Annual Report 2017
50th Anniversary Edition

We are Golden!
50 Years of Restoring Hope to Youth and their Families!

2017 marks the 50th Anniversary of New Haven Youth and Family Services. It’s your belief in our mission, your dedication to the youth we serve and your incredible generosity that has brought us to this remarkable milestone.

Thank you!

Our vision of a welcoming campus.
What a year! It is hard to believe that we are in our last quarter of 2017. Time literally flies. I was shocked to remember that my tenure as board chair started on Jan. 1, 2015. I was blessed to grab the baton - following the superb leadership of Donn Bleau. Donn's passion, professionalism, support and leadership of New Haven's board yielded a solid strategic plan—ultimately easing my transition into this new role.

My hat is off to the amazing staff at New Haven for realizing our mission and vision of excellence and service.

On behalf of New Haven's Board of Directors, we are sincerely grateful to be working with a wide range of dedicated, caring individuals and organizations. From government agencies to our local community - there's a genuine groundswell and focus on serving the needs of vulnerable youth and families. We are especially grateful to our Friends of New Haven, who have steadfastly dedicated themselves to the comfort, joy and success of our youth. Amazing & Impressive.

As we move forward in 2017 and beyond, I am proud of what New Haven has accomplished in the last 50 years - and excited about our future. New Haven continues to be healthy, strong and vibrant. Together we will continue efforts to serve our vulnerable youth and families: Caring, Equipping and Restoring Hope.

Warmest regards,

Shaun Timothy Alger
Chairman, New Haven Youth and Family Services
On behalf of everyone at New Haven, we are pleased to present our Golden Anniversary Report! After 50 years of service, New Haven continues to provide the specialized, high-impact services that help our most vulnerable children, youth, and families recover from trauma and family distress with restored hope and dignity. The importance of our work can only be experienced in the stories of those we serve—for the young man who all but gave up on his hope to graduate from high school, to the demoralized mom who came to trust when New Haven staff listened compassionately, and joined her in meeting the specialized needs of her child and family. Our purpose and commitment is to spend the next 50 years Caring, Equipping and Restoring Hope for those we are called to serve.

For half a century, New Haven has served some of California’s most vulnerable children, youth and families. Through these many years, we have remained agile in the face of change...but only with the commitment of people like you, who have encouraged and supported our continuous innovation and growth. Today, this support is more important than ever. Facing a rapidly changing healthcare system and the ever-increasing needs of young people grappling with a complex and often frightening world, all of us at New Haven are truly grateful for your steadfast presence amidst seemingly constant change. As we celebrate our 50th year, we look forward to our continued partnership, our shared commitment to our mission, and to the services we will provide—together.

By sharing in our commitment to restore hope and dignity of our most vulnerable, you have played a critical role in our work—not just this year, but for 50 years—and for that, we are immensely grateful. Your support has allowed us to provide clinical support, intensive in-home intervention, vocational training, specialized education, residential treatment, and highly individualized services designed to address the specific needs of our youth and families.

On the pages that follow, you will see stories of growth and healing, along with opportunities to join us in celebrating this Golden Year.

Doreen Quinn
Chief Executive Officer
New Haven Youth & Family Services

Our Vision
New Haven sets the standard in education and human services with family-focused programs that serve to strengthen, preserve and restore hope for youth and their families.

Our Mission
Caring...Equipping...Restoring Hope New Haven is a private, not-for-profit, multi-service agency that provides professional care, education and treatment for youth and families with emotional, behavioral and learning challenges.

Our Core Values
COMPASSION: Care...Concern...Respect Without Judgment
COMMUNITY: Teamwork...Collaboration...Esprit de Corps
COMMITMENT: Service...Excellence...Learning
COURAGE: Integrity...Authenticity...Perseverance
CELEBRATION: Gratitude...Stewardship...Joy

The Compass
The drafting compass depicted in our logo represents the dynamic experience students have at New Haven. Graphically, the compass is in the shape of an “A,” an educational symbol of achievement. As a drafting tool, the compass is representative of New Haven’s innovative underpinning of trades skills as a motivational application of academic curriculum. Compasses measure distances, like the distance the boys will travel on their journey. As a navigation tool, a compass is synonymous with New Haven's role as a guide that helps at-risk adolescents to find their way.
New Haven is a community-based nonprofit social services agency providing residential treatment, educational and vocational services and clinical intervention to approximately 780 at-risk youth and their families annually. Based on best practices that affect measurable outcomes, our innovative and comprehensive therapeutic education model develops life/work skills in a healthy environment.

- **Our special education program** works to engage and instruct youth who have been unsuccessful in public school due to behavioral, mental health, substance abuse, learning disabilities and/or truancy problems. We are contracted with 50+ school districts throughout Southern California.

- In addition to day services, we offer a **residential treatment program** that runs 24 hours a day, seven days a week in 12 six-bed residences throughout Vista, Oceanside and San Marcos. We have outpatient and mental health offices in both San Diego and Riverside counties.

- An important component of our comprehensive treatment program is **Therapeutic Behavioral Services**, where specialists coach struggling youth to recognize influences that trigger negative behaviors and exercise positive alternatives.

- A short term, intensive empowerment approach, New Haven’s **Community Based Services** provide services in-home and in the local community.

The goal of our agency is to extend an individualized continuum of care to each youth so that they can return to their family and community requiring little or no further intervention. Every resource in our organization is directed toward that goal. We have been an enduring steward of hope for more than 15,000 children and their families since 1967 and we look forward to empowering a new generation by breaking down barriers and building bright futures.

*Licensed by the California Department of Social Services, Community Care Licensing Division\nCertified by the California Department of Education Medi-Cal Certified Mental Health Provider*

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**Doreen Quinn’s 30th Anniversary**

So, the inside joke is that I started at New Haven when I was 3 years old, but in all seriousness, I still feel the passion and excitement of a youngster when I speak about the wonderful work we do at New Haven. While this is New Haven’s 50th anniversary, it is my 30th year serving this amazing organization.

While our work can be challenging, I am enormously grateful for the opportunity to serve alongside such a dedicated and talented staff. Your embodiment of our core values and focus on our mission makes me so proud.

During these years, I have also been humbled by the selfless generosity of our board, friends and donors... those who simply show up because they care. Thank you for your service, leadership, generosity and faith in me. I can’t say I will be at New Haven for another 30, but I can say my heart is still on fire for our mission and I’ll stay as long as you’ll have me.
Project Update

Thank you to those of you who helped us to kick off the Welcome Home Project in 2016 with your generous donations! This provided valuable momentum to begin construction and to continue raising funds for this much-needed project.

Since our last fundraiser...

- Construction was completed for the Healing Garden space! It has been an incredible addition to the campus experience for our youth.
- Of the twelve domains, four of them have been fully funded!
- Construction plans for the entirety of the campus have been finalized. This fall we will begin installing new windows and doors, building facades will be stuccoed and painted and new walkways will be developed for safety.

We have already seen the positive impact of the construction on the students and culture at New Haven. This visible impact gives us much excitement about the future, when the project will be brought to completion.

Partner with us during this exciting time as we celebrate 50 years of excellence!
Community members kick off their winter shopping at New Haven’s Annual Holiday Bazaar. New Haven students showcase their woodcrafts and culinary skills to the delight of our supporters.

Friends of New Haven making each boy’s birthday special with cake, balloons and special gifts.

Las Patronas furthers New Haven’s desire to make ‘Hope Roll’ with the funding of a food service van that allows students to generate income while developing their entrepreneurial spirit.

Friends of New Haven celebrate another year of fundraising and service to our youth and families at Coyote Bar and Grill in Carlsbad.
New Haven has positively impacted the lives of many of my clients’ children over the last few years providing empathetic and exceptional academic and behavioral therapeutic intervention services in their day and residential treatment programs. My clients remain forever grateful for New Haven’s efforts in changing the trajectory of their children’s academic and social/emotional journeys.

Wendy M. Housman, Esq.
Special Education Advocate
Temecula, California

With a long history of service, St. Germaines Children’s Charity has supported all of New Haven’s career technical programs over the years, including our Woodcraft’s Etc. program.

North Coast Church members arrive with love and good cheer to build New Haven’s Healing Garden for our youth and their families.

Thanks to the Rancho Santa Fe Women’s Fund for putting Community Youth Works on the road. Funding from RSFWF went toward the purchase of this service truck.

The Assistance League North Coast builds wardrobes and self-esteem for our students with a quarterly shopping trip to JC Penney. Members pair with a youth and “shop til they drop.”

“New Haven has positively impacted the lives of many of my clients’ children over the last few years providing empathetic and exceptional academic and behavioral therapeutic intervention services in their day and residential treatment programs. My clients remain forever grateful for New Haven’s efforts in changing the trajectory of their children’s academic and social/emotional journeys.”
Career academies like New Haven have the potential to positively impact not only the lives of at-risk youth, who are the most prolific high school dropouts, but also the social-economic health of our community.

While some believe educational reform means a new and radically different approach is necessary to address the needs of at-risk youth, there is consensus among educational experts that the school system can reach these students by providing Career Technical Education in a setting where there is ample support and opportunity. Career academies like New Haven have been found to address the root cause of the dropout issue, which is necessary to reduce crime and avert the associated costs of wayward youth.
Why Cater with New Haven?

New Haven’s focus on career technical education and life skills prepares youth to progress beyond bottom rung jobs and into a career where their personal goals can be fulfilled. Our Catering4Youth Academy is a delicious addition to our entrepreneurial leadership curriculum. From exotic chicken satay to savory corn chowder to mouth-watering cheese and basil panini sandwiches to delectable chocolate-covered treats, everyone is dishing about the gourmet goodies that are served up by our enthusiastic youth chefs. Designed to integrate industry-based standards with academic instruction, this innovative learning environment engages non-traditional learners and prepares them with the knowledge and skills necessary to graduate with a high school diploma and pursue post-secondary education and training. The academy provides job preparation as it creates multiple pathways leading to entry-level hospitality employment for our enterprising youth.

*All food handlers are Food Safety Certified.

Call today to book your event!
(760) 630-4035
www.newhavenyfs.org

“New Haven’s Catering4Youth program provided an array of appetizers for a social function of 50 people at a local winery. We can’t say enough about the quality of the presentation and professionalism of the Catering4Youth program.”

Barbara Bradham
President, Assistance League North Coast
Trade Tech was founded in 2007 by New Haven with a mission “To graduate students with a strong blend of academic and workforce competencies necessary for future success in post-secondary education and in the building and construction industry.” Located in the heart of Vista, Trade Tech was designed to address many of North County’s economic challenges; namely, poor school achievement in reading and math; increasing high school dropout rates; a perceived lack of access to higher education; a lack of educational options and work opportunities for vulnerable students; and a diverse population of young people who are unprepared for responsible participation in public life.

Trade Tech currently serves 180 students in grades 9-12 and welcomes all students in North San Diego County. Admission is not determined according to place of residence, although Trade Tech markets heavily to those youth that have been identified by the local school districts as at-risk of dropping out of high school or at risk of homelessness, and those who have expressed an interest in construction and engineering. Nearly seventy-five percent (75%) of attending students have spent their childhoods in families in the lowest third of the income distribution. Ethnic majorities are Hispanic (63%) and Caucasian (26%).

“The model work being done at New Haven recognizes and remedies the root causes of soaring dropout rates among at-risk youth. Not only does its program strive to reverse the negative impacts that unemployment has on our communities, but more importantly it guides boys into a hopeful and productive future.”

George Chamberlin
Business Editor
KOGO AM 600
Trade Tech’s Robotics team is in the top 1 percent in the world.

Trade Tech students build storage units for low-income seniors.

Trade Tech students graduate. Graduates head to College, Apprenticeships and the Workforce.
Ten Years and Counting on our Friends

The Friends of New Haven believe that New Haven is a special organization that enables volunteers to directly impact the lives of at-risk teenage boys. The group was founded in 2007 by Nancy Irwin, who was inspired to spearhead the formation of an auxiliary after being introduced to New Haven's hopeful young men.

Volunteer membership helps supplement the services provided by New Haven Youth and Family Services. One hundred percent of the Friend's fundraising proceeds go directly to funding these beloved outreach efforts. Surplus funds support other needs at New Haven, such as home renovation or program development.

• **Birthday Brigade**
  It’s hard to live away from home...away from family and friends. Regardless of the circumstances, our Friends recognize and celebrate the birthdays of every boy helping them feel valued and honored on their special day.

• **Journey Bags**
  Many times, the boys who arrive at New Haven come with their life belongings in a trash bag. Recognizing the lost dignity in this, the Friends see that each boy entering New Haven is greeted with a Journey Bag—a large athletic bag with personal items, such as sheets, towels, personal hygiene supplies, fresh baked home goods and a signed card. It is their first message that “this place” is different, that they are valued and that New Haven is just a stop on their journey.

• **Activities**
  Many of us take for granted the special life experiences we afford our own children—those experiences that bring joy, belonging and, as one youth so eloquently shared, “something to write about.” With the ongoing support of our Friends, New Haven youth are exposed to activities, such as skiing, golfing, fishing, surfing, kayaking, amusement parks and more.

• **Rec & Leisure**
  Remember that special adult who spent quality time with you doing crafts, building puzzles, seeing that you had good literature to read, games to play, models to build....Our Friends see that the special interests of our youth are noticed and addressed. With a special interest recreation and leisure fund, New Haven staff is able to attend to the individual interests of our youth.

What Satisfied Parents Are Saying

“Everyone at New Haven was exceptional and literally saved my son’s life! I will always be thankful and grateful to all of them.”

“The counselors are very helpful, compassionate, understanding, and available when needed, even during off hours. Very glad for the assistance we received.”

“The entire team was extremely professional, knowledgeable, respectful, caring, and compassionate. Outstanding agency!”
New Haven Youth Christmas Party
This annual Christmas party is a heartfelt occasion when community sponsors join our Friends of New Haven and youth for an evening of personalized gifts, bowling, magic and good eats. This evening will make your heart sing in time for the holidays.

Coaches Toolbox
Funding of those special incentives that will lead a child to give up a difficult behavior and replace it with a more socially appropriate behavior can be challenging, at best. Many behaviors become a habit or a learned way of getting one's needs met. A Friend funded program, the Coaches Toolbox allows our behavioral coaches to explore and personalize behavioral incentives and to reinforce positive behaviors.

Friends of New Haven
Executive Committee
Tashi Maldonado, President
Crista Swan, Past President (2007-2016)
Tiffany Thielmann-Mera, Secretary
Betsy Lander, Treasurer
Chris Villasenor, Journey Bags
Nancy Irwin, Birthday Brigade
Debbie Dugan, Activities Rec/Leisure
Bonnie Frazier, Membership
A little over two years ago, “Andy,” came through our doors with a typical presentation: wounded, tired and angry. He wore thick glasses, had long wiry blonde hair, and a scowl of skepticism on his face that communicated the message we likely weren’t going to be able to impress or teach him much at all.

Andy had built up a resume that had earned him the right to be considered for our program: threatening to “destroy” his previous high school, bringing a knife onto the campus and consistently ditching classes, where he would escape to a local gathering of homeless adults. While on paper his offenses looked criminal, after further investigation, they quickly proved otherwise. Andy had a long history of being bullied by his peers. His empty threat to do damage to his school was a flawed attempt to keep others at bay. Bringing a knife to school was Andy's approach to protect his only sister, who had also been the recipient of ongoing cruel treatment from peers. And finally, the elopement from school. Andy found value in ditching his classes to spend time with his mother a few miles away, where she resided in a homeless community. Albeit misguided, there seemed to be some logic to his behavior.

Our team was fortunate to have the opportunity to participate in the transformation of Andy's life. In our therapeutic program, his posture slowly shifted away from anger and towards gratitude. Over the course of the two years Andy spent in treatment, he found solace in walking the track that wrapped around the backfield. With his head phones on, Andy would make rounds singing to his favorite music: German Heavy Metal. This walk became part of Andy's rhythm during his journey in the program. To think, decompress and to sing.

He made and met his goal to complete his high school credits and receive a diploma, a feat that seemed far out of reach during his early years. Now enrolled in college, Andy’s plan is to get degrees in counseling so that he can one day be a positive change agent for the homeless population. We could not have picked a more perfect vocation for him.

Andy is definitely missed, but one only has to look to the track in our backfield and imagine our quirky friend belting out his favorite German tunes to bring our memories of him back to life. Rock on Andy!
Sue Frakes
Sue Sanderson
Sun Country Builders
Sun Diego
SunFresh Flowers
Susan Hayes
Susan McBride
Susan Palourian
Susan Wyman
Sustainable Surplus Exchange
Sutton Tree Services
Suzanne Brewer
Suzanne Feltman
Suzanne Jones
Suzette Kotlow
Suzy Kopolow
Sylvia Buesch
Sylvia Duchesne
Sylvie Snyder
Taco Caliente
Tamara Shoemaker
Tamera Estep
Tami Eshelman
Tammy Dahl
Tara and Roger Rakotz
Target
Tashi Maldonado
Taylor Guitars
TaylorMade
Technical Difference, Inc
Ted Giesing
Teen Volunteers in Action
Tender Loving Canines Assistance Dogs, Inc.
Tere Wilson
Teresa Morello
Terry Cohen
Terry O’Brien
Terry Rogers
Terra Eckhardt
Terry & Michelle Moxley
Terry Adams
Terry Erickson
Terry Lynn Ewen
Terry Simokat
Terry Woods
Terry Allen
Tina Lazcano
Tip Top Meats
Toby & Tanya Stanley
Todd & Betsy Landers
Todd Singer
Tom & Amy Ricci
Tom & Jane Lee
Tom & Leslie Casey
Tom & Nicole Bosceker
Tom & Patti Carson
Tom and Stacey Van Wie
Tom Cassidy
Tom Flemming
Tom Kortekie
Tom McCaskey
Tom Oeschger
Tom Olavszy
Tommy Thomson
Tony Perez & Susan Horvitz
Tony Williams
Tonya Ocloo
Torrey Pines Bank
Toshia America Foundation
Tracy Romero
Tri City Wellness
Tri-City Medical Center
Truth Connors
Trust
U.S. Bank
Undited Methodist Women
Unite Eurotherapy
United Way of Central Maryland
United Way of Greater Kansas City
United Way of San Diego County
United Way of the Inland Valleys
Universal Forest Products
Urban Pizza
US Midway Museum
Valerie Lancaster
Vanessa Hayligh
Vans- Carlsbad Mall
Vans- Outlet Mall
Velma Smith
Velyn Anderson
Veronica Chiefo
VFV Ladies Auxiliary 9327
Vibrant Bank
Vicor Mission Power Solutions
Victor & Clare Patenaude
Victoria Monahan
Victoria Woulfe
Victoria Wirshlin
Viola Wheelihan
Virginia Gilbert
Virginia Mortensen
Virginia Patton
Vista Chamber of Commerce
Vista Education Foundation
Vista Entertainment Center
Vista Firefighters Association
Vista Hi Noon Rotary Club
Vista Valley Country Club
Vista Village Consignment
Vivek Chawla
W B Draper
Warren & Sheri James
Warren Taylor
Watts Wellness
Wayne & Christine Miller
Wayne Heffner
Wayne & Karen Campbell
Wayne & Frances Powell
Wayne & Robin Chappelow
Wendy Hoier
Wendy Housman
Wendy MacLean
West Inn & Suites
Western CNC, Inc
White Water Inn
Whitney Dorn
William & Joyce Ann Loper
William Chang
William & Robin Chappelow
William & April Housman
William & Larry Kuzma
William & Susan Horvitz
William & Tracey Shumaker
William & Victor & Claire Patenaude
William Gentry
William Haun
William Matthews
Willie & Veronika Voelker
Wilson Creek Winery
World’s Fare
Wright On Communications
Yolanda & Jesus Betancourt
ZamRay, LLC
Zenith Insurance Company
Zephyr Cove Resort
BlueSky Resources
New Haven
Youth and Family Services
P.O. Box 1199, Vista, CA 92085-1199
p: 760.630.4035  f: 760.630.4030
www.newhavenyfs.org