Our mission is to bring peace of mind to children and families across Massachusetts. When a family is at peace, children are healthier and communities are stronger.

Vision We envision that regardless of race, ethnicity, gender or sexual orientation, all children and families across Massachusetts experience equity and equal access to all opportunities that allow them to reach their full potential and enjoy peace of mind.

Core Values We recognize that every individual, every family and every community have enormous strengths, yet too often they are defined by their presenting problem. We understand that in order to build trust and identify those strengths, we must begin with humility and treat the people we serve with dignity and respect, regardless of their circumstances. We must act with compassion and patience, having an ability to care and empathize without judgment. We must operate with integrity, knowing that the people we serve need us to be consistent and true to our word. We must serve, striving for excellence in everything we do.
A Message from Our President & Chief Executive Officer

Sandra McCroom
President & Chief Executive Officer
Children’s Services of Roxbury

Dear CSR Friends,

The local, national and international headlines in 2019 were often terrifying. Climate change. Corruption. Unworldly natural disasters. Terror attacks. Mass shootings. Election meddling. Wealth gap. Increase in racial and ethnic violence. Intolerance. Children in cages. UGH! It is often too much to take in.

The children and families that come through the doors of Children’s Services do not have the luxury of dwelling on the latest headline or breaking news story. No, they depend on us to give them our undivided attention, love and support.

“Excellence Above the Noise” was a running theme for 2019. Excellence Above the Noise was a way for everyone at Children’s Services of Roxbury to intentionally begin to quiet the distractions in both our work and personal lives that keep us from achieving our goals. Our children and families deserve nothing less. They deserve a respite from the noise. CSR is that respite.

As a result of our purposeful focus, the excellence of our work did rise above the noise. Children living in untenable conditions were provided a safe and loving foster home. Homeless families were provided food and shelter. While parents went to school and work, hundreds of children across the state learned, played and explored in our early education and center and licensed family-based childcare homes. Parents raising children with mental or behavioral health issues were supported and the child treated by trained clinical professionals.

The intentions, non-judgmental support, love and patience CSR gives provide peace of mind to thousands of people every year. Socrates said: “Silence is a profound melody for those who can hear it above all the noise.” This year, Children’s Services of Roxbury heard that melody and used it to choreograph our way above the noise to excellence.

I invite you to partner with us in our never-ending quest to be better, do better and achieve Excellence Above the Noise.

With humble gratitude for your support.

Respectfully,

Sandra M. McCroom
President & Chief Executive Officer
Board of Directors
As of February 2020

OFFICERS

Rev. Richard W. Richardson, Chair
President Emeritus, Children’s Services of Roxbury

Philip Hillman, Vice Chair
Owner, PLH Enterprise

John Jenkins, Treasurer
President, West Insurance Agency

Rickie Thompson, Clerk
Retired Educator, Owner, Prime: A Taste of Africa

MEMBERS

Jon Haywood
President, Greater Boston Home Inspections, Inc.

Eddie Jenkins
Attorney, Eddie Jenkins & Associates

Sandra M. McCroom
President & CEO, Children’s Services of Roxbury

Pamela Ogeltree
President Emeritus, Children’s Services of Roxbury

Jestina Richardson
Former Executive Director, United Homes for Children
Excellence in Programs

Behavioral Health

*Intensive Care Coordination, In-Home Therapy, Outpatient Services, Family Partners, Parent Cafes, Therapeutic Peer Mentors, School-Based Services: Bridge to Resiliency and Beats Rhymes & Life*

CSR provides a full range of individualized preventive and therapeutic clinical services. Our clinical and support staff are culturally competent and reflect the diversity of the communities we serve. Our Behavioral Health Department embodies a comprehensive “wraparound” model of support for families. Wraparound sets the family at the center of the planning and implementation process, and brings together a team that celebrates the family’s resiliency and strengths.

“My experience at Children’s Services of Roxbury has been both enjoyable and educational. CSR is a very supportive environment that has always made me feel both included and appreciated.”

*William Andres, Boston College | CSR Intern, Behavioral Health Department*
Early Education & Care

*Early Education and Care Center, Family-Based Childcare Educators*

CSR is committed to assisting mothers, parents and guardians with safe, competent, comprehensive childcare services and helping families establish strong foundations for success. Our childcare services are designed to meet the diverse needs of families in our communities whose cultural background, ethnicity and language vary. CSR’s Early Education and Care Center in Roxbury and CSR’s licensed family-based childcare networks in both Roxbury and Worcester create a peace of mind for families when choosing a childcare educator. We believe that educating children is a team effort with educators and parents working together in partnership.
Intensive Foster Care & Family Support Services

Comprehensive Foster Care, Family Visitation, Adoption Services, Family Support & Parent Mentor, Youth Permanency Connections

CSR believes that every effort should be made to build on the strength of the natural family system. Our goal is to find both short-term and long-term placements for children and youth who have experienced some form of emotional, physical or developmental trauma. Our Foster Care & Family Support Services programs are exceptional due to the intensive care and commitment we provide, supporting permanency through child-centered, family-focused interventions.

“Interning with CSR Family Visitation Program has been a truly immersive experience. I’ve appreciated the intentionality behind the training process and being able to learn about how this role integrates into the larger system that supports families. Since day one, I felt the value the program put in its staff and the families we serve, and I’m grateful to learn from such a caring community.”

Mesa Merritt, Ed.M. Candidate, Harvard Graduate School of Education | CSR Intern, Visitation Program
Excellence in Programs

Housing & Stabilization

*Emergency Family Shelters, Transitional Housing, Permanent Housing, Workforce Development*

CSR has developed superior expertise in addressing housing needs. CSR offers emergency shelter to families experiencing homelessness, transitional housing to individuals with substance abuse histories, and permanent housing to low-income individuals. Stable housing allows individuals and families the opportunity to not just survive, but to thrive. The goal of shelter is to help families transition out as quickly as possible and into stable housing. CSR provides intensive housing placement, case management support, and employment and training opportunities to families while in shelter and after. Families settle into their new homes and new neighborhoods with the support from CSR staff for the first year after leaving shelter.
Youth Development

Youth & Police in Partnership (YPP)

Youth & Police in Partnership (YPP) is a leadership development and civic engagement program that engages, educates and emboldens young people of color to become agents of change for their communities. Through multimedia platforms and through dialogues with local law enforcement, elected officials and policy makers, young leaders (ages 14-18) seek to impact community issues of safety, justice and peace. While impacting their communities, young people receive academic advising and explore post-secondary and career opportunities.
A Testimonial from Aruleiz Estrella

I moved into CSR congregate shelter on August 27, 2018 and moved out on October 7, 2019. I am a single mom of eight-year old twins who have special needs. I was dealing with domestic abuse and postpartum depression; dealing with these matters and children with autism and PTSD (post-traumatic stress disorder), along with other factors in life, led us to live in shelter.

While in shelter, I participated in the Tech Goes Home program CSR offers, which is a computer training program. I also participated in CSR’s Parenting Journey program which is a therapeutic group for homeless parents. The Parenting Journey program was an essential therapeutic outlet for me; it provided a platform for me to vent about some of the struggles I experienced as a single parent.

The moment I found out I was approved for Section 8 (affordable housing), tears came down my face. It was an amazing feeling. Finding my furniture, the excitement of figuring out who’s going to have which room and the look on my children’s faces when they walked in the apartment were all priceless moments.

A team from CSR’s Housing & Stabilization and Behavioral Health Department continue to work with me and my children. CSR’s Behavioral Health Department provides therapy services for my children; an Intensive Care Coordinator and a Family Partner come to my home weekly to meet with my twins. CSR’s continued support keeps my family stabilized.

Currently, I am working part-time at CSR as a Workshop Aide, facilitating housing-workshops and supporting homeless families.
Twenty Nineteen Highlights

Annual holiday party for Foster Care children and families.

Beats Rhymes & Life hosted its annual showcase.

Children from the Early Education & Care Center enjoyed an on-site visit from the New England Aquarium.

Family Partners hosted a holiday party for children and families at a neighborhood restaurant.

At the annual all staff summer cookout, from left, CSR Director of Quality Assurance Michelle Crawford, CSR Director of CSA Jessica Bedney and Vice President of Behavioral Health Salesia Hughes-Hibbert.
Twenty Nineteen Highlights

Heroes for Hire joined parents, children and educators at the Early Education & Care Center for a “Super Readers” celebration.

CSR Director of Family-Based Early Care and Education Leonora McLaren participated in the Giving Tuesday campaign.

Staff from the Behavioral Health Department at CSR’s annual holiday party.

CSR received a donation at the Quincy Star Market Grand Re-Opening ceremony for our Foster Care program. Quincy Star Market Store Manager Frank McPartlin (left), CSR President & CEO Sandra McCroom (center) CSR Foster/Adoptive Parent Loretta DeGrazia (right).

CSR President & CEO Sandra McCroom was a guest on Boston Neighborhood Network News hosted by News Director, Chris Lovett.

Children from the Early Education & Care Center trick-or-treated at CSR offices on Halloween.
CSR Defines Excellence

**By the Numbers**

- **805**
  - Youth & Police in Partnership: teens engaged in dialogues with police through roundtables and other programming

- **572**
  - Intensive Foster Care & Family Support Services: families supported with intensive services to prevent child neglect or abuse

- **1068**
  - Permanent & Transitional Housing: homeless Boston residents housed in transitional or permanent housing

- **982**
  - Behavioral Health: children counseled with mental health services

- **667**
  - Early Education & Care: children attended quality childcare, including many homeless children

---

**Words of Inspiration**

- focus, determination, teamwork, compassion, hope, joy, perseverance, strength, courage
Peace On The Pier

Boston’s Youth of Color and Law Enforcement Advance the Conversation and Transform the Narrative to Strengthen Relationship

Despite many positive changes in the city of Boston over the years, Boston youth of color still view police with distrust, fear and a belief that the police are not on their side. To strengthen the relationship between youth of color and law enforcement, Children’s Services of Roxbury is changing the trajectory with our youth development program, Youth & Police in Partnership (YPP).

On Friday, September 20, 2019, CSR hosted Peace on the Pier along the wharf at Boston the Children’s Museum. Current and potential stakeholders gathered at the event as Boston Police Commissioner William Gross and Suffolk County District Attorney Rachael Rollins were honored with Trailblazer Awards for their pioneering roles in helping to advance the relationship between youth of color and law enforcement. CSR YPP Peer Leader Lakeisha Harper was also honored as “Youth of the Year” for her three years of dedication as a Peer Leader in the program.

Peace on the Pier also featured a Waterside Chat – moderated by WCVB-TV Host and Executive Producer of CityLine Karen Holmes Ward – which was a dialogue for YPP Peer Leaders to ask questions about community policing and unconscious bias directly to Commissioner Gross and District Attorney Rollins.

The evening’s Waterside Chat with youth of color and law enforcement is one of many dialogues YPP initiates throughout the city to advance the conversation and transform the narrative, strengthening the relationship between youth of color and law enforcement.
Thank You to Our Donors & Thank You to Our Partners...

AEW Capital Management, L.P.
Atlantic Image Machines LLC
Stephen Barrett
Irina Batyuk
Jose Bello
Debora Bloom
Bob’s Discount Furniture Charitable Foundation
Julie Boss
Boston Children’s Hospital
The Boston Foundation
Linda Brion-Meisels
Brookline Bank
Cambridge College
April Carrington
Ester de Carvalho
Carole Charnow
Susan Chernilo
Carlos Claros Molina
Salumeh Companieih
Carole Copeland Thomas
Julianna Cumberbatch-Woods
Charles Cuneo
Loretta DeGrazia
Digital Federal Credit Union (DCU)
Richard Dorsey
Eastern Bank
Rhiannon Esposito
Deborah Firlit
Rebecca Fracassa
Sheridan Haines
Nancy Hammett
Harry Harding
Harvard Street
Jon Haywood
The Home for Little Wanderers
Vera Ivey
Justice Resources Institute (JRI)
Denise Kaigler
Sonia Lewin
Lewis Family Foundation
Liberty Mutual Foundation
Nancy London
Jennifer Maggiacomo
Ed Malone
Erica Marieb
Linda Markarian
Annett McClanahan
Caroline McCloy
Sandra McCroom
Leonora McLaren
Simone McLaren
Stone McLaren
Aswani McPherson
Cynthia Mochowski
Deborah Monosson
Yvonne Montilla
Isaac Morales
Charlayne Murrell-Smith
Daniel Muzquiz
Neighborhood Health Center
Sonia Nieves
Martin Njoroge
Noemi Nunez
Pamela Ogletree
Diane L Ozefius
Josie Patterson
Elizabeth Price
Yvia Pulido
Courtney Quinlan
Licia Rando
Nelson Rego
Rev. Richard & Jestina Richardson
Cynthia Rosner
Juan San Inocencio
Ivelisse Sanchez
Sherin and Lodgen LLP
Joan Sinner
Robin Skinner
Nate Smith
Yolanda Talbert
Aaron Tavares
Richard Tavares
Ticket to Dream Foundation
Lannhi Tran
Margaret Jeanne Trubek
Patricia Tuohy
Anne Louise C. Van Nostrand
Ed Wang
Levi Waters
Liana Williams

ABCD
ADP
Alliance Security Services
Artists for Humanity
Arts Emerson
Association for Behavioral Healthcare, Inc.
Baker Wohl Architects
The Basics
Beasley Media Group
Beats Rhymes & Life
Bethel AME Church
Big Sister Association of Greater Boston
Bombas
Boston Alliance for Young Children’s Social Emotional Wellness (BAYCSEW)
Boston After School & Beyond
Boston Career Link
Boston Cares
Boston Center for Youth & Families (BCYF)
Boston Central Elder Services
Boston Children’s Museum
Boston College
Boston Neighborhood Network (BNN)
Boston PAL
Boston Police Department
Boston Public Health Commission
Boston Public Schools
Boston University, Wheelock College of Education & Human Development
Boston Youth Sanctuary
Bowdoin Street Health Center
Boys and Girls Club of Boston
Bridgewater State University
Bunker Hill Community College
BWA Architects
Cambridge College
Cambridge Family & Children’s Services
Capital One
The Caring Force
Center for Multi-Cultural Mental Health
Center for Teen Empowerment
Chica Project
Children’s League of MA
<table>
<thead>
<tr>
<th>Organization Name</th>
<th>Organization Name</th>
<th>Organization Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Citizen’s Bank</td>
<td>Justice Resources Institute (JRI)</td>
<td>STRIVE</td>
</tr>
<tr>
<td>City Fresh</td>
<td>Denise Kaigler, MDK</td>
<td>Succeed Boston</td>
</tr>
<tr>
<td>City of Boston</td>
<td>Brand Management</td>
<td>Suffolk University</td>
</tr>
<tr>
<td>City Year</td>
<td>Kimpton</td>
<td>THRIVE</td>
</tr>
<tr>
<td>Denella Clark</td>
<td>Louis D. Brown Peace Institute</td>
<td>Ticket to Dream Foundation</td>
</tr>
<tr>
<td>The Clubhouse Network</td>
<td>Martin Fund</td>
<td>Timothy Smith Trust BNY Mellon</td>
</tr>
<tr>
<td>Codman Square Health Center</td>
<td>Mass Bay Brewing Co.</td>
<td>UMass Boston</td>
</tr>
<tr>
<td>Comcast</td>
<td>Mass Mentoring Partnership</td>
<td>United Minority Professionals</td>
</tr>
<tr>
<td>Commonwealth Corp</td>
<td>MassINC</td>
<td>United Way of Massachusetts Bay</td>
</tr>
<tr>
<td>Communities for People</td>
<td>MBTA Transit Police</td>
<td>and Merrimack Valley</td>
</tr>
<tr>
<td>Cradles to Crayons</td>
<td>Middlesex Human Service Agency</td>
<td>Urban College</td>
</tr>
<tr>
<td>Credible Behavioral Health, Inc.</td>
<td>MJW Charitable Foundation</td>
<td>William James College</td>
</tr>
<tr>
<td>DavisKelly CPA</td>
<td>Morgan Memorial Goodwill Industries</td>
<td>Youth Enrichment Services</td>
</tr>
<tr>
<td>Loretta DeGrazia</td>
<td>National Association</td>
<td>Youth Options Unlimited</td>
</tr>
<tr>
<td>Department of Justice/United States Attorney’s Office</td>
<td>of Black Accountants (NABA)</td>
<td>YouthBuild Boston</td>
</tr>
<tr>
<td>Department of Mental Health</td>
<td>Northeast ARC</td>
<td></td>
</tr>
<tr>
<td>Doc Wayne</td>
<td>Northeastern University</td>
<td></td>
</tr>
<tr>
<td>Douglass Funeral Home</td>
<td>Northeastern University, Institute</td>
<td></td>
</tr>
<tr>
<td>Dress for Success</td>
<td>on Race and Justice</td>
<td></td>
</tr>
<tr>
<td>Dudley Street Neighborhood Initiative</td>
<td>Northeastern University, John D. O’Bryant African American Institute</td>
<td></td>
</tr>
<tr>
<td>ECOMEDIA</td>
<td>Nuestra Communidad</td>
<td></td>
</tr>
<tr>
<td>EMS</td>
<td>Office of Suffolk County</td>
<td></td>
</tr>
<tr>
<td>ENGAGE Boston</td>
<td>District Attorney Rachael Rollins</td>
<td></td>
</tr>
<tr>
<td>Foresters Financial</td>
<td>Paycom</td>
<td></td>
</tr>
<tr>
<td>Fox 25</td>
<td>Peace First</td>
<td></td>
</tr>
<tr>
<td>Frugal Furniture</td>
<td>Predictive Index</td>
<td></td>
</tr>
<tr>
<td>GLAD</td>
<td>Priority Professional Care</td>
<td></td>
</tr>
<tr>
<td>Gordon Design</td>
<td>Private Industry Council (PIC)</td>
<td></td>
</tr>
<tr>
<td>Grants Etcetera</td>
<td>Proctor &amp; Co</td>
<td></td>
</tr>
<tr>
<td>Guinness World Records</td>
<td>Project Hope</td>
<td></td>
</tr>
<tr>
<td>North America, Inc.</td>
<td>The Provider’s Council</td>
<td></td>
</tr>
<tr>
<td>Haley House</td>
<td>Ray &amp; Joan Kroc Corps</td>
<td></td>
</tr>
<tr>
<td>Hall Group Unlimited</td>
<td>Community Center</td>
<td></td>
</tr>
<tr>
<td>Harvard Business School CAP Program</td>
<td>The Rendon Group</td>
<td></td>
</tr>
<tr>
<td>Harvard University Extension School</td>
<td>Roxbury Center for</td>
<td></td>
</tr>
<tr>
<td>Harvard University School</td>
<td>the Performing Arts</td>
<td></td>
</tr>
<tr>
<td>of Public Health</td>
<td>Salem State University</td>
<td></td>
</tr>
<tr>
<td>Hirsch Roberts Weinstein LLP</td>
<td>Sappi</td>
<td></td>
</tr>
<tr>
<td>The Home for Little Wanderers</td>
<td>Shaw's Supermarkets</td>
<td></td>
</tr>
<tr>
<td>Inside Out Fitness</td>
<td>Sherin and Lodgen LLP</td>
<td></td>
</tr>
<tr>
<td>Jewish Community Relation Council</td>
<td>Simmons College</td>
<td></td>
</tr>
<tr>
<td>Jewish Family &amp; Children’s Service</td>
<td>Springfield College</td>
<td></td>
</tr>
<tr>
<td>Jewish Vocational Services (JVS)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>John P. Holland Community Council</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Financials

The information reported below has been obtained and summarized from the audited financial statements for Children’s Services of Roxbury, Inc. For complete audited financial statements, please contact the Business Office at 617.989.9601.

<table>
<thead>
<tr>
<th>Revenue</th>
<th>FY2018</th>
<th>FY2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grants &amp; Contracts</td>
<td>$27,027,918</td>
<td>$29,789,880</td>
</tr>
<tr>
<td>Contributions</td>
<td>$83,573</td>
<td>$188,653</td>
</tr>
<tr>
<td>United Way of Mass Bay &amp; Merrimack Valley</td>
<td>$219,271</td>
<td>$69,098</td>
</tr>
<tr>
<td>Other Income</td>
<td>$27,445</td>
<td>$0</td>
</tr>
<tr>
<td><strong>Total Revenue and Support</strong></td>
<td><strong>$27,358,207</strong></td>
<td><strong>$30,047,631</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expenses</th>
<th>FY2018</th>
<th>FY2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth Program</td>
<td>$203,059</td>
<td>$170,974</td>
</tr>
<tr>
<td>Family Services</td>
<td>$4,077,759</td>
<td>$4,463,201</td>
</tr>
<tr>
<td>Behavioral Health Services</td>
<td>$6,663,018</td>
<td>$8,508,605</td>
</tr>
<tr>
<td>Shelter/Housing Services</td>
<td>$6,886,388</td>
<td>$7,060,823</td>
</tr>
<tr>
<td>Early Education &amp; Childcare</td>
<td>$6,230,286</td>
<td>$6,712,331</td>
</tr>
<tr>
<td>Management &amp; General</td>
<td>$2,981,653</td>
<td>$2,988,003</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$249,038</td>
<td>$120,953</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$27,291,201</strong></td>
<td><strong>$30,024,870</strong></td>
</tr>
</tbody>
</table>

Revenue & Expenses from July 1, 2018 – June 30, 2019
SENIOR LEADERSHIP

Dr. Mathieu Bermingham, MD
Consulting Child Psychiatrist

Ed D’Amato
Chief Financial Officer

Jackie Gelb
Chief Strategy Officer

Natasha Hall
Director of Human Resources

Harry Harding
Vice President of Innovation and Strategic Partnerships

Salesia Hughes-Hibbert
Vice President of Behavioral Health

Ed Malone
Vice President of Family Services

Sandra M. McCroom
President & Chief Executive Officer

Lorraine Monahan
Vice President of Finance

Yvonne Montilla
Chief of Staff

Joan Sinner
Vice President of Housing and Stabilization

CREDITS

Lead Editor
Dalinda Ifill-Pressat
Marketing and External Engagement Manager,
Children’s Services of Roxbury

Assistant Editor
Michael Boswell
Director of Institutional Giving,
Children’s Services of Roxbury

Designer
Stanley Roberts
Owner, Gordon Design