

# ADAPTING TO CHANGE ~ CONTINUING TO SERVE



FY 2020 Annual Report  
*July 1, 2019 ~ June 30, 2020*

# OUR MISSION

**“To create better futures for children, families and our community.”**

**D**ear Friends,  
The pandemic, without question, has upended our lives. The fear, the uncertainty, the relentless havoc this virus wields has given us pause. It has caused us to reflect on what we have expected to be as certain as the sun rising and falling every day.

Yet we are a people, an agency, a community, that can master the waves of change, as awkward and disruptive as they may be.


I'm proud of all our staff members who have persevered in their service to our kids, many of them burdened with worries about their own children and their personal safety. We have been blessed that, to date, COVID-19 has spared all the children in our care and we have maintained a full staff.

I'm grateful, too, for the generosity of this community that has allowed us to keep the Sophie Moses Free Store running and has provided us with the resources to house more than 40 families with 83 children since last September in direct response to a shortage of family emergency housing in Wheeling.

Some of these families have come to us from the streets. Some are threatened with eviction or utility shut-off. Some need food, clothing, appliances. All are seeking hope.

You graciously have allowed us to meet their needs.

I salute all who have looked beyond their own fears to care for their neighbors, especially the most vulnerable. Thank you.

  
John Moses, CEO



*Danielle and Daniel left behind an unhealthy situation in New Martinsville a year ago to make a fresh start in Wheeling with their 1-year-old baby, Khianna. Their troubles followed them, however. Evicted from an initial emergency housing placement because of drug use, Danielle went to detox. I (John Moses) subsequently got a late-night call from our street outreach employee that a father and baby had been evicted and were now homeless. Thankfully, I had the resources to put them in a hotel.*

*A week later in October 2019, we welcomed Danielle, Daniel and Khianna as the first tenants in our Temporary Emergency Housing for Families program in Wheeling. Because of your donations, we were able to lease three furnished apartments to help people in situations like theirs. I gave them a key and some words of encouragement. I checked on them frequently, watched them grow, witnessed their recovery unfold.*

*Both Danielle and Daniel have been clean for almost a year. They are patient, loving parents to Khianna, now 2. They persevered through their challenges. We persevered alongside them. Their hard work, our desire to help and your donations formed a triple-layered foundation of hope on which they are building a better future.*

**“I'll never forget telling John, it takes no time at all to completely destroy everything you have, but to get it back... It makes you a lot more grateful, a lot more humble.” ~Danielle**

## FY20 BOARD OF DIRECTORS

**“I serve because Youth Services is about doing the right thing, at the right time, all the time.”**

Rod Lee



**Emily S. Fisher**

Chair  
President and Founder,  
Grow Wings Consulting

**Marc Abraham**

Owner, Abraham & Co.

**Art Bertol**

Retired executive, Wheeling-Nisshin Co.

**Darryl E. Clausell**

Continuing & Community Education Program Manager, WV Northern Community College

**Edward J. Corbett**

Retired General Manager, Wheeling Linen

**Meredith Dailer**

Assistant Principal, Wheeling Park High School

**Rick Davis**

Owner, Discount Building Supplies 2, former YSS client and employee

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**Robert Gaudio**

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**William C. Mercer**

Ohio County Medical Officer, Wheeling-Ohio County Health Department

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Manager, Parish & School Finances, Diocese of Wheeling-Charleston

**Matthew Porter**

Production Supervisor, Ziegenfelder Co.

**Alex Nagem**

CFO, Diocese of Wheeling-Charleston

**Dion Scripture**

National Director, Facilities & Physical Security, Williams Lea TAG

**Zak Zatezalo**

Secretary  
Attorney, Bordas & Bordas Attorneys, PLLC

## HOW TO GIVE

There are many ways to help YSS create better futures!

- Mail a check to the address at left.
- Donate on our website or Facebook page.
- Set up a recurring gift by texting

YSSGIVE to 44-

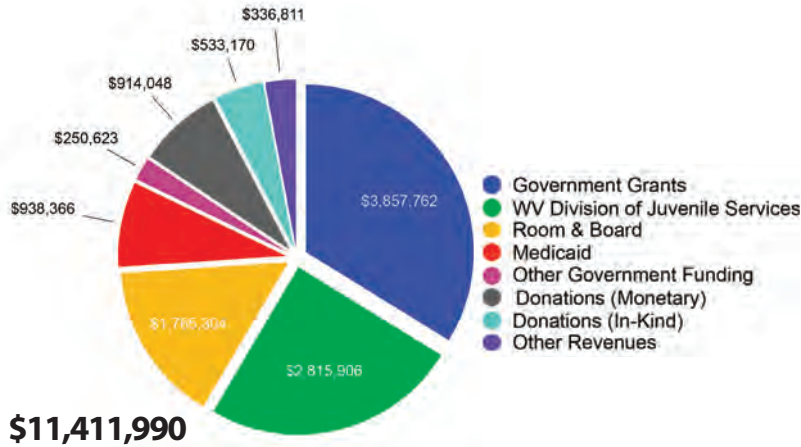


Youth Services System Inc.  
P.O. Box 6041  
87 15th Street  
Wheeling, WV 26003  
304-233-9627

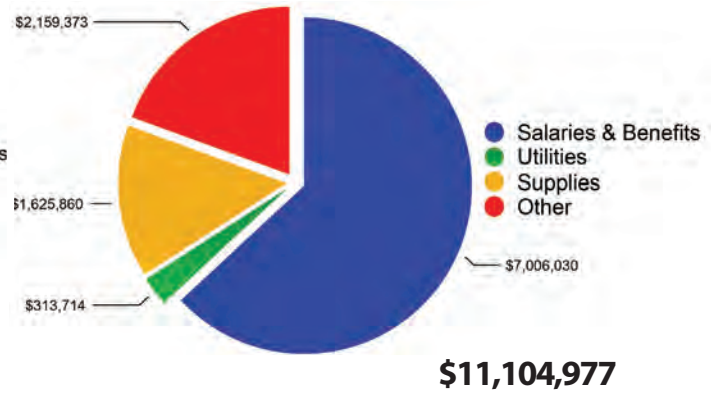


[www.youthservicessystem.org](http://www.youthservicessystem.org)

## FY20 REVENUES



## FY20 EXPENSES



## Celebrate Youth 2019



**AUGUST 1**

It's all about a fun, free day for kids at Wheeling Park with a resource fair, food, games, swimming and more!



**NOVEMBER 1, 2019**

# Teams: 22  
# Participants: 152  
# Sponsors: 26

**Amount Raised: \$65,477**

To help prevent youth homelessness



## Good Samaritan Tribute Dinner

**AUGUST 16, 2019 ~ CHARLIE SCHLEGEL**

Like YSS founder Ronald C. Mulholland, when it comes to helping kids, Charlie Schlegel says:

*"yes ... yes ... and yes again."*

The YSS Board of Directors honored local restaurateur and philanthropist Charlie Schlegel as the 2019 Good Samaritan. Charlie donates his time, talents and resources every year to the Wheeling SleepOut benefiting the YSS Transitional Living Program. He and his staff at the former Ye Olde Alpha raised \$40,000 for YSS youth with its Ugly Server Contest. He also donates food to many other local charities.



**“**  
*I am my father's son. You have to help people who need help. It's what you do.*

Charlie Schlegel

**F**iscal Year 2020 was challenging, but with the help of our dedicated employees, donors and supporters, Youth Services System Inc. adapted to the changes and continued the vital work of serving youth, families and our community. Our FY2020 Annual Report is a flow chart of these challenges and the resulting successes we achieved together.

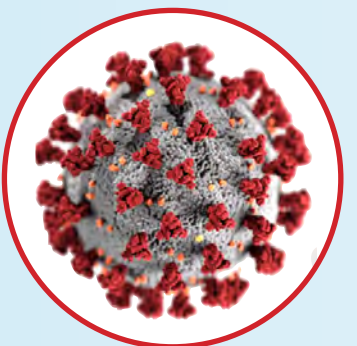
**CLIENT NEEDS**

**Safe Shelter & Continued Services**

**CHALLENGES**



**SEPTEMBER 2019**  
A Wheeling homeless shelter no longer accepts women and children.



**MARCH 2020**  
WV Gov. Jim Justice implements a statewide emergency plan to limit exposure to the novel coronavirus and the resulting illness, COVID-19.



Emily S. Fisher, YSS Board Chair

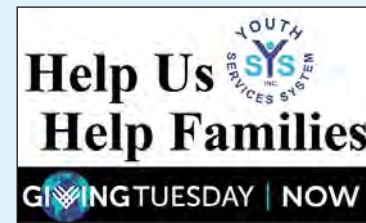
*“The Board of Youth Services Systems continued to meet by conference call during the (COVID) shut-down. They provided as much support as possible to the staff and clients being served while striving to keep everyone safe.”*

**ACTIONS**

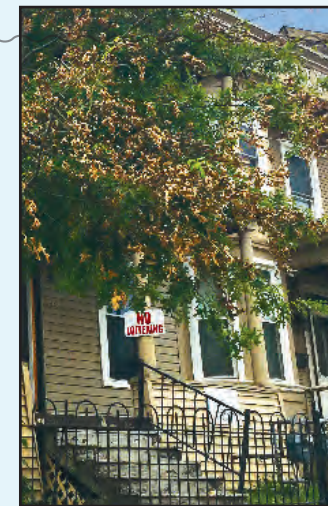
YSS CEO John Moses calls a meeting of local elected officials, social service agencies and others who serve people experiencing homelessness. About 25 people sit at the table. Information and ideas are shared, but no immediate solutions present themselves.



*“The first purpose of the meeting was to give people an idea of what the homeless situation is in the Wheeling area, especially for women and families. At last count, there were about 29-30 women sleeping in tents in the city of Wheeling. One of those moms is pregnant. We simply don't have the immediate resources we once did.” ~ John Moses, Sept. 4, 2019*



YSS launches a media campaign and a Giving Tuesday Now online fundraiser to raise awareness and money for homeless families.



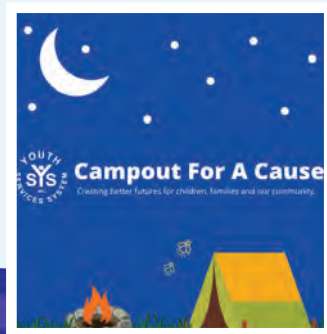
In response, YSS opens the Winter Freeze Shelter one month early — on Nov. 15 — to house women. It also launches its Temporary Emergency Housing for Families program, leasing three apartments in Wheeling.



YSS holds virtual conference to discuss at-risk youths

As an “essential” business, YSS remains open during the stay-home order, although some office staff are able to work from home. YSS shelters and the Ronald C. Mulholland Juvenile Center stay open thanks to hard-working frontline staff. Everyone adapts. Professional Services therapists conduct sessions via telehealth. Prevention staff provides continuing education to local professionals using online platforms. School-based mental health coordinators create Facebook pages with resources for parents and students.

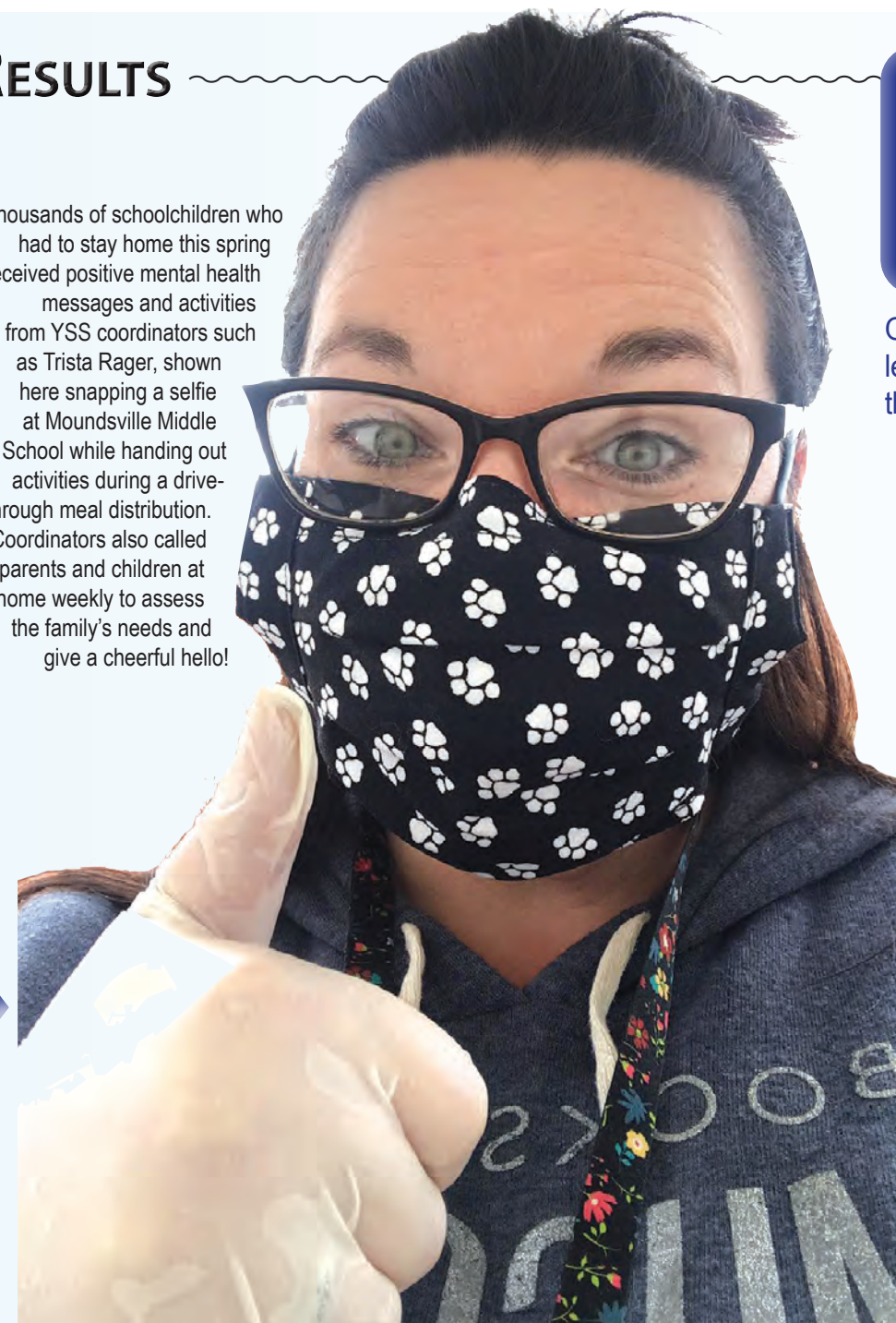
YSS applies for funding to purchase thousands of dollars in cleaning supplies and Personal Protective Equipment (PPE) to keep clients and employees in the residential facilities safe.



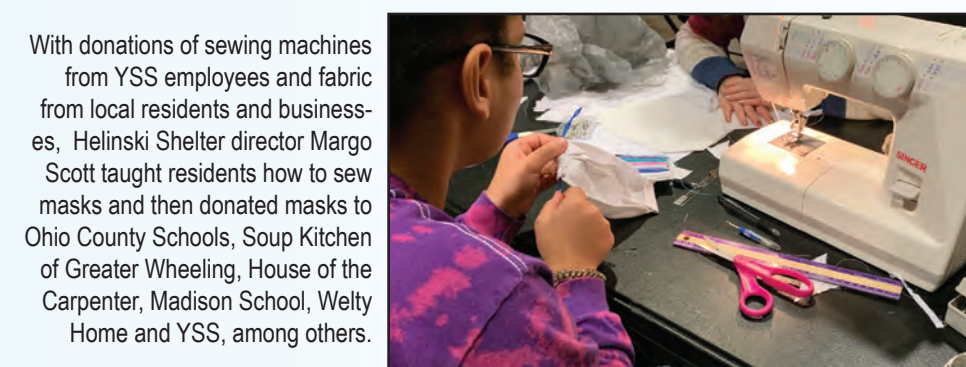
YSS creates a new virtual fundraiser, Campout for a Cause, to raise money for unfunded and underfunded programs during COVID.

**RESULTS**

Thousands of schoolchildren who had to stay home this spring received positive mental health messages and activities from YSS coordinators such as Trista Rager, shown here snapping a selfie at Moundsville Middle School while handing out activities during a drive-through meal distribution. Coordinators also called parents and children at home weekly to assess the family's needs and give a cheerful hello!



*“I thought it was a great opportunity to teach the kids how to use a sewing machine and give back to the community.” ~ Margo Scott, Helinski manager*



With donations of sewing machines from YSS employees and fabric from local residents and businesses, Helinski Shelter director Margo Scott taught residents how to sew masks and then donated masks to Ohio County Schools, Soup Kitchen of Greater Wheeling, House of the Carpenter, Madison School, Welty Home and YSS, among others.

**S**ince September, YSS has helped to house 41 families, including 83 children. Staff members have worked diligently to maintain a 100% COVID-free rate among YSS residents.

Our donors poured out their love for children and families during this challenging year. Because of this unprecedented support, these are some of the things we could do:

**GIVE** a refrigerator, food and first month's rent & deposit to a single mom who had been living in bug-infested conditions and using a cooler to keep her food.

**PROVIDE** temporary housing to a homeless single father who had been unable to find work and daycare for his 4-month-old because of COVID.

**PUT** boots on a man's feet so he could work and feed his four kids under age 10.

**CREATE** a warm, safe place for the community's unsheltered population.

*“We were drawn to YSS and the Freeze Shelter because we wanted to honor Caleb's loving, giving spirit. Caleb Smail would have given a complete stranger the shirt off his back. We figured, as a family, the least we could do was give to this often forgotten group of people.”*

Jen Stricklin, Caleb Smail Kindness Project



Generous sponsors and caring community members raised **\$26,000** at the virtual Campout for a Cause. More than two dozen volunteers provided video entertainment—including many local musicians as well as NFL player CJ Goodwin, above, local photographer and farmer Don Feenerty, top right, and YSS Board Member Zak Zatezalo (with Zoe and Adam).



Despite school being disrupted this spring, five residents of Ronald C. Mulholland Juvenile Center earned their TASC high-school equivalency diplomas. Congratulations, Tucker, Michael, Samantha, Kayle and Robert!

**BY THE NUMBERS**

# of Youth & Families Served: **7,751**

RESIDENTIAL SERVICES : 394

Helinski Shelter	57
Samaritan House	44
Transitional Living Program*	110
Ronald C. Mulholland Juvenile Center	183

COMMUNITY-BASED SERVICES: 1,132

Youth Mentoring Network	45
Youth Opportunities Unlimited (work program)	126
Parenting/Life Skills/Supervised Visitation	57
Before- and After-school Care	107
Regional Youth Services Center	416

Expanded School-based Mental Health:

Intervention Activities	381
Referrals to Intensive Treatment	50

PROFESSIONAL SERVICES: 125

Safe at Home	53
Therapy/Quiet Minds/Assessments	58
Drug Court	14

PREVENTION SERVICES: 5,972

Community Impact Coalition members (youth)	334
Alternative Activities	1,815
Evidence-based Programming	2,013
Keep a Clear Mind (4th grade)	587
Too Good for Drugs	226
Mindfulness Education	66
Partnerships for Success (ages 9-24)	931

HOMELESS SERVICES: 407

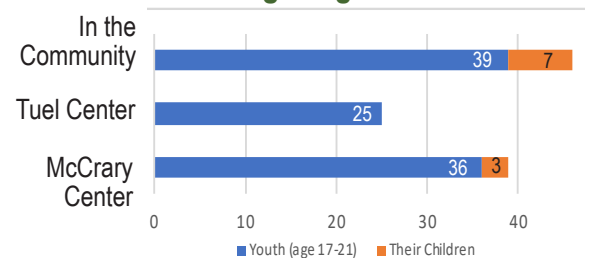
Winter Freeze Shelter** (adults)	279
Temporary Emergency Housing for Families	45 parents & 83 children

RECOVERY HOMES: 32

Lazarus House** (adults)	21
Mary & Martha House** (adults)	11

\*\*Not included in total count

**\*Transitional Living Program Breakdown**



*“The Women's Giving Circle is proud to continue to support this program, and Youth Services System Inc., as it strives to make a positive impact in the lives of women and girls in our community.”*



Suzanne Rohrig Gaiser, Women's Giving Circle

