



**18 DEGREES**

FAMILY SERVICES FOR WESTERN MASSACHUSETTS

**Where new beginnings come to light**



**Annual Report 2019**

### BOARD CHAIR, CHRISTOPHER KING

**B**orrowing from Dr. Suess' *Oh, The Places You'll Go*, a year ago, we were looking at great places we might go. We had a relatively new President and CEO, six new board members, a new slate of officers, brains in our heads, and feet in our shoes. We stepped with care and great tact in our new direction. Our mountain was waiting, and we moved it our way, 98 and  $\frac{3}{4}$  percent guaranteed, and found our new name, 18 Degrees, Family Services for Western Massachusetts and a new tag line: Where New Beginnings Come to Light! It needed to be done and took courage, hard work, a can-do attitude, organization, vision, cooperation, and leadership to bring us all to this shared moment of success.

Some of the other accomplishments of the year include:

- The development of cross-functional staff teams, who lead our progress in our identified strategic priorities: financial strength; service quality and experience; employees and collective impact; agency brand.
- Collective understanding to gather and update data, with training in logic models and goals in the data needed, that can lead to continuous improvement, improved impact, and development efforts in the future.
- Expanded or added new revenue sources totaling \$320,000 to enhance our services for children, young people, and adults.

On a personal basis, I am incredibly impressed by the expansion and accomplishments of the Kids 4 Harmony program that was on full display at the sold-out gala. A new initiative, Rap Inc, touched my heart. The Safe and Successful Youth Initiative in North Adams is up and running and very exciting. Going forward, the new location in West Springfield looks to bring great efficiencies closer to our children, youth, individuals, and families. In conclusion, we are off to great places, and there are good deeds to be done.

### PRESIDENT AND CEO, COLLEEN HOLMES

**T**his past year gave me three big reasons to be one proud and grateful CEO: our people-driven services, mission-driven staff, and strategy-driven growth. Thanks to staff, our board members, donors, partners, and committees, we leapt forward in expanding services to underserved populations; advancing financial sustainability; developing staff; using data and launching an agency brand that unites our programs and celebrates our mission.

Our new name, 18 Degrees, is the position of the sun just below the horizon at daybreak. 18 Degrees signifies the new beginnings, opportunity, fresh promise, and second chances central to our mission of every child in a family, every family in a community. Amongst social services agencies, 18 Degrees is an odd name, which doesn't fit in. That is intentional. The people we serve are often made to feel like they don't fit in. With our new name, we stand out right alongside hundreds of children, youth, individuals,

and families who are overcoming the odds, and shaping their lives for the better.

I couldn't ask for a better seat from which to witness all those bright new beginnings.

*My profound thanks to our many supporters!*





## PROGRAM AND PEOPLE HIGHLIGHTS

- **We launched RAP Inc.**, a pilot program rooted in the art and business of hip hop, as a learning lab to build greater financial literacy and self-sufficiency for teens from under-resourced communities who are not identified as at risk, particularly teens of color.
- With a new grant from the Women's Fund of Western Massachusetts we'll be building advocacy and leadership in the Pioneer Valley as the providers of the **Young Women's Initiative** program, which targets teens and young women of color from under-resourced communities.



- Through an economic mobility support program, our Family Resource Center further **expanded opportunities to 60 women** whose primary language is Spanish.
- We laid the ground work for increasing our capacity by 42% to work with young people at risk of or involved with gang/criminal activity by **adding a new site** for Safe & Successful Youth Initiative (SSYI) services in North Adams; planning to **expand SSYI services to females**.
- **67 young people were matched with mentors** to deepen connections with their community, improve self-esteem, and reduce participation in high risk behaviors.

- **100% of students in our pre-kindergarten class graduated** having achieved standards for being developmentally, academically, and socially ready to move on to kindergarten.
- **Kids 4 Harmony expanded** adding a cohort of 12 new students at our Pittsfield site. Eight Kids 4 Harmony students were selected by audition and performed at the Youth Orchestra Los Angeles (YOLA) National Festival. Kids 4 Harmony students also performed in Boston, Tanglewood, Williamstown, at North Adams City Hall, and various community events. One student was accepted into the YOLA National Institute and traveled to Edinburgh, Scotland.



- We conducted the first-ever Employee Satisfaction & Engagement Survey revealing a high **93% rate of Work-Life Satisfaction**; and **92% of staff are inspired by our mission**.
- Kyle Bisson, a Foster Care Social Worker in our Healing Homes program, was awarded the Human Services Forum Clara Temple Leonard Direct Care Award
- **Fifteen of our staff team members furthered their skills and education** through certification and degree programs in early education and care, leadership, adoption, and human services.

**“I couldn’t leave my child with just anyone. I am able to work and go to school knowing my baby is learning, playing, and being cared for by people who love her.”**

*~ A father accessing our early education and care services*



The care and nurturing of 18 Degrees’ early education and care staff, and the trust and partnership that our staff builds with families allows children to learn, make friends, and grow ready for kindergarten and parents to work toward their goal of economic stability.

**“I wanna do something big in the future.”**

*~ A Kids 4 Harmony student*



A social justice impact requires that students have the support needed to launch successfully into adulthood. Kids 4 Harmony students dream of a future that is bright and full of possibilities. This year Kids 4 Harmony graduated their first high school student. He became a mentor and teaching assistant for younger students. He is the first in his family to attend college.



**“18 Degrees was the first helping hand when I arrived in Pittsfield. They helped me learn about my community... They do not do everything for you; they show you the way and teach you to be self-sufficient.”**



*~ A participant in EMPATH Mobility Mentoring Program*

EMPATH participants determine and work towards their goals with support and an intentional focus. This participant worked diligently on her goals and improved her credit score, so she and her husband could buy a home for their family. She is now supporting other families to make their dreams come true.

**“18 Degrees helped me get my kids back.”**



*~ A mother from our Family Resource Center parenting class*

Parents in our parenting classes develop the tools and skills they need to have their children grow strong, safe, and happy. This parent has achieved her goal of reuniting with her children and volunteers at 18 Degrees to co-facilitate classes and help other parents.

# THANK YOU

*We are deeply grateful for your generous support of 18 Degrees.*

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Josephine & Louise Crane  
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## LOCAL FUNDING

Beacon Communities  
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Bisexual, Transgender Youth  
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Berkshire County Juvenile Court  
City of North Adams  
City of Pittsfield  
MA Children's Trust Fund  
MA Cultural Council  
MA Department of Children and  
Families  
MA Department of Early  
Education and Care  
MA Department of Elementary  
and Secondary Education  
MA Department of Public Health  
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Northern Berkshire Cultural  
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Pittsfield Cultural Council  
Town of Williamsburg

*To the many people who served as volunteers, interns, and advisors, we appreciate you!*

Allison Armata  
Mariah Auman  
Sergio Avila  
John Balint  
Brian Berkel  
Morgan Biscette  
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## FINANCIAL SUMMARY

### 18 DEGREES

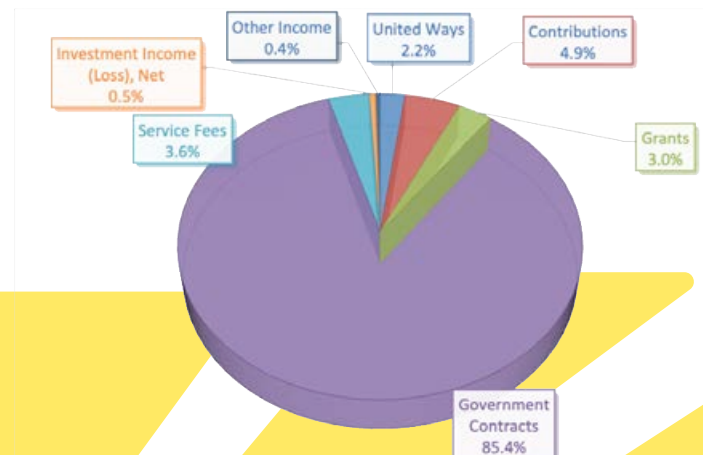
Income and Expenses for the Years Ended June 30, 2019 and 2018

INCOME	FY19	FY18
United Ways	\$186,988	\$240,100
Contributions	416,541	411,574
Grants	258,148	203,020
Government contracts	7,343,509	7,319,307
Service fees	307,250	962,284
Investment income (loss), net	46,090	63,993
Other income	35,743	35,681
<b>TOTAL INCOME</b>	<b>8,594,269</b>	<b>9,235,959</b>

### OPERATING EXPENSES

Program expenses	7,454,487	7,892,871
Core mission support	1,053,455	1,077,746
Strategic investment	40,820	-
Fundraising	98,059	112,490
<b>Total Operating Expenses</b>	<b>8,646,821</b>	<b>9,083,107</b>
<b>Subtotal Excess (Deficit)</b>	<b>(11,732)</b>	
Strategic investment	40,820	-
<b>Total Excess (Deficit)</b>	<b>\$(52,552)</b>	<b>\$152,852</b>

### 2019 OPERATING SUPPORT



The above is an excerpt from 18 Degrees' financial statements for the years ending June 30, 2019 and 2018. A complete audit report is available upon request.



Colleen Holmes, *President and Chief Executive Officer*

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## PROGRAMS

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