Our Mission

Children’s Services of Roxbury’s (CSR) mission is to provide high quality services to economically disadvantaged children, youth, families, and individuals thereby promoting and strengthening family life and individual growth.

Core Values

We serve with **humility** and treat those we serve with **dignity** and **respect**. We act with **compassion** and **patience**, empathizing without judgement. We operate with **integrity**, knowing that the families we serve need us to be true to our word and we strive for **excellence** in everything we do.
A Message from our President and Chief Executive Officer

Dear Friends & Supporters,

Leading an organization with more than 400 employees serving over 6,000 families, many who are in some of the most vulnerable situations imaginable is no small task. Regardless of the mission, the size of the organization, corporate or non-profit, there is one thing all CEOs have in common: meetings. Budget meetings. Program meetings. Staff meetings. Board meetings. Sometimes there are meetings about meetings! And while meetings can be taxing, they are necessary. They are an essential part of detailed planning, efficient execution and ensuring organizational success, ultimately delivering quality, life-changing services.

Recently after a particularly stressful meeting, I began making my way to my office. It was “one of those days”. Before the day’s stress could swell, I heard a precious voice exclaim, “There she is!” Two tiny arms embraced my lower legs. The heaviness I was experiencing just moments before vanished immediately! A mother and her three young children, participants in our housing program, were on their way to one of our housing workshops. Periodically, we cross paths in the office corridors… I often make a point to take a few minutes, check in with mom and interact with her daughter and two sons. The oldest boy, handsome, bright and talkative, had transformed my day with youthful exuberance, a greeting, and a hug. The warmth and smiles from this family instantly reminded me just how important Children’s Services of Roxbury is to so many. Why we matter. Why every meeting matters.

The healing hug from that child was representative of so much more. That moment in the hallway represents the optimism in each family who CSR serves. That moment represents every man, woman and child in our care that experiences some measure of peace of mind while facing life’s most difficult realities.

That moment encapsulates CSR’s families’ ability to find excitement and hope despite the odds, the commitment of CSR staff despite the challenges and CSR culture, an entire agency that treats all people in all circumstances with dignity and respect.

Moreover, the encounter in the hallway reflects the accomplishments of 2018, a year in which CSR continued to serve thousands of individuals across Massachusetts, build new community partnerships, develop additional resources and innovative programming. Our annual Peace of Mind campaign not only yielded more than 3,000 participants in two years, the effort also earned CSR the esteemed “Peer Provider Award” bestowed by the Provider’s Council, the state’s premier advocacy and support association for community-based organizations and non-profits. The award recognizes CSR’s dedication to the work for a half-century and reminds why we must continue to do the work for the next half-century and beyond.

The truth is there will be plenty more days that will stretch, pull and test our limits. The realities of social service and the magnitude of changing lives will make sure of it. And still, it is also true not one day goes by that I do not feel blessed and privileged to be the President and CEO of Children’s Services of Roxbury.

A loud, warm thanks goes to all of our supporters, volunteers, community partners, employees and of course, the families who afford us the privilege to serve them.

Respectfully,

Sandra McCroom
President & CEO

Children’s Services of Roxbury
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 at-risk children and youth with broad ranges of emotional, physical and developmental needs. The Foster Care & Family Stabilization programs at CSR are exceptional due to a commitment to supporting permanency through child-centered, family-focused interventions.

“"My last years of high school, I was ready to quit. But when you have someone that has your back and in your ear, it helps. A lot of what I need, CSR provided.”
– Mark, Former Foster Child
Foster Care & Family Stabilization Supports families received intensive services to prevent child neglect or abuse (2018)
Early Education and Care

CSR is dedicated to comprehensive childcare services and helping families establish strong foundations for success. Our childcare services are designed to meet the needs of families in our communities whose cultural background, ethnicity and language are diverse and varied. We believe that educating children is a team effort, with teachers and parents working together in partnership.

“As a mother, I know how hard it is to raise and teach children. It feels good to support a place like CSR because they care so much about the families. Everyone here is all about making a difference.

– Shakia Atkins, Mass Service Alliance Volunteer
Early Education & Childcare

children attended quality childcare, including many homeless children (2018)
Housing & Stabilization

CSR has developed superior expertise in addressing the needs of individuals and families who are homeless. To reduce homelessness and decrease the length of stay in shelters for all participants, CSR provides intensive housing placement and case management to rapidly re-house individuals and families for long-term stabilization.

“Our program welcomes families where they are and encourages them to build from there. The barriers are real. The issues are real. Our families have goals and dreams. Our job is to help them make it happen.”

– Julianna Cumberbatch, Housing Education & Training Manager
Permanent & Transitional Housing
homeless Boston residents housed in transitional or permanent housing (2018)

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CSR provides a full range of preventive and therapeutic clinical services which are individualized. 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 to 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.

“\nIt was refreshing to collaborate with experienced staff dedicated to breaking down cultural, racial and institutional barriers that impact our families. CSR clinicians consistently empowered students and their families to obtain desired educational and mental health resources.

– Susan Trotz, Retired BPS Guidance Counselor\n"
Behavioral Health children counseled with mental health services (2018)
Youth & Police in Partnership (YPP) is a program of CSR in collaboration with local law enforcement and the Boston Police Department. The program seeks to improve the relationship between inner-city youth, residents and police. Youth in YPP lead outreach and communication efforts including roundtable discussions that are designed to address issues such as youth violence prevention and community safety.

“YPP provides a positive environment to discuss community issues that need attention. To thrive, youth need their community, and the community need their youth.”

– Tennelle Smith, YPP Alum ’96
Current CSR Staff Member
Youth & Police In Partnership
teens engaged in dialogues with police through roundtables and other programming (2018)
Corporate & Community Partners

ABCD
Alliance Security Services
April Carrington
Association for Behavioral Healthcare, Inc.
Atlantic Image
Baker Wohl Architects
BAYCSEW (Boston Alliance for Young Children’s Social Emotional Wellness)
Beasley Media Group
Bethel AME Church
Big Sister Association of Greater Boston
Bombas
Boston Career Link
Boston Center for Youth & Families (BCYF)
Boston Children’s Museum
Boston Neighborhood Network (BNN)
Boston Police Department
Boston Public Health Commission
Boston Public Schools
Boston Red Sox
Boys and Girls Club Boston
Cambridge College
Cambridge Family & Children’s Services
Carole Copeland Thomas
Center for Multi-Cultural Mental Health
Citizen’s Bank
City of Boston
City Year
Comcast
Communities for People
Credible Behavioral Health, Inc.
Davis Kelly CPA
Diane Henning
DCU (Digital Federal Credit Union)
Doc Wayne
Douglass Funeral Home
Dr. Ed Wang
Dudley Street Neighborhood Initiative
Eastern Bank
ECOMEDIA
ENGAGE Boston
Fox 25
Frugal Furniture
Give with Liberty
GLAD
Gordon Design
Grants Etcetera
Guinness World Records
North America, Inc.
Haley House
Hall Group Unlimited
Harvard Business School CAP Program
Harvard University Extension School
Harvard University School of Public Health
Hirsch Roberts Weinstein LLP
Inside Out Fitness
Justice Resources Institute (JRI)
Lewis Family Foundation
Liberty Mutual Foundation
Louis D. Brown Peace Institute
Martin Fund
Mass Mentoring Partnership
Mass INC
Middlesex Human Service Agency
MJW Charitable Foundation
Morgan Memorial Goodwill Industries
Northeastern University
Nuestra Communidad
Paycom
Peace First
Predictive Index
Priority Professional Care
Proctor & CO
Ray & Joan Kroc Corps Community Center
Shaws Supermarkets
Sherin & Lodgen Attorneys-at-Law
STRIVE
Suffolk University
The Home for Little Wanderers
The MBTA Transit Police
The Provider’s Council
The Rendon Group
Ticket to the Dream
Timothy Smith Trust BNY Mellon
UMass Boston
United Way
Urban College
Worcester Digital Federal Credit Union
YouthBuild Boston
In October 2018, Children’s Services of Roxbury hosted their second “Peace of Mind” event on the Boston Common. The two-year effort gathered more than 3,000 participants to celebrate the work of the agency and to recognize the resilience of the families served. This year’s event featured the magnificent display of a “Peace Flag” (pictured) – over 5,000 students from across the Commonwealth submitted tiles of artwork representing what peace means to them.
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.

### Revenue

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<tr>
<th>Source</th>
<th>FY2018</th>
<th>FY2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grants &amp; Contracts</td>
<td>$27,027,918</td>
<td>$26,035,945</td>
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<tr>
<td>Contributions</td>
<td>$83,573</td>
<td>$45,107</td>
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<tr>
<td>United Way of Mass Bay &amp; Merrimack Valley</td>
<td>$219,271</td>
<td>$264,035</td>
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<tr>
<td>Other Income</td>
<td>$27,445</td>
<td>$100,714</td>
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<tr>
<td><strong>Total Revenue and Support</strong></td>
<td><strong>$27,358,207</strong></td>
<td><strong>$26,445,801</strong></td>
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### Expenses

<table>
<thead>
<tr>
<th>Category</th>
<th>FY2018</th>
<th>FY2017</th>
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</thead>
<tbody>
<tr>
<td>Family Services</td>
<td>$4,077,759</td>
<td>$4,177,656</td>
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<tr>
<td>Behavioral Health Services</td>
<td>$6,663,018</td>
<td>$5,992,046</td>
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<tr>
<td>Shelter/Housing Services</td>
<td>$7,089,447</td>
<td>$7,224,477</td>
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<tr>
<td>Early Education &amp; Care</td>
<td>$6,230,286</td>
<td>$6,090,773</td>
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<tr>
<td>Management &amp; General</td>
<td>$2,981,653</td>
<td>$2,673,732</td>
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<td>Fundraising</td>
<td>$249,038</td>
<td>$201,927</td>
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<td><strong>Total Expenses</strong></td>
<td><strong>$27,291,201</strong></td>
<td><strong>$26,360,611</strong></td>
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</table>

Revenue & Expenses from **July 1, 2017 – June 20, 2018**
Board of Directors
As of 2018

Chairperson
Philip Hillman
Mass Housing

Vice-Chair
Jackie Glenn
Dell

Treasurer
John Jenkins
President, West Insurance Agency

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

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

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

Members
Pamela Ogletree
Former President & CEO,
Children’s Services of Roxbury

Jon Haywood
Greater Boston Home Inspections, Inc.

Edwina Mayes
Dell

Jestina Richardson
Former Executive Director,
United Homes for Children

Myrna E. Wynn
Retired