

Empowering our children,
enriching their future!



2010
ANNUAL REPORT

The teachers and staff at the Guild of St. Agnes strive to provide a quality program every day. This quality can be measured in a number of different ways, both formally and informally.

Formally, quality is measured using external standards. Each of our programs is accredited by the National Association of the Education of Young Children (NAEYC). Additionally, as you will read later in this report, the Guild is participating in the Massachusetts Quality Rating and Improvement Scale (QRIS).

Quality is also seen through our relationships with community partners. When the funding for the Y.O.U. Inc. program's was cut in the State budget, we were quick to meet with the Y.O.U. Inc. administrators to find a way to continue funding this outstanding program. When we noticed the large number of children in need of after school care from the Vernon Hill area, we approached the principal at the school. Soon after we started their after school program. When it became apparent that our centers in Gardner and Granite St. in Worcester were no longer meeting our needs, we raised money in our local community to purchase land or buildings and created new centers in these locations.

Although both of the above indications of quality are important, it is often the informal measurements that speak volumes about the quality of our programs. Some of these ways include: Children entering their classrooms each day with a smile; families whose children stay in our programs from infancy through school age (and some who send their children to the Guild after having attended themselves); the low turnover rates of our teaching staff, and the number of teachers who have Bachelors degrees including all of our Lead Preschool Teachers.

On behalf of the Board of Directors, staff and families, we thank all of you for your tremendous support in this incredibly important work we do everyday, providing quality care to the children we serve.

Edward P. Madaus
EXECUTIVE DIRECTOR



quality in

Anne MacDonald first arrived at the Guild of St. Agnes three years ago. As a Licensed Clinical Social Worker working for Y.O.U. Inc., Anne's job is to advocate for and support children, help families with the challenges of raising a child, support teachers and staff, and to offer a deeper understanding as to why some children exhibit challenging behaviors. With her results-oriented approach, Anne has made an incredible difference by providing practical strategies for children and adults to help children succeed. As an example, she offers, "The teachers and I often discuss a range of ideas for working with a particular child ideas which will help to create a more positive environment both for that child and for the entire classroom." Anne remarked, "I am careful not to lose sight that I am part of a team; a team of incredible teachers, families and staff who all work diligently and lovingly to provide a safe nurturing environment."

"I love this work because there is so much potential for growth with the children and their families. Because the children are so young, we can get in there early and help guide them and their behaviors in the right direction. I love the kids' energy, enthusiasm and optimism!" said Ann.

Anne is quick to point out the families' need for support as well. "Sometimes parents can feel isolated. We try to help them realize that they are not alone in how they feel and that their feelings are quite normal." Families quickly learn that there is a team here to support them and their children.

Anne added, "I have often watched staff go out of their way to help buy diapers, stay late, and give an extra hug to a crying child. They are inspirational! I am so proud to be part of this team of quality and caring professionals."

all we do

"I enjoy being part of a team of professionals who care about kids and families."

Anne MacDonald



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**Returns from quality programs have been shown to start at \$3 for every dollar invested and the strongest programs have returned up to \$17 for every initial dollar.*

** Social Issue Report: School Readiness*

quality

The mission of the Guild of St. Agnes is to provide families with quality, affordable early childhood education programs in a safe, nurturing environment for children 4 weeks to 12 years.

“If I could make a difference for a child it would be to help them know that they are wonderful and loveable just for being who they are.”

Sharon Fileccia



programs

In March 2010, the Massachusetts Department of Early Education and Care (EEC) launched the pilot for the Quality Rating and Improvement System (QRIS). The purpose of QRIS is to “rate” the services that are provided by the Early Education Program, and provide parents with information so they can make informed decisions about the child care programs in which to enroll their children.

Seeing this as an important step in improving the quality of our programs, all of the Directors and Administrators of the Guild participated in rating each of their centers using the QRIS pilot. Specifically, the tool measures programs using five categories: Curriculum and Learning; Environment; Workforce Qualifications; Family Involvement; and Leadership Management and Administration.

As a result of this rating system, the Guild identified the strengths in each of their programs, and areas needing improvement. Through a grant from EEC each of the programs was awarded funds to purchase equipment, books and other necessities to further improve the programs.

We are grateful to have opportunities to both highlight and increase the qualities in our programs!



**Quality school readiness programs have shown that high teacher qualifications and education levels, low turnover rates, and a strong professional development system for teachers increase classroom quality.*

** Social Issue Report: School Readiness*

quality

FAMILY CHILD CARE

Margaret Cleveland
DIRECTOR OF FAMILY CHILD CARE

William Dec
COORDINATOR, WHITINSVILLE

Cherilynn Farmer
COORDINATOR, WORCESTER

Stacy Farmer
ASST. COORDINATOR, WORCESTER

Marion Kennedy
COORDINATOR, WHITINSVILLE

Richard Miller
COORDINATOR, WORCESTER

Gerry Nugent
COORDINATOR, WHITINSVILLE

Johanna Pinales
ASST. COORDINATOR, DEVENS

Donald Roseberry
COORDINATOR, DEVENS

Vicki Russo
COORDINATOR, DEVENS

Grace Smith
COORDINATOR, LEICESTER

Erin Stillman
ASST. COORDINATOR, DEVENS

Nancy Beach
F.C.C. TRANSP. COORDINATOR

Environment has an impact on growth and development and is a crucial factor in shaping one's future. This is what two of our directors have discovered. Tina Nysten and Karen Doe, directors of our Gardner and Granite St. location respectively, believe that there is a great deal to be learned from children's reaction to their environment and the behavioral changes that occur when their environment improves. On October 1, 2009 the doors to our "new" center in Gardner were opened with a huge celebration. Having moved from a rented property across town to this location on Green St., just a short walk from downtown has made all of the difference. "We can offer the children so much more at a center that is designed specifically to meet to meet their needs."

Karen Doe agrees, "The feel of this new building has definitely promoted a more refreshing, healthy, welcoming and secure feeling among children, families and staff." Further, that the new centers have a designated lunch room, a resource room and a library. Previously, the children in Gardner stayed in their classrooms for lunch. Tina added "The ability for the children to move out of their classrooms and into a cafeteria and interact with other classes, has been so much healthier for the children. Watching these little three year olds greet each other and talk about their day is priceless."

*If I could make a difference in a child's life,
it would be to build a child's self-esteem...building a child's
confidence means a whole new world to them!*

Tina Nysten

"We now have a vegetable garden! Children planted, watered, weeded and picked tomatoes, cucumbers and now pumpkins. If you want to see a child "eat their vegetables", have them grow and care for them. Plus, the children were able to take some of their abundances home to share with their families." said Karen.

Also, the new addition of playground space for each age group the reaction has been just great! Our school age kids have benefited the most. Previously these kids had a converted parking lot with one basketball hoop. They now have an age appropriate playground with climbing equipment, sand box, basketball court and a small ball area.

Both Tina and Karen believe that a positive environment increases self image and helps enhance and shape the future of the children we serve. *They want to thank our Executive Director and the Board for their commitment to make the future lives of our children a priority.*

educators

*"Knowing that the service we are providing for these families
can potentially change children's lives
is more rewarding than anything
I could have ever imagined."*

Karen Doe





**By age 3, a low income child had typically heard 30 million fewer words than his or her higher-income peers.*

** Social Issue Report: School readiness*

quality

Every organization has a culture, a feeling or belief that is strongly held among the workers of the organization. At the Guild of St. Agnes the corporate culture is education. Since 1998, when the administration at the Guild of St. Agnes agreed to provide free education to our full time employees, things have changed ...you can walk down a corridor and hear the chatter, "How did you do on the biology test? Can I hitch a ride with you to class? Did you hear back from financial aid?"

The Guild is about enriching lives and in order to enrich children's lives we must model that enrichment. Approximately 30% of our current employees are enrolled in college courses. By December of this year 100% of all lead preschool teachers will have a bachelor's degree. But it is not just the teachers who have stepped up to the plate, 2 of our administrators are working on master degrees and 2 business employees have returned to college. Everyone is on the band wagon.

Jo Ann Cuddeback, is a teacher at our Charlton location. This December she will be receiving her bachelor's degree from Becker College. Just four years ago she was faced with a series of tragedies, her husband of 36 years, Jerry, passed away and months later her previous job disappeared due to program cuts. Jo Ann then joined the team at the Guild of St. Agnes and since then has taken 3 or 4 courses each semester. *Congratulations Jo Ann, you make us all feel proud.*

"I have gained personal and professional strength during my last 4 years at the Guild"

Jo Ann Cuddeback



Cynthia Payne is the Business Manager and another role model at the Guild of St. Agnes. Cynthia has her undergraduate degree from Virginia Commonwealth University in English. She wanted to be a school teacher but fate had another idea. After completing internships in the field Cynthia decided she wanted to be effective in another way. She found work at the YMCA in Washington D.C. where she worked behind the scenes as Director of Membership Services. She was able to impact the programs offered at the YMCA by raising money to serve the kids of her community. Cynthia, along with her husband Roy and two children, moved to Massachusetts where Roy trained for and eventually won the title of Massachusetts Cruiserweight Champion in boxing.

Cynthia believes, "Employee success is the foundation for business success." So it is no surprise that she is interested in continuing her education in human resources. After enrolling at Assumption College, she took the courses needed to become HR certified. Now she is planning to enter Nichols College to pursue her master's degree in Organizational Leadership. Cynthia was recently honored by Northeast Human Resources Association for the prestigious John Erdlin award for "Future Stars of HR". One thing you can be sure of, is that if Cynthia puts her mind to it, she could be the next Dr. Payne in no time.

Way to Go Cynthia!

in action



"The Guild gives me the unique opportunity to use my experience, education and talents to help the children in my community build the educational foundation they need to be successful."

Cynthia Payne

REVENUE CHART FOR FISCAL YEAR 2010

Depart. of Early Education & Care	\$6,924,997	62.2%
Child Care Resources	\$1,333,105	12.0%
Bureau of Nutrition	\$401,737	3.6%
Parent Fees	\$2,242,237	20.1%
Grants	\$191,611	1.7%
Misc.	\$40,857	0.4%
TOTAL	\$11,134,544	100%

EXPENSE CHART FOR FISCAL YEAR 2010

Administration	\$793,293	7.2%
Center Staff	\$4,602,544	41.8%
Family Child Care	\$3,225,967	29.3%
Nutrition	\$452,541	4.1%
Transportation	\$879,374	8.0%
Education & Training	\$18,046	0.2%
Facilities	\$894,004	8.1%
Supplies & Equipment	\$133,436	1.2%
Other	\$18,750	0.2%
TOTAL	\$11,017,955	100%



**Working with children in their earliest years yields a higher return on investment than correcting behavior later in life.*

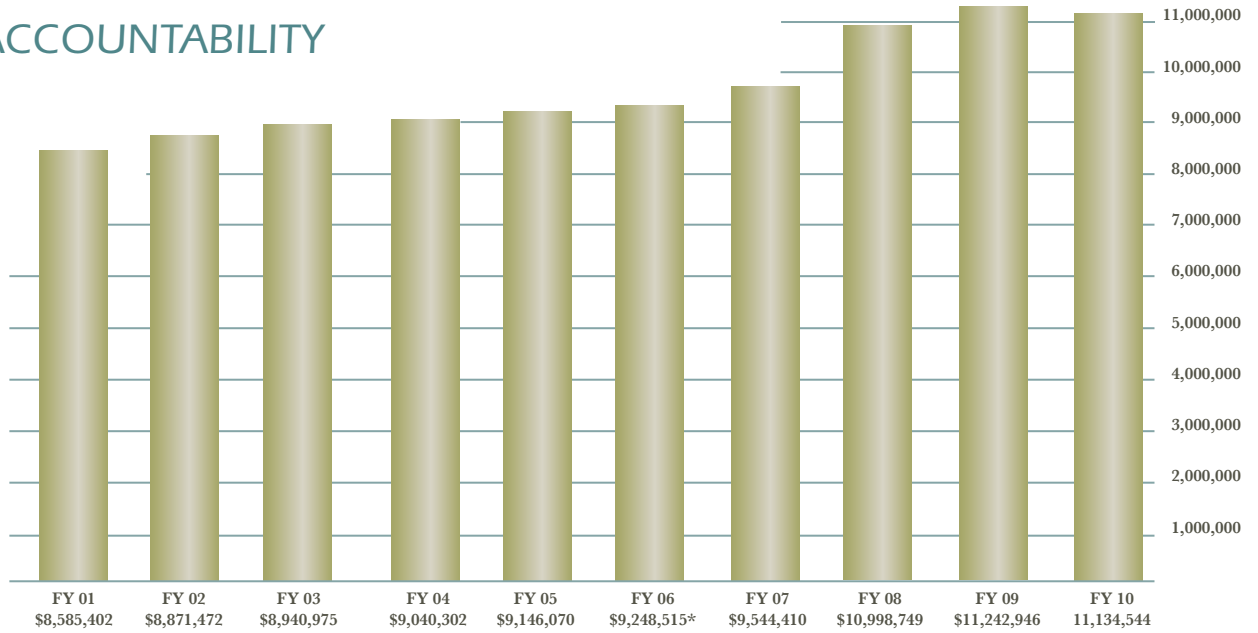
** Social Issue Report: School readiness*

quality man

MEMBERSHIP

- National Association for the Education of Young Children
- Massachusetts Association For Early Education and Care (MADCA)
- Massachusetts After School Partnership
- Community Partnership For Children: Ayer, Clinton, Fitchburg, Gardner, Northbridge, Shirley, Spencer/East Brookfield, and Worcester
- Devens Chamber of Commerce
- United Way of Central Massachusetts
- United Way of North Central Massachusetts
- Tri-County United Way
- Worcester Regional Chamber of Commerce

ACCOUNTABILITY



CAPACITY...

CENTER BASED SITES

Center Based Site	Capacity
Devens	149
Gardner	137
Fitchburg	55
Charlton	65
Worcester, Granite Street	226
Worcester, Grove Street (including Burncoat Street after school site)	171

WORCESTER PUBLIC SCHOOL SITES

Quinsigamond School	52
Tatnuck Magnet School	52
Vernon Hill School	39
Worcester Arts Magnet	39

FAMILY BASED OFFICES

Devens	120
Leicester	70
Whitinsville	75
Worcester	100



PARTNERSHIP

- Athena Diagnostics, Worcester
- Milford National Bank and Trust
- Our Lady of Loreto, Worcester
- Our Lady of Jasna Gora, Clinton
- Redemption Rock Church, Westminster
- Youth Opportunity Upheld, Y.O.U. Inc.
- Wachusett Fitness, Holden
- Worcester County Sheriffs Department





quality environment

Photography by Dan Vaillancourt
Designed by Connie Ceconi



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SINCE 1913

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