

THE PETTENGILL HOUSE, INC.

Children and Family Services

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Overview As an experienced, award winning, community based social service lead agency **The Pettengill House Inc.** has extensive experience in providing interventions and support services to at-risk individuals, children and families.

Throughout the past year The Pettengill House, Inc. successfully provided numerous basic needs, programs, support services and interventions to **2,646 individuals, children and families (504 of whom were deemed homeless)** residing in the Greater Newburyport Community (Amesbury, Byfield, Groveland, Merrimac, Newbury, Newburyport, Rowley, Salisbury and West Newbury, Massachusetts).

Addressing an array of needs **Pettengill House** and its **community partnership** continues to provide a wrap around system of care which provides a pro-active approach of supporting individuals, children and families while identifying core, and many times hidden issues and needs.

Pettengill believes that individual and family stabilization is best achieved by identifying the level of need individually and as a unit and addressing said needs one step at a time. Proactive prevention education and therapeutic intervention programs are best delivered within the community setting and should incorporate active participation while incorporating self determination, self sufficiency, education, family continuity and stabilization.

Mission Statement The mission of The Pettengill House Inc. is to support and empower children and families by providing education, extensive case management, family stabilization and basic needs.

History The Pettengill House, Inc. is a non-profit community based social service agency founded in 1994 by a diverse group of local residents and agency representatives specifically to address the needs of the most at risk, underserved children and families. The original goals were primarily prevention related. However, very early in the process it became clear that the organization's clientele were primarily concerned with the survival issues; those of food, clothing, shelter, health and safety.

FY 2011 FACTS AND STATS

During FY 2011 with community support key achievements included:

- * Extensive Case Management, Advocacy, Interventions and Support Services to **2,646** clients (**1,673** adults and **973** children **504** of whom were homeless)
- * **29** Home Visits / Assessments and Interventions
- * Distribution of **549** backpacks and school supplies (6 year total 2,457)
- * School Link Service Supports to **774** students and their families
- * **117,694** meals provided through food pantry and Saturday Night Meals program
- * Mass Health Insurance to **23** adults and **29** children
- * Food Stamp Applications to **51** adults and **36** children
- * Emergency Assistance Funds in the amount of **\$60,119.91**

The Pettengill House, Inc. Programs and Services;

- Basic Needs
- Emergency Assistance
- Saturday Night Meals Program
- Mass Health Insurance Site
- Food Stamp Application Site
- Home Visits, Assessments and Interventions
- Community Partnership
- McKinney Vento Homeless Act
- Prevention Education Programs
- Juvenile Diversion Site
- Extensive Case Management
- Environmental Counseling and Advocacy
- Family Stabilization
- School Link Service Program

- Operation Backpack
- Community Partnership
- School and Community Prevention Education Programs

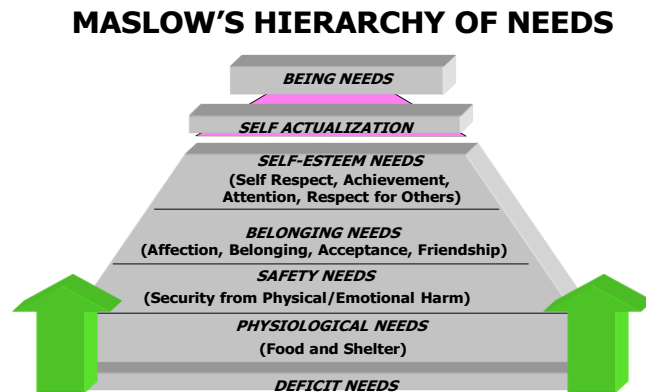
The Pettengill House, Inc. Protocols and Mandates;

In addressing the mission of Pettengill House all programs have built in client mandates which foster:

- Independence
- Self Sufficiency
- Empowerment
- Education

Based upon

- Self Determination



All clients are treated with dignity and respect and “met where they are” based upon cognitive and developmental needs (Maslow Hierarchy of Needs)

Programs and Key Achievements

Extensive Case Management is key to the mission of Pettengill and addresses the multi-level needs of clients. In this regard The Pettengill House is successful in implementing on-site managed support services and local and state program coordinated services.

Individuals and families in need many times have significant challenges including mental health disabilities, developmental delays, and environmental and economic challenges. Providing extensive case management services enables Pettengill House staff to address its mission, assisting with needs assessment, education and self sufficiency while breaking down barriers and connecting individuals and families to additional support services and referrals. Pettengill House collaborates closely with community and government agencies including but not limited to Massachusetts Department of Mental Health, Massachusetts Department of Developmental Services, Massachusetts Department of Elementary and Secondary Education, Massachusetts Department of Transitional Assistance, Massachusetts Department of Children and Family Services and Massachusetts Department of Public Health (MassHealth), and Social Security. This case management “wrap around” model is cost effective and set up to utilize expertise while avoiding duplication of services. The Pettengill House, Inc. is also effective in breaking down barriers by providing support and advocacy through building effective and trusting

relationships. The goal of this model continues to be empowerment, education, prevention and self sufficiency rather than dependency.

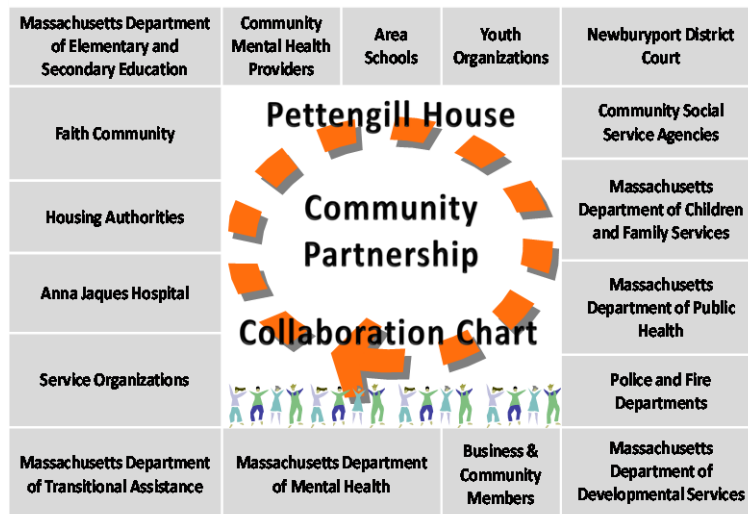
During FY 2011 Pettengill House provided Extensive Case Management, Advocacy and Support Services to 2,646 clients (1,673 adults and 973 children; 504 whom were deemed homeless).

Pettengill Client Base

Community	Total Clients	Adult	Children
Amesbury	864	480	384
Byfield	32	13	19
Groveland	17	7	10
Merrimac	116	82	34
Newbury	45	30	15
Newburyport	229	151	78
Rowley	88	48	40
Salisbury	1,161	807	354
West Newbury	42	20	22
Other	52	35	17
Total Clients	2,646*	1,673	973

* Increase from 2,428 (+218 clients) FY 2010

The Pettengill House Community Partnership has been in existence since our inception in 1994. The Pettengill partnership is composed of community residents, business members, and over forty (40) representatives from local and state agencies and organizations. The partnership meets as needed to assess community needs and update Memorandums of Agreement.



McKinney Vento Homeless Act is an unfunded federal mandate passed in 1987 to protect the rights of students who are homeless. This act enables students who have become homeless to remain in their community schools. Identified McKinney criteria includes loss of permanent home, living in cars, substandard buildings, motels, hotels, shelters or camp grounds, state custody, or temporarily sharing housing due to loss of housing or economic hardship.

Adhering to the McKinney Act requires school districts to provide transportation to and from their community school (within an hour radius), along with free school breakfast and lunch programs and additional academic supports. Working closely with area schools **Pettengill House** programs provide secondary interventions, advocacy and support services to identified students and their families. The programs include but are not limited to assessment, extensive case management, emergency assistance, basic needs, housing and shelter interventions, and medical and mental health interventions.

Pettengill Homeless Clients

Community	Total Homeless	Adults	Children
Amesbury	90	44	46
Byfield	13	4	9
Groveland	0	0	0
Merrimac	5	1	4
Newbury	12	7	5
Newburyport	42	27	15
Rowley	10	4	6
Salisbury	322	222	100
West Newbury	4	2	2
Other Towns	6	4	2
Total Homeless	504	315	189

School Link Service Program The Pettengill House, Inc. firmly believes education to be key in ending poverty and improving quality of life issues for children and families. The Pettengill School Link Service Program is built around breaking barriers and “links” education, home, school and community together in efforts to support area children and families. This unique program originated from Massachusetts Department of Elementary and Secondary Education. Adopting this model since its inception in 1994, The Pettengill House provides children and their families with education and environmental supports, building upon the School Link Service mission ensuring that **“all children come to school ready to learn”**.

Pettengill School Link Service Program (Supporting Students and their Families)

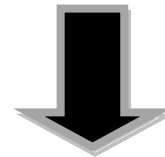
School District	Total Students	Homeless Students
Amesbury Public School District	369	46
Newburyport Public School District	70	10
Pentucket Regional School District	38	0
Triton Regional School District	297	85
Total Students	774	141

The goals of The Pettengill House, Inc. School Link Service Program is to improve the wellbeing of families to better support their children’s education while providing coordination, collaboration and resource sharing among state and local agencies.

In this regard The Pettengill House staff, led by its Executive Director, collaborates closely with area schools including the Triton Regional, Amesbury, Newburyport and Pentucket Regional School District in providing students and their families with extensive case management, family stabilization, basic needs, health services, advocacy, counseling, crisis intervention, referrals, emergency assistance and prevention education programs.



School Link Service Findings



- Increased parental involvement
- Improved communications between school and home
- Increase in student grades
- Increase in after-school enrollments

- Decrease in student absenteeism
- Decrease in student tardiness
- Decrease in student failure
- Decrease in student behavioral intervention

School and Community Prevention Education Programs As a lead community agency Pettengill House provides ongoing education within school and community settings. During FY 2011 Pettengill Director and staff presented to several community based organizations and schools regarding best practices and interventions, effects of trauma, along with overview of Pettengill Programs and Services. Additional education and consultation was provided to school staff pertaining to best practices teaching children who have been traumatized.

Home Visits and Assessments As an established community based multi-service agency Pettengill House and its community partnership is called upon to complete ongoing assessments. These assessments range from home assessments to behavioral interventions and mental health, social, emotional and environmental interventions. Pettengill assessments are completed at the request of individuals and families, school districts, local and state agencies, along with law enforcement and service organizations. The goal of Pettengill home assessments is to gather information pertaining to strengths, needs and safety. The results and action plan of home assessments vary as greatly as the individual or family and may result in the need of ongoing case management, referrals, or immediate interventions. **During FY 2011 Pettengill House provided 29 home visits, assessments and interventions.**

Operation Backpack is a community supported initiative which provides backpacks and school supplies to children in need. During FY2011 Pettengill distributed 549 backpacks and school supplies (6 year total of 2,457).

Juvenile Diversion Program The Newburyport District Court partners with Pettengill to provide a safe and healthy environment in which youth can accomplish their mandated community service hours and develop skills to assist them in positive decision making. All participants complete a parent supported intake, pre and post evaluation and individual interview

Crisis Intervention Services This level of intervention is seen as emergency level and as such requires directed high level interventions generally resulting from physical or mental health issues. Crisis intervention of this level is addressed both on and off site. As first responders Pettengill is responsible for their role as initial crisis team members, gathering information, data and supports necessary to facilitate an action plan.

Mass Health Intake Services As an approved Mass Health site, Pettengill House trained staff provides information and intake assistance in completing the initial application, accomplished through the state supported Virtual Gateway web program. Pettengill also provides disability application support and follow up requirements, including accessing Primary Care Physicians and Mental Health providers. The goal of this program is to enroll qualified individuals, families and children. This year Pettengill processed 23 adults and 29 children. This year's decrease from FY 2010 indicates most clients now have Mass Health which is a mandate of our program.

Massachusetts Department of Transitional Assistance (SNAP) Supplemental Nutrition Assistance Program (Food Stamp Application) In realizing the barriers of individuals and families to access the state food stamp program (located in Lawrence, MA., transportation, literacy and need for advocacy), as an approved site, Pettengill trained staff now complete food stamp applications on site through the state supported Virtual Gateway web program. Completion of the food stamp application is a mandate of Pettengill for all clients participating in our food pantry and meals program. The goal of providing assistance with the food stamp application is to provide individuals and families access to healthy, supplemental foods while stretching their dollar. This process also provides independence and empowerment. This year

Pettengill processed applications on behalf of 51 adults and 36 children. This year's decrease from FY 2010 indicates most clients now have Food Stamps which is a mandate of our program.

The Pettengill House Food Pantry provides staple foods and personal items to individuals, children and families in need. Resources are received through private and community organized donations including Project Bread and its affiliations, the faith community, schools, services organizations, business communities and area residents.

Saturday Night Meals Program is a nine month, volunteer driven program which provides nutritious, home delivered meals to Pettengill individuals, children and families, many of whom are without cooking facilities.

Pettengill Food Pantry and Saturday Night Meals Program

Month	Food Pantry	Saturday Night Meals	Total Meals Combined
July 2010	7,836	0	7,836
August 2010	11,364	0	11,364
September 2010	9,324	322	9,646
October 2010	10,236	297	10,533
November 2010	12,101	316	12,417
December 2010	8,269	0	8,269
January 2011	9,540	318	9,858
February 2011	6,960	284	7,244
March 2011	11,316	270	11,586
April 2011	9,600	326	9,926
May 2011	10,440	338	10,778
June 2011	8,028	209	8,237
Total Meals	115,014	2,680	117,694

Emergency Assistance This year this effective Pettengill program provided **\$60,119.91** in emergency assistance support. Areas of support included emergency basic needs and shelter assistance, utility assistance and transportation, along with the increasing need of medical and after school youth program assistance.

Pettengill Emergency Assistance by Community

	After School Programs	Basic Needs	Housing	Medical	Transportation	Utilities	Total
Amesbury	\$654.40	\$4,560.00	\$8,950.73	\$646.00	\$507.20	\$2,334.55	\$17,331.93
Byfield	\$0	\$50.82	\$0	\$0	\$0	\$0	\$50.83
Merrimac	\$250.00	\$321.64	\$0	\$0	\$20.00	\$300.00	\$851.64
Newbury	\$0	\$203.29	\$300	\$0	\$0	\$0	\$503.29
Newburyport	\$345.00	\$689.87	\$550.00	\$20.00	\$142.60	\$0	\$1,761.97
Rowley	\$0	\$711.51	\$0	\$0	\$0	\$0	\$711.51
Salisbury	\$320.00	\$6,702.89	\$16,373.50	\$50.70	\$1,913.11	\$11,357.80	\$36,385.83
West Newbury	\$0	\$180.82	\$400.00	\$0	\$109.50	\$0	\$690.33
Other	\$0	\$403.29	\$217.19	\$10.00	\$523.50	\$0	\$1,459.40
Total	\$1,569.40	\$13,824.13	\$26,791.42	\$726.70	\$3,215.91	\$13,992.35	\$60,119.91

