

# 2018 Annual Report



# Thank you to our 2018 members!

AAFCPAs • ABCD • Accept, Inc. • AdvantEdge Healthcare Solutions • Advocates for Autism • Advocates, Inc. • AIDS Project Worcester • Almadan • Alternatives for Community & Environment • Alternatives Unlimited, Inc. • Amego, Inc. • American Training, Inc. • Amherst Survival Center • Annkissam LLC • Arbor Associates, Inc. • Ascentria Care Alliance • Associated Builders • Association for Behavioral Healthcare • Association for Developmental Disabilities Providers • Ball Consulting Group • BAMSI • Bay Cove Human Services • Bay Path University • BDO LLP • Beaverbrook STEP, Inc. • Becket Family of Services • Bedford Youth & Family Services • Belmont Savings Bank • Berkshire Area Health Education Center, Inc. • Berkshire County Arc, Inc. • Berkshire Family And Individual Resources, Inc. • BerryDunn • Blue Sky Collaborative • BlumShapiro • Boston Center for Independent Living • Boston College School of Social Work • Boys & Girls Club Family Center • Boys & Girls Clubs of Boston • Boston Public Health Commission – Infectious Disease Bureau • 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 • Casner & Edwards, LLP • CBIZ, Inc. • Center for Human Development, Inc. • Center for Living & Working, Inc. • Centerboard • Centinel Financial Group • CENTRO • CheckWriters • 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, Inc. • CLASS, Inc. • CliftonLarsonAllen LLP • 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 • Corting School, Inc. • Credible Behavioral Health, Inc. • Crystal Springs, Inc. • Dana Group Associates • Delta Projects, Inc. • Doc Wayne Youth Services, Inc. • Downey Side, Inc. • East End House • eHana LLC • Eliot Community Human Services • Employment Options, Inc. • Enterprise Fleet Management • Fall River Deaconess Home • Family Independence • Fidelity House Human Services • Fisher College • Foley Hoag LLP • Foothold Technology • Friendship Home • Gardiner Howland Shaw Foundation • Greater Lynn Senior Services • Gregg Neighborhood House • Habilitation Assistance Corporation • Hattie B. Cooper Community Center, 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 House • Hope Restored Human Services • HopeWell Inc. • House of Possibilities • Human Service Forum • Iagulli & Associates • 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 • Jane Doe, Inc. • Jewish Family and Children's Service • Jewish Family Service of Western MA • Jewish Federation of Western MA • 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. • LifeStream, Inc. • Lifeworks and 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 Multicultural Psycho-Educational Assessment Center, LLC • Massachusetts Nonprofit Network • May Institute, Inc. • McLaughlin & Associates • Mental Health Association of Greater Lowell • Mental Health Association, Inc. • METCO, Inc. • Metro Housing Boston • 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 • Multicultural AIDS Coalition • Multicultural Community Services • Multicultural Wellness Center • Murphy & Riley, P.C. • MYTURN, Inc. • Nancy Lurie Marks Family Foundation • New Bedford Women's Center • New England Business Associates • New England Village, Inc. • New Hope, Inc. • New North Citizens' Council • NFI Massachusetts • North Charles, Inc. • NEEDS Center, Inc. • North Shore Elder Services • North Suffolk Mental Health Association • Northeast Arc • NuPath, Inc. • Nurtury, Inc. • Old Colony YMCA • On The Rise, Inc. • Our Father's House, Inc. • Paper Crane Associates • Parent/Professional Advocacy League • Parenting Journey • Partners for Youth with Disabilities • Pathlight • Pathways for Change, Inc. • Pathways for Children • Pear Associates • Pelham Community Pharmacy • People, Incorporated • People's United Bank • Philanthropy Massachusetts • Pine Street Inn • PRIDE, Inc. • Project Independence • REACH Beyond Domestic Violence • RFK Children's Action Corps • River Valley Counseling Center • Riverbrook Residence • Riverside Community Care • Road to Responsibility, Inc. • Robbins Children's Programs • Roman Music Therapy Services • Roxbury Youthworks, Inc. • RSM • Runkle Extended Day Programs, Inc. • Safe Passage, Inc. • Scioto Properties • ServiceNet, Inc. • Seven Hills Foundation • SHED, Inc. • SkillSurvey • South Middlesex Opportunity Council (SMOC) • Solutions for Living • South End Community Center, Inc. • South Shore Support Services • Southeast Center for Independent Living • Springfield Jewish Community Center • Square One • St. Mary's Center for Women and Children • Sunshine Village • Tapestry Health • TD Bank • Tech Networks of Boston • Tempus Unlimited, Inc. • The Arc of Greater Haverhill-Newburyport • The Arc of Massachusetts • The Bridge of Central Massachusetts, Inc. • The Care Center • The Charles River Center • The Children's League of Massachusetts • The Children's Study Home • The Dimock Center • 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 Mentor Network • The Northeast Independent Living Program • The Price Center • The Professional Center for Child Development • The United Arc • Thrive, Support, & Advocacy • TILL, Inc. • Transition House, Inc. • Trauma and Family Integration • Triangle, Inc. • TSNE Mission Works • Turning Point, Inc. • UCP of MetroBoston, Inc. • Unemployment Tax Management Corporation • UniBank for Savings • 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, Inc. • Wayside Youth & Family Support Network • WCI – Work, Community, Independence • Webster Five • Webster Square Day Care Center, Inc. • West End Day Nursery of New Bedford, Inc. • Western Massachusetts Training Consortium • Westport Associates • Whittlesey & Hadley, PC • William James College • WORK Inc. • YMCA of Greater Boston • Youth Villages, Inc. • YWCA of Western Massachusetts • 501 Partners



**PROVIDERS'**  
COUNCIL

# About the Providers' Council

*The Council's mission is to promote a healthy, productive and diverse human services industry.*

Since 1975, the Providers' Council has been envisioning change, leading advocacy and driving progress for the nonprofit, community-based human service provider sector as the Commonwealth's largest human services membership association. With the Massachusetts human services sector accounting for about 180,000 jobs, the Council's members supported residents in nearly every city and town in the Commonwealth in 2018, providing wide-ranging human services, health, safety, education and employment supports to one in ten state residents.

Members are supported through high-quality public policy research, advocacy opportunities, education and training, publications, networking opportunities and group purchasing opportunities that allow them to operate more efficiently and effectively. In addition, the Council highlights the economic impact of the human services sector, which continues to represent one of the fastest growing areas for employment in the state.

In consistently putting forth its mission *to promote a healthy, productive and diverse human services industry*, the Council, since its inception more than 43 years ago, has grown to be widely recognized as the official voice of the Massachusetts community-based nonprofit human services sector. Providing governance is a diverse, 32-member Board of Directors that is representative of member organizations and support comes primarily from members and business partners. The cornerstone of the Council continues to be the commitment to these core values:



- The delivery of superior, accessible, community-based services from a respected workforce that supports one in ten Massachusetts residents;
- Serving 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.



TIM RICE PHOTO

House of Possibilities staff and clients enjoy social programs and explore their potential together.

# From the Chair and President

Dear Members and Friends:



**Jackie K.  
Moore**  
*Board Chair*

For 43 years, the Providers' Council has been an association that is continuously *Envisioning change • Leading advocacy • Driving progress*. In 2018, we refreshed our logo to add those words as a tagline to ensure that others know a little bit more about the Council and our organizational philosophy. In 2018, our members helped us continue those efforts and we are proud to present what we achieved together in this year's Annual Report.

A landmark accomplishment in 2018 was the release of our latest report with the University of Massachusetts: *The Face of the Human Services Sector – Our Caring Workforce*. The report detailed the efforts of the backbone of the human services sector – the dedicated workers who provide critical services to one-in-ten residents of the Commonwealth. The report contained several important facts about our industry, including that over a 10-year period, employment in human services outpaced employment in the state overall by a factor of nearly 10-to-1.



**Michael D.  
Weekes**  
*President/CEO*

The Council also inaugurated a new committee to deepen our sector's understanding of racism and equity in our communities – the **Race, Diversity and Inclusion Committee**. The new committee has partnered with the Healing Racism Institute of Pioneer Valley to provide several trainings and is aiming to help organizations embrace diversity through knowledge, practice and advocacy.

There was exciting growth throughout our organization, underscored by the record expansion of our on-line learning management system, Providers' eAcademy®. It reached a milestone 75 organizations by year-end, serving more than 37,000 learners who took more than 205,000 online courses in 2018. That hunger for knowledge was reflected at our signature event, the 43rd Annual Convention & Expo: *RISE!*, which drew more than 1,200 people to hear from Lt. Col. Consuelo Castillo Kickbusch, who shared her inspiring story, and Gov. Charlie Baker, who discussed the importance of our other first responders in the wake of disaster. And the color and excitement of the event and all of 2018 is reflected in a modernized and versatile website that makes it easier to share critical information.

These accomplishments would not have been possible without you – our members. From all of us on the Providers' Council staff and its Board of Directors, we thank you for your tireless efforts in building caring communities and providing care to one-in-ten residents throughout the Commonwealth.

Sincerely,

A handwritten signature in blue ink that reads "Jackie K. Moore".

Jackie K. Moore, Ph.D

*Board Chair*

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

Michael D. Weekes

*President/CEO*





HMEA President Michael Moloney (center left) and state Rep. Jeffrey Roy (center right) are advocates – and sometimes caped crusaders – for individuals of all abilities.

# Public Policy

*Policy initiatives in 2018 revolved around workforce issues and voter engagement efforts.*

Releasing a report detailing the demographics of the human services workforce; fighting for a pro-workforce legislative agenda; and advocating for an EMAC exemption waiver highlighted the Providers' Council's public policy efforts in 2018.

At a December event, the Providers' Council released *The Face of the Human Services Sector – Our Caring Workforce*, a report detailing the demographics of the human services workforce, which has grown to nearly 180,000 jobs in the Commonwealth. Several statistics include 80 percent of the workers in the sector are women; the sector is twice as likely to employ individuals identifying as black or African American and 1.5 times as likely to employ Latinos as other Massachusetts industries; and one-in-eight workers in the sector are living at or below 150 percent of the federal poverty level. Executive Office of Labor and Workforce Development Secretary Rosalin Acosta and state Senator Eric Lesser joined the Providers' Council at the report release to react to the data being shared.

The Council's loan repayment legislation got closer than ever before to becoming law at the end of the legislative session in July. The Council planned to refile the legislation in the 2019-2020 session after coming so close during the last term. The Council also planned to refile legislation around fair pay for comparable work to ensure community-based human services workers were receiving a fair wage, commensurate with their state counterparts doing similar jobs.

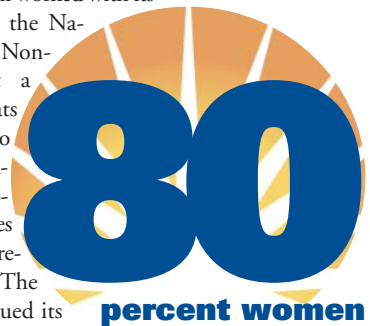
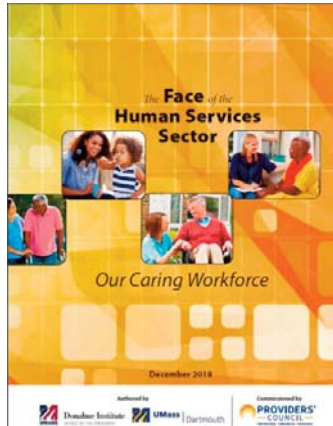
The newly created Employer Medical Assistance Contribution (EMAC) disproportionately harmed community-based human services organizations, where employees are often lower paid

and may qualify for state subsidized health insurance plans. The Providers' Council joined with other nonprofit allies in advocating for the creation of a waiver during the budget process, a provision that eventually became law. The Providers' Council also staunchly advocated for changes to the EMAC waiver to make it more useful for human services organizations affected by making supplemental EMAC payments.

The Council Public Policy Committee also promoted CareVote, the Providers' Council's nonpartisan voter engagement initiative, during the 2018 election cycle. The Policy Committee, Executive Committee and Board of Directors also took stances on two ballot questions, urging members to vote No on Question 1, the nurse staffing ratio bill; and Yes on Question 3, to maintain gender identity protections from discrimination. Both campaigns were successful at the ballot box in November.

Federally, the Council worked with its partner association, the National Council of Nonprofits, to thwart a number of threats throughout 2018 to the Johnson Amendment, the federal provision that ensures nonprofits must remain nonpartisan. The Council also continued its

advocacy efforts on forthcoming changes to overtime guidelines that were expected from the U.S. Department of Labor in early 2019.





Square One preschoolers work on establishing healthy habits with MHA Vice President of Resource Development & Branding Kim Lee.



# 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.

In 2018, the Council continued to upgrade our online presence with a complete redesign of the website providers.org. The overhaul made the site more appealing, functional and responsive. The site uses bright, bold colors and incorporates more images, allow the Council to showcase members, events, policy work and sector news. The site also was built with the knowledge that many users access the Council's website from mobile devices, like tablets and cell phones; regardless of the device used by the visitor, the site is both easy to use and fully functional.

The Council's social media presence gained a significant number of new followers across its various channels by incorporating a steady mix of sector and policy news, calls to advocacy and member engagement. In addition to Facebook and Twitter, The Caring Force continued to grow its Instagram account via the *Broadcast Your Love of Human Services* contest and fun and creative posts with QT, The Caring Force bear mascot.

In 2018, the Council's Jobs with Heart jobs board took off as members and others discovered the effectiveness of posting open positions on the site, which is dedicated solely to available positions



in the human services sector. Members posted more than 2,800 jobs to the website in 2018 which received more than 28,000 views and received 643,772 job exposures – all one-year records for Jobs with Heart.

Helping to drive traction on Jobs with Heart was the Council's *Rise Up* marketing campaign that is designed to promote careers in the human services field.

Advertisements ran on social media, and the Council also sponsored ads on the Red, Blue and Orange lines of the MBTA public transportation system in greater Boston.

The Council garnered the attention of the media with the release of its report *The Face of the Human Services Sector*. Throughout the year, the Council received news coverage from *The Republican*, *MassLive.com*, *State House News Service*, *WWLP-TV, Mass. Nonprofit News*, *Wicked Local* and others.

Other ways in which the Council connected with members, government officials, thought leaders and other industry stakeholders include its respected newspaper, *The Provider*, highlighting members and issues of importance to the sector; and its informative e-newsletters, the Providers' Council e-Digest and the Academy of Learning & Exchange newsletter (ALEX), which are delivered to about 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.

**3,222**  
followers



WORK Inc. staff and consumers were ready to rally in 2018. A group from the organization has been to every Caring Force Rally to date.

# The Caring Force<sup>SM</sup>

*The grassroots initiative advocated for fair pay and student loan repayment in person, by email and using social media.*

The Caring Force (TCF) continued to grow steadily throughout 2018, providing human services staff, consumers, family members and other supporters a range of opportunities to participate in nonpartisan political advocacy and help shape public policy.

As a result of its continuous legislative advocacy, email outreach, social media engagement and in-person presentations to provider organizations, The Caring Force swelled to more than 26,000 members in just its seventh year.

The Caring Force once again filled the Great Hall of the State House in April with more than 500 human services advocates – direct care staff, CEOs, clients, board members, parents and loved ones – wearing signature gold shirts for the Seventh Annual Caring Force Rally and Lobby Day. The State House looked like a sea of gold as TCF members from across the Commonwealth were inspired by stories from their colleagues in caring on the issues of student loan debt and pay inequity.

State Senator Sal DiDomenico of Everett and state Representative Tricia Farley-Bouvier of Pittsfield were honored with Caring Bear Awards as Legislators of the Year.

The Caring Force also hosted yet another successful *Broadcast Your Love of Human Services* photo contest in 2018. The contest generated 14 submissions, and thousands of votes were cast online before the final voting took place at the Council's 43rd Annual Convention & Expo: *RISE!* in September. Advocates, Inc. was named the favorite entry of 2018.

The Caring Force also visited Providers' Council members and other advocacy groups across the state, conducting presentations on the strength of its network and the power of a unified voice. These popular visits gained many new members for the grassroots advocacy initiative throughout the year.

**THE CARING  
FORCE**  
Empowering people, strengthening human services



*The Caring Bear honorees in 2018 were Sen. Sal DiDomenico, left, and Rep. Tricia Farley-Bouvier. DiDomenico is shown with Caring Force Committee Chair Michael Moloney and Council President & CEO Michael Weekes.*

**26K**  
members

# Annual Convention & Expo

*The 43rd edition of this event was dedicated to the resilience and heart of the Commonwealth's 'other first responders' – our human services workers.*

On September 20th the Providers' Council hosted another successful annual convention to celebrate the accomplishments of the sector. The 43rd Annual Convention & Expo: *RISE!* was again **sold-out**, drawing over 1,200 human service workers, stakeholders and supporters to the Boston Marriott Copley Place Hotel for a day of attending workshops, networking with peers, connecting with exhibitors and honoring exemplary individuals and innovations.

Consuelo Castillo Kickbusch, a U.S. Army veteran of 20 years and founder of Educational Achievement Services, Inc. (EAS), spoke from the heart on her life's journey in which she was able to rise from poverty and abuse in the border town of Laredo, Texas to become the highest ranking Hispanic woman in the Combat Support Field of the Army. Her passionate keynote was met with a standing ovation and had attendees buzzing all day.



*Keynote Speaker Consuelo Kickbusch at the 43rd Annual Convention & Expo: RISE!*

*RISE!* offered the most workshops to date – 35 – on a broad range of topics affecting the human services sector. Along with the perennially popular Chat with the Commissioners sessions, other sessions focused on giving successful presentations, leadership and supervision, the opioid epidemic, self-care and stress reduction in the workplace. This year also marked the 12th consecutive year expo tables sold out.

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 Children's Services of Roxbury, ServiceNet, The Women's Center and Walker 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 private, community-based provider industry. *The complete list of honorees is on the opposite page.*

The convention also hosted the final voting for The Caring Force's annual *Broadcast Your Love of Human Services* contest. Fourteen original entries were narrowed down through online voting to the three photos that best illustrated why their staff love working in human services and what inspires them daily. Of the finalists, Advocates edged out Community Connections and Communities for People for the top prize. For the 15th year in a row, the Joan Newton Memorial Scholarship provided opportunities to attend the convention for those who could not otherwise participate. Thanks to our generous sponsors and exhibitors who help make the convention a success year after year.



**1,200**  
attendees



# Awards & Honors



*Gov. Charlie Baker speaks at the Annual Convention.*



## *2018 Awards of Excellence Recipients*

### *Gerry Wright Direct Service Employees of the Year*

- Molli Marshall, *Bridgewell*
- Marienelly Vazquez, *Pathways for Change*

### *Executive of the Year*

- Joe Leavey, *Communities for People*

### *Supervisors of the Year*

- Janet Newberry, *Berkshire County Arc*
- Zdenka Jindrova, *Road to Responsibility*

### *Volunteer of the Year*

- Amielle Major, *The Home for Little Wanderers*

### *Innovator of the Year*

- *Northeast Arc*



### *Ruth M. Batson Advocate of the Year*

- Rev. June Cooper  
*City Mission, Inc.*

### *State Employee of the Year*

- Maria Mossaides, *Child Advocate*

### *Legislators of the Year*

- Senator Joan Lovely
- Representative Aaron Vega

### *Business Partnership Award*

- *Breckinridge Capital Advisors*

## *2018 Peer Provider Award Recipients*

- Children's Services of Roxbury
- ServiceNet
- The Women's Center
- Walker

## *2018 Convention Sponsors*

- Advocates
- American Training, Inc.
- Bay Cove Human Services
- 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
- Northeast Arc
- 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



Human services work involves personal interaction that can't be outsourced. Above, an elderly Bay Cove client is assisted with a project.

# Race, Diversity & Inclusion

The Providers' Council's board inaugurated a new committee to deepen our sector's understanding of racism and equity in our communities by increasing our activities to develop race, diversity and inclusion initiatives for our members and their staff professionals. Directors and member executives joined to form the Race, Diversity and Inclusion Committee, which strives to create communities of respect, inclusion and development within the human services sector and where we live and work.

Since its inception, the Committee has partnered with the Healing Racism Institute of Pioneer Valley to provide the popular two-day *Healing Racism* Seminar and one-day *Cracking the Codes/The System of Racial Inequity* training sessions to our members. These trainings serve to create dialogue about the intersection of race and the history of racism, challenge how people define diversity, and provide tools to navigate conversations on racial inequity, "white privilege" and how people view themselves and others. Over 200 Council members, including many board members, have attended at least one of these trainings. Our Race, Diversity and Inclusion initiative aims to help organizations embrace diversity through knowledge, practice and advocacy. We envision communities that enculturate racial equity values to benefit clients, consumers, program participants and human service providers. As service providers, thought leaders and change agents, we are entrusted to care for those who are in need and/or marginalized. A fair and just society for all is only possible when the values of racial inclusion and equity are embraced and advanced. Our intent is to expand and deepen our work toward the goal of a racism-free human services community.



## Group Purchasing Programs

The Providers' Council partners with seven businesses to offer members discounts and low pricing on their products. These companies are committed to delivering the highest quality service at an affordable cost, allowing our members to put their savings toward supporting their missions. Nearly two-thirds of our members are seeing big savings in time, money and other resources by taking advantage of these member benefits.

The Council's five Endorsed Business Partners are dedicated to supporting our members by offering excellent discounts and value-added services exclusively to our members. The five Endorsed Business Partners include *Enterprise Fleet Management*, *Interior Resources*, *PurchasingPoint*®, *Unemployment Tax Management Corporation* (UTMC), and *USI Insurance Services*. Partnerships with GrantStation and Skill-Survey also guarantee members low pricing on services and products.

The Council and USI Insurance Services are in the second year of a two-year rate hold for the popular Delta Dental program, effective through March 31, 2020. USI continued to work alongside members to help them save on dental, vision, life and disability, as well as property and casualty insurance. Interior Resources helped many members save on furniture purchases as a Supplier Diversity Office-certified entity. Enterprise Fleet Management provided discounted fleet options and modern fleet management technology. Members received an average of 33 percent savings on a variety of goods and services through PurchasingPoint®. UTMC continued to advocate for members in the area of unemployment compensation and worked closely with the Council to notify members of important updates on the EMAC Supplement.



# Education & Training

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



The Council held almost 75 professional development trainings, workshops, webinars and roundtables throughout 2018, 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 Fall River, Dorchester and Worcester in 2018, receiving 18 hours of CEUs for attending all six sessions of the highly popular program. All three sessions sold out for the fifth straight year.

Three scholarships to pursue an advanced degree were awarded in 2018. The \$10,000

**\$18K**  
in scholarships



Providers' Council Graduate Scholarship went to Nicole Valila, Director of Training at Justice Resource Institute, who is pursuing her Master of Social Work. Samantha Hall Linnehan of The Home for Little Wanderers was awarded the \$4,000 Providers' Council and Suffolk University Moakley Center Master of Public Administration Scholarship. Ydalia Heimann of CENTRO was awarded a \$4,000 Providers' Council and Clark University Master of Public Administration Scholarship.



The Council's Tuition Remission program, which marked its 19th year in 2018, enabled human services employees to take nearly 320 classes tuition-free at state colleges and universities throughout Massachusetts. Over 80 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 2018 cohort saw 42 students from 27 agencies enrolled between the two programs. Since 2002, nearly 600 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 reached milestones of 75 organizations and 37,000 learners using it in 2018.*

The Providers' eAcademy® online learning management system (LMS), is one of the Council's fastest growing and most widely used programs. In 2018, updates to the service included enhanced functionality and four new courses were added to the programs course offerings.



The Providers' eAcademy®, powered by Relias, now reaches more than 37,000 learners at more than 75 organizations, a third of all Council members. Over 205,000 online courses in the library were taken in 2018 alone, not including the specialized courses, events and performance reviews that organizations have customized for their own sites.

In 2018, the Council added four courses on the Social Determinants of Health to the program library. These courses are based off the growing research indicating that social factors have significant influence on a person's well-being and thus should be taken into consideration during client care. The Social Determinants of Health courses are on Economic Stability, Education, Neighborhood and Built Environment, and Social and Community Context. They provide staff with the understanding of how social health factors influence clients and consumers so they can provide better, customized care.

The LMS also modernized the Reporting and Training Plan tools, adding additional reporting features and visual graphics to aid in data and training management. The Hierarchy tool was expanded to allow more customization, and the site navigation was redesigned to increase usability and functionality. 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 at no extra cost and take any elective courses on their own time.

A graphic featuring a stylized sunburst in shades of orange and yellow. In the center, the number "37,000" is written in large, bold, blue font. Below the number, the words "online learners" are written in a smaller, bold, blue font.

**37,000**  
online learners

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 sixth iteration of The Leadership Initiative (TLI), an interagency mentoring program that pairs member executives with staff from other organizations. Three mentee-mentor pairs took advantage of the program in 2018, meeting regularly 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. The Providers' Council looks forward to growing this program in the years to come.





Members' job training and employment services programs put people to work from the Greenway in Boston (top left) to Goodwill in Danvers (left bottom) to Elms College in Chicopee and beyond.

## 2018 Major Sponsors

~ Diamond ~



**Citizens  
Bank**

~ Platinum ~



~ Silver ~



CASNER  EDWARDS



**v i n f e n**  
*transforming lives together*

# 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, 2018

### REVENUE

Operating Revenue	\$1,621,148
Grant & Education Revenue	\$1,216,076
<b>TOTAL REVENUE</b>	<b>\$2,837,224</b>

### TOTAL EXPENSES

<b>TOTAL EXPENSES</b>	<b>\$2,265,606</b>
Change in unrestricted net assets from operations	\$571,618
Total unrestricted non-operating activity	\$(322,428)
Change in temporarily restricted net assets	\$(29,018)
Total Change in Net Assets	\$220,172

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, 2018, 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
- **Imari K. Paris Jeffries**  
Parenting Journey
- **Ronn D. Johnson**  
Martin Luther King Jr.  
Family Services
- **David Jordan**  
Seven Hills Foundation
- **Joan Kagan**  
Square One
- **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

- **Andy Pond**  
Justice Resource  
Institute
- **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.
- **Christopher White**  
Road to Responsibility
- **Gerry Wright**  
Community Caring
- **Cheryl Zoll**  
Tapestry

## Providers' Council Staff

- **Christine Batista**  
*Public Policy & Communications  
Associate*
- **Christina Broughton**  
*Membership & Programs Coordinator*
- **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:*

- *Bay Cove Human  
Services*
- *Morgan Memorial  
Goodwill Industries*
- *HMEA*
- *MHA, Inc.*
- *Tim Rice Photo/House of  
Possibilities*
- *WORK Inc.*