, *Public Relations*

RESTORATIVE PANEL COMMITTEE MEMBERS

Anna Bowler
Marion Dowling
Robbie Paley

JUVENILE AND ADULT COURT DIVERSION COMMITTEE MEMBERS

Brattleboro, Meets on 2nd Monday

Barbara Charkey
Tim Cowles
Cal Heile
Annie Richards
Ray Stevens
Muriel Wolf

Brattleboro, Meets on 3rd Thursday

Midge Brecher
David Brown
Rhonda Calhoun
Anne Chipperfield
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Brattleboro, Meets on 3rd Wednesday

Deb Burns
Robbie Paley
John Shaw

Brattleboro, Meets on 2nd Wednesday

Diane Abel
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Meghan Licciardi

Brattleboro, Meets on Last Wednesday

Willow O'Feral
Rhonda Aither
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Ann Macdonald
Suki Andrea Rauh

Bellows Falls, Meets on 2nd Tuesday

Kristy Dansereau
Mary Jo Dansereau
Angie Rounds

Please note: If your name has been inadvertently misspelled or omitted from these lists, please accept our apologies and let us know so we can correct our records.

Our Staff



Youth Services is fortunate to have highly professional staff who are dedicated to transforming lives and inspiring the futures of local young people and families. These are the staff who worked in Fiscal Year 20.



Rhonda Aither, *YSASP Coordinator, DLS Case Manager*
Sarah Ballou, *Balanced and Restorative Justice Coordinator*
Janice Berube, *Greater Falls Case Manager*
Wendy Byther, *Therapeutic Case Manager*
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Heather Smith, *Director of Clinical Services*
Michaela Stockwell, *Workforce Connections Coordinator*
Sally Struble, *Director of Restorative Justice Programs*
Tanya Tabachnikoff, *Youth & Young Adult Intake
& Groups Coordinator*
Lorraine Westcott, *Administrative Assistant*



Board of Directors

The agency's Board of Directors is committed to raising the funds necessary to enable Youth Services to build a stronger community. In addition to contributing time, talent, and financial resources to the organization, the board oversees the agency's long-term planning.

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Debbie Taggard, *Treasurer*
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Spencer Crispe
Barbara Gentry
Rick Holloway
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Tom Nunziata
Rachel Selsky
Michael Silberman

DIRECTORS EMERITUS

David Brown
Larry Cassidy



How You Can Help



- Tell your friends, colleagues, and school administrators about our programs and services.
- Contribute to our Annual Appeal, Endowment Fund, or Corporate Sponsorship Campaign.
- Donate art, crafts or getaways for auction; diapers, furniture or food for programs.
- Volunteer to help with or participate in our fundraisers: Annual Golf Tournament and Annual Cornhole Tournament, Silent Auction and Rock Festival.
- Learn more about what it means to be a mentor and become one.
- Serve on a diversion board one day or evening a month for two hours.
- Give us the names and addresses of people who might be interested in Youth Services and its programs.
- Include Youth Services in your will or make it a partial beneficiary of an IRA, retirement or life insurance policy.

For more information on how to get involved, please contact Volunteer Coordinator at 802-257-0361 ext. 131.

Help Empower Youth! Acknowledge, involve, trust, and support youth!

The heart of Youth Services' work is in supporting young people to develop their resilience. This can be done in the context of life skills counseling, providing transitional housing or through connecting them to other community resources.





Youth Services Core Values

This year, Youth Services board and staff set about articulating a set of core values in order to clarify the vision and purpose of a nearly 50-year-old community organization composed of 19 programs that is many things to many people. The goal was to ensure that everyone shares a common language around who and what we aspire to be and so that employees embody these values in their day-to-day work.

A workshop determined key values and related statements that described what these values looked like in action, who we are when we're at our best. A committee composed of both board and staff further refined the list of core values which will no doubt lead to important strategic decisions. The core values of who we are and who we aspire to be will lead to new opportunities in direct alignment with Youth Services' mission. It should improve the way we operate moving forward in order to deliver on our mission and goals.

This is necessarily a work-in-progress and will continue to evolve as Youth Services shifts to meet new community needs and opportunities. We are excited to share our process and progress with you, our supporters and stakeholders.

RELATIONSHIP Relationships and inclusion in community lead to resilience. Relationships are the intervention.

RESPECT People are the experts on their own lives; people know what they need.

JUSTICE Each one of us deserves to have our needs met.

WISDOM We all have wisdom to give and receive, and that exchange nurtures growth.

AWARENESS We can't understand the world if we don't understand ourselves, and we can't understand ourselves if we don't understand the world.

EFFICACY Everyone has a right to power.

RESPONSIBILITY Power in a hierarchy is shared through transparency.

EQUITY We work to identify, witness, and acknowledge systemic harm done to all marginalized communities. We strive to further awareness, ally-ship, and advocacy to reduce institutional violence.

INTEGRITY We respond with intention.



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Transforming Lives, Inspiring Futures

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