2016 Key Accomplishments

28,020 rides scheduled through our Ready 2 Go program in VT. The program provides rides for clients to access essential life activities, including jobs, training and childcare.

223 vehicles placed in VT, NH and MA through our Good News Garage program, one of the country’s first non-profit social enterprise car donation programs. Since the program’s founding in 1996, more than 4,500 reliable vehicles have been placed with families in need.

575 seniors living in one of our five MA and CT facilities that offered skilled nursing, assisted living, congregate living and/or independent living.

437 clients served by our more than 250 Maine staff. This included individuals with mental illness and developmental disabilities in both in-home and residential settings.

74 adults with developmental disabilities in MA supported through residential and case management services.

312,000+ hours of care provided to 450 clients in our In-Home Care program.

38,355 appointments filled for interpretation to support 11,101 people through Language Bank.

20 teen moms and 26 children supported through our residential teen parent programs.

850+ hours of food/nutrition and access education provided to 178 clients of our SNAP-Ed (Supplemental Nutrition Assistance Program Education) initiative.

1,029 legal cases represented by our Immigration Legal Assistance Program, including asylum clients, unaccompanied minors and survivors of violence, human trafficking and child abuse.

24 micro-enterprise loans were awarded, and 230 clients received technical assistance.

223 vehicles placed in VT, NH and MA through our Good News Garage program, one of the country’s first non-profit social enterprise car donation programs. Since the program’s founding in 1996, more than 4,500 reliable vehicles have been placed with families in need.

575 seniors living in one of our five MA and CT facilities that offered skilled nursing, assisted living, congregate living and/or independent living.

437 clients served by our more than 250 Maine staff. This included individuals with mental illness and developmental disabilities in both in-home and residential settings.

74 adults with developmental disabilities in MA supported through residential and case management services.

312,000+ hours of care provided to 450 clients in our In-Home Care program.

38,355 appointments filled for interpretation to support 11,101 people through Language Bank.

20 teen moms and 26 children supported through our residential teen parent programs.

850+ hours of food/nutrition and access education provided to 178 clients of our SNAP-Ed (Supplemental Nutrition Assistance Program Education) initiative.

1,029 legal cases represented by our Immigration Legal Assistance Program, including asylum clients, unaccompanied minors and survivors of violence, human trafficking and child abuse.

24 micro-enterprise loans were awarded, and 230 clients received technical assistance.

575 seniors living in one of our five MA and CT facilities that offered skilled nursing, assisted living, congregate living and/or independent living.

437 clients served by our more than 250 Maine staff. This included individuals with mental illness and developmental disabilities in both in-home and residential settings.

74 adults with developmental disabilities in MA supported through residential and case management services.

312,000+ hours of care provided to 450 clients in our In-Home Care program.

38,355 appointments filled for interpretation to support 11,101 people through Language Bank.

20 teen moms and 26 children supported through our residential teen parent programs.

850+ hours of food/nutrition and access education provided to 178 clients of our SNAP-Ed (Supplemental Nutrition Assistance Program Education) initiative.

1,029 legal cases represented by our Immigration Legal Assistance Program, including asylum clients, unaccompanied minors and survivors of violence, human trafficking and child abuse.

24 micro-enterprise loans were awarded, and 230 clients received technical assistance.

223 vehicles placed in VT, NH and MA through our Good News Garage program, one of the country’s first non-profit social enterprise car donation programs. Since the program’s founding in 1996, more than 4,500 reliable vehicles have been placed with families in need.

575 seniors living in one of our five MA and CT facilities that offered skilled nursing, assisted living, congregate living and/or independent living.

437 clients served by our more than 250 Maine staff. This included individuals with mental illness and developmental disabilities in both in-home and residential settings.

74 adults with developmental disabilities in MA supported through residential and case management services.

312,000+ hours of care provided to 450 clients in our In-Home Care program.

38,355 appointments filled for interpretation to support 11,101 people through Language Bank.

20 teen moms and 26 children supported through our residential teen parent programs.

850+ hours of food/nutrition and access education provided to 178 clients of our SNAP-Ed (Supplemental Nutrition Assistance Program Education) initiative.

1,029 legal cases represented by our Immigration Legal Assistance Program, including asylum clients, unaccompanied minors and survivors of violence, human trafficking and child abuse.

24 micro-enterprise loans were awarded, and 230 clients received technical assistance.

575 seniors living in one of our five MA and CT facilities that offered skilled nursing, assisted living, congregate living and/or independent living.

437 clients served by our more than 250 Maine staff. This included individuals with mental illness and developmental disabilities in both in-home and residential settings.

74 adults with developmental disabilities in MA supported through residential and case management services.

312,000+ hours of care provided to 450 clients in our In-Home Care program.

38,355 appointments filled for interpretation to support 11,101 people through Language Bank.

20 teen moms and 26 children supported through our residential teen parent programs.

850+ hours of food/nutrition and access education provided to 178 clients of our SNAP-Ed (Supplemental Nutrition Assistance Program Education) initiative.

1,029 legal cases represented by our Immigration Legal Assistance Program, including asylum clients, unaccompanied minors and survivors of violence, human trafficking and child abuse.

24 micro-enterprise loans were awarded, and 230 clients received technical assistance.

575 seniors living in one of our five MA and CT facilities that offered skilled nursing, assisted living, congregate living and/or independent living.

437 clients served by our more than 250 Maine staff. This included individuals with mental illness and developmental disabilities in both in-home and residential settings.

74 adults with developmental disabilities in MA supported through residential and case management services.

312,000+ hours of care provided to 450 clients in our In-Home Care program.

38,355 appointments filled for interpretation to support 11,101 people through Language Bank.

20 teen moms and 26 children supported through our residential teen parent programs.

850+ hours of food/nutrition and access education provided to 178 clients of our SNAP-Ed (Supplemental Nutrition Assistance Program Education) initiative.

1,029 legal cases represented by our Immigration Legal Assistance Program, including asylum clients, unaccompanied minors and survivors of violence, human trafficking and child abuse.

24 micro-enterprise loans were awarded, and 230 clients received technical assistance.

575 seniors living in one of our five MA and CT facilities that offered skilled nursing, assisted living, congregate living and/or independent living.

437 clients served by our more than 250 Maine staff. This included individuals with mental illness and developmental disabilities in both in-home and residential settings.

74 adults with developmental disabilities in MA supported through residential and case management services.

312,000+ hours of care provided to 450 clients in our In-Home Care program.

38,355 appointments filled for interpretation to support 11,101 people through Language Bank.

20 teen moms and 26 children supported through our residential teen parent programs.

850+ hours of food/nutrition and access education provided to 178 clients of our SNAP-Ed (Supplemental Nutrition Assistance Program Education) initiative.

1,029 legal cases represented by our Immigration Legal Assistance Program, including asylum clients, unaccompanied minors and survivors of violence, human trafficking and child abuse.

24 micro-enterprise loans were awarded, and 230 clients received technical assistance.
In serving tens of thousands of people, we are helping create opportunities that enable individuals, families and communities to change and prosper.

Sometimes opportunities don’t look like opportunities at first. Indeed, they often look like discouraging problems. But when you’re focused on helping others, and when you’re collaborating with other dedicated people, you find deeper powers inside you … and you turn anxiety into constructive action.

We defined our name, Ascentria, to mean “rising together.” And that’s what is happening. We are rising as a community of caring people — across all social, economic and cultural divides.

2016 has been a tough year in many ways. But this annual report reveals that we have not only endured, we have accomplished important things.

One change is our commitment to make Ascentria a catalyst to promote well-being. We want to help people learn to be healthier, and with that renewed strength, unlock their potential and find greater fulfillment.

That focus on well-being is both spiritual and practical. We know that to effectively break the cycle of poverty, we need to treat clients in a holistic way. Each person, and each family, is more than the problems they suffer. People need respect and dignity. They need friendship and counsel.

More than anything, people need real opportunities.

When you review the success stories inside this report, you’ll appreciate that creating opportunities is our inspiring goal.

We are sure you recognize the wisdom in the quote above from Francis of Assisi. In that spirit, we close with these additional words from him … words that express our gratitude to you for your support, and our optimism about creating opportunity in the new year:

“For it is in giving that we receive.”

~ St. Francis of Assisi

William Mayo, Board Chair; Angela Bovill, President and CEO

Ascentria Services

Children and Family Services
Adoption Services
Foster Care
Teen Parenting Program
Therapeutic Family Connections
Unaccompanied Refugee Minors

Good News Garage
In-Home Care
Language Bank
Mental Health and Disability Services
Services for New Americans
Refugee and Immigrant Services
Human Trafficking Legal Assistance Program
Immigration Legal Assistance Program
Micro-enterprise Development
New Lands Farm

Services for Older Adults
Emanuel Village
Emmanuel House Residence
Luther Ridge
Lutheran Home of Southbury
Quaboag Rehabilitation and Skilled Care Center

*Ended December 2016

OUR MISSION

We are called to strengthen communities by empowering people to respond to life’s challenges.

OUR VISION

We envision thriving communities where everyone has the opportunity to achieve their full potential regardless of background or disadvantage. Together with our partners, we inspire people to help one another reach beyond their current circumstances and realize new possibilities.

OUR VALUES

Faith in Action: Courage • Compassion • Integrity

A Message from Board Chair William Mayo and President and CEO Angela Bovill

14 East Worcester Street, Suite 300 • Worcester, MA 01604 • ascentria.org • 774.243.3900

*Start by doing what’s necessary; then do what’s possible; and suddenly you are doing the impossible.”

~ St. Francis of Assisi

William Mayo, Board Chair
Angela Bovill, President and CEO
Tyler's Story

Some kids are quick to blame others. To rebuff responsibility. To expect someone else to do for them.

Tyler is not one of these kids. But what makes his story even more impressive, is that Tyler, now 20 years of age, was a foster child.

"Tyler came to our home somewhere around 2013," explains Linda, Tyler’s most recent foster mom through Ascentria’s Foster Care program. "I don’t think he had much communication with his parents until after he came with us. My husband and I always encourage working towards family reunification. We were able to be a sounding board for Tyler, to talk about some of the pain and some of the issues that he faced."

"If I had to pick what I like most about myself," says Tyler, "I would have to choose my confidence and self-drive. And when it comes to me getting that, I really did get it from my family with Linda… They pushed me to be a better person."

Tyler has grown into an amazing young man! He is attending school, working full time and living on his own. His goal is to become a social worker so he, too, can make a difference in the lives of others.

"Today, I see kids that are my age that didn’t grow up in foster care, and they are not as independent as me; they don’t have the same motivation; and they don’t have that same drive," Tyler adds.

"When you have a family, it opens up your heart. That is your family and it makes all the difference. It really does make you a better person."

220 foster care kids supported in the Unaccompanied Refugee Minor (URM) and DCS programs.

Of the 198 youth in URM, 30 graduated from high school. All of the graduates either went on to college (25) or reunited with their families outside of MA (5).

68 children supported in our Intensive Foster Care and Therapeutic Foster Care programs.

Children deserve to be loved, cared for, and kept safe. Ascentria Care Alliance is dedicated to finding the families kids need. You can make a difference in the life of a child. Become a foster parent today! For more information, please call 508.580.6716 or visit ascentria.org/fostercare.
“It worked!” exclaims Bethany (Beth) Wooster, when describing the impact that Ascentria’s Maine Mental Health program has had on her life. This soft-spoken, young woman has overcome significant challenges and traveled a long road with Ascentria that began more than 10 years ago.

“I received a call from Bethany’s mom, who was desperate to keep her daughter safe,” recalls Scott Morrison, vice president of Ascentria’s Maine Operations. “She was panicked that Beth would commit suicide. We were opening a new facility designed for females with histories of trauma, using Dialectical Behavioral Therapy (DBT) as treatment. The moment I met Beth, I knew we could help her.”

As a child, Bethany was the victim of sexual abuse and was removed from her family. She lived with two foster families before being adopted at age 12. In her early twenties, Bethany found herself struggling. “I was trying to make it on my own, but I felt a lot of anxiety and didn’t care about life,” she remembers. “I was abusing cough syrup and ‘cutting,’ and I couldn’t leave my home without having a panic attack.”

Bethany entered the Ascentria Oak Street residential program at age 22. It wasn’t easy, but she persevered. “Beth had no skills to help her cope,” recounts Nicole Hall, residential support worker, who has worked with Bethany from the start. “All she knew was self-harm. Over the years, Beth has learned important skills through DBT classes. She has worked hard to grow and change.”

Today, Bethany is a confident, independent woman who works at a local library and is a college student with an impressive 3.9 GPA. And, no one is more proud of Bethany than her Ascentria family.

“To see Beth today and her accomplishments is pure joy for everyone who shared in this journey with her,” admires Nicole.

“Beth has achieved so much,” adds Scott. “We are happy to be a part of her journey. Congratulations, Beth… you got this!”

Ascentria’s Mental Health program in Maine launched in 1997 under the leadership of Scott Morrison, now vice president of Maine Operations. Started with one residential home, the Mental Health program has grown to include comprehensive services with five residential facilities, in-home support, case management, Dialectical Behavior Therapy and outpatient counseling. With approximately 75 mental health employees providing high quality support, nearly 200 individuals with mental illness are given the life-changing tools necessary to manage their symptoms, acquire important life skills, regain independence, achieve wellness and lead happy and full lives.
Orlando likes baseball. You can tell by the expression on his face when he talks about it. It’s the same look he gets when he talks about his experience with Ascentria. “My life has changed 100 percent,” he says with a smile. But Orlando also believes in giving 100 percent toward his goals.

A refugee from Cuba, Orlando came to the United States in 2014. “It took more than eight years to get here,” he notes. But it took less than two years for him to get on his feet. “The real achievement here is that Orlando was able to get off public assistance in less than 24 months,” adds Eldri Buli, one of Ascentria’s Services for New Americans employment counselors. “In fact, Orlando received an award from the Department of Transitional Assistance for this accomplishment.”

Orlando’s journey wasn’t an easy one, but with the help of Ascentria’s Worcester Client Center in Massachusetts, he and his family were able to make great strides toward their goal of self-sufficiency.

“At one point I worked three jobs,” Orlando remarks. “But now I work my dream job as a chef.”

In addition to assisting with job placement, Ascentria was instrumental in getting Orlando and his wife, Maite, enrolled in ESOL classes and helping them each to get a driver’s license.

Today, Orlando’s young children are in school, he’s gotten work at a variety of hotel restaurants, and Maite is a teacher’s assistant in the Worcester Public Schools. Originally trained in special education, she also is in college working toward her licensure to become a Spanish teacher.

So what’s next for Orlando and his family?

“I want to buy a house,” Orlando says with pride. With Orlando’s strong work ethic and determination, there is no doubt he will succeed. Of that, we are 100 percent certain.

Ascentria’s Worcester Client Center

Ascentria’s first Client Center is a welcoming facility designed to serve the needs of Worcester’s low-income, refugee and immigrant community. It consolidates a number of Ascentria’s services into one convenient location. Services at this facility include: case management, employment assistance, English for Speakers of Other Languages (ESOL) and legal services. The goal is to provide refugees with the resources and support needed to address basic health needs, establish an independent family unit, obtain employment, and attain economic stability so they can contribute to their new community and country.
Ascentria’s Human-centered Model of Care

“Do you think the world revolves around you.” This expression, while often spoken with sarcasm, is one that perfectly describes a human-centered model of care. “When it comes to one’s own well-being, everyone’s needs are different,” explains Stephanie McCarthy, director of Ascentria’s Youth Services. “And what better way to provide the right care or support for someone than to work with them as an equal partner in their personal plan for success.”

For over a year now, Ascentria Care Alliance has been busy developing a human-centered care model, in collaboration with community partners and supported by local grant funding. The prototype, being tested at Ascentria’s Worcester Client Center, takes a holistic look at goals and what is needed to achieve them from each client’s own point of view.

“Many of our clients require guidance and assistance on their journey to self-sufficiency,” adds Lisa Brennan, director of Ascentria’s Services for New Americans program in Worcester. “It could be a newly resettled refugee seeking to overcome the trauma of a violent past and become established in a new country and community; or someone struggling with a disability or a mental illness,” she notes. “Ascentria works in concert with these individuals to wrap around the needed services that will enable them to move forward in all aspects of their lives.”

Coaching, employment and education services, including English language classes, are just some of the services that Ascentria provides. Other needs, such as housing assistance, financial services, and health care would be addressed in conjunction with Ascentria’s community partners.

“Measuring each person’s success is also key,” continues Stephanie. “We are working with each individual to both define and measure their goals and progress so they can achieve their personal objectives efficiently and quickly.”

“The ultimate goal of our efforts,” says Tim Johnstone, executive vice president of Community Services, “is to provide the right information and resources at the right time to help each person, whether newly arrived or long-time resident, to achieve self-sufficiency and overall health and well-being.”

Harvard Business School and Kennedy School Alumni Invest Their Time and Talent in Language Bank’s Continued Growth

Language Bank, an Ascentria social enterprise that is a leading provider of interpretation and translation services and training, has been selected from a competitive pool of 40 applicants to receive a pro-bono consulting engagement by Harvard Business School Association of Boston’s Community Action Partners (CAP). CAP is a volunteer organization of Harvard Business School and Kennedy School alumni. Every year, CAP volunteers provide an average of 8,000 hours of consulting, equivalent to approximately $1.5 million in pro-bono services to worthy nonprofits. These volunteers offer a powerful blend of business expertise and passion for making a difference in the community. CAP projects generate incredible impact for nonprofit clients and are a uniquely rewarding volunteer experience for alumni.

“We are very pleased to work with Language Bank this year,” states CAP Executive Director Annals Angella. “The nature of their business challenge, mission and social impact make them a very attractive partner for our alumni volunteer teams.”

“Language Bank is thankful and appreciative of the time and talent that the CAP team is investing to help us capitalize on the rising demand for interpretation and translation services,” says Michael Alden, Ascentria vice president and general manager for Social Enterprise. “Over the coming months, a CAP team of seven Harvard Business School and Kennedy School alumni will be charting out a technology strategy for better customer interaction and greater economic empowerment of the refugees and other new Americans employed by Language Bank.”

Michael Alden,
Ascentria vice president and general manager for Social Enterprise

YEAR IN REVIEW: 2016 HIGHLIGHTS

Ascentria’s Human-centered Model of Care

“Do you think the world revolves around you.” This expression, while often spoken with sarcasm, is one that perfectly describes a human-centered model of care. “When it comes to one’s own well-being, everyone’s needs are different,” explains Stephanie McCarthy, director of Ascentria’s Youth Services. “And what better way to provide the right care or support for someone than to work with them as an equal partner in their personal plan for success.”

For over a year now, Ascentria Care Alliance has been busy developing a human-centered care model, in collaboration with community partners and supported by local grant funding. The prototype, being tested at Ascentria’s Worcester Client Center, takes a holistic look at goals and what is needed to achieve them from each client’s own point of view.

“Many of our clients require guidance and assistance on their journey to self-sufficiency,” adds Lisa Brennan, director of Ascentria’s Services for New Americans program in Worcester. “It could be a newly resettled refugee seeking to overcome the trauma of a violent past and become established in a new country and community; or someone struggling with a disability or a mental illness,” she notes. “Ascentria works in concert with these individuals to wrap around the needed services that will enable them to move forward in all aspects of their lives.”

Coaching, employment and education services, including English language classes, are just some of the services that Ascentria provides. Other needs, such as housing assistance, financial services, and health care would be addressed in conjunction with Ascentria’s community partners.

“Measuring each person’s success is also key,” continues Stephanie. “We are working with each individual to both define and measure their goals and progress so they can achieve their personal objectives efficiently and quickly.”

“The ultimate goal of our efforts,” says Tim Johnstone, executive vice president of Community Services, “is to provide the right information and resources at the right time to help each person, whether newly arrived or long-time resident, to achieve self-sufficiency and overall health and well-being.”

Harvard Business School and Kennedy School Alumni Invest Their Time and Talent in Language Bank’s Continued Growth

Language Bank, an Ascentria social enterprise that is a leading provider of interpretation and translation services and training, has been selected from a competitive pool of 40 applicants to receive a pro-bono consulting engagement by Harvard Business School Association of Boston’s Community Action Partners (CAP). CAP is a volunteer organization of Harvard Business School and Kennedy School alumni. Every year, CAP volunteers provide an average of 8,000 hours of consulting, equivalent to approximately $1.5 million in pro-bono services to worthy nonprofits. These volunteers offer a powerful blend of business expertise and passion for making a difference in the community. CAP projects generate incredible impact for nonprofit clients and are a uniquely rewarding volunteer experience for alumni.

“We are very pleased to work with Language Bank this year,” states CAP Executive Director Annals Angella. “The nature of their business challenge, mission and social impact make them a very attractive partner for our alumni volunteer teams.”

“Language Bank is thankful and appreciative of the time and talent that the CAP team is investing to help us capitalize on the rising demand for interpretation and translation services,” says Michael Alden, Ascentria vice president and general manager for Social Enterprise. “Over the coming months, a CAP team of seven Harvard Business School and Kennedy School alumni will be charting out a technology strategy for better customer interaction and greater economic empowerment of the refugees and other new Americans employed by Language Bank.”

Michael Alden,
Ascentria vice president and general manager for Social Enterprise

YEAR IN REVIEW: 2016 HIGHLIGHTS
Ascentria’s Good News Garage (GNG) marked its 20th birthday in September with a celebration at our Burlington, VT office. Vermont Governor Peter Shumlin was on hand to recognize Hal Colston, founder of Good News Garage, and to acknowledge this milestone. Ruth House of Brockton, MA—one of two teen parenting programs run by Ascentria Care Alliance—has plenty of which to be proud. In May of 2016 Ruth House celebrated its 20th anniversary with a special open house event. Complete with a ribbon cutting, new sign unveiling, and an educational speaking program, Ruth House supporters, staff, volunteers and community leaders were on hand to acknowledge the program’s ongoing work with low-income, single, teenage mothers and their small children.

“Helping to make what is possible that much more plausible, a group of community supporters, faith partners, and Ruth House staff are now hard at work putting together the Ruth House “Fashioning the Future” Luncheon & Fashion Show. The event will be held on Sunday, April 30, at Lombardo’s in Randolph, MA, and net proceeds will be used to establish the Ruth House Fashioning the Future Fund.

“The Fashioning the Future Fund will provide assistance to Ruth House moms as they transition to independent living in the community,” notes Candace Cramer, Ascentria’s chief development officer. “The monies could be used for tuition assistance or even job training.” Candace continues. “Our hope is that these young women will have every opportunity to move forward in their lives—to further their education, start their careers, take care of themselves and their children, and establish positive community connections.” Visit ascentria.org/fashion for more information about the event.

Jeff Kinney Day of Sharing

On or around May 5 (Ascension Day), 125 Ascentria employees and board members volunteered for the inaugural Jeffrey Kinney Day of Sharing, a special annual event created to honor the dedication and volunteerism of past board chair Jeff Kinney. Participants took time away from work to give back to their local communities on the Christian holiday, chosen for its connection to the Ascentria Care Alliance name, which means “rising together.”

“I want to express my heartfelt thanks,” says Jeff. “I’ve never had a day named after me, so it was a humbling experience to see so many of you volunteering.” Ascentria staff and board members contributed 400 hours of community volunteer labor during the inaugural event, including park cleanups, painting, stocking shelves and other activities.

“I give thanks for being associated with such a talented and passionate group of people,” adds Jeff. “You all provide me with a healthy dose of motivation in my own life when I see what you accomplish every day. Thank you!”


YEAR IN REVIEW: 2016 HIGHLIGHTS

Hal Colston addresses the crowd at the birthday celebration while Angela Bovill, Ascentria president and CEO, then Vermont Governor Peter Shumlin, and Burlington Mayor Miro Weinberger look on. Above: Hal Colston talks to car recipient Cynthia Stutler.

The Hal Colston Car of Empowerment will be awarded annually through the JumpStart program, which provides vehicles to working individuals who would otherwise not qualify for a GNG car. This year’s “Colston Car” was funded by Good Shepherd Lutheran Church in Jericho, VT. Rev. Dan Steinbauer, pastor of Good Shepherd, presented Cynthia with the keys to her “new” car, a donated 2003 Toyota Camry. To celebrate supporters for their role in our success, Good News Garage also established the Extra Mile Award and recognized Ascension Lutheran Church of South Burlington, VT; Hemmings Motor Sports; and volunteer Ed Stowe.

Good News Garage would like to thank everyone who has helped to make this program a success. More than 4,500 lives have been changed since 1996, and we look forward to transporting many more!
Music to My Ears

When someone says this popular phrase, it means they heard exactly what they wanted to hear. But when it comes to music and memory, it means so much more.

According to research, there is a significant brain/music and memory connection. When someone says this popular phrase, it means they heard exactly what they wanted to hear. But when it comes to music and memory, it means so much more.

Music to My Ears

YEAR IN REVIEW: 2016 HIGHLIGHTS

Walk Around the World!

Ascentria Employees Are “Living Well”

In September, Ascentria launched its Living Well employee wellness program with a kick-off walk of wellness activities. The program, developed by a steering committee led by JoDee Justofin, Ascentria’s vice president of Strategic Marketing and Communications, is run locally by wellness teams in Ascentria’s regional offices.

“The well-being of our employees is critical to the work that we do,” comments JoDee. “We encourage staff to engage in their own wellness journey, so they can have a more balanced and positive approach to life. This also makes them better equipped to help our clients on their journeys toward well-being.”

Ascentria’s Living Well program takes a holistic approach, focusing on eight interpersonal elements: Physical, Emotional, Environmental, Social, Financial, Intellectual, Spiritual, and Occupational. Workshops and activities are created to address one or more of these areas of well-being. A Walk Around the World initiative has employees tracking their weekly steps, charting their collective progress in a 28,000-mile journey across the globe. Walkers together have accumulated more than 20,000 miles, receiving local fun facts and a healthy native recipe at each “virtual visit” along the route. Ascentria was ranked 30th in the Top 100 Women-led Businesses, its first appearance on the list. “We are honored to be included among the many distinguished businesses in this year’s list,” states Angela. “As an innovative nonprofit organization, we are developing a holistic, human-centered care model and using a social enterprise business model to serve the needs of our diverse client base.” She adds, “It is important to us that our staff represents those in our care. We are proud to have a workforce that is 76 percent female and 35 percent minority.”

Ascentria Welcomes New Leaders

The Ascentria board of directors welcomes its newest member, and two new leaders join Ascentria’s executive team.

Scott Hamilton joined the Ascentria board in 2016. With an extensive business background, Scott was vice president and general manager at DEXX Laboratories headquartered in Westbrook, Maine. He also served as a CPA and held financial leadership positions in multiple industries during his career.

“Having served on Ascentria’s finance committee, I’ve seen the remarkable impact the organization has in communities throughout New England,” comments Scott. “As a board member, I’m working with Ascentria to further implement our human-centered strategy and to empower those who need us most in the areas we serve.”

Timothy Johnstone is Ascentria’s new executive vice president of Community Services. He joined Ascentria in 2016 from Washington, where he served as chief strategy officer for HopeValley, a large Seattle-area community action agency.

“Ascentria is committed to helping people break the cycle of poverty and reach their potential,” says Tim. “We have the right strategy — creating more partnerships so we can provide holistic services to our clients. It’s truly inspiring to be part of it.”

Nancy Meegan joined Ascentria in 2016 as vice president of Human Resources. She brings a successful track record in meeting the changing and evolving needs of nonprofit organizations.

Nancy came to Ascentria from Planned Parenthood League of Massachusetts where she was vice president of Human Resources and Organizational Effectiveness.

Previously, she held leadership positions at area nonprofits and worked for the Department of Mental Health in Boston.

“I believe in the importance of hiring an engaged workforce that supports the company’s mission,” explains Nancy. “I also believe in working for an organization that assists those in need. I’m proud to be a part of the Ascentria family, helping to empower people and strengthen communities.”

Ascentria Care Alliance and President and CEO Angela Bovill were honored at awards breakfast held at the Boston Seaport Hotel, announcing the 2016 list of “Top 100 Women-led Businesses in Massachusetts.”

This was the 15th year that The Commonwealth Institute — a Massachusetts nonprofit that supports female business leaders — has created the list, and the fourth year that the Ascentria Globe Magazine has partnered with the group. The criteria for the Top 100 list include revenue or operating budget, number of full-time employees in the state, and impact on the local economy.

Ascentria was ranked 30th in the Top 100 Women-led Businesses. Its first appearance on the list. “We are honored to be included among the many distinguished businesses in this year’s list,” states Angela. “As an innovative nonprofit organization, we are developing a holistic, human-centered care model and using a social enterprise business model to serve the needs of our diverse client base.” She adds, “It is important to us that our staff represents those in our care. We are proud to have a workforce that is 76 percent female and 35 percent minority.”

Previous, she held leadership positions at area nonprofits and worked for the Department of Mental Health in Boston.
Little did Ascentria’s Services for New Americans (SNA) program know in 2010 that a local developer’s plan to build a “green” hotel in Concord, NH would lead to vocational training programs empowering scores of refugees. But Steve Duprey, owner of Duprey Companies, made it happen!

Steve, a long-time advocate of refugees, generously directed investment capital through the New Market Tax Credit Program (a federal initiative designed to increase the flow of capital to businesses and low income communities by providing a modest tax incentive to private investors) for Ascentria to develop hospitality sector vocational trainings for these newest Americans. SNA provided the classroom instruction while Steve created on-site internships so newly resettled refugees could put into practice the skills they learned in class. The model proved to be so successful that Steve helped SNA replicate the program with other employment sectors such as home healthcare.

Through these initiatives, Steve’s contributions helped SNA conduct 16 trainings and place 131 refugees in jobs, and he didn’t stop there. Because of his commitment to SNA, Steve directed a generous grant of $150,000 to Ascentria from loan repayment proceeds earmarked to benefit low-income communities. With this grant, SNA will be able to continue job readiness training for refugees in the Concord area.

Ascentria’s Services for New Americans program expresses its heartfelt gratitude to Steve for his ongoing support. His vision of a vibrant community for all is inspiring and has greatly changed the lives of countless refugees.

For more information on how you can get involved with Ascentria, please call us at 774.243.3900 or visit ascentria.org.

Building Blocks for Success in “The Granite State”

Join Us and Get Involved … You Can Make an Impact!

Individuals

Volunteer: share your talents, skills and expertise with Ascentria and help children, families and older adults realize new possibilities.

Give life-changing gifts: empower the individuals we serve to respond to life’s challenges and thrive by supporting our mission-focused projects with financial and in-kind gifts.

Donate through your workplace: increase the value of your gift, at no cost to you, by participating in your company’s matching gift program.

Make a planned gift: include Ascentria in your will or other planned gift and leave a legacy of hope and opportunity.

College Students

Broaden your education: participate in a relevant and educational internship or service learning opportunity.

Faith Groups and Service Organizations

Request a speaker: schedule a speaker from Ascentria to raise awareness and strengthen partnerships.

Engage and empower: discover how your faith group or service organization can work together to empower Ascentria clients and help them move toward self-sufficiency.

Provide heartfelt donations: collect Christmas gifts for children, provide personal care kits for teen moms, or donate household essentials for incoming refugee families.

Companies

Invest in communities where your employees work and live: change lives through strategic and impactful volunteer and giving activities that engage your employees and customers. Provide your company with opportunities to develop new relationships, strengthen work teams, and enhance employee morale.

For more information on how you can get involved with Ascentria, please call us at 774.243.3900 or visit ascentria.org.

SNA provided the classroom instruction while Steve created on-site internships so newly resettled refugees could put into practice the skills they learned in class.
Just Do it!

Judy Katzmark has a “can-do” spirit. It’s an attribute she inherited from her father, a member of a large farming family who was always there to help others. “When someone needed something, they just did it,” Judy recalls with a smile. Now, Judy encourages others to help by wholeheartedly saying, “Stop dragging your feet and just get out there and get it done!”

As a long-time member of the Lutheran Home of Southbury (LHS) Guild, a volunteer organization that provides support and monies for LHS residents and their activities, Judy brings this same spirit and enthusiasm to everything she does. “Judy’s commitment to the LHS mission, vision and values, acts as an inspiration to us all,” says Brian Bedard, LHS director. “Her enthusiasm continues to breathe life and spirit into our home.”

“I love what I do,” Judy says. “It’s a feeling of satisfaction that we at LHS can accomplish something and what we do impacts people in a positive fashion.”

A History of Helping by Doing

“People want to help by doing,” explains Susan Nachtigal, pastor at Trinity Lutheran Church of Worcester, MA. It’s a sentiment held in high regard by her congregation and a community mission that is forged in history. “Our forbearers wanted us to be present in this city,” continues Pastor Susan. “We are a presence for those in need.” And helping individuals and families in the community is also one of the reasons Trinity Lutheran continues to collaborate with Ascentria. The church’s partnership in ministry with Ascentria goes back several decades and spans a variety of programs, including working with teen moms and their babies at Ascentria’s Florence House, and collaborating with Ascentria to strengthen the services that are offered to newly resettled refugees who come to the area. “It’s all about being dedicated and committed,” adds Pastor Paul Kennady, retired pastor of Trinity Lutheran, when speaking about the ministry and service of his former congregation.

“Pastor Kennady was an Ascentria board member when our organization was known as Lutheran Social Services of New England,” explains Candace Cramer, Ascentria’s chief development officer. “His generous works of faith in the community and his commitment to Ascentria and the people we serve are still very much admired and appreciated,” she declares. So what advice does Pastor Paul have for those looking to make the most difference in the lives of others? “Have a lot of patience,” he explains. “Make sure you know what is needed and then do it well.”

Ascentria Volunteers: Bringing Heart and Spirit to Their Work

The Heart of a Volunteer

Pastor Bob Schipul finds joy in helping others. His selflessness has spanned over 30 years and includes active involvement on many of Ascentria’s boards and committees. In addition to serving as the chaplain at Lutheran Home of Southbury, a time he remembers fondly, his dedication to the moms at the Ruth House, a teen parenting program of Ascentria, is also readily apparent. “The Ruth House changes young women’s lives,” he notes. “I see how it turns their lives around. It doesn’t make them dependent — it makes them stronger.”

“Bob’s faithful service to Ascentria as a board member and in numerous other capacities is a wonderful example for us all,” notes Jeffrey Kinney, immediate past chair of the Ascentria board of directors. Bob understands the heart of a volunteer and helps others to understand it too. “I teach confirmation students about ‘good work’ and explain to them that ‘good work’ is when you do something unexpected for someone else and you know in your heart that what you’ve done has helped that person,” says Bob. “This feeling is a validation of the Holy Spirit. When you have this validation you don’t need anything else, you feel fulfilled. Helping people find these opportunities is a joy.”

Honoring Our Faith Partners:
Trinity Lutheran Church, Worcester

Members of Trinity’s Refugee Resettlement Committee
In Recognition – Friends and Funders

We are grateful to donors who support our work at any level. Our list acknowledges the generosity of those who support our mission with a cumulative gift of $100 or more.

Champion Donors

The Estate of Sonja R. Buzi
Bethany Lutheran Church, Cromwell, CT
Mr. and Mrs. Michael J. Balinskas
Anonymous (1)
WilmerHale, Boston, MA
Ms. Katherine McJunkin
Anonymous (1)

Mr. and Mrs. David P. Forsberg
Mr. and Mrs. Warner S. Fletcher
Mr. and Mrs. Steven L. Feye
Christ Episcopal Church, Exeter, NH
Mr. and Mrs. Edward A. Bucher
Anonymous (2)

St. James Lutheran Church, Southbury, MA

Opportunity Builders

Anonymous (1)
First Parish Hingham, Old Ship, Hingham, MA
Ms. Ann M. Dancik and Mr. Elpert Hodge
Mr. and Mrs. Paul M. Christianson
Mr. John T. Andrews
Opportunity Builders

The Rev. Carolyn V. Tryggestad and Dr. and Mrs. Ronald A. Swanson
Ms. Elizabeth S. Steele
St. Peter’s Lutheran Church, Harwich, MA

Mr. Nicholas Russo
Mr. and Mrs. Russell O. Pollard
Open Spirit (Edwards Church), Hellmann Trust
Mr. Scott Hamilton
The Rev. Dr. Harold R. Lohr
North Easton, MA

Mr. and Mrs. Paul Halstead
Mrs. Catherine R. Gallagher
Ms. Lynn Betlock and Mr. Grant Emison
Mr. Thomas N. Berryman, III
Anonymous (1)

St. Mary’s Church, Jefferson, MA
Mr. Ben Speckhard
The Rev. Karen B. Safstrom
Mrs. Barbara J. Ruhe and Mr. and Mrs. John H. Peterson
Mr. David and Mrs. Greta Peterson
Mr. and Mrs. Earl Nordbrock
Mr. and Mrs. William Mayo
Mrs. Laura Hayden
Dr. Kenneth Sokolowski
Westborough, MA

Our Savior Lutheran Church, Hanover, NH
Wayside Restaurant, Inc.
Mr. and Mrs. William A. Wade
The Rev. and Mrs. George D. Strohmeyer, Jr.
Ms. Christina Stover
Mr. and Mrs. William J. Scouler
Ms. Karin M. Schidat
Mr. Philip Roberts
Mr. Edmund Reif
Mr. Christopher D. Morris
Mr. and Mrs. Rolf Larson
Mr. Timothy S. Johnstone
Central Massachusetts

Ms. Edwards-Pitt and Mr. Weinzierl
Mr. Michael Dubreuil
Mr. Robert Diercks
Mr. David H. De Vore
Ms. Ann S. Dancy
Christ Lutheran Church, Natick, MA
Mr. and Mrs. Keith D. Carney
Miss Karen Carlson
Mr. Robert T. Brown and Mr. and Mrs. John R. Breiland
Ms. Ursula R. Bergman
The Rev. and Mrs. Kenneth O. Bean
Ms. Patricia Bass
Ms. Sallie H. Barton
Mr. Carlton Bardel
The Rev. Kathryn B. Baines and Mr. David M. Andreotta
Action for Boston Community Friends

Mr. Barry Baines
Mr. and Mrs. Paul Krause
Ms. Carolyn E. Kramer
Mrs. Shirley Koulopoulos
Mr. Daniel Kassler
Mr. William Kadish
Mr. Terry Irwin and Cynthia Irwin
Mr. and Mrs. Kristian Jensen, III
Mr. Terry Irwin and Mrs. Nancy Irwin
Mr. and Mrs. David B. Roe
Mr. and Mrs. E. Thomas O’Hara
Mrs. Elizabeth Monrad
Mr. Jed Mahoney
Mr. and Mrs. Rory MacLeod
Mr. Bruce Leibig
Harold Grinspoon Charitable Foundation
Granite United Way
Eastern Bank Charitable Foundation
Community Involved in Sustaining Agriculture
Mr. and Mrs. Ben Woolsey
Women of the ELCA — Holy Trinity Lutheran Church
Mr. and Mrs. Leo R. Verrochi
Mr. Michael R. Van Geons
Ms. Jessica Traiger
Mrs. Dody Timpone
Eaton Vance

Mr. Dennis Donahue
Ms. Nancy Cook
Concordia Lutheran Church, Concord, NH
Ms. Vivian Clarke
Christ Memorial Church, North Brookfield, MA
Rachel Brown
Anna Maria College
Anna Circle – Trinity Lutheran Church,
United Way of Massachusetts Bay and New Hampshire Charitable Foundation
Ms. Rose Marie Lanier
Niel Kropp
Mrs. Judith Katzmark
Immanuel Lutheran Church, Holden, MA
Ms. Hilary Horton
Mr. William Holton
Mr. and Mrs. Dirk Hofschire
Ms. June Gasperski
Mrs. Diane Fitzmaurice
First Lutheran Church, West Branstable, MA
First Lutheran Church, Portland, ME
First Evangelical Lutheran Church, FAM for Change
Mr. Israel Fermin, Attorney at Law
FAM for Change

The Rev. Rebecca J. Bourret
St. Andrew’s Episcopal Church, Colchester, VT
Jessie Snyder
Mr. and Mrs. Paul G. Simoneau
Mr. and Mrs. David B. Roe
Mr. and Mrs. E. Thomas O’Hara
Mr. and Mrs. John R. Breiland
Mrs. Jennifer Querbes
Mr. William Holton
Mr. and Mrs. Kristian Jensen, III
Mr. Terry Irwin and Cynthia Irwin
Mr. and Mrs. Kristian Jensen, III
Mr. Terry Irwin and Mrs. Nancy Irwin
Mr. and Mrs. David B. Roe
Mr. and Mrs. E. Thomas O’Hara
Mrs. Elizabeth Monrad
Mr. Jed Mahoney
Mr. and Mrs. Rory MacLeod
Mr. Bruce Leibig
Harold Grinspoon Charitable Foundation
Granite United Way
Eastern Bank Charitable Foundation
Community Involved in Sustaining Agriculture
Mr. and Mrs. Ben Woolsey
Women of the ELCA — Holy Trinity Lutheran Church
Mr. and Mrs. Leo R. Verrochi
Mr. Michael R. Van Geons
Ms. Jessica Traiger
Mrs. Dody Timpone
Eaton Vance

Mr. Dennis Donahue
Ms. Nancy Cook
Concordia Lutheran Church, Concord, NH
Ms. Vivian Clarke
Christ Memorial Church, North Brookfield, MA
Rachel Brown
Anna Maria College
Anna Circle – Trinity Lutheran Church,
United Way of Massachusetts Bay and New Hampshire Charitable Foundation
Ms. Rose Marie Lanier
Niel Kropp
Mrs. Judith Katzmark
Immanuel Lutheran Church, Holden, MA
Ms. Hilary Horton
Mr. William Holton
Mr. and Mrs. Dirk Hofschire
Ms. June Gasperski
Mrs. Diane Fitzmaurice
First Lutheran Church, West Branstable, MA
First Lutheran Church, Portland, ME
First Evangelical Lutheran Church,
2016
Source of Funds
Contribution income and donated vehicles $317,595
Program revenue $72,015,721
Other income $99,782
$76,191,317

Use of Funds
Program services – Community services $33,677,327
Donated services – Services for older adults $28,074,125
Management & administration $12,765,874
Fundraising $796,152
$75,313,478

2015
Source of Funds
Contribution income and donated vehicles $4,091,722
Program revenue $61,674,707
Other income $1,137,464
$66,903,893

Use of Funds
Program services – Community services $35,367,009
Donated services – Services for older adults $20,451,024
Management & administration $9,617,762
Fundraising $76,152
$65,880,830

Total contributions received in FY2016 were $1,748,595, compared to $1,424,056 in FY2015.

FY2016 Financial Highlights
By the Numbers
The audited financial statements of Ascentria Care Alliance represent the activity of the parent organization and its twelve wholly owned subsidiaries. With more than 1,700 employees, the organization administers 60 plus programs throughout New England. Every day Ascentria touches the lives of 5,000 clients in an effort to help them reach beyond their current circumstances and realize new possibilities.

2016 total revenue of $76.6 million
2016 total net assets of $11.2 million

2015 total revenue of $68.3 million
2015 total net assets of $9.78 million

Board of Directors and Senior Leadership

Officers
William Mayo, Chair
CEO, Broad Institute of MIT and Harvard

Michael Balinskas, Vice Chair
General Manager, PowerHawke, Inc.; Director of Business Development, McPhee Electric, Ltd.

Karen Gaylin, Secretary
Philips Healthcare (retired)

Garth Greimann, Financial Secretary
Senior Advisor, Berkshire Partners, LLC

Angela Bovill
President and CEO, Ascentria Care Alliance

Directors
Kenneth Bohlin
(former USA internist)
The Rev. Ross Goodman
Pastor, St. Paul Lutheran Church, Arlington
Scott Hamilton
IEEX (retired)
Jeffrey Kinney, Immediate Past Chair
Senior Vice President, Wells Fargo Bank
Barbara Ryhe
Ruhe & Ruhe Attorneys at Law
Kimberly Salmon
Director of Community Relations, Fallon Health
Daniel Slevin
VP, Director of Customized Solutions, Eaton Vance Management

Ex-Officio
The Rev. James Hazelwood
Bishop, New England Synod, Evangelical Lutheran Church in America

The Rev. Timothy Yearnd
President, New England District, Lutheran Church-Missouri Synod

Directors Emeriti
Gail Phillips Bucher
Chaplain, MCPHS University

Kimberly Salmon
Director of Community Relations, Fallon Health

Daniel Slevin
VP, Director of Customized Solutions, Eaton Vance Management

FY2016 Financial Highlights

2015
Source of Funds
Contribution income and donated vehicles $9,617,762
Program revenue $9,765,874
Other income $796,152
$28,074,125

Use of Funds
Program services – Community services $13,677,327
Donated services – Services for older adults $20,415,024
Management & administration $9,617,762
Fundraising $681,035
$65,880,830

2016
Source of Funds
Contribution income and donated vehicles $35,167,009
Program revenue $72,015,721
Other income $99,782
$102,147,812

Use of Funds
Program services – Community services $35,367,009
Donated services – Services for older adults $20,415,024
Management & administration $9,617,762
Fundraising $681,035
$65,880,830

When I see the amazing things that happen through Ascentria, I am reminded that ‘the true voyage of discovery is not in going to new places, but in seeing with new eyes.’ This is true as our organization continues to adapt to challenges — for our employees and volunteers as they work with our clients; for our clients who see new opportunities for their own lives; and for our many supporters who create opportunities with their support.”

~ William Mayo, Board Chair

Executive Leadership
Angela Bovill
President and CEO

Timothy Johnstone
Executive Vice President, Community Services

Dana Rami
Executive Vice President, Residential Services

Carden Cramer
Chief Development Officer

Nancy Megnan
Vice President, Human Resources

Aline Garry
Executive Assistant

20