

PROVIDERS' COUNCIL

Making a difference



2017 Annual Report

Thank you to our 2017 members!

AAPCPAs • Accept, Inc. • Accounting Management Solutions, A CliftonLarsonAllen LLP Division • Action for Boston Community Development • AdvantEdge Healthcare Solutions • Advocates for Autism of Massachusetts • Advocates, Inc. • AIDS Project Worcester • Almadan, Inc. • Alternatives for Community & Environment • Alternatives Unlimited, Inc. • Amego, Inc. • American Training, Inc. • Amherst Survival Center, Inc. • Annkissam LLC • Arbor Associates, Inc. • Ascentria Care Alliance • Associated Grant Makers • Association for Behavioral Healthcare • BAMSI • Bay Cove Human Services • Bay Path University • Beaverbrook STEP, Inc. • Becket Family of Services • Bedford Youth & Family Services • Belmont Savings Bank • Berkshire Area Health Education Center, Inc. • Berkshire County Arc, Inc. • Beverly Children's Learning Center, Inc. • BlumShapiro • Boston Center for Independent Living • Boston College School of Social Work • Boys & Girls Club Family Center • Bridgewell • Bristol Elder Services, Inc. • Brockton Area Arc, Inc. • Cambridge College • Cambridge Family and Children's Service • Cambridge Savings Bank • Cape Abilities • Cardinal Cushing Centers • Career Resources Corporation • Casa Esperanza • Casa Myrna • CBIZ Tofias and Mayer Hoffman McCann • Center for Human Development • Center for Living & Working, Inc. • Centerboard • Centinel Financial Group • CENTRO • Children's Services of Roxbury • Choice Community Supports, Inc. • Citizens Bank • Citizens for Juvenile Justice • Citizens Inn, Inc. • Citrin Cooperman • City Life/Vida Urbana • City Mission Society, Inc. • CLASS, Inc. • Coastal Connections, Inc. • Communities for People • Community Caring • Community Connections, Inc. • Community Counseling of Bristol County, Inc. • Community Resources for Justice • Community Service Network • Community Teamwork • Community Work Services • COMPASS • Cotting School, Inc. • Credible Behavioral Health, Inc. • Crystal Springs, Inc. • Delta Projects, Inc. • The Dimock Center • Doc Wayne Youth Services, Inc. • Downey Side, Inc. • East End House • eHana LLC • Eliot Community Human Services • EMMAUS, Inc. • Employment Options, Inc. • Enterprise Fleet Management • Fall River Deaconess Home • Fidelity House Human Services • Foley Hoag LLP • Foothold Technology • Friends of the Homeless of the South Shore • Friendship Home • Gardiner Howland Shaw Foundation • Greater Lynn Senior Services • Habilitation Assistance Corporation • Haitian Community Partners • Harbor Compliance • Hartie B. Cooper Community Center, Inc. • Health Resources in Action • High Point • Hildebrand Family Self-Help Center • Hirsch Roberts Weinstein LLP • HMEA • Home Care Aide Council • Homes for Families • Hope Restored Human Services • Human Service Forum, Inc. • Immigrants' Assistance Center • Independence Associates, Inc. • Independent Living Center of the North Shore and Cape Ann • Insource Services, Inc. • Institute for Health and Recovery • Inter-Church Council of Greater New Bedford, Inc. • Interior Resources • Italian Home for Children • Jane Doe, Inc. • Jewish Family Service of Western MA • Jewish Federation of Western MA • Johnson O'Connor • Justice Resource Institute • Kennedy-Donovan Center • Kevin P. Martin & Associates • KeySteps, Inc. • KLR • Krokidas & Bluestein LLP • Lemberg Children's Center, Inc. • Leonard, Mulherin & Greene, P.C. • LifeLinks, Inc. • LifePath, Inc. • LifeStream, Inc. • Lifeworks/The Arc of South Norfolk • Louison House • maaps • Marblehead Counseling Center • Martin Luther King Jr. Family Services, Inc. • Mass COSH • Mass Energy Consumers Alliance • Massachusetts Alliance of Portuguese Speakers (MAPS) • Massachusetts Council on Compulsive Gambling • Massachusetts Down Syndrome Congress • Massachusetts Health Council • Massachusetts MENTOR • Massachusetts Multicultural Psycho Educational Assessment Center, LLC • May Institute, Inc. • McLaughlin & Associates • Mental Health Association of Greater Lowell • Mental Health Association, Inc. • METCO, Inc. • Metropolitan Boston Housing Partnership • MetroWest Center for Independent Living • MetroWest Community Health Care Foundation • MHPI, Inc. • Middlesex Human Service Agency, Inc. • Monomoy Community Services • More Than Words • Morgan Memorial Goodwill Industries • Mothers for Justice and Equality • MSPCC, Inc. • Multicultural AIDS Coalition • Multicultural Community Services • Multicultural Wellness Center • Murphy & Riley, P.C. • My Choice Programs, Inc. • MY TURN, Inc. • Nancy Lurie Marks Family Foundation • New Bedford Women's Center • New England Business Associates • New England Village, Inc. • New North Citizens' Council • NFI Massachusetts • North Charles, Inc. • North Shore Elder Services • North Suffolk Mental Health Association • Northeast Arc • Northeast Independent Living Program • NuPath, Inc. • Nurtury, Inc. • Old Colony YMCA • On The Rise, Inc. • Our Father's House, Inc. • Oxford Street Daycare Cooperative • Parent/Professional Advocacy League • Parenting Journey • Parenting with Love and Limits • Partners for Youth with Disabilities • Pathlight • Pathways for Change, Inc. • Pathways for Children • People, Incorporated • Pine Street Inn • Prestige Health Care Services • PRIDE, Inc. • Project Independence • REACH Beyond Domestic Violence • ReadyTalk • RFK Children's Action Corps • River Valley Counseling Center • Riverbrook Residence • Road to Responsibility, Inc. • Robbins Children's Programs • Roman Music Therapy Services • Roxbury Youthworks, Inc. • RSM • Ruby Electronics • Runkle Extended Day Programs, Inc. • Safe Passage, Inc. • ServiceNet, Inc. • Seven Hills Foundation • SHED, Inc. • SkillSurvey • SMOG • Solutions for Living • South End Community Center, Inc. • South Shore Support Services • Southeast Center for Independent Living • SPAN, Inc. • Sparkrock • Springfield Jewish Community Center • Square One • St. Mary's Center for Women and Children • Sunshine Village • Talking Information Center • Tapestry Health • TD Bank • Tempus Unlimited • Tennant Lubell, LLC • The Arc of Greater Haverhill-Newburyport • The Arc of Massachusetts • The Bridge of Central Massachusetts, Inc. • The Care Center • The Children's League of Massachusetts • The Children's Study Home • The Door is Open Counseling Center • The Edinburg Center • The Haven Project • The Home for Little Wanderers • The Hyams Foundation • The Key Program, Inc. • The Ledges Workshop • The Price Center • The Professional Center for Child Development • The United Arc • Third Sector New England • Thrive, Support & Advocacy • TILL, Inc. • Transition House, Inc. • Triangle, Inc. • Turning Point, 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 • Viability • Victory Human Services • Victory Programs • Vinfen • Volunteers of America • Walker • Walnut Street Center • Wayne Associates • Wayside Youth & Family Support Network • WCI – Work, Community, Independence • Webster Bank • Webster Square Day Care Center • West End Day Nursery of New Bedford • Western Massachusetts Training Consortium • Westport Associates • Whittlesey & Hadley, PC • William James College • Winxnet • WORK Inc. • YMCA of Greater Boston • Youth Villages, Inc. • YWCA of Western Mass.

 **PROVIDERS' COUNCIL**

About the Providers' Council

Since 1975, the Council has championed community-based providers and the human services workforce providing support through public policy, advocacy and education.

For over 40 years, the Providers' Council has supported community-based human service provider organizations through advocacy and education as the Commonwealth's largest human services membership association. The numerous member organizations operating throughout Massachusetts provide wide-ranging human services, health, safety, education and employment supports to one-in-ten state residents.

The Council supports its membership through high-quality public policy research, advocacy actions, education and training, publications, networking opportunities and group purchasing programs that allow them to operate more efficiently and effectively. In addition, the Council highlights the local and statewide economic impact of the human services sector, which is one of the fastest growing areas for employment in the state with more than 164,000 jobs.

The Council's mission is *to promote a healthy, productive and diverse human services industry*, and since its inception in 1975, it has grown to be widely recognized as the official voice of the Massachusetts community-based human services sector. The Council is governed by a board of directors that is representative of member organizations and operationalized by dynamic staff members. Support comes primarily from members and business partners.

The cornerstone of the organization continues to be the commitment to these core values:

- The delivery of superior, accessible, community-based services that support one-in-ten Massachusetts residents;
- To serve the public and human service providers by identifying opportunities and taking action on issues where provider and public interests are aligned;
- The belief that the public, clients and consumers are best served through volunteer-governed and community-based nonprofits that are supported by fair and adequate funding;
- A commitment to results, success and transparency;
- Promoting integrity, credibility and responsibility in the human services sector; and
- Dedication to the development of a diverse membership, representative of human service providers and the general population in Massachusetts.

**SPEAK UP
FOR HIM**

Ready to make a difference? Get your career started in human services.

- Support people in need
- Join a team of like-minded professionals
- Get training and learn on the job
- Career advancement opportunities

Find a career in human services:
providers.org/careers

PROVIDERS'
COUNCIL



Doc Wayne Youth Services coaches – who are sometimes program graduates – *show up* for youth, connecting with kids through sports.

SHOW UP FOR HER

Ready to make a difference? Get your career started in human services.

- Support people in need
- Join a team of like-minded professionals
- Get training and learn on the job
- Career advancement opportunities

Find a career in human services:
providers.org/careers

PROVIDERS'
COUNCIL



From the Chair and President

Dear Members and Friends:



**Jackie K.
Moore**
Board Chair

With the human services sector on the precipice of a workforce crisis, the Providers' Council and our members knew in 2017 that we needed to initiate some significant steps to help strengthen our sector.

Then we made a decision: We would *rise up*. We would *show up*. We would *speak up*. For her, for him and for them.

Joining with a full service communications firm, the Providers' Council launched the "Rise Up" campaign and used powerful imagery to attract individuals to careers in the human services sector. Along with our "Who Will Care: The Workforce Crisis in Human Services" report, a new state-of-the-art *Jobs with Heart* site and advanced marketing efforts, the Council took major steps to strengthen the human services workforce.



**Michael D.
Weekes**
President/CEO

The Council also continued other efforts to make a difference for our members, engaging officials on its public policy agenda, creating new education and training programs and finding ways to save members time and money through relationships with Endorsed Business Partners. At the State House, we testified on our loan repayment and fair pay legislations, and we held private briefings for state legislators on these issues. Through our trainings, workshops and Providers' eAcademy, we helped more than 30,000 human services employees further their education and career goals. And we contributed through coalitions, partnerships, and relationships to advance our sector's image and public policy initiatives.

A major initiative of the Council was also the organization's commitment to diversity that is essential to our caring communities throughout the Commonwealth. The organization's Race, Diversity and Inclusion Committee held three *Healing Racism* experiences with the team from Healing Racism Institute of Pioneer Valley. The highly rated sessions helped nearly 100 executives from human services organizations advance diversity, inclusion and privilege in our lives, our workplaces and our communities.

Our sold-out convention's theme was "*We're All In*" and we will continue to work with you in 2018 to *rise up, show up and speak up* for everyone involved with our sector. Thank you for your commitment to human services, to the work you do, and most of all, to the people you serve. Your efforts make a world of difference in helping all residents of Commonwealth live their best possible lives.

Sincerely,

A handwritten signature in black ink that reads "Jackie K. Moore". The signature is written in a cursive, flowing style.

Jackie K. Moore, Ph.D.
Board Chair

A handwritten signature in black ink that reads "Michael D. Weekes". The signature is written in a cursive, flowing style.

Michael D. Weekes
President/CEO



Direct service professionals at Sunshine Village in Chicopee and across the state help individuals of all abilities meet goals and achieve their best level of independence.

SHOW UP FOR HIM

Ready to make a difference? Get your career started in human services.

- Support people in need
- Join a team of like-minded professionals
- Get training and learn on the job
- Career advancement opportunities

Find a career in human services:
providers.org/careers

PROVIDERS'
COUNCIL



Public Policy

The Council's 2017 Who Will Care? report supports the need for its pro-workforce agenda.

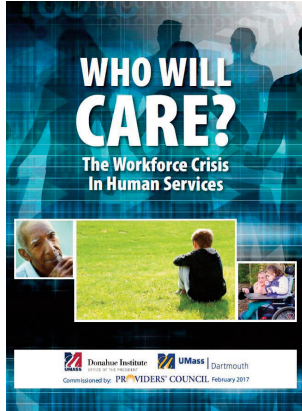
Strengthening the workforce was at the forefront of the Providers' Council's public policy agenda in 2017 as a report, marketing campaign, legislation and more underscored the need for solutions to the human services workforce crisis.

Who Will Care? The Workforce Crisis in the Human Services Sector was released at a State House event in February along with some harrowing statistics about the state of employment in the Commonwealth. The report shows a surging industry: Between 2004 and 2014, human services employment grew by 58 percent and approached 164,000 jobs. The sector is projected to add another 24,000 to 25,000 jobs by 2024, while the prime working age population in Massachusetts is expected to drop by 40,000 individuals over the decade ending in 2025.

In response, the Providers' Council began a number of efforts to attract individuals to careers in the human services sector and to get those already working in the sector to continue to serve the one-in-ten Massachusetts residents who require community-based services. The Council launched the "Rise Up" marketing campaign to find potential new employees; launched a new Jobs with Heart website to make it easier for members to post jobs and workers to find them; and advertised on the MBTA, MassLive.com, Twitter and Facebook to try and reach new audiences.

Additionally, the Council delivered testimony on its two priority bills: a student loan repayment program for human services workers and a fair pay for comparable work bill that would eliminate the salary disparities between state workers and community-based human services staff who have similar jobs and serve a nearly identical clientele. Council staff and members presented testimony before the Joint Committee on Children,

Families and Persons with Disabilities, and the Council held a special briefing for legislators on the bills and the rate-setting process in the human services sector.



In addition to its efforts on strengthening the human services workforce, the Council also had other legislative victories. Strong advocacy around Competitive Integrated Employment Services (CIES) in the state budget process resulted in more money being allocated for the program for the third straight year. The Council also joined a group of nonprofit allies in testifying against legislation that would have been harmful to tax-exempt organizations, including legislation that sought to force nonprofits to make a payment in lieu of taxes – or PILOT – based on their property values.

Outside of Massachusetts, the Council worked with its national partner, the National Council of Nonprofits, in opposing any changes to the Johnson Amendment. A provision that would have weakened the Johnson Amendment – which ensures that tax-exempt organizations and houses of worship must remain nonpartisan – was removed from federal tax reform legislation in December at the behest of nonprofits across Massachusetts and the country, including the Council and many of its members.

The Council also provided members the opportunity to interact with state leaders. Both Governor Charlie Baker and EOHHS Marylou Sudders spoke to Council members at the 42nd Annual Convention & Expo, *We're All In*, in September. The Council also hosted a forum with Administration and Finance Secretary Michael Heffernan, who briefed members on the state's fiscal outlook in advance of the FY '19 budget proposal.



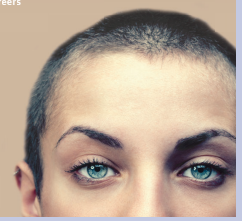
Project@Screen

SPEAK UP FOR THEM

Ready to make a difference? Get your career started in human services.

- Support people in need
- Join a team of like-minded professionals
- Get training and learn on the job
- Career advancement opportunities

Find a career in human services:
providers.org/careers



PROVIDERS'
COUNCIL

Our members' programs are filled with creative, passionate people like those at Pathlight, who partnered with clients to perform choreographed routines for an amazing 'Let's Dance' event.

Communications & Media

In 2017, the Council expanded our communications effort by undertaking a marketing campaign to raise awareness of human services as a rewarding career choice.

The Providers' Council used a variety of communications channels to advocate, educate and engage, connecting with members, legislators, the media and the general public about local, statewide and federal issues affecting the human services sector and nonprofits.

The Council continued to enhance its digital presences, gaining a significant number of new followers across its various social media channels due to increased and engaging activity. The Caring Force also continued to get more traction through its Instagram account, which was integrated into the Broadcast Your Love of Human Services contest and is home to the #AdventuresOfQT, a hashtag named for the TCF bear mascot.

In 2017, the Council undertook a substantial marketing campaign with the goal of raising overall awareness of human services and careers available in the field. The Council engaged well-known PR and communications firm Argus, who designed the impactful and attention-grabbing "Rise up" campaign that began appearing in a variety of locations, including college career centers, the MBTA, on MassLive.com and on Facebook and Twitter over the second half of the year.

In conjunction with the marketing campaign, the Council's *Jobs with Heart* jobs board was simultaneously overhauled, giving it a responsive design to make it viewable across all devices, including mobile phones. The new site is also more user-friendly, includes state-of-the-art tools for job posters and career seekers and a resume bank. Re-launched in May,

the site – and our members' human services jobs – had received nearly half a million exposures by the end of 2017.

The Council garnered a great deal of traditional media attention as well, especially around the release of its report *Who Will Care? The Workforce Crisis in Human Services*. News outlets across the state covered the report itself or included op-eds from member organizations on the crisis and the report, including *Boston Business Journal*, *MetroWest Daily News*, *Fall River Herald News*, *The Enterprise*, *The Republican* and *MassLive.com*, WWLP-TV, Bloomberg TV, WBZ-Radio, Boston Neighborhood Network News, *Lynn Daily Item*, *Mass. Non-profit News* and others. The Council also received coverage during the year in *The Boston Globe* and *State House News Service*.

Other ways in which the Council connected with members, government officials, thought leaders and other industry stakeholders include the website, providers.org; its highly respected newspaper, *The Provider*, highlighting members and issues of importance to a readership circulation of 5,000; and its informative e-newsletters, the Providers' Council e-Digest and Academy of Learning & Exchange newsletter (ALEX), delivered to approximately 3,000 recipients each week.

These publications, along with other emails to members on important issues and media outreach, helped the Council reach a wider audience and attract new supporters of both itself and the human services sector as a whole.





The Caring Force Annual State House Rally and Lobby Day is one of the ways that human services workers speak up: telling their stories and meeting with legislators to advocate on behalf of the sector. It's also a time for selfies with QT, the TCF bear mascot.

The Caring ForceSM

No longer in its infancy, TCF now has more than 25,000 voices rising up to advocate on behalf of the human services workforce.

The Caring Force (TCF) continued its advocacy efforts while serving as a vehicle for human services staff, consumers, family members and other supporters to participate in nonpartisan political advocacy.



As a result of its continuous email outreach, social media engagement, presentations to provider organizations and legislative advocacy, The Caring Force was able to grow the grassroots initiative to over 25,000 members in just its sixth year.

The Caring Force filled the State House in April with more than 600 people wearing signature gold shirts for the *Sixth Annual Caring Force Rally and Lobby Day*. The State House was teeming with TCF members from across the Commonwealth, who heard inspirational stories from other members on the topics of student loan debt, pay inequity and the high cost of health insurance. State Sen. Linda Dorcena Forry of Boston and Speaker of the House Robert DeLeo of Winthrop were honored with Caring Bear Awards as Legislators of the Year.

While The Caring Force *Broadcast Your Love of Human Services Contest* has been very successful in the past, TCF changed things by holding a general photo contest, making it easier to enter, encouraging more participation. The contest generated a record 45 submissions and more than a thousand votes were cast online before the final voting took place at the Providers' Council's 42nd Annual Convention & Expo: *We're All In* in September. Bristol Elder Services was named the 2017 winner.



The 2017 Caring Bear Award recipient, House Speaker Robert DeLeo, left, stands with previous recipients, Rep. Jeffrey Roy, center, and Rep. David Linsky.



The Caring Force also visited Providers' Council members and other advocacy groups across the state, conducting presentations on the strength of its network and discussing ways members can advocate on behalf of themselves, their colleagues and their clients and participants. These visits

gained many new members for the grassroots advocacy initiative.

Annual Convention & Expo

From start to finish, the Council went all out for We're All In, with the 42nd Annual Convention & Expo focused on diversity and inclusion.

The Providers' Council's 42nd Annual Convention & Expo: *We're All In* was held at the Boston Marriott Copley Place Hotel on September 25th. The event once again drew a sell-out crowd of more than 1,200 human service workers and other stakeholders to celebrate the sector, attend informative workshops, network with peers and connect with nearly 80 exhibitors. It also marked the 11th straight year the expo has sold out.



Steve Pemberton, a pioneer in corporate diversity training and senior executive with Walgreens-Boots Alliance, delivered a powerful keynote address that shared his journey of growing up in the Massachusetts foster care system in the 1970s and resonated with those in attendance. He is a best-selling author of *A Chance in the World*, a memoir of his early life and the search for his birth family.

We're All In welcomed both Gov. Charlie Baker and EOHHS Secretary Marylou Sudders to address attendees. It also featured 34 workshops on a broad range of topics affecting the human services sector. Along with the perennially popular Chat with the Commissioners sessions, other workshops focused on strategies for community engagement, leadership, the opioid epidemic and self-care and stress reduction in the workplace.

Agencies and individuals alike were honored at the convention's two awards ceremonies. Vanessa Welch, the Emmy-winning news anchor for Boston 25 News, hosted the Peer Provider

Awards that honored four member organizations for their innovation and contributions to the Massachusetts human services sector. The Council also presented 13 Awards of Excellence to individuals, organizations, government officials and businesses whose contributions have bettered the community-based provider industry.

The convention also hosted the final voting for The Caring Force's sixth annual *Broadcast Your Love of Human Services Contest*, with Bristol Elder Services edging Bridgewell and Doc Wayne Youth Services for the top prize.

For the 14th year in a row, the Joan Newton Memorial Scholarship Fund provided opportunities to attend the convention for those who might not have been able to otherwise participate. We thank all our generous sponsors and exhibitors who help make the convention a success year after year.



Gov. Charlie Baker speaks at the Annual Convention.



Keynote Speaker Steve Pemberton inspired attendees with his story of struggle and success.

Awardees & Honorees

2017 Peer Provider Award Recipients

- Cambridge Family & Children's Service
- South Middlesex Opportunity Council
- Tapestry
- Venture Community Services



2017 Awards of Excellence Recipients

Gerry Wright Direct Service Employees of the Year

- Irena Kart-Tsirulnik, *Advocates*
- Serge Philogene, *Vinfen*

Executive of the Year

- Joan Wallace-Benjamin, *The Home for Little Wanderers*

Supervisors of the Year

- Kingsley Brown, *TILL, Inc.*
- Nancy Price, *CLASS, Inc.*

Volunteer of the Year

- William Strazzullo, *NuPath, Inc.*

Ruth M. Batson Advocate of the Year

- Waleska Lugo-DeJesus, *Healing Racism Institute of Pioneer Valley*

Innovator of the Year

- Students for Higher, *HMEA*



State Employee of the Year

- Marian Ryan, *Middlesex County District Attorney*

Legislators of the Year

- Senator Sal DiDomenico
- Representative John Scibak

Municipal Official of the Year

- Mayor Joseph Sullivan, *Town of Braintree*

Business Partnership Award

- *Moran Environmental Recovery*

2017 Convention Sponsors

- Advocates
- American Training, Inc.
- Arbor Associates
- Bay Cove Human Services
- Belmont Savings Bank
- Bridgewell
- Bristol Elder Services
- Casner & Edwards, LLP
- Citizens Bank
- Citrin Cooperman LLC
- CLASS, Inc.
- Communities for People
- Community Resources for Justice
- Delta Dental of Massachusetts
- Eliot Community Human Services
- Gardiner Howland Shaw Foundation
- HMEA
- Justice Resource Institute
- May Institute
- Mental Health Association of Greater Lowell
- Northeast Arc
- North Suffolk Mental Health Association
- Oppenheimer and Co., Inc.
- Pathlight
- Philadelphia Insurance Cos.
- Pine Street Inn
- Road to Responsibility
- Roxbury Youthworks, Inc.
- ServiceNet, Inc.
- Seven Hills Foundation
- Tempus Unlimited
- The Key Program
- USI Insurance Services
- Venture Community Services
- Vinfen
- Wayside Youth & Family Support Network
- Michael Weekes



Children's Services of Roxbury's attempt for the world's largest human peace sign brought thousands of people together in Boston.

RISE UP FOR HER

Ready to make a difference? Get your career started in human services.

- Support people in need
- Join a team of like-minded professionals
- Get training and learn on the job
- Career advancement opportunities

Find a career in human services:
providers.org/careers

PROVIDERS COUNCIL



Innovation & Social Enterprise

The Council once again partnered with the Boston College School of Social Work on the *What a Great Idea!* RFR, pairing member organizations with the graduate students as part of their Create and Sustaining Social Enterprise course.

BOSTON COLLEGE
SOCIAL WORK
WHERE TRANSFORMATION HAPPENS

Participating organizations ranged from those considering a new revenue-producing program or service to organizations with established social enterprises that wished to expand. Our members New England Village, Casa Myrna, Pine Street Inn and Cardinal Cushing Centers each partnered with students who outlined a business plan based on extensive information gathering and research analysis. Each group of students prepared a presentation for their classmates and the Council. They also made a final presentation to the organization they were working with to present their project findings, as well as the feedback and suggestions from other students.

The Council also has a Social Innovator Directory with information on our members' social enterprises, which is available to the public on our website (providers.org/innovators).

Group Purchasing Programs

Providers' Council members receive exclusive discounts and services through the Council's five Endorsed Business Partners. These companies are committed to delivering the highest quality products and services while ensuring that members can put their savings toward supporting their missions. Nearly two-thirds of our members are saving money and getting great value through these partners.



The Council and USI Insurance Services negotiated a second two-year rate hold for the Delta Dental program in 2017, with a minimal increase in the new rates that go into effect April 1, 2018 through March 31, 2020. The Council and USI has also renewed another four-year rate hold for the vision insurance program on behalf of Council members.



Interior Resources continued to provide discounted purchasing opportunities for furniture as a Supplier Diversity Office (SDO)-certified representative. Enterprise Fleet Management offered transportation options and new fleet management tools, while Unemployment Tax Management Corporation helped members proactively manage costs and make informed decisions about critical issues affecting their organizations. The PurchasingPoint® program, a national group purchasing program operated by the National Human Services Assembly, saved members an average of 33 percent across all vendors, usually on regular operational needs such as office supplies, shipping charges and computer hardware.



The Council kept its members informed on potential savings, new programs and special promotions through monthly Endorsed Business Partner News Alerts, in-person visits, phone calls, educational webinars, articles in the Council's members-only e-newsletter eDigest, and the Council's Facebook and Twitter social media accounts.



Education & Training

The Providers' Council is committed to helping members provide affordable and continuous opportunities to learn.



The Council held more than 65 professional development trainings, workshops, webinars and roundtables throughout 2017, introducing several new offerings at our members' request. A majority of those trainings offered continuing education units (CEUs) from the National Association of Social



Workers (NASW), as the Council instituted the practice of applying for CEUs for all applicable half-day trainings.



More than 90 supervisors participated in the Certificate in Supervision Series, offered in Worcester, Chelsea and Peabody in 2017, receiving 18 hours of CEUs for attending all six sessions of the highly popular program. All three sessions *sold out* for the fourth straight year.



Three scholarships to pursue an advanced degree were awarded in 2017. The \$10,000 *Providers' Council Graduate Scholarship* went to Nanci Lytes (pictured, bottom left), Independent Living Supervisor at Cambridge Family and Children's Services, who is pursuing her Master of Social Work. Megan Caron of Roxbury Youthworks was awarded the \$4,000 *Providers' Council and Suffolk University Moakley Center Master of Public Administration Scholarship*. Jessica Da Silva of Advocates was awarded a \$4,000 *Providers' Council and Clark University Master of Public Administration Scholarship*, which was introduced in 2017.



The Council's Tuition Remission program, which marked its 18th year in 2017, enabled human services employees to take nearly 400 classes tuition-free at state colleges and universities throughout

Massachusetts. Over 90 agencies – both members and non-members – took advantage of this unique benefit, offering their staff an opportunity to complete a degree or further their education at a cost savings to the individual.



The graduate-level *Certificate in Nonprofit Human Service Management Program*, offered in partnership with both Suffolk and Clark universities, continued its success in advancing staff in the workforce. The 2017 cohort saw 47 students from 24 agencies enrolled between the two programs. Since 2002, nearly 550 future leaders of the sector have graduated from this year-long program, and many have used it as a stepping stone toward earning a master's degree.

Providers' eAcademy®

The Council's online learning management system surpassed 30,000 learners and continues to add tools and courses that keep it ahead of the curve.

Providers' eAcademy®, the Council's online learning management system (LMS), continued to grow and evolve in 2017. As one of the Council's most widely used programs, Providers' eAcademy® increased its offerings by adding six new ABA courses to the library and improved site capabilities by enhancing its features.



Providers' eAcademy® now reaches more than 30,000 learners at more than 65 organizations. Nearly 160,000 online courses in the library were taken last year alone, not including specialized courses, events and performance reviews that organizations have customized for their own sites.

In 2017, the Council added six introductory courses from Relias' Applied Behavior Analysis (ABA) library to the program. These courses are based on the Registered Behavior Technician (RBT) Task List and introduce learners to the fundamentals of applying behavioral laws to change socially significant behavior to a meaningful degree. The courses added include Antecedent Interventions, Consequence Interventions, Introduction to Autism Spectrum Disorders, Principles of Behavior Part 1: Reinforcement, Principles of Behavior Part 2: Behavior Reduction, and Teaching New Behavior. They are free for Providers' eAcademy® participants and can be assigned to staff as mandatory trainings or taken as elective courses, with over 600 other course selections.

The LMS also saw improvements made to the Training Plan tool, the password retrieval process and the support ticket submission website. These changes improved the site for both learners and site administrators, and made these tools and processes more user-friendly. It was all also optimized for mobile use.

Providers' eAcademy® continues to support member agencies by tracking state-mandated trainings for compliance; scheduling live events; managing staff's licenses and certifications; and enhancing employee benefits by allowing staff to earn CEUs and take any of the elective courses at any time. The system can be connected to most HRIS systems and the library includes important mandatory trainings such as HIPAA, Bloodborne Pathogens, Sexual Harassment, Cultural Diversity and more. The library also offers courses that easily crosswalk to accreditation standards for CARF and COA.

Building career ladders, future leaders through mentoring

In keeping with its belief in the power of mentoring to inspire and shape the next generation of human service leaders, the Council sponsored its fifth iteration of The Leadership Initiative (TLI), an interagency mentoring program that pairs member executives with staff from other organizations. Four mentee-mentor pairs took advantage of the program in 2017.

Starting in 2017, the Council started accepting TLI applications on a rolling basis. The ongoing application process has allowed mentor pairs to share their experiences, successes and challenges, and map out and mark progress toward career goals all throughout the year. This free member benefit is designed to help agencies develop the sector's future leaders and retain top talent.





Day and night, human services workers rise up for the people who need them; for him, for her, for them.

2017 Major Sponsors

~ Diamond ~



INSURANCE SERVICES



**Citizens
Bank**®

~ Platinum ~



Leader in
Social Justice

~ Silver ~



Reaching People. Changing Lives.



CASNER  EDWARDS

NortheastArc



ROAD TO RESPONSIBILITY
MAKING LIVES BETTER.



Independent Auditor's Report

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

Consolidated Summary of Revenue and Expenses

Year Ending December 31, 2017

REVENUE

Operating Revenue	\$1,483,659
Grant & Education Revenue	\$1,060,290
TOTAL REVENUE	\$2,543,949

TOTAL EXPENSES

TOTAL EXPENSES	\$2,194,117
Change in unrestricted net assets from operations	\$349,832
Total unrestricted non-operating activity	\$425,477
Change in temporarily restricted net assets	\$(6,184)
Total Change in Net Assets	\$769,125

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, 2017, as audited by Citrin Cooperman & Company, LLP. Original financial statements are on file in the business office.

Board of Directors

- **Mia Alvarado**
Roxbury Youthworks, Inc.
- **Ruth Banta**
Pathlight
- **Bruce Bird**
Vinfen Corporation
- **James Cassetta**
WORK Inc.
- **Lyndia Downie**
Pine Street Inn
- **Juan Gomez**
CENTRO
- **James Goodwin**
Center for Human Development
- **Diane Gould**
Advocates, Inc.
- **Joanne Hilferty**
Morgan Memorial Goodwill Industries
- **Ronn D. Johnson**
Martin Luther King Jr. Family Services
- **David Jordan**
Seven Hills Foundation
- **Joan Kagan**
Square One
- **Donald Kozer**
Viability, Inc.
- **Dafna Krouk-Gordon**
TILL, Inc.
- **John Larivee**
Community Resources for Justice
- **Joseph Leavey**
Communities for People
- **William Lyttle**
The Key Program
- **Sandra McCroom**
Children's Services of Roxbury
- **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
- **Andy Pond**
Justice Resource Institute
- **Serena Powell**
Community Work Services
- **Jo Ann Simons**
Northeast Arc
- **Kenneth Singer**
Berkshire County Arc
- **Michelle Smith**
AIDS Project Worcester
- **Lauren Solotar**
May Institute
- **Bill Sprague**
Bay Cove Human Services
- **Susan Stubbs**
ServiceNet, Inc.
- **Michael Vance**
Action for Boston Community Development
- **Joan Wallace-Benjamin**
The Home for Little Wanderers
- **Christopher White**
Road to Responsibility
- **Gerry Wright**
Community Caring
- **Wayne Ysaguirre**
Nurtury, Inc.

Providers' Council Staff

- **Christine Batista**
Public Policy & Communications Associate
- **Christina Broughton**
Membership Programs Associate
- **Ella Froggatt**
Manager of Member Engagement
- **Tracy Jordan**
Fiscal Manager
- **Amanda McCarthy**
Education & Membership Associate
- **Michelle McKenzie**
Public Policy & Communications Manager
- **Terry Wells**
Administrative & Support Associate
- **Michael Weekes**
President/CEO
- **Bill Yelenak**
Vice President of Public Policy & Development
- **Consultants**
 - **Anita Lichtblau**
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.

88 Broad Street, Fifth Floor
Boston, Massachusetts 02110
p: 617.428.3637 | f: 617.428.1533
www.providers.org

Thanks to the following members for submitting photos:

- *Children's Services of Roxbury*
- *Community Resources for Justice*
- *Doc Wayne Youth Services*
- *Morgan Memorial Goodwill Industries*
- *Pathlight*
- *Pine Street Inn*
- *Sunshine Village*