

YEAR IN REVIEW | 2020



We never **envisioned** that in just one year, our world would be **rocked** in the ways we have seen.

They've weathered **STORMS.** **YOU** can help us find the **RAINBOWS!**



One year ago, I wrote the annual letter, and I could have never envisioned that in just one year, our world would be rocked in the ways we have seen. I almost struggle to think of what life used to be, how we once lived, and I attribute some of that to how long it has felt since we first started hearing about COVID-19. At first, thinking that some of our actions were “out of an abundance of caution”, and then realizing that maybe all that caution was more than necessary. And here we are, eight months after our worlds began to shift and change to what they are now, and the struggles are still very real.

Our staff here at Dover Children's Home truly started to feel some of the lack of control felt by our youth; the feeling that the light at the end of the tunnel is just wishful thinking rather than a true destination. Our youth handled the changes better than we could have ever expected. COVID-19 has forced us to show how nimble and adaptable we could be. It forced us to face some of our greatest challenges, head on, and follow them up with creative solutions. Remote learning with a house full of teenagers? Sure, we've got this! Therapeutic services being conducted over Zoom and Skype? No problem! Changing protocols every five minutes to meet the ever changing 'guidance'? We powered through. Telling the kids that prom and graduation were cancelled? Creating a sense of safety and security at 'home' while the staff wear masks? Calming fears about the safety of loved ones? Explaining that family visits were not safe? In a word, heartbreaking. If it were not for the resilience of these amazing teenagers, the last eight months would not have gone as well as we observed. Like so many others, we are all dealing with the psychological effects of the current global pandemic. We have had to lean on each other, and Dover Children's Home has had to lean on all our supporters.

Even though COVID threw a wrench in our world, we thrived in providing services, and we continued to push Dover Children's Home forward in an incredibly positive way. **We build relationships** - it's what we do, it's how we combat emotional trauma. We connect with our kids and their families and then we help



MISSION STATEMENT We provide tools and support for youth to heal from emotional trauma through community-based treatment programs that foster relationships and enable youth to create hope for the future.

them connect to the greater community. With this as one of our guiding principles for treatment, we found a model for trauma-informed care that married with the practice already engrained in our culture. TBRI – Trust-Based Relational Intervention is an evidence-based practice focused on building connections with youth to help heal fractured attachments. Even through these challenging times, we found a TBRI practitioner willing to train our staff in person, providing 4, 6-hour sessions for each of the two groups. TBRI has provided us with the language and the tools to provide consistent, healthy attachment-building programming to help our youth heal.

Relationships are the foundation for every success story from DCH, and we have been fortunate in witnessing how those connections have brought youth back to DCH to seek support, shelter, and just an ear to listen. During this year, we have welcomed back two youth who reached out for support, asking to return to DCH to continue to build those relationships and to receive the support needed to make positive choices for their futures.

WE NEED YOUR HELP...this year, more than other years' past, we

need your help. Throughout this publication, you will see just how much goes into supporting our youth, and you will observe the costs associated with that support. We are asking for your help in providing the necessities: electricity, heat, clothing, and food. We are asking for your help in providing the essentials for a vibrant adolescence: driver's education, prom, graduation, and technical courses.

For 127 years we have relied on the graciousness of this community, and we are asking again, in a significant way. Please help us as we continue to empower our youth, and as we embark on expanding services to reach more youth and families than we have before.

From the bottom of our hearts, **THANK YOU!**

With warm wishes,

Renee Touhey-Childress, LICSW
Executive Director

Remembering the **SUMMER...** through our **SENSES.**

As I look back on my travels with Dover Children's Home, I remember the summer not in miles driven or places visited, but rather through all my senses.

I close my eyes and view the state of New Hampshire emerging from clouds so close that you can reach out and touch them from the observatory atop Mount Washington. I see the sun shimmering in the waters of the many lakes in which we swam, from Pawtuckaway to Winnepesaukee to Clough. I watch residents taking a slow breath to capture that perfect moment from the lens of a Nikon camera.

In the echoes of my mind I hear the gentle singing of birds awakening in the early morning on a sunrise hike up Mt. Major. I hear the music in the vans, from classic rock and 80s hair bands that I know well, to country ballads that I've never heard of before. Don't get me started on the rap—the residents exposed me to an entire world of music that I didn't even know existed, and I am grateful for it. I hear, faintly, "I'm too tired" and "Are we there yet?"; but more loudly I hear, "Wow, that was fun! Can we go back later?"

I can still smell the fresh pines as we hiked through the woods up Mt. Mexico, before exploring the slab rock caves. I remember the salt air at Jenness Beach, not to mention the ever-present sunscreen (don't forget to re-apply!). And of course, I smell the smokey, chocolatey aroma of a browned s'more after a long day of exploration.

I remember the taste of sweet, drip-down-your-chin-juicy peaches and cherries from Butternut Farm. My mouth waters as I recall the lemony, buttery haddock caught while deep sea fishing, and cooked in the dining hall at Camp Mi-Te-Na—where we also finally got to grill burgers and dogs over a roaring fire. And I can still taste each trip to ice cream stand after ice cream stand, each one well-deserved.

I am chilled by the ice-cold water tumbling down atop my head at the Falls of Song at Castle in the Clouds. I sense the slow, steady breathing and the watchful eye of the horses at Dun Derby Farm as we trot through the woods. I feel a splash on my face and am thrown back and forth, side to side as the rapids of the Kennebec river jostle us on our white-water rafting trip.

Not every feeling was wonderful, however — the squirming of leeches between your toes; the lurching sensation of peeking over the cliff face at Stone House Pond and looking down, down, down as your stomach flips over and over; the heavy sigh as you realize you've taken the wrong turn or missed the one you were supposed to take on the trail. Summer days are not always sunny, and no season is without its challenges.

More than anything, I feel proud of the residents for the accomplishments that they have achieved and the challenges they have overcome. Each one of them has pushed themselves these past few months, tried something new, or viewed the world from a different perspective. I am thankful for what they have taught me, and for the opportunity to share my love of the wild, welcoming, and wonderful outdoors.

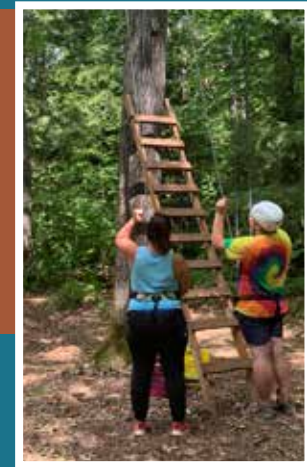
— Patrick Hart, *Summer Program Assistant*



Enjoying some peace and tranquility horseback riding through the woods



< Picking some delicious berries on vacation



> Fun at the outdoor obstacle

> Start your engines!



A Bittersweet Send-Off

If you have ever rung the front doorbell at Dover Children's Home, attended a fundraising event or called the front office, it is almost a guarantee that you have had the pleasure of meeting Sue, DCH's dedicated Office Manager for the last 25 years! And if you have had this pleasure, it is likely that you have encountered her smiling face and hysterical sense of humor. These qualities, and so many more, are what we will all miss now that Sue has decided to join the elusive club of retirement.



Sue Gordon

Over the last 25 years, Sue has dedicated her time and energy to her career, but most importantly, she gave of herself. Her love for the children we served, the staff, volunteers, donors and community as a whole is what helped her power through some of the challenging times; it's what kept her coming back day in and day out. Sue showed up every day. Sue showed up when it counted. And Sue showed up for Dover Children's Home.

The gratitude we have cannot be expressed simply in words. Sue...thank you. Thank you for caring about all of us as if we were your own family. Thank you for making an effort to get to know every child who came through the door. Thank you for showing up when it mattered the most. Thank you for protecting Dover Children's Home and caring for it as if it was your own. Thank you for your loyalty, love, passion, strength and your kindness. But most of all, thank you for your friendship.

If you see Sue around, please thank her for her service to the mission of Dover Children's Home! Just one last thing to say to you Susie...I hope your retirement is filled with joy, and that you never have to search for another receipt again!

WE LOVE YOU!

I think it was said best by former Executive Director Donna Coraluzzo, **"Sue's dedication and significant longevity at DCH made her an invaluable asset on so many levels. Her professionalism and impeccable ethics were matched only by her witty sense of humor and sweet disposition."**



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At the Bowl-A-Thon, DCH staff members Renee Touhey-Childress, Sue Gordon, Joanne Riley and Lauren Petraitis

As the tides **CHANGE...** We build **POTENTIAL.**

CARF Accreditation

In the year 2020 the agency has been working diligently on tasks that help support CARF (Commission on Accreditation of Rehabilitation Facilities) Accreditation as a requirement under the legislation 'Families First Act'. This process has allowed the agency to look at all the current practices and policies in place for a variety of domains; including but not limited to; health and safety, technology, financial, medication administration, workforce development, accessibility, strategic planning, governance, program structure of services and clinical documentation. Through the year, the agency has adopted many new practices that meet standards demonstrating the best quality of work and services the agency can provide to the youth in care. **A heavy emphasis on leadership structures and data collection have been put in place to support creating measurable improvement performance plans, along with a significant increase in formal staff training.** All personnel are now trained at hire and annually in health and safety practices, financial policies, HIPAA law, suicide prevention, cultural competency & diversity, amongst an array of other clinical topics that direct care staff can apply to their work with the youth.

The agency has also adopted a new model of practice known as 'TBRI' (trust based relational interventions) (*please see section on TBRI for more information*) On top of implementing this new model of practice, the agency has also created an online software system that will be used ongoing for staff and resident information and program data collection. **In the spring, the leadership and board of directors worked collaboratively with a consultant to establish an agency strategic plan that will now support the longer-term goals of the agency.** Throughout the process, many new practices came into the agency with quarterly administrative reviews of incident reports, resident grievances, and self-auditing of resident files. New emergency procedure drills are in place, along with business continuity drills and assessing ongoing risk management and loss of the agency. In the year in review, the staff have not only been flexible in adapting to COVID-19, but with many other compliance changes and additional tasks required by the accreditation process. In this role, I am really looking forward to this upcoming Spring 2021 as we are hopeful to be going through our Survey Visit and bringing all these pieces together as a whole.

– Melissa LaRocque

Trust Based Relational Intervention

'Trust Based Relational Intervention' has been a new model of practice adopted by DCH. This model was created through the Karen Purvis Institute of Child Development @ and applies concepts through three primary ways: **connection, empowering** and **correcting**. Through the connecting principles, the staff are taught how the child's developing brain and physiological systems of the body are disrupted in early infant and childhood trauma. These are referenced as "fractured attachments" to their caregiver, and how the lack of the early fundamental needs leaves a child still in need of building attachment to caregivers through connection.

Connections can be formed in a variety of ways; through eye contact, touch, consistency, praise, and quality time with a child so that their brain can re-adjust these disrupted connections.

The principles of empowering look at the sensory environment of a child, as well as the physical needs of proper nutrition, water, and movement stimulation.

When a child is over stimulated in their environment, behaviors will often result, and the training teaches staff how to proactively put some of these things in place before a child reaches a point of over stimulation. Correction as the last principle looks at how role modeling and mentoring desired behaviors, offering choices, and giving "yesses" when possible can help correct mal-adaptive behaviors.

Creating opportunities for success for a child helps them build self-worth and collectively the benefits of the caregiver connection and empowerment also support the ability to do the correcting.

As we end the year with having all the staff trained in these concepts, we will be moving forward with ensuring their application to the work we do with these youth.

– Melissa LaRocque



DCH Executive Director, Renee Touhey-Childress and the Chase Home Executive Director Meme Wheeler — Celebrated collaboration training all staff in TBRI.



TBRI Practitioner, Meg O'Connor, JD, MA, Founder of the Connected Elephant

Adapting to Significant Changes

When the world came to a screeching halt back in March, I worried about the thought of having very limited opportunities for summer programming. What was I going to do with a group of teenagers without being able to take them to the movies, the mall, indoor rock climbing, etc.? One bright spot of the pandemic was the unexpected availability of a very experienced summer assistant, and he was a gift to the program! **Pat Hart came in with a wealth of knowledge and enthusiasm that shaped the program into a fun and rich experience for our teens, as he beautifully recounted.**

Going into fall, we knew that the school year would at least start with remote learning, so we hired a Daytime Supervisor to work with the residents during the school day. Matt Gats came to us with years of experience in education, and quickly jumped in to keep the kids supported. Remote learning is a strange time, for sure, but we are finding that for some of our residents the academic piece is easier to focus on without the stress of the social side of school. All the kids in our care finished strong last spring and are off to a solid start this fall! As with everyone working remotely right now, it is a challenge to have your work at home with you all the time. However, we are very lucky to have a study lounge with five desktop computers along with two laptops for resident use, a solid Wi-Fi set up, and lots of support from Back Bay Networks. I think one of the hardest parts of school in the pandemic is the uncertainty of knowing when the right time is to return to the building. The kids at DCH, however, have displayed just how strong they are, and are handling the whole situation well overall.

If COVID has shown us anything, it has reminded us of just how resilient our program is and the amazing support within our community. A sincere THANK YOU from the bottom of our hearts to everyone who went out of their way to sponsor take-out meals, hand-make reusable masks, and donate needed items for our altered summer programming. Despite the hardships this year has brought, we are ready to begin a new year with gratitude in our hearts.



Jen Serrano guiding through remote learning



Sponsorship OPPORTUNITIES



Monthly Sponsorships (Pick any number of months to sponsor):

Electricity	\$1,000 / month
Heating Oil	\$1,300 / month
Water/Sewer	\$475 / month
Milk Donor	\$100 / month
Food Sponsor	\$600 / month

Resident Need Sponsorships (Pick any number of residents to sponsor):

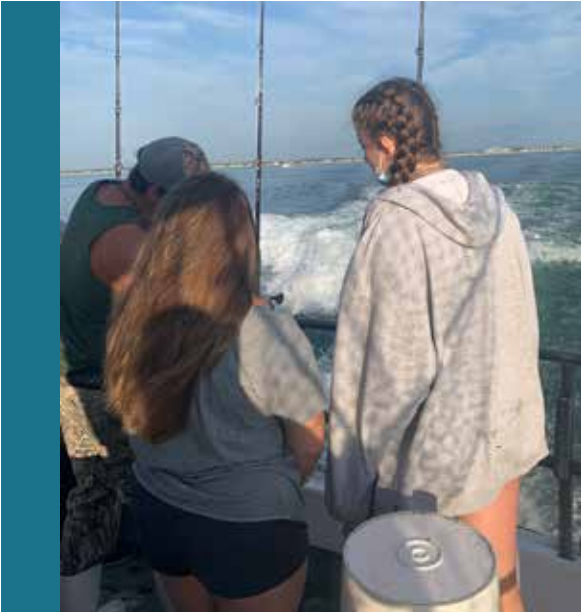
Clothing	\$500 / youth per year
Driver's Education	\$750 / youth per year
Allowance	\$634 / youth per year

Activity Sponsorships:

Winter Break Activities	\$250 / Activity (i.e. Ice Castles, Ice Skating, Skiing/Snow Boarding)
Spring Vacation Activities	\$250 / Activity
Summer Programming Activities	\$400 / Activity (i.e. Canoeing, Camping, Kayaking, etc)

MAKE YOUR DONATION COUNT

With the ongoing COVID pandemic, we are asking for donations in specific needed areas for the Home and the kids in our care. Become a sponsor for DCH that also aligns with your personal or business values. Anyone who sponsors one of these needed areas will receive recognition in our upcoming quarterly newsletter to show our appreciation and gratitude!



“For many years members of St. John’s United Methodist Church have supported DCH service projects and financial initiatives. One of the most meaningful is the opportunity to honor or memorialize a father or person in that role, living or deceased. A suggested donation of \$25 or more is made for each person named in the special worship program on Father’s Day. The donation goes towards summer programming for the children, perhaps for an unbudgeted activity or purchase. This is our way of connecting each year on this special day to these children who often have no such father presently in their lives. Hopefully, they know they are loved.”

– Patrick Murphy
St. Johns United Methodist Church



“Altrusa of the Seacoast learned about Dover Children’s Home from one of our members who was looking for a literacy project in our area. She invited Lauren Petraitis, the Development Director of DCH, to attend one of our meetings to learn more about the facility. After hearing about the need for reading materials, we realized it fit right in with our literacy commitment and the partnership was formed.

On June 26, we were able to donate over 90 books! Our objective is to enhance educational needs, and help the children develop a love of reading, and better reading skills.

By embracing this project, we are not only addressing the literacy needs of the children, but since we are a service club, we will be available to work hand-in-hand to upgrade the existing library by volunteering at the Home. It is our hope to have an ongoing relationship for years to come.”

— Carole Intoccia, Altrusa of the Seacoast

Getting **CREATIVE** With Our **FUNDRAISING** Efforts...

Our annual fundraising events are a time when we can connect with our community members, enjoy each other's company, and talk about our mission and its importance. What struck me the most was people's willingness to help despite the many strains and pressures that COVID created for businesses and families.

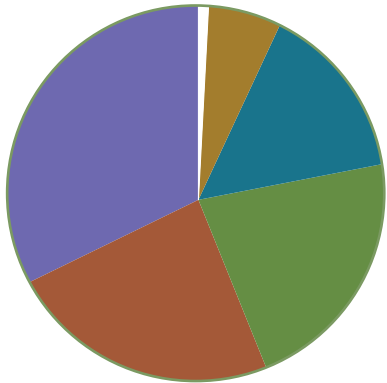
Moving forward into this next year, there are so many unknowns – but one thing that's certain is our devotion to Dover Children's Home, and that of our community. **We will continue to modify, think "outside the box", and find ways to preserve these important events and support our local businesses!**

— Lauren Petraitis

"SilverCloud LLC enjoys having their employees come together for a good cause. With the shift we had to make this year we were unable to continue a lot of our hands-on volunteering efforts. We wanted to still give back to our community and involve our employees. The Dover Children's Home provided a couple of great fundraisers that allowed us to give gifts for employee appreciation. We are grateful for how flexible and helpful Dover Children's Home was during this time and we look forward to working with them in the future."

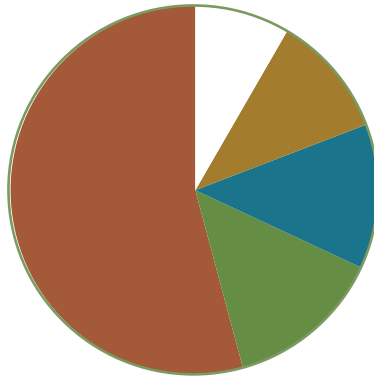
— Katharine Ambrose, Sales Operations Manager, SilverCloud LLC

Operating Revenue — \$1,365,496



- 1% Private Pay Arrangements and Contracts \$2,080
- 6% Fundraising \$80,374
- 15% State Funding \$213,912
- 22% Individual and Corporate Donations \$301,894
- 24% Federal Funding \$327,838
- 32% Grants, Planned Giving, Misc. Investments \$439,398

Operating Expenses— \$1,365,496



- 9% Fundraising & Marketing \$117,043
- 11% Operations \$145,765
- 12% Administration \$173,102
- 14% Employee Benefits \$191,300
- 54% Treatment Services \$738,286

APPLE HARVEST DAY

We had an incredible turnout down in Henry Law Park at the inflatables! Families came to enjoy the beautiful fall weather, bouncy houses from Blast Party Rentals, and delicious food truck treats. It was a jam-packed day for us, but at the end of it all, **we were able to raise \$10,308!**

12th ANNUAL BOWL-A-THON

As one of the only "normal" events from this past year, it was certainly one to remember! The lanes were packed at Dover Bowl as friends and community members flooded in to bowl for a cause. Echoes of banter and laughter filled the bowling alley throughout the day, keeping our energy high up through the very last session. **We ended the day with \$23,308 raised!**



All decked out for the costume competition



Our friends from Adrenaline are always fundraising rockstars!

AT-HOME TASTING TOUR

We completely altered our plans for this event as it was the first event after the pandemic. With the generosity of Tendercrop Farm, Diverge restaurant, and Flag Hill Winery and Distillery, we put together personalized bags of local goodies that we delivered (safely) to the doorsteps of our donors! It was a great way to support local businesses, connect with our community, and still maintain our event.



Delicious treats from local friends

VIRTUAL GOLF EVENT

As we approached our final and biggest event of the year, we made the difficult decision to cancel our "in-person" golf tournament. Instead, we put together "golf kits" with some treats, golf essentials, and a gift certificate for a round of golf at The Links for folks to use at their convenience before next July. Though it wasn't the same, we were glad to once again connect with our donors and spread some joy.



All boxed up and ready to go!

New for 2021!

As we move into 2021, our hope is that we will be able to bring back our beloved fundraising events, even if slightly altered to meet the demands of safety restrictions. With the unpredictability of the coming year, we would be remiss not to continue with our creative contingencies. So, without further ado, we are pleased to present our 2021 fundraising plan!

SAVE THE DATES:

ANNUAL BOWL-A-THON

Sunday, February 14, 2021

ANNUAL TASTING TOUR

Thursday, May 13, 2021

ANNUAL GOLF TOURNAMENT

Monday, July 12, 2021

NH GIVES

June 2021

Looking for Ways to **HELP?**

- **Amazon Wish List** – Donate needed items for the Home through our website
- **Amazon Smile** – Donate to Dover Children's Home with any Amazon purchases! Go to smile.amazon.com and select DCH as the charity. Amazon will donate 0.5% of the price of your eligible AmazonSmile purchases to us!
- **Barnes & Noble Wish List** – Help to put books in the hands of the kids at DCH!
- **Volunteering** – Help out at the Home in a variety of ways.
- **Join us** as a career speaker for the children in our care
- **Participate** in a service project for the Home
- **Become** a monthly meal donor

Dover Children's Home is a 501(c)(3) nonprofit charitable organization.



"Dover NH marketing agency, Loud Canvas Media, was thrilled to donate its time and professional skillset recently to redo the Dover Children's Home website. We were so excited and so pleased to be part of this effort; our entire team is enamored by the truly terrific and selfless work done by the staff of DCH for local children in need of their care and assistance. To be part of that vision, even if in just a very small way, was touching and so meaningful for us. Dover Children's Home is truly a pillar in this community and its stalwart staff are some of the finest human beings in existence. They are as kind, caring, compassionate, and loyal as the program they embrace and embody. Thank you SO much, DCH, for allowing us to be part of your mission and for helping to improve the lives of each child you foster and care for. You are the true heroes and the beacon on a hill of Dover NH!"

— Sean Dempsey, Owner/President of Loud Canvas Media

A NEW WAY TO FUNDRAISE!

Dover Children's Home is excited to announce the addition of our **Quarterly Subscription Boxes** (or bags as the case may be). Every quarter, you will have the opportunity to purchase a box with incredible goodies — a great gift idea, or a way to spoil yourself! Our boxes (or bags) will each have a theme associated with the corresponding event or the season.



A Note from Our Board Chair



The Dover Children's Home community has been especially impressive during this past year. While it may now be an understatement and too common a theme, the special COVID-related challenges have brought out even more of everyone's best in serving our young people. Our residents have unique challenges in life that bring them to us and they've had to add to their struggles and adapt to ever-changing circumstances, like inability to participate in extra-curricular activities, adapting to remote learning and therapeutic/family meetings over Zoom. Staff and administration intensified their efforts and resourcefulness to meet the kids' additional needs, along with their own personal health, social and economic challenges. The Board of Directors members responded with additional time commitment to review Administration's responses to the year's events – their revised plans, schedules, budgets, and stresses. The Board and Trustees tried to be extra supportive of the administration, staff and, indirectly, the kids. To all staff, administrators, Board members and Trustees -- well-done. As we know, it's not over yet. Don't give up!

The Board and Trustees this past year and for the coming year are truly exceptional groups, in my experience. They are highly professional, knowledgeable, energetic, and dedicated to the Home's mission of service to youth. This should give all interested in the Home confidence that the oversight, policies, community connections and support needed for excellent programs is in very good hands. It is an honor and a pleasure to be working with you all.

The staff and Board engaged in an extensive Strategic Planning process earlier this year. Of the four strategic frameworks that emerged, two in particular involve the broader community beyond the four walls of DCH. One is to expand services, as warranted. This means that we will be looking to provide "preventive" services; that is, How can we be involved in addressing young people who are at risk of needing the more intense residential services the Home provides? Also, "transitional" services – How can we help our youth who leave the Home adjust more successfully in the community?

The second framework is to ensure organizational sustainability. Since the state and federal money coming in does not meet up to the real costs of our services, we must continue to develop additional revenue to sustain current services, plus to grow them as needed. In the name of all the Board and Trustees, I thank all those who have participated in our fundraising events and who have donated during the past year.

A key part of the sustainability goal is the annual appeal in this Review [see How You Can Help]. Insofar as you believe in the mission and services of DCH – that is, helping this community's youth -- we ask that you support that belief by responding to this appeal with a donation. It will be well-used for a most worthy purpose. We thank you in advance.

Best to all for the coming year.

Don Cichon, Board Chair

2020-2021 Dover Children's Home Board of Directors



Doug Glennon
Vice Chair



Linda Tamulonis
Treasurer



Jim Horne
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Carolyn Mebert
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John Gill



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2020-2021 Dover Children's Home Trustees

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Gretchen Tatulis | Program Director

Andrea Petraitis | Clinical Director

Jennifer Serrano | Academic and Vocational Coordinator

Caitlin Steward | Independent Living Coordinator

Melissa LaRocque | Quality Improvement Specialist

Lauren Petraitis | Development Director



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CHILDREN'S
HOME

"It takes a community to raise a child."

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We continue to **empower** our youth as we embark on expanding services to **reach more youth** and **families** than we have before.