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2014 Annual Report

PROVIDERS' COUNCIL



Thank you, 2014 Providers' Council members!

Accept, Inc. • Accounting Management Solutions, Inc. • Action for Boston Community Development (ABCD) • AdvantEdge Healthcare Solutions • Advocates, Inc. • AIDS Project Worcester • AAFPCAs • Alternatives for Community & Environment • Alternatives Unlimited, Inc. • Amego, Inc. • American Training, Inc. • Amherst Survival Center • Anchor to Windward, Inc. • Annkissam, LLC. • Arbor Associates • Arc of Opportunity • Ascentria Care Alliance • Associated Grant Makers • Associates for Human Services • Association for Behavioral Health • Barry L. Price Rehabilitation Center • Bay Cove Human Services • Beaverbrook STEP, Inc. • Becket Family of Services • Bedford Youth & Family Services • Behavioral Nutrition • Berkshire Area Health Education Center, Inc. • Berkshire County Arc • BerryDunn • BlumShapiro • Boston Center for Independent Living • Boston Partners in Mentoring, Inc. • Boys & Girls Club Family Center • Bridgewell • Bristol Elder Services • Brockton Area Arc, Inc. • Brockton Area Multi Services, Inc. • Cambridge Family and Children's Service • Cambridge Savings Bank • Caruso & McGovern Construction • Casa Esperanza • Casa Myrna • CBIZ Tofias and Mayer Hoffman McCann • Center for Human Development • Center for Living & Working, Inc. • Centro Las Americas • Cerebral Palsy of Massachusetts, Inc. • Chelsea-Revere-Winthrop Elder Services • Children's Services of Roxbury • Choice Community Supports, Inc. • Citizens Bank • Citizens for Adequate Housing, Inc. • Citizens for Juvenile Justice • CityLife/ Vida Urbana • City Mission Society of Boston, Inc. • Coastal Connections, Inc. • College of Public & Community Service, UMass Boston • Communities For People • Community Adolescent Resource & Education Center • Community Caring • Community Connections, Inc. • Community Counseling of Bristol County • Community Enterprises, Inc. • Community Resources for Justice • Community Service Network, Inc. • Community Work Services • COMPASS • Core Solutions, Inc. • Corting School, Inc. • Council of Social Concern • Crystal Springs, Inc. • Delta Projects, Inc. • Dimock Community Health Center • Doc Wayne Youth Services, Inc. • Dorchester Youth Collaborative • Downey Side, Inc. • East End House • eHana LLC • Eliot Community Human Services • Employment Options, Inc. • Enterprise Fleet Management • Fall River Deaconess Home • Family Life Support Center, Inc. • Family Service of Greater Boston • Firespring • Franklin County Home Care Corporation • Friends of the Homeless of the South Shore • Friendship Home, Inc. • Gardiner Howland Shaw Foundation • Greater Lynn Senior Services • Greater Marlboro Programs, Inc. • Habilitation Assistance Corporation • Hattie B. Cooper Community Foundation, Inc. • Health Resources in Action • High Point Treatment Center • Hildebrand Family Self-Help Center • Hirsch Roberts Weinstein LLP • HMEA • Home Care Aide Council • Homes for Families • Hope Restored Human Services • Human Resources Unlimited • Human Service Forum • Immigrants Assistance Center • Independence Associates, Inc. • Independent Living Center of North Shore & Cape Ann • Insource Services, Inc. • Institute for Health and Recovery • Inter Church Council of Greater New Bedford • Interior Resources • Jane Doe Inc. • Jewish Family Service of Western MA • John F. Kennedy Family Service Center • Justice Resource Institute • Kahn, Litwin, Renza & Co., Ltd. • Kennedy-Donovan Center • Kevin P. Martin & Associates • KeySteps • Krokidas & Bluestein LLP • Lawrence Family Development & Education Fund • Lemberg Children's Center • Leonard, Mulherin & Greene P.C. • LifeLinks, Inc. • Lifeworks/ The Arc of South Norfolk • maaps • MAP Training and Consulting • Marblehead Counseling Center, Inc. • Markman Children's Programs • Martha's Vineyard Community Services • Mass COSH • Mass Energy Consumers Alliance • Massachusetts Council on Compulsive Gambling • Massachusetts Down Syndrome Congress • Massachusetts Health Council • MassDevelopment • May Institute, Inc. • McGladrey • Mental Health Association of Greater Lowell • Merrimack Child Care Center, Inc. • METCO, Inc. • MetroWest Center for Independent Living • MetroWest Community Health Care Foundation • MetroWest Mediation Services, Inc. • MHPI, Inc. • Monomoy Community Services • Moody, Famiglietti & Andronico • More Than Words • Morgan Memorial Goodwill Industries • Mothers for Justice and Equality • Multicultural AIDS Coalition, Inc. • Multicultural Community Services • Multicultural Wellness Center • Murphy & Riley, P.C. • My Turn, Inc. • Nancy Lurie Marks Family Foundation • New England Business Associates • New England Office Supply • New England Village • New North Citizens' Council, Inc. • NFI Massachusetts • North Charles, Inc. • North Suffolk Mental Health Association • Northeast Arc • Northeast Center for Youth and Families • NuPath, Inc. • Nurture • Old Colony Elder Services, Inc. • Old Colony YMCA • On The Rise, Inc. • Our Father's House, Inc. • Oxford Street Daycare Cooperative • P.R.I.D.E. • Parent/Professional Advocacy League • Partners for a Healthier Community • Partners for Youth with Disabilities • Pathways for Change, Inc. • Pathways for Children • Pelham Community Pharmacy • People, Incorporated • Philadelphia Insurance • Pine Street Inn • Polus Center for Social and Economic Development, Inc. • Professional Center for Child Development • Project Independence • REACH Beyond Domestic Violence • ReadyTalk • RPK Children's Action Corps • River Valley Counseling Center • Riverbrook Residence, Inc. • Road to Responsibility, Inc. • Roxbury Multi-Service Center • Roxbury Youthworks, Inc. • Runkle Extended Day Programs, Inc. • Safe Passage, Inc. • SCM Community Transportation • ServiceNet, Inc. • Seven Hills Foundation • SHED, Inc. • Sheri McCann • Social Enterprise Alliance, MA Chapter • Solutions for Living • South End Community Center, Inc. • South Middlesex Opportunity Council • South Shore Support Services • Southeast Center for Independent Living • SPAN, Inc. • SPIN USA, Inc. • Springfield College School of Social Work • Springfield Jewish Community Center • Square One • St. Mary's Women and Children's Center • Sunshine Village • Talking Information Center • Tapestry Health • TD Bank • The Arc of Massachusetts • The Association For Community Living • The Bridge of Central Massachusetts, Inc. • The Captive Advantage, LLC • The Carroll Center for the Blind • The Children's League of Massachusetts • The Children's Study Home • The Door is Open Counseling Center • The Edinburg Center • The Guild for Human Services • The Home for Little Wanderers • The Hyams Foundation • The Key Program, Inc. • The Ledges Workshop • The MENTOR Network • The Northeast Independent Living Program • The Transformation Center • Tom McLaughlin • Toward Independent Living and Learning, Inc. • Transition House, Inc. • Unemployment Tax Management Corporation • United Cerebral Palsy of MetroBoston • United Way of Pioneer Valley • Urban League of Springfield • USI Insurance Services • Valley Educational Associates, Inc. • Venture Community Services • Victory Human Services • Victory Programs • Vinfen • Volunteers of America • Walker School • Walpole Area V.N.A. • Waterstone Retirement Services • Wayside Youth & Family Support Network • WCI, Work Community Independence • Webster Square Day Care Center, Inc. • Wellmet Project, Inc. • West End Day Nursery of New Bedford, Inc. • Western Massachusetts Training Consortium • Westport Associates Inc. • The Women's Center • WORK Inc. • YMCA of Greater Boston • Youth Villages • YWCA of Western MA

 PROVIDERS' COUNCIL

About the Providers' Council

Formed in 1975 to support the emerging care-giving sector and influence public policy change, the Council is the state's largest human services membership association.

The Providers' Council is a statewide association composed primarily of nonprofit, community-based, care-giving organizations that provide human services, health, education and employment supports. The Council supports its membership by providing high-quality public policy research, advocacy opportunities, communication and information, education and training, publications, networking opportunities and group purchasing opportunities. The sector, which employs more than 145,000 individuals throughout the state, helps to care for vulnerable populations. In addition, the Council highlights the benefits that the human services sector provides to the local and state economies.

Formed in 1975 to support the emerging care-giving sector and influence public policy change, the Council is the state's largest human services membership association. The organization, which receives its support primarily from members and business partners, is widely recognized as the official voice of the Massachusetts community-based human services sector.

The Council's mission is to promote a healthy, productive and diverse human services industry. A board of directors, representative of member organizations, governs the Council and is committed to its values. The Council adheres to the following organizational values:

- *We are committed to the delivery of superior, accessible, community-based services that support one-in-ten Massachusetts residents.*
- *We seek to serve the public and human service providers by identifying opportunities and taking action on issues where provider and public interests are aligned.*
- *We believe that the public, clients and consumers are best served through volunteer-governed and community-based nonprofits that are supported by fair and adequate funding.*
- *We value results, success and transparency.*
- *We are committed to promoting integrity, credibility and responsibility in the human services sector.*
- *We are dedicated to the development of a diverse membership, representative of human service providers and the general population in Massachusetts.*



The work done by community-based human services agencies have a profound impact on the lives of clients throughout the Commonwealth.

From the Chair and President

Dear Members and Friends:



Andy Pond
Board Chair

Over the past 40 years, the Providers' Council, in concert with its diverse membership, built a strong, community-based human services sector that provides critical care and assistance to one-in-ten state residents.

Community-based human services agencies have a profound impact on the lives of clients throughout the Commonwealth. In 1972, the nascent sector had only \$25 million in purchase-of-service contracts with the state. Today, purchase-of-service contracts total nearly \$2.4 billion, with more than 670,000 state residents receiving services and over 145,000 employees working in the field. Our sector has indeed become an impressive *Caring Force* providing hope, protection and opportunity.

This sector creates community and has experienced exponential growth, and the Providers' Council is proud that we have been a part of this incredible field that has made a difference in the lives of so many people. Whether it is protecting our children, helping an individual with developmental disabilities live a more independent life in the community, empowering survivors of abuse, assisting elderly individuals, making a difference in the life of someone recovering from addictions or creating stronger communities, the Council is proud that our members have been there to make it happen.

In 2014, the Council continued to provide high quality services to our sector. We joined in securing over \$200 million in rate relief and an \$8 million annualized Salary Reserve, which gave a number of low-paid workers a modest salary increase. We welcomed the four major candidates for governor at the second Human Services Gubernatorial Forum at Faneuil Hall. And we completed a landmark study of the human services sector, quantifying the incredible economic impact of our members and others.

We're thrilled about everything we've been able to accomplish together – both in 2014 and over the past 40 years. The Council is already working to make 2015 our best year yet, and we're excited about what the future holds for community-based human services organizations in the Commonwealth. Buoyed by our success, we look forward to the journey with you to strengthen the human services sector in Massachusetts for another 40 years and beyond.

Sincerely,

A handwritten signature in black ink that reads "Andy Pond".

Andy Pond
Board Chair

A handwritten signature in black ink that reads "Michael D. Weekes".

Michael Weekes
President/CEO



Michael Weekes
President/CEO



The event attracted all major candidates for Governor — now-Governor Charlie Baker, then-Attorney General Martha Coakley and independent candidates Jeff McCormick and Evan Falchuk. Karen Holmes Ward, center, of WCVB-TV hosted the event. Michael Weekes, at far right, welcomed the candidates.

Public Policy

The FY '15 state budget contained more than \$200 million in new investments for human services through Chapter 257.

The Providers' Council has made major strides in its public policy work in 2014 as the organization, working collaboratively, secured more funding for the human services sector, urged the Administration and Legislature to support full funding of human services programs, workers and clients.

Strong advocacy from the Providers' Council and The Caring Force resulted in one of the most significant investments ever in human services. *The FY '15 state budget – supported by the Legislature and signed by the Governor – contained more than \$200 million in new investments for human services through Chapter 257.* Additionally, Council and Caring Force members' advocacy helped ensure that an annualized \$8 million Salary Reserve and at least \$2 million for Competitive Integrated Employment Services (CIES) were included in the final spending plan.

The Council also continued its advocacy efforts on Chapter 257 implementation. The Council worked with its diverse membership to provide testimony at more than 10 rate hearings, urging the Executive Office of Health and Human Services to improve payment rates for human services providers. Hearings included payments for Adult Foster Care, Adult Housing and Community Support, Certain Elder Care Services, Community-Based Flexible Supports, Family Planning Services, Family Stabilization Services and Youth Short-Term Stabilization Services, just to name a few.

The Providers' Council also testified on new safety regulations proposed by EOHHS, delivered comments on new restraint regulations proposed by the Departments of Early Education & Care and Elementary & Secondary Education, and helped secure a change eliminating costly, duplicative background checks for human services workers.

With help from its members, the Council also testified on its own legislation designed to strengthen human services providers across the Commonwealth.

In the fall, the Council hosted the second Human Services Gubernatorial Forum at Faneuil Hall in Boston. *The event attracted all major candidates for Governor — now-Governor Charlie Baker, then-Attorney General Martha Coakley, independent candidates Jeff McCormick and Evan Falchuk.* Karen Holmes Ward of WCVB-TV hosted the event, and Michael Weekes welcomed the candidates. Building on the success of the 2010 forum, the Providers' Council hosted another event that filled to capacity, allowing the candidates to speak directly to workers, clients, staff and other supporters about issues critical to the human services sector.

The Providers' Council, through CareVote, also engaged in voter advocacy through its relationship with Nonprofit VOTE. The Council worked with its members to register voters and have them pledge to vote as part of the national *Nonprofits Vote 2014!* campaign. *Providers' Council members registered or tracked more than 600 voters for the 2014 election cycle in an effort to empower clients and consumers, and show our elected officials here in Massachusetts that nonprofits make a difference in the voting booth.*

In December, the Council also urged senators and representatives on Capitol Hill in Washington D.C. to support H.R. 5806, the *Supporting America's Charities Act*, legislation that would have permanently extended key charitable giving incentives encouraging donations to nonprofit organizations. The Council also held other events throughout the course of the year to connect members with elected officials or candidates for office, including meetings with candidates for Governor and Attorney General.



The Providers' Council's "*We Create Community*" theme — which generated great interest on Twitter on the day of the Convention — was evident throughout 2014, like when Boston Celtics stars took time to visit members' programs and help build caring communities.

Communications & Media

The Council broke ground and gained attention on various social media platforms throughout the year.

The Providers' Council used public events, traditional media and social media in 2014 to help make its voice heard. Social media in particular helped the Council reach a vast array of audiences and break the molds of traditional communication in the human services sector.

Our successful Human Services Gubernatorial Forum in September generated buzz on social media — specifically Twitter — and brought attention to the sector as a whole. *The Council established a hashtag — #HSGovForum — which was used more than 1,000 times on the day of the event.* The hashtag trended in the Boston area, giving the Council increased exposure of its major event.

The Council also generated attention on social media during the 39th Annual Convention & Expo, *We Create Community*. The Council live-tweeted the event, giving those who could not attend minute-by-minute updates. The Council's Twitter account, @MassCouncil, generated a large number of tweets that caused the hashtag #WeCreateCommunity to trend in the Boston area throughout the day.

Our YouTube and Facebook presence continued to grow and see their best years yet. *“Likes” on the Council's Facebook page increased by more than 20 percent, while the YouTube page continued to grow, boasting more than 14,000 total views by the end of the year.*

Events and statements were included in many newspapers throughout the Commonwealth. In 2014, the Council was mentioned in stories in the *Boston Globe*, *Boston Herald*, *State House News Service*, *Associated Press*, *Springfield Republican*, *Bay State Banner*, *MetroWest Daily News* and *The Daily Free Press*. Council events were also mentioned on radio and tel-

evision, including on WBZ Channel 4 by Jon Keller.

An important initiative is to educate members on using the tools of social media so they too can benefit from its diverse audience. The Communications & Media Committee hosted a successful roundtable, *Effectively Using Social Media*. At the Annual Convention, the Council hosted a *Social Media and Advocacy* workshop that filled the room and inspired participants to use their passions to build an online audience.

The Council website (providers.org) continued to stay up-to-date with the latest news, trainings and Jobs With Heart postings. *In 2014, the Council's website had 46,962 hits — an increase of more than 14 percent from 2013 — and new visitors increased by 7 percent.*

Also, the Council maintains production of its highly respected monthly newspaper, *The Provider*, highlighting its members and issues of importance to the sector. The industry's premier human services newspaper had a combined print and e-circulation of more than 5,000 in 2014. Throughout the year, *The Provider* ran commentaries from industry leaders and respected public officials.

The Council kept members current on issues and sector events with its weekly e-newsletters, eDigest and Academy for Learning & Exchange (ALEX), providing information to human services workers, executives and other stakeholders.

All of the Council's communication and media efforts incorporate forms of traditional and new media in order to reach a wide audience and attract new members and supporters to the sector.



The Caring Force held a major State House rally in April, bringing together attendees from all corners of the state. Pictured are Caring Bear Award recipient Rep. Patricia Haddad (left) and Bristol Elder Services' CEO Nancy Munson.

The Caring ForceSM

The Caring Force grew to nearly 18,000 members in its third year.

The Caring Force saw tremendous success in advocacy in 2014 and continued to serve as a vehicle for human services staff, consumers, family members and other supporters to engage in nonpartisan political advocacy with their elected leaders. As a result of its year-round advocacy, on-line engagement, presentations to provider organizations and legislative advocacy, The Caring Force grew to nearly 18,000 members in its third year.

In 2014, The Caring Force mobilized its base during the budget season by attending each of the seven regional hearings across Massachusetts on the state's annual spending plan. Dressed in gold Caring Force shirts, members spoke to legislators, the media and the public about the importance of human services in building stronger, caring communities throughout the state.

The Caring Force held its Third Annual State House rally in April, bringing together attendees from all corners of the Commonwealth. During the event, human service workers, clients, family members and board members shared their compelling stories with the more than 600 attendees and elected officials. Rep. Patricia Haddad of Somerset was awarded the coveted Caring Bear Award, and the crowd heard rousing speeches from Rep. Gloria Fox, Rep. Jeffery Roy and Sen. Karen Spilka.

Thanks to the advocacy of The Caring Force, the House and Senate ultimately included an \$8 million annualized Salary Reserve allocation in their conference budget proposal, and Governor Deval Patrick signed it into law in July.

Over the summer, The Caring Force launched its third annual *Broadcast Your Love of Human Services* video contest,

yielding eight high quality video submissions and generating nearly 700 votes at the Providers' Council's 39th Annual Convention & Expo, *We Create Community*. *Also at the Annual Convention, The Caring Force presented a workshop to a packed room on Social Media Advocacy.*

When Massachusetts voters went to the polls to elect new leadership – including legislators, governor, attorney general and treasurer – The Caring Force again made a significant impact. The Caring Force shared the importance of civic engagement with its members and encouraged them to register for and take part in the primary and general elections in the Commonwealth.

The Caring Force also visited Providers' Council members and other advocacy groups to present on the strength of its network. These visits resulted in many new signups and members for the grassroots advocacy initiative, as well as increased traffic at thecaringforce.org



Annual Convention and Expo

The Providers' Council's 39th Annual Convention & Expo, We Create Community, was the biggest convention to date!

The Providers' Council's 39th Annual Convention & Expo, *We Create Community*, was the biggest convention to date! *Selling out with nearly 1,200 human service workers, allies and other supporters at the Marriott Copley Place Hotel in Boston, attendees celebrated the sector, enhanced their knowledge and professional skills at workshops, expanded their view of the nonprofit sector with the keynote and networked with peers and nearly 80 exhibitors.* Additionally, the Expo sold out for the ninth straight year. The theme, *We Create Community*, captured the community-based foundations of our sector and our work.

We Create Community marked the third year of The Caring Force's annual video contest, *Broadcast Your Love of Human Services*. After a round of voting prior to the Convention, the top three videos were shared and voted on at lunch. The Association For Community Living won by popular vote for the second year in a row.

The Convention also offered 32 workshops on a broad range of topics relevant to the human services sector. Along with the perennially popular *Chat with the Commissioners* sessions, workshops on leadership, staff retention, safety, and communication saw particularly high attendance.



Agencies and individuals were honored at the Convention's two awards ceremonies. Jonathan Elias, news anchor at WBZ-TV, presented the *Peer Provider Awards* to four distinguished agencies. The Council also gave out 13 Awards of Excellence to peer-nominated individuals throughout the sector. Awardees are listed on the facing page.

For the 11th year in a row, the Joan Newton Memorial Scholarship provided those who might not have been able to participate an opportunity to attend the Convention. Additionally, the board provided the first Providers' Council Graduate Scholarship for \$10,000 to Josephine Pang from The Home for Little Wanderers. The Council thanks all its generous sponsors and exhibitors who help make the Convention a success year after year.

Awardees & Honorees

2014 Awards of Excellence recipients:

Gerry Wright Direct Service Employee of the Year

- Deborah Mastro, *Friendship Home, Inc.*
- Melbourne Henry, *Bay Cove Human Services*

Richard J. Bond Executive of the Year

- Nancy Munson, *Bristol Elder Services*

Richard J. Bond Supervisor of the Year

- Sue McCarthy, *Northeast Arc*
- Lisa Richmond, *Justice Resource Institute*

Volunteer of the Year

- William Davison, *Advocates, Inc.*

Ruth M. Batson Advocate of the Year

- Beth Atkinson, *Seven Hills Foundation*

Innovator of the Year

- Doc Wayne Youth Services, *Inc.*

Media Award

- Kim Carrigan, *WRKO*

Legislators of the Year

- Senator Linda Dorcena Forry
- Representative Kay Khan

State Employee of the Year

- Sheriff Michael Ashe, *Hampden County*

Business Partnership Award

- *Constant Contact*

2014 Peer Provider Awards recipients:

- AIDS Project Worcester
- Nurtury
- Old Colony YMCA
- Riverbrook Residence



2014 Convention Sponsors

- Bristol Elder Services
- Blue Cross Blue Shield Massachusetts
- Casner & Edwards, LLP
- Citizens Bank
- Communities for People
- Community Resources for Justice
- Delta Dental of Massachusetts
- Eliot Community Human Services
- Family Service of Greater Boston
- HMEA
- Justice Resource Institute
- The Key Program
- Kirkland Albrecht & Fredrickson, LLC
- Krokidas & Bluestein
- Marriott Copley Hotel
- Minuteman Health
- North Suffolk Mental Health Association
- Old Colony Elder Services
- Oppenheimer and Co., Inc.
- People Incorporated
- Philadelphia Insurance
- Public Consulting Group
- Road to Responsibility
- Roxbury Youthworks, Inc.
- ServiceNet, Inc.
- Seven Hills Foundation
- The Association For Community Living
- USI Insurance Services
- Venture Community Services
- Vinfen
- Wayside Youth and Family Support Network
- Michael Weekes





Providers' Council members enjoy exclusive discounts and services through the Council's seven Endorsed Business Partners.

Innovation & Social Enterprise

The Providers' Council continues its efforts to support innovation and social enterprise in the Massachusetts human services sector in 2014.

The Council held its fourth annual What A Great Idea! Contest to help member organizations bring their innovative ideas to fruition by connecting winners with graduate student consulting services. In 2014, there were two winning agencies selected: Square One and Valley Educational Associates.

In partnership with the Social Enterprise Alliance Massachusetts Chapter, the Providers' Council organized two Social Enterprise Tours in Fall 2014. These tours, one of Boston Handyworks at Pine Street Inn and one of The Mercantile at NuPath, Inc., offered members a chance to see behind the scenes at human service social enterprises as well as learn about how the enterprises were conceptualized, started, brought to fruition and expanded.

Endorsed Business Partners

Providers' Council members enjoy exclusive discounts and services through the Council's seven Endorsed Business Partners. These companies are committed to delivering the highest quality products while ensuring that more of our members' dollars go toward supporting their missions.

The Council is proud to offer members purchasing opportunities with two Supplier Diversity Office-certified vendors (SDO), New England Office Supply and Interior Resources. All Endorsed Business Partners have proven expertise in working with human services organizations in Massachusetts. The purchasing power of our group ensures members receive excellent value.

The Council keeps its members informed on potential savings, new programs and special promotions through monthly Endorsed Business Partner News Alerts, in-person visits and phone calls.

The Council added two additional opportunities for partners to share their industry knowledge with our provider members in 2014: free educational webinars and monthly articles in the members-only e-newsletter, eDigest.



Education & Training

The Providers' Council leveraged training and learning opportunities in 2014 to help grow the future leaders of the human services sector.

The Providers' Council held more than 65 professional development trainings and workshops — both new and tried-and-tested — for human services employees in 2014. By the end of the year, more than 50 supervisors completed the Council's popular *Certificate in Supervision Series* in Boston, Fall River and Worcester, receiving CEUs from the National Association of Social Workers.

The Council's *Tuition Remission program* enabled human services employees to take more than 450 classes tuition-free at state colleges and universities throughout Massachusetts. More than 90 agencies took advantage of this unique benefit, offering their staff an opportunity to complete a degree or increase their education with limited costs to the individual or the agency. 2014 marked the 15th year of the Tuition Remission program.

The graduate-level *Certificate in Nonprofit Human Service Management* program, offered in partnership with both Suffolk and Clark universities, continued its success. *More than 50 students enrolled in the program, and the Suffolk program sold out for the third year in a row.* Since 2002, more than 425 future leaders of the sector have graduated from this program, and many have continued on to complete master's degrees.



Providers' eAcademy®

Providers' eAcademy brings e-learning to more than 19,000 human services workers.

Providers' eAcademy®, the Council's online learning management system, offered more than 600 online courses designed specifically for health and human service providers to more than 19,000 users across 45 member organizations in 2014. This program supported member agencies in tracking compliance for trainings requirements, provided staff with Continuing Education Units and helped to analyze the results of their own agency-specific trainings.

Providers' eAcademy® also updated the *Human Services Credentialing Program* contemporizing the content of the Credential Program in the areas of Intellectual and Developmental Disabilities, Child Welfare (Levels I and II), Mental Health, Substance Use and Addictive Disorders, Leadership and Frontline Supervision. The Council also expanded Providers' eAcademy® to add a new credential in Autism Spectrum Disorder, further growing its already large library of credentials.

The logo for Providers' eAcademy is displayed on a dark blue rectangular background. The word "Providers'" is in white, sans-serif font. Below it, "eAcademy" is in a larger, white, sans-serif font, with a registered trademark symbol (®) to its upper right. A stylized sunburst graphic is positioned behind the text, with rays extending downwards and outwards.

Providers'
eAcademy®

Benchmarking

We are turning data into knowledge to help agencies learn and grow.



The Providers' Council's newest initiative, Providers' Benchmarking, is now in its second year of operation. This state-of-the-art program allows organizations to measure their performance and provides the critical context that transforms data into meaningful information to help make data-driven improvements. Providers' Benchmarking is specially tailored to the unique needs of human services and behavioral health providers in Massachusetts and is offered to Providers' Council members in collaboration with Netsmart Technologies.

Through Providers' Benchmarking, Council members have the opportunity to participate in benchmarking in four service areas: Addiction Services, Children and Families, Intellectual and Developmental Disabilities and Mental Health. Each survey includes a variety of financial, administrative, operational and clinical metrics on which agencies can choose to report. In addition, participants enjoy access to monthly peer learning opportunities through national and Massachusetts-based networking calls and webinars to discuss best practices and strategies for success.



We are committed to the delivery of superior, accessible, community-based services that support one-in-ten Massachusetts residents. We value results, success and transparency.

Independent Auditor's Report

*Massachusetts Council of Human Service Providers, Inc. and
Human Services Providers Charitable Foundation, Inc.*

Council's Major Convention Sponsors Diamond



Platinum



Silver



Consolidated Summary of Revenue and Expenses

Year Ending December 31, 2014

REVENUE

Operating Revenue	\$1,548,742
Grant & Education Revenue	\$751,940
TOTAL REVENUE	\$2,300,682

TOTAL EXPENSES

TOTAL EXPENSES	\$2,083,123
Change in unrestricted net assets from operations	\$217,559
Total unrestricted non-operating activity	\$23,329
Change in temporarily restricted net assets	\$5,000
Total Change in Net Assets	\$245,888

The financial information above has been obtained from the Consolidated Audited Financial Statements of the Massachusetts Council of Human Service Providers, Inc. and the Human Services Providers Charitable Foundation, Inc. as of and for the year ending December 31, 2014, as audited by Kirkland Albrecht & Fredrickson, LLC. Original financial statements are on file in the business office.

Board of Directors

- **Mia Alvarado**
Roxbury Youthworks, Inc.
- **Bruce Bird**
Vinfen Corporation
- **James Cassetta**
WORK Inc.
- **Lyndia Downie**
Pine Street Inn
- **Juan Gomez**
Centro Las Americas
- **James Goodwin**
Center for Human Development
- **Diane Gould**
Advocates, Inc.
- **Joanne Hilferty**
Morgan Memorial Goodwill Industries
- **David Jordan**
Seven Hills Foundation
- **Joan Kagan**
Square One
- **Donald Kozera**
Human Resources Unlimited
- **Dafna Krouk-Gordon**
TILL, Inc.
- **John Larivee**
Community Resources for Justice
- **Joseph Leavey**
Communities for People
- **William Lyttle**
The Key Program
- **Sheri McCann**
Consultant
- **Jerry McCarthy**
Northeast Arc
- **Thomas McLaughlin**
Consultant
- **Michael Moloney**
HMEA
- **Jackie K. Moore**
North Suffolk Mental Health Association
- **Nancy Munson**
Bristol Elder Services
- **Dan Nakamoto**
Mental Health Association of Greater Lowell
- **Pamela Ogletree**
Children's Services of Roxbury, Inc.
- **Barbara Pilarcik**
The Association For Community Living
- **Andy Pond**
Justice Resource Institute
- **Serena Powell**
Community Work Services
- **Dora Robinson**
United Way of Pioneer Valley
- **Randal Rucker**
Family Service of Greater Boston
- **Kenneth Singer**
Berkshire County Arc
- **Lauren Solotar**
May Institute
- **Bill Sprague**
Bay Cove Human Services
- **Paul Spooner**
MetroWest Center for Independent Living
- **Robert Stearns**
Bridgewell
- **Susan Stubbs**
ServiceNet, Inc.
- **Michael Vance**
Action for Boston Community Development
- **Joan Wallace-Benjamin**
The Home for Little Wanderers
- **Kevin Washington**
YMCA of Greater Boston
- **Christopher White**
Road to Responsibility
- **Gerry Wright**
Community Caring

Providers' Council Staff

- **Ella Froggatt**
Learning & Training Coordinator
- **Sam Geller**
Public Policy & Communications Associate
- **Meg Helming**
Manager of Member Relationships
- **Tracy Jordan**
Fiscal Manager
- **Michelle McKenzie**
Editor, The Provider
- **Christine Milkiewicz**
Public Policy & Communications Associate
- **Michael Weekes**
President/CEO
- **Liz Woodbury**
Manager of Education & Partnerships
- **Bill Yelenak**
Vice President of Public Policy & Development

Consultants

- **Robert E. Cowden, III**
Legal Counsel
- **Pat Dal Ponte**
Graphic Designer
- **Jill Moran**
Convention Manager
- **Michael Ripple**
Cartoonist
- **Lisa Simonetti**
Legislative Consultant

Massachusetts Council of Human Service Providers, Inc. Human Services Providers Charitable Foundation, Inc.

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