

FY 2021

ANNUAL REPORT

JULY 2020 - JUNE 2021



The Chase Home

Supporting children, youth
& families since 1877.

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*Letter from the
Executive Director*

WHERE WE WERE IN FY 21



Dear Friends,

Last year was one of challenge and struggle but also one of tenacity, empowerment, and optimism. The pandemic affected everything we did at Chase Home -- from how we delivered youth-centered services and instituting new restrictions to ensuring the youth and families we worked with were well cared for and had a sense of stability and normalcy even in an upturned world.

We went from youth in our residential program freely visiting with family, working jobs in the community, and attending school in person to adapting to life in a more closed and isolated environment. Mask-wearing, constant hand washing, and social distancing became the norm. Our residents could no longer do anything in the community and all contact became remote. Both our diversion and home-based programs moved from in-person meetings, visits, consults to remote as well. Our staff had to be nimble, adjust their work, follow all new and constantly changing safety protocols on top of providing the best support and comfort to youth and their families.

As spring came, we felt a renewed sense of hope and energy at The Chase Home. Not only were COVID-19 restrictions lessened but many exciting developments were accomplished:

We went through a rebrand and refresh where we now have a new logo, new name (The Chase Home), and new website. Our new look reflects a vibrant color palette and a door with a heart in the center representing vitality, warmth, and love. The State of New Hampshire also approved two contracts with The Chase Home that now provide daily rates on par with industry standards of pay and will allow us to increase our clinical capacity and wrap-around services.

The Chase Home also became accredited by CARF (Commission on Accreditation of Rehabilitation Facilities). Attaining CARF accreditation required significant effort, teamwork, and commitment to providing high quality and life enhancing services to every youth and family member with whom we work. We now have in place best practice standards, policies, and procedures that will ensure exceptional care of youth and families.

We increased our technical capacity by instituting Apricot-a new database customized to meet all program documentation requirements and to produce valuable results-driven data points. The data culled from Apricot will inform or practice and provide insight into areas of growth and success.

We completed implementation of TBRI (Trust Based Relational Intervention) as the trauma-informed model of care for the agency. TBRI has radically shifted our practice to ensure that we are actively healing trauma, repairing harm in relationships, and securing attachments for every youth we work with.

In FY 2021, The Chase Home has experienced significant change both challenging and rewarding, and we could not continue our life-saving work without our incredible staff. The Chase Home's unwavering commitment to offer seamless and outstanding support to vulnerable youth and families is even stronger as we enter a new year.

From the bottom of our hearts, we THANK YOU for your support and generosity,

Meme Wheeler, Executive Director

A year's overview

FY 21



Program Overview

The pandemic affected the numbers of people served in each program and how we worked with kids and families, which included remote meetings, enhanced safety protocols, and constant risk management.

Across all programs, we served 46% girls and 54% boys. The average age was 15. The average income levels of families served was low to very low. Substance misuse, mental health issues, and trauma are issues we address every day.

Diversion Program: We served 25 kids and a total of 70 kids and family members combined. And we had 75% successful discharges from the program. We have expanded our outreach to Stratham, Greenland, Newington, Newmarket, Portsmouth, Exeter. The majority of issues addressed is substance misuse. Please see the attached for a current description of the program.

Home-Based Program: We served 30 kids and a total of 60 kids and family members combined. Our success rate of meeting treatment goals for each youth and their family was 73%. We worked with families from Portsmouth, Hampton, Rochester, Farmington, Milton, Dover, Stratford, Seabrook. The pandemic created higher stressors for families regarding schooling, isolation, and having their basic needs met- homelessness, jobless, and mental health needs.

Residential Program: We served 28 youth and a total of 58 youth and family members combined. We were able to help 20 youth successfully reunify with their families. We helped the kids in the residential program to heal their trauma, stabilize, and use safer coping mechanisms. Most of the kids last year were referred by Division for Youth and Family Services through the abuse/neglect system.

Last year's

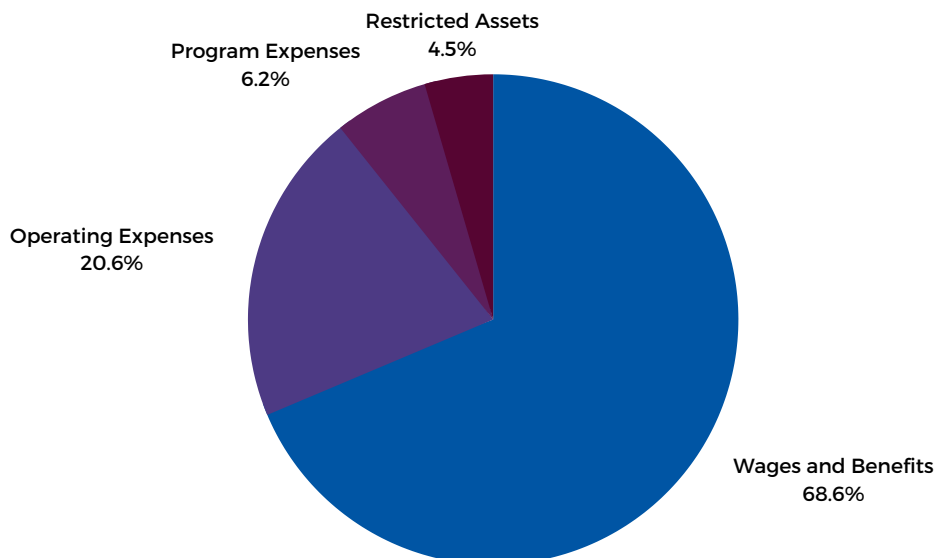
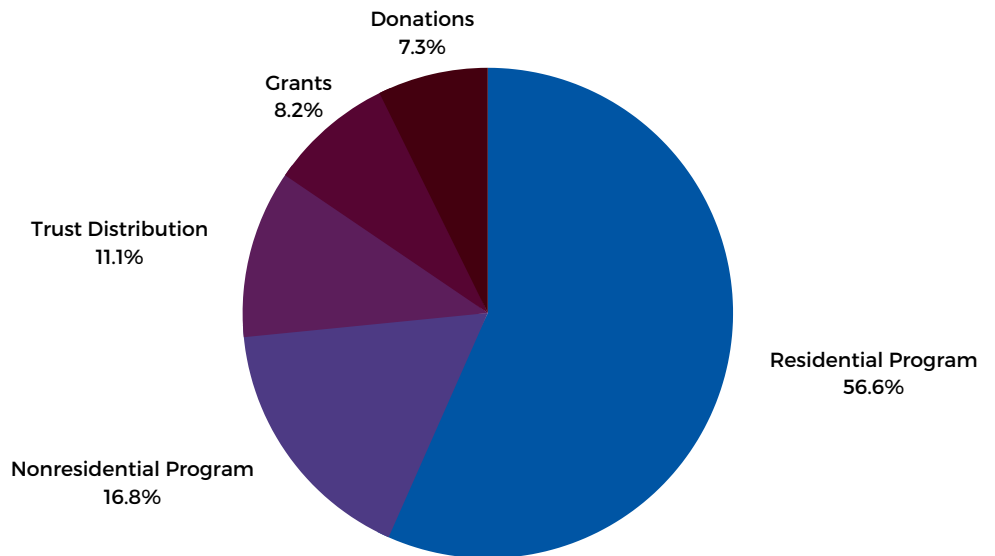
NUMBERS & STATISTICS

FINANCIAL SUMMARY

Despite the impact of the pandemic, which forced us to reduce our residential census, increase staffing levels, curtail in-home services, and cancel our in-person fundraisers, Chase Home begins FY 2022 on sound financial footing, poised for dramatic growth.

INCOME

The Chase Home income includes four broad revenue streams: residential services, nonresidential services, fundraising, and a trust distribution. Revenue for FY 2021 totaled \$2,032,295, a 20.3 percent increase over FY 2020.



EXPENSES

Wages and benefits make up nearly 69 percent of The Chase Home's annual expenses. Total expenses for FY 2020 were \$2,025,194, resulting in a net income of \$7,101.

"CASE BY CASE"

A DEEPER LOOK INTO HOW WE HELP



One of the most challenging aspects of the work performed by staff at The Chase Home is that no two cases are alike. “We approach each issue by first trying to understand every family member’s perspective so we can open communication between them,” said Kayt Gagneux, Family Worker.

Founded in 1877, The Chase Home serves nearly 300 at-risk youth and families annually statewide through prevention, early intervention, residential and community-based programs. Some cases are particularly complex, which for one family—whose members wish to remain anonymous—meant transitioning through different programs at The Chase Home. “We were working with a youth who struggled with extremely explosive behaviors, and the family had difficulties with communicating and understanding their own cultural differences within the home,” explained Gagneux.

These explosive behaviors occasionally turned violent. “She slapped me, and she even got violent in The Chase Home,” recounted the father. “There were some very, very tough times.”

Meme Wheeler, executive director of The Chase Home, said the youth in this case also wanted to be an American teenage girl and not necessarily a Muslim teenage girl. “There was a real clash between cultures,” she said. “It made our work more nuanced and diversity-centered.”

Initially entering The Chase Home through its diversion program, which provides alternatives to court involvement through Juvenile Justice, the youth eventually found her way to other programs. “She joined our residential program in the spring of 2020,” noted Gagneux.

After living at The Chase Home for several months, she was discharged to The Chase Home’s home-based program in August 2020. During this time, a specialist maintained in-home support until continued noncompliant and violent behaviors brought her back to live at The Chase Home in March 2021.



From left to right: Craig Dennis, Director of Operations, Meme Wheeler, Executive Director, Lindsey Ellis, Program Director, and Kayt Gagneux, Family Worker.

"CASE BY CASE CONT..

"She was successfully discharged in August 2021, and her case with Juvenile Probation closed on October 1," said Gagneux. "We are really proud of the progress she made here and in her home and the community."

Citing aggression and noncompliant behaviors as the primary reasons behind the youth's involvement at The Chase Home, Gagneux said their work as a staff involved the entire family.

"We worked with the youth on communication skills, mindfulness, and better understanding the cultural differences between her and her parents as well as the importance of flexibility within the home," she said. "The same was done for the parents."

According to the father, the help they received from The Chase Home was crucial. "We reached the point where we could not live together with our daughter, so her going to The Chase Home gave us a very, very good break for us as parents and for her, too," he said. "There were tough times at home when we couldn't even sleep. There was lots of drama."

The father also expressed appreciation for the support they received from the Portsmouth Police Department. "They had to come down at night—it was very tough for us," he said. "They needed to take [our daughter] with them...We are very grateful for what they did."



According to Gagneux, this case illustrates an important aspect of their services. "We need to engage the entire family," she said. "The youth learned how to control her explosive behaviors when processing her feelings with her parents, while her parents have learned to listen and react with empathy while maintaining consistent expectations of her behavior."

For Wheeler, the takeaway from this case is the methodology behind how staff deliver services. "We work to understand all aspects of the family—their culture, their beliefs, and their perspectives," she said.

The Chase Home's approach is grounded in Trust Based Relational Intervention (TBRI). "TBRI's approach informs our work with the family to heal trauma and repair harm in the family relationship," she explained. "We want to ensure every youth feels safe and has a strengthened family attachment, and we customize our approach 'case by case.'"

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