

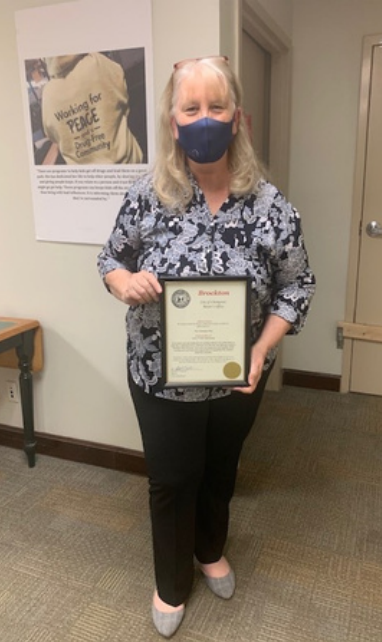


2021

ANNUAL REPORT

GÁNDARA CENTER





ESSENTIAL THEN, NOW AND ALWAYS

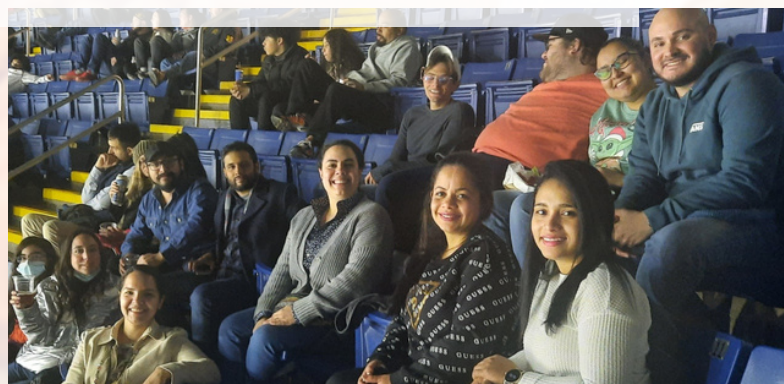
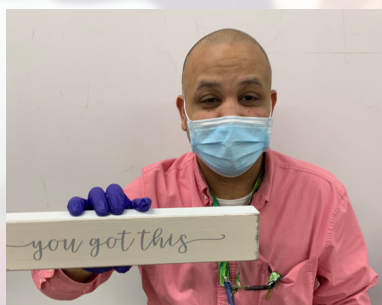
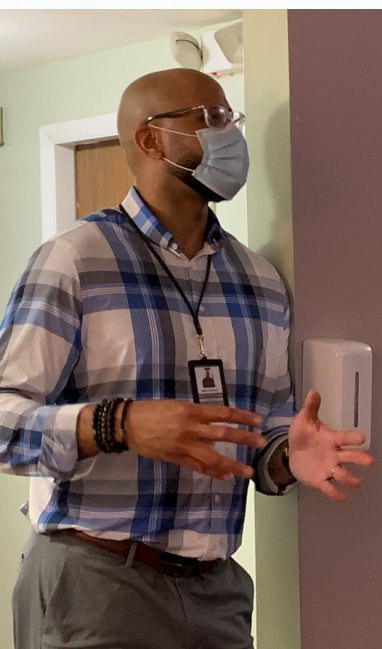
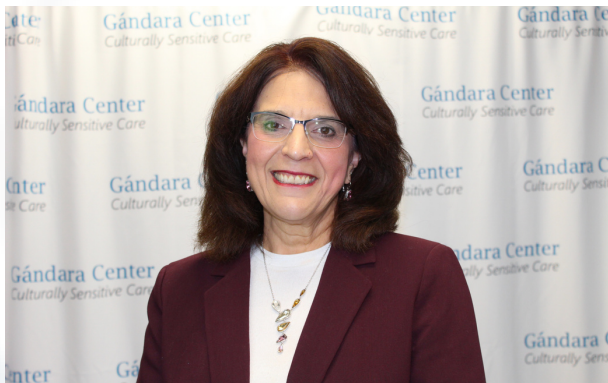


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RESILIENCY | RECOVERY | SELF-SUFFICIENCY

Dear Friends of Gándara,
The Gándara Center has continued to be an anchor in the communities we serve during this past year. As the pandemic has presented challenges to all of us we have continued to support individuals towards recovery, stability, safety, and good health. Our mission remains stronger than ever because we are needed more than ever.

We have responded in many creative ways to provide services throughout the pandemic, to support vaccination, testing, to partner with the community for a deeper outreach, and providing for basic human needs.

Our staff has been remarkable in advancing our mission and never giving up, to harness our collective commitment and continue to be the positive strength needed by the most vulnerable.

As you review our Annual Report, it is because of you, our friends and supporters, that our outreach and presence continues to be vast and consistent. Our community partners our vital to fostering resiliency, recovery, and the provision of tools to guide individuals towards self-sufficiency.

Thank you for your continued generosity, time and talent.

*"Solo tienes lo que das.
Es gastándote a ti mismo
que te vuelves rico".*

*("You only have what you give. It's by
spending yourself that you become rich.")*

Isabel Allende, Escritora chilena

2022 JANUARY

A MESSAGE FROM OUR CEO

RESILIENCIA | RECUPERACIÓN | AUTOSUFICIENCIA

Queridos Amigos de Gándara,
El Centro Gándara continúa siendo un ancla en las comunidades a las que servimos durante este último año. Aunque la pandemia nos ha presentado desafíos a todos, hemos seguido apoyando a las personas para que continúen su camino hacia la recuperación, la estabilidad, la seguridad y la buena salud. Nuestra misión sigue siendo más fuerte que nunca porque se nos necesita más que nunca.

Hemos respondido de muchas maneras creativas para brindar servicios durante la pandemia, para apoyar la vacunación, las pruebas, para asociarnos con la comunidad para un alcance más profundo y para satisfacer las necesidades humanas básicas.

Nuestro personal ha sido notable en el avance de nuestra misión y nunca darse por vencido, para aprovechar nuestro compromiso colectivo y seguir siendo la fuerza positiva que necesitan los más vulnerables.

Al revisar nuestro Informe Anual, es gracias a ustedes, nuestros amigos y los que nos apoyan, que nuestro alcance y presencia continúan siendo amplios y consistentes. Los socios de nuestra comunidad son vitales para fomentar la resiliencia, la recuperación y la provisión de herramientas para guiar a las personas hacia la autosuficiencia.

Gracias por su continua generosidad, tiempo y talento.

Sincerely/Sinceramente,

Lois Nesci
Chief Executive Officer



OUR MISSION

To promote the well-being of Hispanics, African-Americans and other culturally diverse populations, through innovative, culturally competent, behavioral health, prevention and educational services.

OUR COMMITMENTS

- Respect + promote the human and civil rights of all individuals we serve
- Provide the highest quality services
- Assure continuous improvement
- Fully value the diversity of individuals
- Secure new resources to comprehensively serve communities
- Meet the changing needs of individuals we serve
- Ensure the care, welfare, safety + security of our staff + all individuals we serve
- Promote the rights of individuals we serve to make informed choices + meaningful decisions
- Contribute to the well-being of underserved populations
- Offer opportunities for personal growth

STORIES OF HOPE



MEGHAN - FORMER GÁNDARA CENTER
FOSTER CHILD

Meghan's Foster Care Journey

"Gándara Center came into my life in 2010, when I entered the system as a child who needed a foster home. **There was a period of time where I felt that I didn't matter.** So I couldn't say I would even be here if it weren't for the fact that **complete strangers stepped into my life in their supportive roles and helped me see that I mattered and that I could be everything that I wanted to be.**

I graduated from Westfield State University with my Bachelor's in Sociology -- top of my class. I saved and budgeted like my Case Manager taught me and bought a car and a house.

If it weren't for **my Gándara Case Manager and my Gándara Foster Mom**, if someone hadn't taken that step forward to me, I have no idea where I would be today."



LATOSHA - GÁNDARA CENTER
FOSTER MOM

Latosha Found Her Life's Purpose

"When I was 15, **I was told I would never have kids** of my own and it did something to me for years. But, God had a different plan and **my calling in life was to become a Gándara Foster Parent.**

When you're a foster parent, **you have to have a team and Gándara is more than a team they are family.** They make me feel like 'you've got this.' It's a beautiful feeling, it's a comfortable feeling.

Everyone says 'you are a blessing to them,' but I think to myself, 'they don't realize what my children give me.' **Without my kids, there would be no Latosha.** They keep me going. I'm so thankful. When you go to bed exhausted, you know that you have made a difference.

For the ones that say 'there was no hope', there is hope! There are so many children and teenagers that need help -- so why not be a blessing to them?"





Gándara Center

STORIES OF HOPE

Intensive Care Coordination (ICC)

"I've seen a **major difference in my daughter's behavior** because of **Gándara Center's Children's Behavioral Health ICC program**. It's such a huge relief. I'm so grateful for my care coordinator and her team for **helping us meet our goals**."

-- Angiebeth L., Individual served (pictured above)



Bridging the Gap: A Provider's View

"These are **our most vulnerable families** -- experiencing language and cultural barriers. When you have those kind of needs, and have a case manager come into the home from Gándara Center's ICC program -- who can speak your language, who understands some of your struggles, that trust barrier is eroded. I think **the work that's able to be done is amazing** in those circumstances.

Having healthy emotional, behavioral development and supports is just so critical. **Gándara's ICC Program really allows us to provide services together in a way that hadn't been possible before.**"

-- Dr. Gunn, Medical Director at Brightwood Health Center (pictured right)



Empowering Families to Advocate for Services

"It's not just about finding the right fit, it is also about making sure you're **doing everything to clear out any miscommunications**. If a family has multiple needs... transportation, communication going out into the community and looking for resources, whatever it is we try help the whole family. **We** are there to **encourage them**. **We are able to empower the parent** to take care of their kids in general. I've seen parents really grow."

-- Martha Baez, ICC Clinician (pictured right)



GÁNDARA CENTER RECEIVES NATIONAL ACCREDITATION



Feedback from the Council on Accreditation about Gándara Center:

“Therapeutic
Mentoring &
the Impact
Center are
great
programs”

“The **Pride
House**
Program is
impressive”

“**The community
served believes in
Gándara Center.**”

“A **level of
comfort,**
even during
a pandemic”

“**Individuals** who
are part of the
Intellectual &
Developmental
Services **feel
like** they are
part of a family,
staff feel the
same way.”

“**Ethical practice and
service delivery** of
community-based
**behavioral health
services.**”

“Housing &
smoking cessation
programs are
**critical
community-
based services**”

“**Substance Use
Treatment &
Education
Services increase
productive/
pro-social
behavior &
improve the
well-being of
individuals**”

“**Gándara's juvenile
justice programs
are well-operated
and well-designed.**”

“**Gándara foster
parents feel
supported**”

“**Residential
homes** are
pristine, **clean,**
**home-like, &
well kept**”

“**Gándara staff are**
“respectful,
supportive,
accommodating,
dedicated,
engaging,
passionate, and
well-trained”





(L to R) Rep. Orlando Ramos, D-Springfield, Springfield Mayor Domenic Sarno, Sen. Eric Lesser, D-Longmeadow, Senior Director of Outpatient Services Dr. Rahiza Gallardo, CEO Lois Nesci, State Rep. Carlos Gonzalez, D-Springfield and VP of Fund Development and Community Relations, Jade Rivera-McFarlin

Gándara Center

PLAQUE UNVEILING CEREMONY

OCTOBER 8, 2021 - SPRINGFIELD, MA

"We have created a lot of different programs that empower individuals to find employment, housing, apply for financial support... our case workers and psychologists also work to connect our clients with other services in the community to get more of the help that they need." said Dr. Rahiza Gallardo (*pictured right*), Senior Director of Outpatient Services at the Gándara Center.



"THE HEALTH DISPARITIES THAT HAVE COME ABOUT BECAUSE OF COVID-19 TO OUR BLACK AND BROWN POPULATION HAVE ESCALATED TREMENDOUSLY AND WE'RE THANKFUL TO HAVE THIS ABILITY TO GET HIGH QUALITY, ACCREDITED CARE FOR OUR RESIDENTS."

SPRINGFIELD MAYOR DOMENIC SARNO

Representative Carlos Gonzalez (*pictured right*) said, 'Gándara has **always been an asset** to the community.' **"This city is culturally diverse** as we know, but **the key point to the services provided here is culturally sensitive care in a bilingual manner,**" he said. "Sometimes even eye contact with a client in a different way may make a difference in the outcome of their treatment. This is something that is lacking in the state of Massachusetts so we are so grateful that Gándara Center is here in Springfield and beyond in western Massachusetts."



"THE ACCREDITATION TELLS US WHAT WE ALREADY KNEW, THAT GÁNDARA IS A TOP NOTCH HEALTHCARE PROVIDER FOR OUR COMMUNITIES HERE IN WESTERN MASSACHUSETTS AND AROUND THE STATE."

SENATOR ERIC LESSER





Gándara Center

RACE, EQUITY, DIVERSITY & INCLUSION (**REDI**)

Monthly meetings are held and focus on the following areas:

- Policies & Procedures
- Training & Education
- Environment
- HR & Recruitment

Actions Taken in 2021:

- Implemented a new REDI training for orientation as well as for agency wide.
- Implemented a new education system
- Communication system for REDI concerns
- Listening Conversations to allow staff to voice concerns over issues happening around the world dealing with Race, Equity, Diversity and Inclusion
- Promoting positions in other states that have bilingual clinicians to work with those we serve
- Creating a checklist to evaluate programs and locations. Being more cognizant of the food we serve, art on the walls, language used in brochure, vendors and businesses we support

*"We must **remain attentive and vigilant** to **continue to** do our part to **eradicate racism** and acts of violence. Every step we take makes a difference each day and reinforces our mission."*

-- Lois Nesci, CEO

REDI Committee

PLEDGE

• **To remain committed to Gandara's mission** of promoting the well-being of culturally diverse populations and those who are under-served.

• **Create an environment that supports race equity, diversity and the inclusion** of all races, genders, cultures, ethnicities and sexual orientations.

• **To stand up against inequity, racism, hate, violence and systematic elements of society**, and fight for those who are under-served and underrepresented.

• **Support, uplift and promote businesses and organizations** owned by women, people who are Black, Hispanic/Latinx, indigenous and all other ethnic backgrounds and religious beliefs; the LGBTQ+ community and those with disabilities.

Our Commitment to Race, Equity, Diversity, and Inclusion

TRAINING + EDUCATION

- Evaluating current agency training
- Identifying training opportunities
- Hosting agency-wide race, equity, diversity, and inclusion training

POLICY + PROCEDURES

- Evaluating current agency policies and procedures
 - Ensuring they speak to race, equity, diversity, inclusion, cultural competency
 - Reflect the agency's mission

ENVIRONMENT

- Evaluating programs and office spaces for race, equity, diversity, inclusion and cultural competency. (ex. program menus, artwork, forms, signage)

HR + RECRUITMENT

- Seeking qualified candidates that reflect the population of those we serve
- Identifying opportunities to promote staff and/or development

Gándara Center

REDI COMMITTEE

As an agency, we celebrated Juneteenth -a day of recognition, remembrance and to educate our peers about the day and what it means.

*Juneteenth is a **celebration of bravery, fortitude and awakening of our 'better angels'** - a wish for unity as stated by Abraham Lincoln in his first inaugural address.*

-- Lois Nesci, CEO

JUNETEENTH

A DAY OF RECOGNITION, RESTORATION, CELEBRATION

Juneteenth is the oldest nationally celebrated commemoration of the ending of slavery in the United States. Dating back to 1865, it was on June 19th that the Union soldiers landed in Galveston, Texas with the news that the war had ended and that the enslaved were now free. Juneteenth is a day of remembrance and celebration.



September 22, 1862 — President Abraham Lincoln issued the Preliminary Emancipation Proclamation declaring that as of January 1, 1863, "all persons held as slaves...shall be then, thenceforward, and forever free."

January 1, 1863 — Lincoln signed the final Emancipation Proclamation that freed enslaved African Americans in Union-controlled Confederate states.

It took 2.5 years for Union soldiers to deliver the message

June 19, 1865 — Texas became the last state in the Union to proclaim freedom from slavery.

December 18, 1865 — The Thirteenth Amendment to the United States Constitution, abolishing slavery and involuntary servitude, was ratified.



THE FLAG

A symbol that gives all Americans the opportunity to recognize American Freedom and African American History. The flag itself is represented by the star of Texas bursting with new freedom throughout the land, over a new horizon. The colors -- red, white and blue -- represent a new freedom, a new people and a new star.

GÁNDARA'S COMMITMENT TO OUR MISSION & ANTI-RACISM

OUR MISSION: to promote the well-being of Hispanics, African-Americans and other culturally diverse populations through innovative, culturally competent behavioral health, prevention and educational services.

Acts of racism contradict everything we believe as a people and as an agency. Our mission, actions and services speak to caring for our community, staff, and those we serve regardless of race.

Gándara Center remains resolute in its determination to help the oppressed. We remain steadfast in our mission to champion the underserved, as we have for 44 years.

Together we continue to support our core mission, to promote the well-being of culturally diverse populations as we have since our founding in 1977.



PEER RECOVERY

Stairway to Recovery Celebrates 13th Anniversary

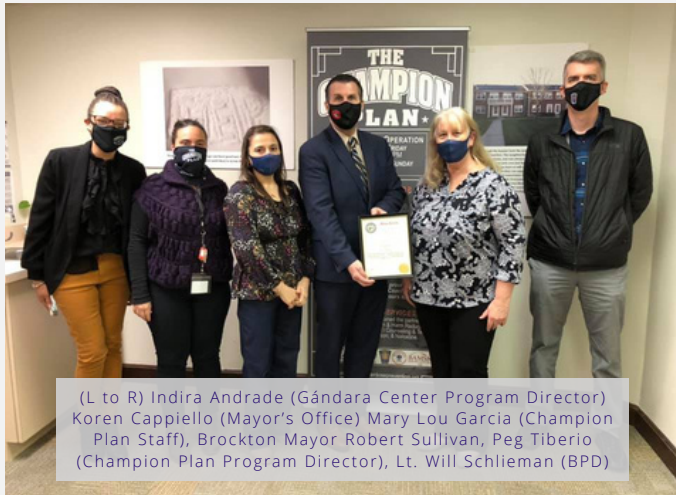
On **April 1, 2021** during the middle of the pandemic, Brockton's Stairway to Recovery moved to its new location on Main Street. On **June 4th**, Stairway to Recovery and its **Director, Efrain Baez** celebrated **13 years!** The community was invited to a day of recognition -- awards were given to honor staff members and center volunteers. Brockton Mayor Sullivan shared a special message at the event which featured guest speakers, music, lunch, games, art, community resource tables and information booths.



Gándara Center Launches Recovery Coach Academy

In **2021**, Gándara Center was awarded funds to launch a Recovery Coach Academy. This **22-week program** prepares individuals in recovery with **job readiness training**, volunteer opportunities, a

500-hour internship placement and **Recovery Coach Certification**. 11 individuals entered the first cohort and received training to become a Recovery Coach. Two individuals have been hired by Gándara Center and eight are currently working toward completing their internship hours.



(L to R) Indira Andrade (Gándara Center Program Director) Koren Capiello (Mayor's Office) Mary Lou Garcia (Champion Plan Staff), Brockton Mayor Robert Sullivan, Peg Tiberio (Champion Plan Program Director), Lt. Will Schlieman (BPD)

Champion Plan Receives Mayoral Citation

March 1, 2021 - The Champion Plan received an official mayoral citation from Mayor Robert F. Sullivan for their 5th anniversary: 'Thank you to the staff for their **hard work and dedication** in working with the City of Brockton, the Brockton Mayor's Opioid Overdose Prevention Coalition, the Brockton Police Department, and **the Gándara Center to help those suffering from a substance use disorder and offering a path to treatment and recovery.**'



Recovery Center Celebrates the Irish with Sober Service

March 21, 2021 - Members of the Plymouth Peer Recovery Center celebrated St. Patrick's Day with a day of service. They teamed up with a local chef to cook an old-fashioned Irish dinner in the center's kitchen. Meals were packaged up and delivered to lunch programs for homeless residents in town and to people living in sober homes in the community.



Chef Domenic Fermano takes the brisket out of the oven at Plymouth Recovery Center.
Photo Credit : Wicked Local/Rich Hebert

PIER Recovery Center Collects Toy Donations

November 18, 2021 - PIER Recovery Center of Cape Cod in Hyannis, became a drop-off location for an annual toy drive benefitting families in recovery. (pictured left) Their donation box was overflowing with support this holiday season from the PIER community who generously donated items like socks, games and toys for children in need.



Valor's Big Top Recovery Celebration

September 17, 2021 - A day of celebration and collaboration in Springfield's Magazine Park, Director of Valor Peer Recovery Center, Julie Gagne, presented Senator Adam Gomez with a certificate of honorary membership for being an ally and supporter of the center (at right).



"A lot of people who come to Hope for Holyoke are helpless, hopeless... some are homeless. We try to initiate them back into society."

- Kevin LeBeau, HFH Virtual Outreach Coordinator

Hope for Holyoke Recovery Day Celebration

September 24, 2021 - Holyoke Recovery Day began with a march from Veterans Park on Appleton Street to the Hope for Holyoke Recovery Center on Suffolk Street. "Men and women who've put their future recovery in their hands of the Hope for Holyoke program promise to make up for the year that the pandemic set back."

- Sy Becker, 22News Reporter



Gándara Center

NEW PROGRAMS



Emily English - Program Director,
Supportive Housing Programs

Greenfield Welcomes SHINE Program

August 3, 2021 - Our SHINE Young Adult Housing Program provides supportive housing services for young adults experiencing or at risk of homelessness. In the Summer of 2021, our newest location opened in Greenfield. This home provides families with a safe space to live, in Franklin County, and work toward financial stability.



(pictured left) Emily Matney - Lead Case Worker Supportive Housing Programs
and Sharon Hall-Smith - Senior Director of Prevention & Community Services

Family Support and Stabilization (FSS) Program Expands to Pittsfield

November 5, 2021 - At this new location, a Master's and Bachelor's level team provides intensive, supportive services that includes assessment and treatment planning, engaging families in stabilization and reunification, including trauma-focused and substance use-related services.



LAUNCH Program Opens in Chicopee

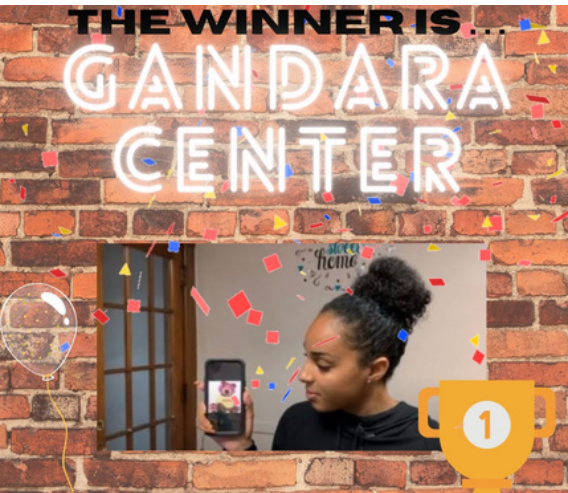
April 1, 2021 - LAUNCH provides Therapeutic Care for six young adults, ages 18 through 25 years of age who are referred by DMH. Individuals are provided 24/7, 365 day staff intervention and support to develop the skills to live in a more independent setting. Young adults experience educational, vocational or day treatment activities.



(pictured above) Lois Nesci, CEO, Jeff McGeary, COO, Tiffany Basile, VP of Business Development, Shane Brooks, VP of Community-Based Residential Services

Gándara Center

AGENCY ACHIEVEMENTS



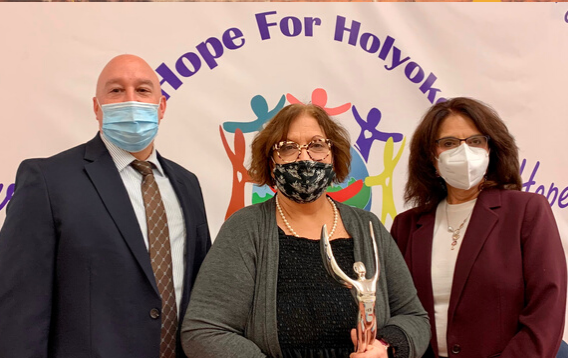
Gándara Wins Broadcast Your Love Contest

October 21, 2021 - The Providers' Council 46th Annual Convention & Expo: Essential: Then, Now and Always. **The Gándara Center's video was named the top submission** of the video in the **Caring Force's Broadcast Your Love Contest**. This video was produced in an effort to **recognize our hardworking residential staff and essential workers**. Staff members: Andre Boyd, Jailene Carter (pictured left), Damani Brown, Meagan Soto, Jayson Sánchez and Lois Nesci starred in the video.



Excellence in Advocacy and Engagement

October 15, 2021 - Excellence in Advocacy and Engagement Award Announcement from the Association for Behavioral Healthcare *from Twitter*: **Congratulations to @GandaraCenter's Debra Flynn-Gonzalez** (pictured left) for being honored with the "Excellence in Advocacy and Engagement" award at the 2021 #ABHSalute! **We applaud your work to reach underserved communities in Holyoke and provide good care to those who need it most – thank you!**



Providers' Council Scholarship Award

October, 2021 - Excerpt from *The Provider*: "Omar Irizarry (pictured left), the regional director for community-based youth and clinical services at the Gándara Center, was awarded the Graduate Leadership \$10,000 scholarship for an employee entering or currently enrolled in a master's degree program in Massachusetts. The Council's board of directors authorized the scholarship as another approach to build leadership within the human services sector. 'I'm at a loss for words to help describe what this means for me, my family, and my overall leadership journey,' Irizarry said. **'This process was a great reminder of staying true to my purpose, always exercising gratitude** and identifying even the simplest things to be joyous about, **and never giving up.'**"



Stone Soul Festival Community Service Award

October 9, 2021 - (pictured far right) **Cindy Stovall**, Program Director of the Springfield Family Resource Center, was one of six recipients to receive a **2021 Stone Soul Festival Community Service Award**.



IN THE COMMUNITY

"[GARP] is a staple in our community when it comes to results." -- Senator Adam Gomez



"Gándara is an instrumental partner for the City of Springfield -- providing much-needed services for those in need. The programs and services they offer provide the right amount of compassion and structure for individuals to get quality care."
-- Mayor Sarno



(L to R) Communications & Development Associate, Corinne Dumont; Chief Executive Officer, Lois Nesci; Springfield Mayor Domenic J. Sarno; V.P. of Fund Development & Community Relations, Jade Rivera-McFarlin; Director of Organizational Excellence, Farah Rodriguez

Vaccination Celebration

Gándara Center partnered with local agencies including Behavioral Health Network (BHN) to help increase the number of vaccinated residents in the cities of Springfield and Holyoke by providing navigation services, which removes barriers for residents wanting to be vaccinated, provide pop-up clinics in neighborhoods and provide education regarding COVID-19 and the vaccine.



(L to R) Springfield's Health and Human Services Commissioner, Helen Caulton-Harris with Gándara Center's Senior Director of Outpatient Services, Dr. Rahiza Gallardo at Magazine Park.



Providing Resources to Springfield Residents

Saturday, Sept. 4th, Dr. Johana Cedeno Negrón (Project Health Program Director) and Jayleen Cedeno Acosta (Vaccine Access Navigation through Services Case Worker) represented Gándara Center at the Stone Soul Festival in Springfield's Blunt Park.



Springfield Thunderbirds Celebrate Gándara Center's Front Line Workers

Friday, December 17th, The Springfield Thunderbirds Hockey Team recognized Gándara Center for providing 'valuable resources over the past year and a half.' Staff were given complimentary tickets to enjoy the game and were welcomed on the jumbotron for all of their hard work and dedication.

RECRUITING ESSENTIAL STAFF

Gándara Center's First Commercial Airs on WWLP-22News

Omar Irizarry, Regional Director for Community-Based Youth and Clinical Services, shared his experience working for our agency. **"The culture at Gándara is very welcoming, very supportive."** Irizarry started his career at Gándara Center working as Residential Staff over 15 years ago.

"*You want to be part of a company that you know is doing good, but when the community knows it and it makes them more open to getting help, that is the real validation."*

-- Dr. Rahiza Gallardo, Senior Director of Outpatient Services



Gándara Center Records Second Television Commercial

"At the Gándara Center we understand that our most valuable assets are our employees," Jade Rivera-McFarlin, Vice President of Fund Development and Community Relations boasts new competitive salaries, benefits, sign-on and stay-on incentives, and more in this advertising campaign.

Staff from our Outpatient Clinic at 2155 Main Street in Springfield, MA were eager to help out with the commercial. Appearances were made by Desiree Diaz Canario, Dr. Rahiza Gallardo-Vazquez, Ana Ellis and Dr. Margorie Perez-Nieves.





Residential CAREER FAIR

Work with Youth & Young Adults!

TUESDAY, NOVEMBER 30TH

11:00am - 5:00pm

BASKETBALL HALL OF FAME
1000 HALL OF FAME AVE. SPRINGFIELD, MA



QUESTIONS?
1-844-977-5627

WE ARE HIRING!
Full-Time & Part-Time Positions

- DIRECT CARE STAFF
- RN'S & LPN'S
- CLINICIANS
- OCCUPATIONAL THERAPISTS & More!

APPLY HERE!



WWW.GANDARACENTER.ORG/CAREERS



11/30/21 - Gándara Center held a **career fair** at the **Basketball Hall of Fame**. Local jobseekers were interviewed and some were hired on the spot for positions in our Youth, Young Adult and Adult Residential programs.



FUNDRAISING EFFORTS

3rd Annual Community Care Package Drive

- Total number of **items donated: 1,863**
- **Total number of monetary donations: \$1070**
(used to purchase additional items for care packages)

Items were distributed to:

- 9 youth residential programs
- Families we serve at our Springfield & Brockton Outpatient Clinics
- CBHI families & Youth we serve at our Impact Center
- Homeless youth, young adults and families in need of Supportive Housing Services and through our Springfield Family Resource Center
- 6 Substance Use Disorder programs
- 5 Peer Recovery Centers



SUBSCRIBER EXCLUSIVE

Gándara care packages bring comfort to homeless youth, those struggling with mental illness, substance use

Updated: Nov. 10, 2021, 2:37 p.m. | Published: Nov. 10, 2021, 2:37 p.m.



Jade Rivera-McFarlin, vice president of Development and Community Relations for Gándara Center and Corinne Dumont sort through items as the Gándara Center's third-annual Community Care Package Drive gets underway on Nov. 10, 2021. (Don Treeger / The Republican)



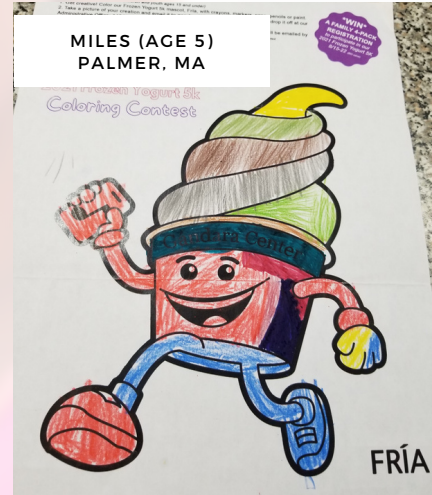
By [Elizabeth Román](#) | eroman@repub.com

It's a little bit of comfort for them in a time that they absolutely need it, especially kids coming into residential homes."

-- JadeRivera-McFarlin



FUNDRAISING EFFORTS



**\$66,000
RAISED**

43 SPONSORS



Premiere Presenting Sponsor:



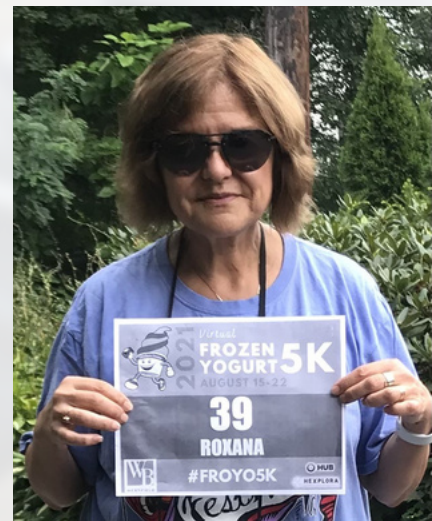
WESTFIELD BANK

Presenting Sponsors:



Cigna (Gold), Mercy Hospital/Trinity Health, Peoples Bank, MassLive, Mutual of America (Silver), Hispanic Resources (Bronze Plus), Baystate Health, Genoa Pharmacy, Marcotte Ford, Health New England, Taylor Street Dental, Hann Realty, Whittlesey PC (Bronze)

FUNDRAISING EFFORTS



Event Snapshot

- Virtual Platform
- National Frozen Yogurt Sponsor: Yasso
- Media Sponsor: WWLP-22News
- Raffles included: Crumpin-Fox VIP Golfing Experience, FitBit Tracker
- Coloring Contest for kids under 15 - Miles from Palmer, MA won a free family 4-pack, 5k Registration
- **Top Fundraiser:** Board Member Roxana Llerena-Quinn raised an incredible **\$1,105**

IN THE MEDIA

JANUARY



The Gándara Center was featured on WWLP-22News and Western Mass News as a recipient of the New England Rotary Clubs "Million Masks

Challenge" Chief Executive Officer, Lois Nesci, accepted a donation of 2,000 masks from Springfield Rotary Club President, John Perez.

FEBRUARY

In-Home Behavioral Supervisor Clinician Ruth Trujillo-Acosta was interviewed by



Western Mass News about how residents working from home may be 'hitting a mental wall' as we reach the 1-year anniversary of the COVID-19 Pandemic and talks about what they can do to combat it.

MARCH

Talent Acquisition Business Partner Jayson Sanchez (*top right*) was interviewed by WWLP-22News about the Gándara Center's career fair held at 80 Commercial St. in Holyoke.



MAY

V.P. of Fund Development and Community Relations Jade Rivera-McFarlin (*pictured below*) was interviewed on Western Mass News - Better Western Mass about Foster Month and the Gándara Center Foster Care program.



FOSTER CARE MONTH

JUNE

V.P. of Fund Development and Community Relations, Jade Rivera-McFarlin, was interviewed on Audacity Radio: 94.7FM WMAS by Valley Voices about Gándara Center's programs and services.



IN THE MEDIA

JULY

Deb Flynn-Gonzalez, Director of Gándara Center's Hope for Holyoke Peer Recovery Center, was interviewed by WWLP-22News about overdose deaths reaching a record high in the United States.

AUGUST

Chief Executive Officer Lois Nesci was interviewed by WWLP-22News WWLP about the 2021 Frozen Yogurt 5K kicking off.

SEPTEMBER



Gándara's Springfield Family Resource Center's Grandparents day was featured on MassLive.com

OCTOBER

Dr. Rahiza Gallardo, Senior Director of Outpatient Services was interviewed by 22News-WWLP about the importance of domestic violence awareness month.

NOVEMBER



Ruth Truillo-Acosta was interviewed by Bomba Radio Springfield about the impact on Bullying on children.



V.P. of Fund Development and Community Relations, Jade Rivera-McFarlin, was interviewed on Hot 93.7FM morning show about the 3rd Annual Community Care Package Drive.

DECEMBER

Sara Moriarty, Program Director-Hampden County Tobacco Free Community Partnership, was interviewed by WWLP-22News about the Massachusetts Department of Public Health's new quit smoking campaign.

A photograph of the Gándara Center Outpatient Clinic building, a brick structure with a large sign that reads "Gándara Center Culturally Sensitive Care Dedicados a mejorar su salud OUTPATIENT CLINIC".

Gándara Center

BOARD OF DIRECTORS

James Donnelly | President

Lydia E. Martinez-Alvarez | Vice President

Gilberto Amador | Clerk

Sterling Hall | Treasurer

Keyla Cruz-Perez | Member

Hugh Derenzy | Member

Kimberly Klimczuk | Member

Roxana Llerena-Quinn, Ph.D. | Member

Reverend René A. Perez | Member

Dr. Sonia Pope | Member

Dr. Donna S. Wang | Member

LEADERSHIP TEAM

Lois Nesci | Chief Executive Officer

Jeffrey McGeary | Chief Operating Officer & Senior Vice President

Janine Kent | Chief Financial Officer

Robert DeVito | Chief Information Officer

Christopher Ezzo | Vice President of Community-Based Youth & Clinical Services

Shane Brooks | Vice President of Community Residential Services

Jade Rivera-McFarlin | Vice President of Fund Development & Community Relations

Chelsea Bryant | Vice President of Behavioral Health, Substance Use & Recovery Services

Ana Malavè-Ortiz | Vice President of Human Resources

Ermelinda Carvalho | Vice President of Facilities Administration

Tiffany Basile | Vice President of Business Development

CONTRIBUTIONS

Thank you to everyone committed to helping the underserved in Massachusetts

Community Care Package Drive

Neil Altieri
Chelsea Bryant
Karen Casapant
Lori Cotter
Hugh deRenzy
Bob Devito
Greenough Packaging & Maintenance Supplies
Sterling Hall
Lisa Harrison
Sylvia Kearney
Janine Kent
Joanne Laprade
Lydia Martinez
Marianne Marzano
Jeff McGeary
Mary J. Metzger
Lois Nesci
Rosemary Pagios
The Schnieders
Lynn Schwartz
Sarah Sullivan
Jeff & Judith Walter

Frozen Yogurt 5k Sponsors

Allied Flooring and Paint
Berkshire Bank Foundation
CheckWriters Inc.
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Eagan, Flanagan and Cohen, PC
Eastern Electronics & Security, Inc.
Genoa Healthcare
Greenough Packaging & Maintenance Supplies
Sterling Hall and Lisa Harrison
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Providers' Council
Qualifacts Systems, Inc.
Skoler, Abbott & Presser, P.C.
Six Flags New England
Taylor Street Dental
Trinity Health/Mercy Medical Center
Universal Electric Co., Inc.
Westfield Bank
Whittlesey PC

5K Participants/Donors

Naomi Aina
Gustavo Acosta
Sai Alahari
Madeline Aviles-Hernandez
Maritxell Baez-Sanchez
Aribet Ballester

Tiffany Basile
Shannon Bilodeau
Michelle Bonnayer
Laurie Brunton
Mark Butler
Kaitlin Butterfield
Maria Cacela
Lina Caicedo
Ashleigh Cardinal
Robert Casseles
Hilary Caws-Elwitt
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Cristina Cordoba
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Barbara Dumont
Coco Dumont
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Angela Ezzo
Christopher Ezzo
Andy Fredette
Darlene Fredette
Miles Fredette
Noah Fredette
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Matt Pasquale
Srinivas Pendyala
Megan Pereira

Maurice Polite
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Kellie Reed
Stephanie Recore
Cecilia Rivera
Jade Rivera-McFarlin
Kathleen Roebuck
Farah Rodriguez
Victoria Rodriguez
Elizabeth Roman
Sheyla Rosario
Glen Snowden
Gladys Starks
April Tenczar
Maria Thelma
Bill Trudeau
Ellie Trudeau
Tammy Trudeau
Ruth Trujillo-Acosta
Wayne Webster
Joy Winters-Snowden
Shronda Wise-Schimpf
Kelly Van Buren
Michelle Zedalis

Gifts in Kind

Big Y
Casa Di Lisa

**Everyday Giving/
Substance Use Services**

Joe Calvanese
Maureen Dennehy
Jane Dexter
Dori Wotus Fund
Martin Dugal
Barry Feingold
Eileen Girouard
Liam and Sasha Girouard
Denise Grogan
Anthony Hill
Korie Johnson
Meghan L'Esperance
Sarah Kangas
Mark Mansour
Leslie Mish
Sari Pfeifer
Recovery Connection Centers of America
Laura Rice
Diane Russell
Shaun Thompson
Three Rivers Program Cutchins Programs
for Children and Families
Kate Tighe
Noreen Tolosky

Agency Wide

Edgar Alejandro
Gilberto Amador
Henry East-Trou
Steven and Martha Erickson
L. Philip Guzman
J.R. Johnson

Amanda Jones
John and Angela Mack
Rene Perez
Jose Ramos
Kateri Walsh

Funders/Community Partners

Baystate Medical Center's- Women's Health Network
Behavioral Health Network (BHN)
Berkshire Bank Foundation
Beveridge Family Foundation
Blue Cross Blue Shield of Massachusetts Foundation
Brockton Neighborhood Health Center
Caring Health Center
Center for Human Development (CHD)
Centers for Disease Control (CDC)
Chicopee Housing Authority
City of Brockton
City of Springfield Continuum of Care
City of Springfield Office of Housing
Community Action of Pioneer Valley (CAPV)
Community Foundation of Western MA
The Crayon Project
Davis Foundation
Department of Early Education and Care
Department of Mental Health
District of Massachusetts U.S. Probation and Pretrial Services Office
Executive Office of Health and Human Services
Food Bank of Western MA
Hampden County Sherrif's Department
Health Resources in Action (HRIA)
Holyoke Community College
Holyoke District Court
Latino Educational Institute at Worcester State University
MA Department of Children and Families
MA Department of Development Disabilities
MA Department of Public Health:

- Bureau of Substance Addiction Services
- Office of Problem Gambling Services
- Office of Sexual Health and Youth Development
- Division of Violence and Injury Prevention

MA Department of Youth Services (DYS)
Massachusetts Housing Finance Agency
Massachusetts League of Community Health Centers
Office of The Massachusetts Attorney General
Public Health Institute of Western MA
Service Net
South End Middle School
Trinity Health of New England/Mercy Medical Center
United Way of Massachusetts Bay and Merrimack Valley
US Dept. of Health and Human Services
Substance Abuse and Mental Health Services Administration (SAMHSA):
Center for Mental Health Services
Center for Substance Abuse Treatment
Center for Substance Abuse Prevention
Westfield State College
Women's Fund of Western MA



Assets & Liabilities

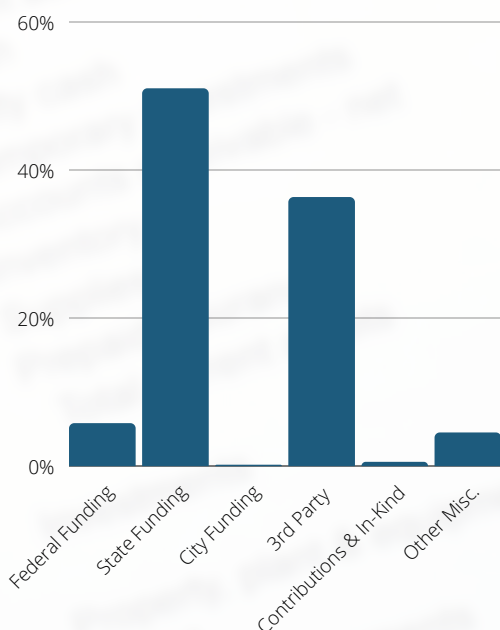
Total Assets	\$13,199,477
Total Liabilities	\$5,063,563
Total Net Assets	<u>\$8,135,914</u>

Revenue

Government Contracts & Grants	\$31,104,978
In-Kind Contributions	\$274,830
3rd Party	\$19,863,595
Other Revenue	\$3,444,265
Total Revenue	<u>\$54,687,668</u>

Revenue by Source

Federal Funding	\$3,135,030
State Funding	\$27,912,302
City Funding	\$57,646
Third Party Revenue	\$19,863,595
Contributions & In-Kind	\$274,830
Other Misc. Revenue	\$2,444,265
Total Revenue by Source	<u>\$54,687,668</u>



OUR LOCATIONS



BOSTON

CHILDREN'S BEHAVIORAL HEALTH

BROCKTON

CHAMPION PLAN
CHILDREN'S BEHAVIORAL HEALTH
OUTPATIENT BEHAVIORAL HEALTH AND
SUBSTANCE USE CLINIC
STAIRWAY TO RECOVERY PEER RECOVERY
SUPPORT CENTER

CHICOPEE

FAMILY SUPPORT AND STABILIZATION
YOUTH DETENTION CENTER
YOUTH EMERGENCY RESIDENCE PROGRAM
DMH - LAUNCH PROGRAM

EAST LONGMEADOW

ADULT LONG-TERM RESIDENTIAL

FITCHBURG

CHILDREN'S BEHAVIORAL HEALTH

GREENFIELD

SHINE YOUNG ADULT HOUSING

HOLYOKE

CHILDREN'S BEHAVIORAL HEALTH
NOEL: CANCER PREVENTION AND
SCREENING
YOUTH INTENSIVE EMERGENCY RESIDENCE
PROGRAM
HOPE FOR HOLYOKE PEER RECOVERY
SUPPORT CENTER
RECOVERY SUPPORTIVE HOUSING
SUD RESIDENTIAL RECOVERY FOR WOMEN

HYANNIS

PIER RECOVERY SUPPORT CENTER

LUDLOW

CO-OCCURRING ENHANCED RESIDENTIAL
RECOVERY FOR WOMEN

NEW BEDFORD

CHILDREN'S BEHAVIORAL HEALTH

NORTHAMPTON

SUBSTANCE USE RESIDENTIAL RECOVERY
FOR MEN
PRIDE HOUSE (LGBTQ+ GROUP HOME)
SOBER LIVING SUPPORTIVE HOUSING
(MEN)
SOBER LIVING SUPPORTIVE HOUSING
(WOMEN)

PITTSFIELD

FAMILY SUPPORT AND STABILIZATION

PLYMOUTH

PLYMOUTH PEER RECOVERY SUPPORT
CENTER

SPRINGFIELD

CORPORATE OFFICE
CHILDREN'S BEHAVIORAL HEALTH
YOUTH EMERGENCY RESIDENCE
PROGRAMS
YOUTH RESIDENTIAL PROGRAMS
ADULT SHARED LIVING PROGRAM
ADULT COMMUNITY CLINICAL SERVICES
ADULT LONG-TERM RESIDENTIAL
CARE SERVICES

SPRINGFIELD (CONT.)

SUBSTANCE USE RESIDENTIAL RECOVERY
FOR SPANISH- SPEAKING MEN
DRUG FREE COALITION
YOUTH SHORT-TERM TREATMENT
PROGRAMS
FAMILY RESOURCE CENTER
HIV CASE MANAGEMENT SERVICES
SHINE YOUNG ADULT HOUSING
CHILDREN'S BEHAVIORAL HEALTH
YOUTH EMERGENCY RESIDENCE
PROGRAMS
SHINE YOUNG ADULT HOUSING
OUTPATIENT BEHAVIORAL HEALTH AND
SUBSTANCE USE CLINICS
VALOR PEER RECOVERY SUPPORT
CENTER
RECOVERY SUPPORTIVE HOUSING
R.I.S.E TREATMENT PROGRAM
PREP: TEEN PREGNANCY PREVENTION
TOBACCO FREE COMMUNITY
PARTNERSHIP
YOUTH ACCESS CENTER

WARE

SUBSTANCE USE RESIDENTIAL RECOVERY
FOR YOUNG WOMEN

WESTFIELD

TRANSITIONAL SUPPORT SERVICES FOR
WOMEN

WEST SPRINGFIELD

COMPREHENSIVE FOSTER CARE

OUR IMPACT

The Gándara Center delivers quality bilingual behavioral health, substance use and preventative services for nearly 15,000 children, adults and families each year in 100 locations across Massachusetts for the following:



individuals & families
seeking supportive
housing



at-risk youth
& children in
foster care



homeless youth
seeking permanent
housing



individuals
maintaining their
recovery



persons served at
our substance use
residential programs



families needing
community services at
the Springfield Family
Resource Center



young adults pursuing
life goals through
the Impact Center



families facing
food insecurities



individuals with
developmental
challenges & acute
brain injuries



youth needing
behavioral &
therapeutic
mentoring services

Contact

Corporate Office *(new location)*

933 E. Columbus Ave., Springfield, MA

413-736-8329

www.gandaracenter.org

Gándara Center
Culturally Sensitive Care

