



# Youth SERVICES

*Transforming Lives, Inspiring Futures*

# Building a caring community...



Dear Community,

For over 36 years I've been a risk management consultant for The Richards Group, a regional insurance agency with its headquarters just one street south of Youth Services' main office on Walnut St. in Brattleboro. Operating a non-profit such as Youth Services during an ongoing pandemic is fraught with risk, especially because the organization prides itself in a mission: **To work together to build resilience and be a catalyst for change**, which in the past always implied face-to-face interactions in order to make those human connections.

I've been relieved how Youth Services' Executive Director, Russell Bradbury-Carlin has mitigated Youth Services' exposure by protecting staff and the individuals they serve from the pandemic as more became known about how COVID spread. I've been impressed at the creative ways his staff has figured out ways to adapt program models to the ebb and flow of the pandemic. The organization is agile and creative and is successful in thinking outside the box, while turning on a dime.

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 extremely grateful for the leadership of Russell, and all of our staff at Youth Services.

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. However, 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](http://youthservicesinc.org) and signing up for our quarterly newsletter.*



## Relationships are the intervention.

This past year has been stressful for all of us. And yet, we find ways to bring our best selves forward every day.

Everyone in my life has been impacted by the pandemic: my wife and son, my friends, my co-workers. And living in uncertainty has exacted a long-term impact on all of us.

I am fortunate to live in a relative amount of privilege (a home, a car, food on our table every day). Many of the people that we work with at Youth Services are not as fortunate. Many come from generations of poverty. The impact of the pandemic hits them disproportionately more than it does me. And this year we even lost some clients to overdoses, which I would argue is a “downstream” effect of the pandemic.

And, yet, we all do what we can to bring our best selves forward.

I see it in the clients who reach out for our services; who show up to counseling with our clinician, Heather; who show up consistently to our Friends For Change program in Bellows Falls.

I see our staff bring their best selves forward as they work hard to support their clients even around safety guidelines that protect everyone from the virus. I see it in the moments that they are able to provide a warm apartment to a homeless young person.

I see it when they inform someone that they completed our Court Diversion program.

And, I believe, our donors and partners are bringing your best selves forward when they support Youth Services in the many ways that you do.

The steps each of us take to bring our best selves forward all look different. For some, it is a tiny step, for others it is a leap. It is not ours to judge whether they are big or small, but to support and rejoice when they are taken.

With appreciation,



Russell Bradbury-Carlin, Executive Director

# Spotlight on:

## Mental Health



These days, when Youth Services' Director of Clinical Services, Heather Smith, texts a reminder to her clients about an upcoming therapy session, they often query her about whether her cat might make an appearance, as Elsa has become a friendly fixture of Heather's remote counseling sessions from home.

Ever since the pandemic made in-person therapy an unsafe option, Heather has tried to concentrate on the silver lining of working with clients on Zoom. "If we were meeting at the office, nobody would see my cat," Heather explained. "And Elsa is a point of connection that is a useful icebreaker," she says. "They can also show me things they want me to see, which can be informative."

In a positive move, Medicaid had expanded its definition of tele-medicine to include phone calls, which greatly helps many clients who don't have transportation, lack good internet service, or have already used up all their data budget for the month. According to Heather, remote counseling looks and feels different but can still be effective. "I'm able to better adapt to their level of comfort, to what meets their needs at the moment," she explained.

The pandemic has of course raised the stress level of Youth Services' clients. Beyond the very real threat of COVID and all that entails, those with young children have had to deal with daycare closings plus many clients work in essential jobs that can't be done from home. "The longer this goes on, the more prone we all are to irritability, anxiety, injury, depression, conflicts with significant others, and increased substance misuse," explained Heather.

*Poverty, race and gender inequalities, trauma and systems malfunction contribute to elevated disempowerment in Youth Services' clients.*





*“Recharging depleted emotional resources from sustained stress is a critical tool we work on.”*

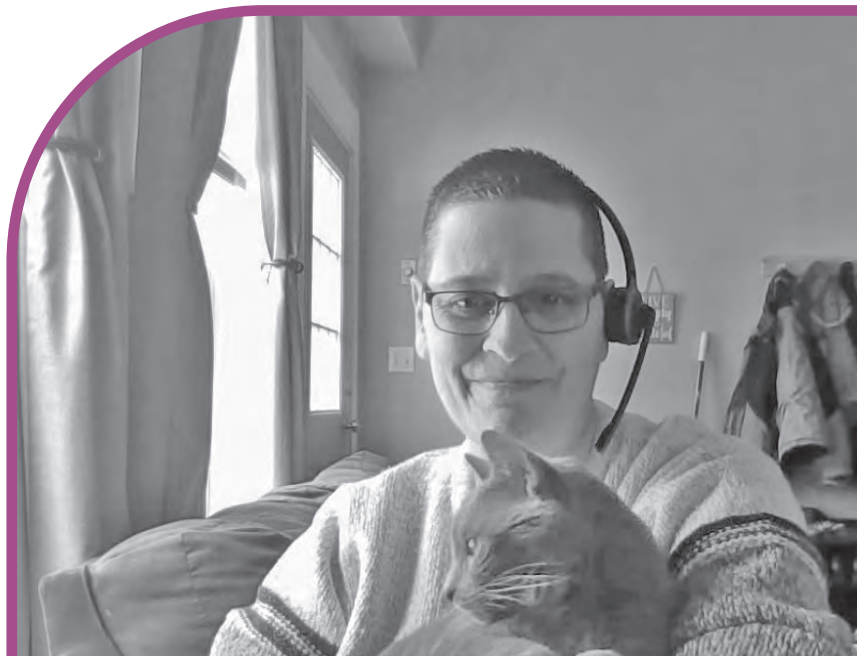
Research shows that screen time may be displacing activities known to be vital to physical and mental health, including sleep, exercise, and in-person activity. “Exposure to this type of sustained stress depletes our emotional resources, and metaphorically ‘recharging that battery’ throughout the day is a critical tool we work on,” Heather stated.

Progress on legitimate and distressing issues like climate change, income inequality, racial injustice, the opioid epidemic, and gun violence happens too slowly. The nation’s top physician, Dr. Vivek H. Murthy noted in a 53-page report that the pandemic intensified mental health issues that were already widespread by the spring of 2020. Poverty, race and gender inequalities, trauma and systems malfunction are all contributing to elevated disempowerment

in the individuals Youth Services helps, according to Heather who emphasizes how important community and connections are for people’s health and happiness.

“Relationships are truly the intervention,” Heather explained. With Youth Services’ help, our community members are no longer struggling alone.

*Heather Smith, Youth Services Director of Clinical Services, and her cat, Elsa, team up to provide remote counseling during the pandemic.*



# Spotlight on:

## School Success

When the US Surgeon General issued a public health advisory on the mental health challenges confronting youth, it was a rare warning and call to action to address what he called an emerging crisis exacerbated by pandemic hardships and other challenges experienced by their generation.

The current generation of adolescents expresses heightened levels of loneliness – despite spending countless hours connected over media. Symptoms of depression and anxiety in young people have increased dramatically during the pandemic and Sarah Ballou, the Balanced & Restorative Justice program coordinator, has found herself asked to intervene with students who didn't usually require assistance during this unprecedented time.



Seventh-grader “Anya” started hybrid learning in September of 2020; hopeful and excited to start the new year with her classmates and only a little worried about what it would be like to spend two days at school and the rest on-line. With her parents both working, Anya was home alone during remote learning. Sometimes she didn't bother to sign on to her computer for class; other times she became distracted by television or texting with friends during classes. Soon she was behind with her school work.

By the time her parents found out, Anya was failing some classes. She felt anxious and guilty. The parents felt frustrated and confused; their daughter had never skipped an in-person class. Pre-pandemic Anya had regularly sought help from teachers when she didn't understand an assignment. The school guidance counselor suggested that Anya and her parents meet with Sarah Ballou of Youth Services over Zoom video chat.

*“It means so much to know that Sarah is there for my child, following through on plans with the school,” reported the parent of a recent young person working with Youth Services.*



## “Gaining new skills for staying emotionally healthy in challenging times.”

With Sarah’s support, Anya was able to tell her parents and school how she was feeling. Everyone teamed up to problem-solve. Her teachers helped Anya prioritize the assignments she needed to complete to pass her classes. Anya and her parents worked with Sarah and the school to identify who Anya could check in with when she started to feel overwhelmed.

Outside of school, Sarah and Anya met every week by video chat. They explored ways for Anya to de-stress and disconnect from social media during class time, including cooking and meeting up with friends online after school. Sarah supported Anya and her parents in finding a therapist who helped Anya sort out her feelings. By the end of the school year, Anya had passed her classes and felt good about making it through.

Anya continued to meet with Sarah and a therapist during the summer and on Sarah’s advice the parents were also matched with a therapist to talk about family issues and parenting. Anya even joined them for a session! She felt supported and had learned a lot about recognizing what she needs when she’s feeling overwhelmed. Through the intervention of Youth Services, Anya gained a solid support system and new skills for staying emotionally healthy in challenging times.

*Anya and her parents worked with Youth Services and the school to identify who Anya could check in with when she started to feel overwhelmed. Everyone teamed up to problem-solve. Her teachers helped Anya prioritize the assignments she needed to complete to pass her classes.*

## We respond with intention.

A Core Value of Youth Services



# Spotlight on:

## Summer Matters

There were many “firsts” for the young people attending Friends For Change’s camp this past summer in Bellows Falls. It was seven fun-filled weeks of play-based, restorative, trauma-informed, no-cost day camp for youth ages 11-20. Thirty young people were able to try new things ranging from kayaking to restorative practices to sharing their vision of a better Vermont with Windham County legislators. All youth were welcome but programing was specifically created with individuals who have experienced trauma associated with poverty, discrimination, experiences with foster care or family instability.



A collaboration with Greater Falls Connections (the area youth substance abuse prevention coalition), and the Compass School (an innovative independent high school and middle school in Westminster), Youth Services’ summer camp was funded by a Vermont Afterschool Summer Matters grant. In addition to covering activities, travel costs and entrance fees, Friends For Change was able to hire two full-time and two part-time staff who helped run the innovative program.

Extracurricular activities like camps cost money that many families don’t have, so for many participants it was their first summer camp experience. According to the campers it was especially memorable after the months of isolation during the pandemic. A range of activities were offered including many field trips to lakes, rivers and hiking spots in the region along with team-building games and art.

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





*“Youth Services helps support young people reframe their traumas as strengths.”*

Supportive adults helped the youth lead community-building restorative circles, affectionately called “deep circles” (because of the nature of the discussions), a hallmark of the group which was evident in the interactions during camp. Healing of trauma occurs through peer support, as youth learn self-compassion, empathy, and the power of their stories. As one of the youth interns observed, “Friends For Change is about accepting people. We can show up however we are without being judged.”

At camp, the young people practiced conflict-resolution and peer-support skills. As a result of activities like deep circles, the youth became more connected to their peers and positive adults in the community. Participants reported an increase in confidence, leadership, a sense of belonging, community involvement, and less substance use.

Like its after-school counterpart, the summer-time Friends For Change program was designed for and by youth who have stories of resilience. The Friends for Change camp provided the scaffolding and opportunities for the young people to build skills to create systems change.

*A range of activities were offered by Youth Services’ summer camp including many field trips to lakes, rivers and hiking spots in the region along with team-building games and art.*

**Equity: We work to identify, witness, and acknowledge systemic harm done to all marginalized communities.**

*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 Nanci Leitch, Development Director at 802-257-0361 ext. 147 or visit us on-line at [www.youthservicesinc.org/giving](http://www.youthservicesinc.org/giving)*

Anonymous (2)  
Tammy Bischof  
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Marilyn & Larry Cassidy  
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Muriel Wolf

### *Below are Legacy Club members we hold in special memory.*

Jesse Corum, IV  
Frances Aquadro  
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## 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 50<sup>TH</sup> ANNIVERSARY 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.

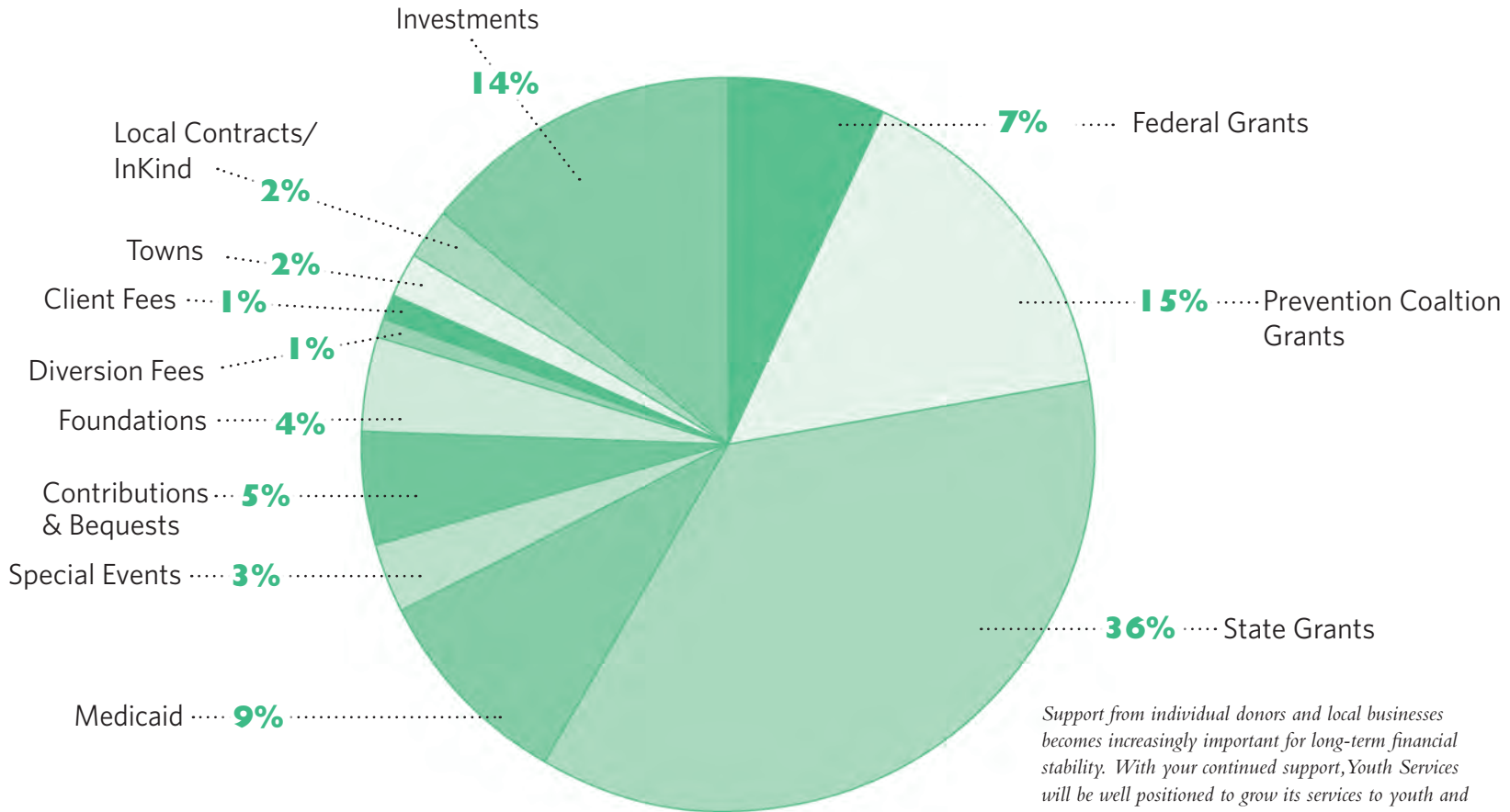
While the principal from gifts to the Fund grows untouched, income from the Fund will help Youth Services fulfill its mission of providing transformative programs and being a catalyst for change in Windham County communities.

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.*

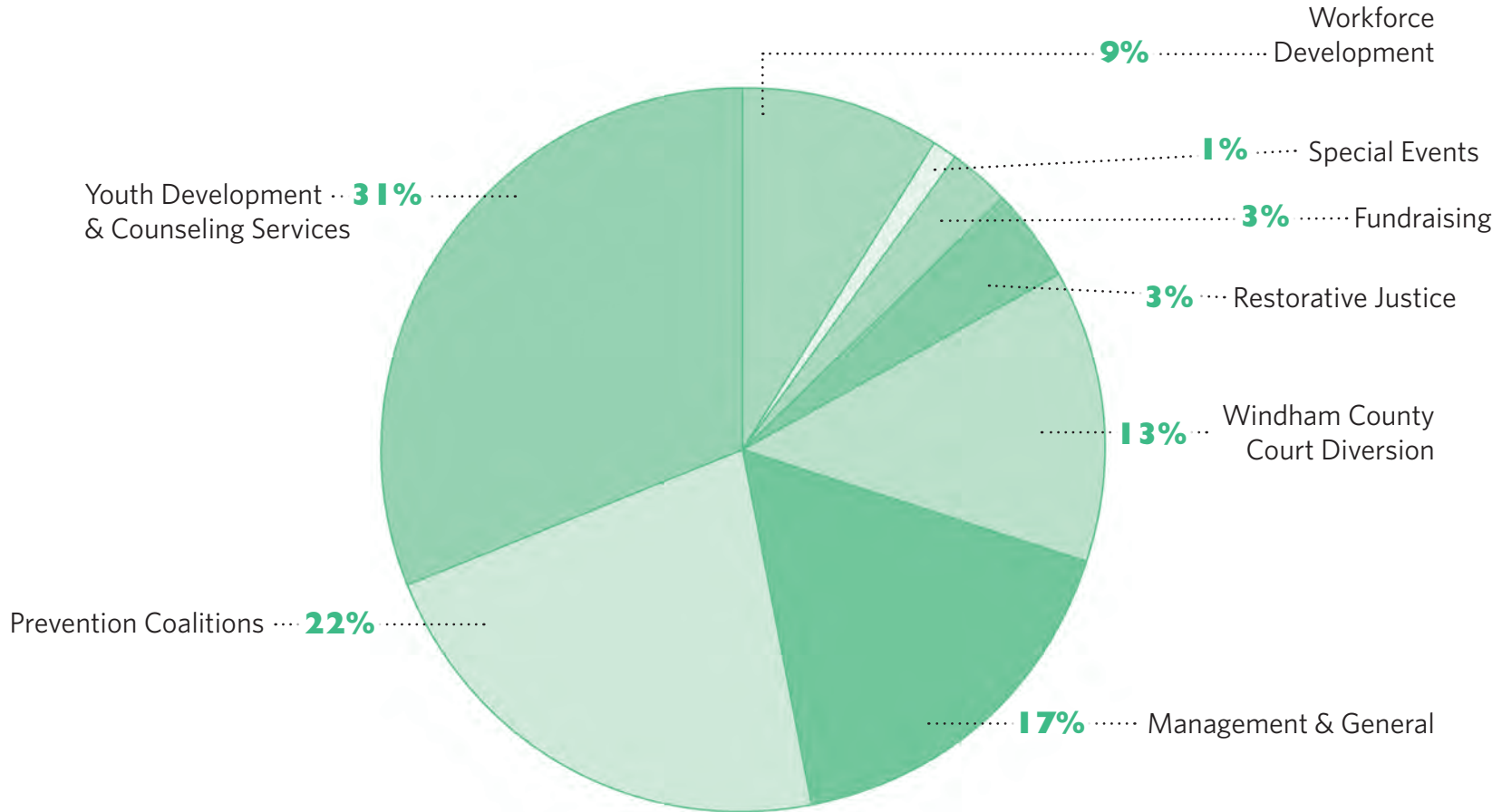


# Total Income \$1,961,081





# Total Expenses \$1,916,215



# Youth Services Programs FY 2021



## 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 Pilot Project  
Mental Health Counseling  
Substance Use Services

## Justice Services

Juvenile and Adult Court Diversion  
Youth Substance Awareness Safety  
Balanced and Restorative Justice  
Pretrial Services  
Driver's License Suspension



## Donors 2021

We wish to acknowledge the strong, ongoing support of the following Annual Appeal donors. They contributed to Youth Services between July 1, 2020 and June 30, 2021.

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Marilyn & Larry Cassidy

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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. Pictured are members of Demo-Graphix, a youth-led screen printing business.*





## Donors 2021

### CONTRIBUTORS *(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 Susan & James AuBuchon**

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### **In Memory of Victor A. Blaufox**

Lisa Schneider

### **In Honor of Annabel Brennan**

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### **In Memory of Lianne Carlin**

Andrea Carlin

### **In Honor of Ingrid & Franklin Chrisco**

Zachary Chrisco

### **In Memory of Anthony Church**

Frances Church

### **In Memory of Jesse Corum IV**

Dart Everett

### **In Memory of Jason Gentry**

Barbara Gentry

Mara Williams

### **In Honor of my grandchildren**

Iedje Hornsby

### **In Memory of Ed Hurley**

Jane Hurley

### **In Honor of Sarah E. Krause**

Susan Ford

### **In Honor of Jason & Lauren MacArthur**

Anonymous

### **In Honor of Pilar Pederson**

Muriel Wolf

### **In Honor of Annie Richards**

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Joseph Kopitz  
Putney Charities

### **In Memory of Ben Underhill**

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Elizabeth Christie  
David Underhill

### **In Honor of Whit & Tonia Wheeler**

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### **In Honor of Larry Woodland**

Francesca Bourgault

### **In Honor of Patti Bythne's**

**mask making**  
Nancy Cain



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Tarrant 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.*

*Seven fun-filled weeks of play-based, restorative, trauma-informed, no-cost day camp for youth ages 11-20 gave the Bellows Falls area young people a chance to try new activities and be with peers and mentors after months of isolation during the pandemic.*



# 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



### Golf Tournament Presenters





# Volunteers 2021

Youth Services pays tribute to the volunteers who assist us with our programs. Our volunteers make 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

Heide Brendfeldt, Public Relations  
David Brown, 50th Endowment Campaign  
Vickie Case, Public Relations  
Larry Cassidy, 50th Endowment Campaign  
Melissa Gullotti, Public Relations  
Greta Nedden, Cornstock  
Liz Richards, 50th Endowment Campaign  
Eben Wagner, Cornstock

## JUVENILE AND ADULT COURT DIVERSION COMMITTEE MEMBERS

### Brattleboro, Meets on 2nd Monday

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

### Brattleboro, Meets on 3rd Thursday

Midge Brecher  
David Brown  
Rhonda Calhoun  
Anne Chipperfield  
Marion Dowling  
Hannah Woodring  
Jacob Deutch  
Adriana Hazelton  
Emma Ethier  
Joe Little

### Brattleboro, Meets on 3rd Wednesday

Deb Burns  
Robbie Paley  
John Shaw

Ann Macdonald  
Ruben Garza  
Suki Andrea Rauh

### Brattleboro, Meets on 2nd Wednesday

Diane Abel  
Suki Andrea Rauh  
Bob Peeples  
Ann McDonald  
Deb Burns  
F David Levenbach  
Eileen Glover  
Guy Wood

### Brattleboro, Meets on Last Wednesday

Willow O'Feral  
Rhonda Aither  
Christopher Gaynor  
Gina Pattison  
Barbara Charkey  
Rachael Trill  
Gary Swindler

### 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.



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*  
Gail Bourque, *Administrative Services Director*  
Russell Bradbury-Carlin, *Executive Director*  
Sarah Croitoru, *Youth Development Coordinator*  
Lana Dever, *Transitions & Empowerment Coordinator*  
Patrick Fleming, *Diversion Program Caseworker*  
Hailee Galandak-Cochran, *Friends For Change Co-Coordinator*  
Adriana Hazelton, *Tamarack & Pre Trial Coordinator*  
Emilie Kornheiser, *Director of Workforce Development*  
Nanci Leitch, *Development & Communications Director*  
Meghan Licciardi, *Friends For Change Co-Coordinator*  
Christine Linn, *Director of Youth Development*  
Mack Mackin, *Intake & Groups Coordinator*  
Renee Madore, *Human Resource Coordinator*  
John Moore, *Data & Quality Assurance Coordinator*  
Heather Smith, *Director of Clinical Services*  
Michaela Stockwell, *Workforce Connections Coordinator*  
Sally Struble, *Director of Restorative Justice Programs*  
Rachael Trill, *Pretrial Services Coordinator*  
Lorraine Westcott, *Administrative Assistant*  
Hannah Woodring, *Family Support Specialist*





## 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.

### OFFICERS

Cathy Coonan, *President*  
Ana Saavedra, *Vice President*  
Debbie Taggard, *Treasurer*  
Suzie Wagner, *Secretary*

### MEMBERS

Susan Buhlmann  
Spencer Crispe  
Barbara Gentry  
Annaliese Griffin  
Rick Holloway  
Craig Miskovich  
Tom Nunziata  
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 Cornstock: Cornhole for a Cause! and Bratt Rock Festival.
- 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



Register online at: [youthservicesinc.org/cornstock](https://youthservicesinc.org/cornstock)

**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.



**DESIGN:**  
Howard Printing, Inc.

**PHOTOGRAPHY:**  
Michelle Frehsee  
Nanci Leitch



*Building Community*

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