



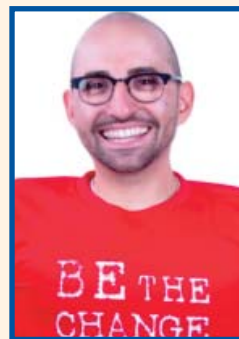
Envisioning change • Leading advocacy • Driving progress



44th Annual Convention & Expo

Marriott Copley Place Hotel • October 7, 2019

- **Celebrate** our dedicated workforce
- **Learn** new skills at workshops
- **Network** with your peers
- **Dialogue** with state officials
- **Visit** exhibitors to save time & money
- **Applaud** the state's caring interests



Spencer West
Activist and Motivational Speaker



Vanessa Welch
*Anchor
Boston 25 News*

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INSURANCE SERVICES





Your Day at a Glance

8:00 am Registration and Continental Breakfast

Expo Opens

9:00 am Welcome

Michael Weekes, *President/CEO*, Providers' Council

Greetings

Marylou Sudders, *Secretary*, Executive Office of Health and Human Services

9:15 am Keynote Speaker

Spencer West

Activist and Motivational Speaker

10:15 am Awards of Excellence Ceremony

Bill Sprague, *Board Chair*, Providers' Council

11:00 am Morning Workshops

12:30 pm Luncheon

1:30 pm Peer Provider Awards

Hosted by Vanessa Welch, *Anchor*, Boston 25 News

2:30 pm Afternoon Workshops

4:00 pm Presentation of the Chair's Award and Reception

Bill Sprague *Board Chair*, Providers' Council



Spencer West

Keynote Speaker

Activist and motivational speaker Spencer West is the author of the best-selling book *Standing Tall: My Journey* and the focus of the 2012 documentary film *Redefine Possible: The Story of Spencer West*. After losing both legs from the pelvis down at the age of 5, West has tackled challenge after challenge, learning to navigate in a world set against individuals with disabilities.

Throughout his journey, West has accomplished many amazing things to redefine his own possible. In 2012, he was the featured keynote speaker at the YPO/WPO Global Summit in Istanbul, Turkey, and climbed Mount Kilimanjaro on his hands and in his wheelchair to bring the world's attention to the devastating drought in Kenya. In 2013, West completed an epic trek by wheelchair and on his hands from Edmonton to Calgary, Canada to raise awareness and money for Free The Children's clean water projects. In 2014, he headed on a 10-week cross-Canada road trip called "The We Create Change Tour" to bring thanks to schools and corporations throughout the country.

He has shared the stage with luminaries such as former U.S. Vice President Al Gore, Dr. Jane Goodall, Rick Hansen, Mia Farrow, Martin Sheen, Martin Luther King III, former president Mikhail Gorbachev, Prince William and more.



Vanessa Welch

Peer Provider Awards Host

Award-winning journalist Vanessa Welch is co-anchor of Boston 25 News at 5, 6, 10 and 11 p.m. with Mark Ockerbloom, Chief Meteorologist Kevin Lemanowicz and Sports Anchor Tom Leyden.

Before joining Boston 25 News in 2015, Vanessa was an anchor and reporter at WFTV in Orlando, Florida for nine years and a reporter and fill-in anchor at WTVD in Raleigh, North Carolina. She began her on-air career as a reporter at KOSA in West Texas.

One of Vanessa's favorite parts of the job is giving back to the communities she covers. She has a heart for service and is actively involved with Boston Partners in Education, Veterans Inc., the American Red Cross of Massachusetts, Make-A-Wish, the National Alliance on Mental Illness and serves on the board of BUILD Greater Boston.

Vanessa has received two Boston/New England Emmy Awards for Best Anchor. She is a graduate of the University of Georgia and is humbled by the opportunity to serve New Englanders and be a trusted news source. Vanessa is married to Boston 25 News Meteorologist Jason Brewer. They have three young boys and are thrilled to call Boston home.

Morning Workshops

1. How Human Service Agencies Can Support A Successful Data System Implementation Project

- **Laura Beals**, *Director, Department of Evaluation & Learning, Jewish Family & Children's Service*
- **Aaron Gunning**, *Database Implementation Manager, Jewish Family & Children's Service*

In this workshop, we will share our experiences and lessons learned during phases of a data system implementation project at our organization; assess opportunity; scope the project; choose a platform/vendor; design and plan; implement and build; and support. There will be time for discussion and questions.

2. Working with Trans and Gender-Diverse Youth

- **Kody Harrison**, *Clinician, The Key Program, Inc.*

Trans and gender-diverse youth have unique needs and considerations for their care. Learn more about gender diversity in youth and emerging adults and best practices as they relate to some of the considerations that may come up around chosen names/pronouns, the family, effective advocacy and common medical options.

3. 2020 Census: What's at Stake and What You Can Do

- **Beth Huang**, *Director, Massachusetts Voter Table*
- **Uriel Molina**, *Census Specialist, Office of the Secretary of the Commonwealth*

The 2020 Census will determine the distribution of public resources and political representation, impacting the well-being of our communities for the next decade. Historically, communities of color, immigrants, children and low-income people are undercounted in the decennial census. Learn how you can help get out the count.

4. Organizational Culture Management

- **John Howard**, *Human Capital Manager, Youth Villages*
- **Matt Stone**, *Executive Director, Youth Villages*

Your organization has a culture. It may seem hard to define, or perhaps you think it simply equals your mission and values. We want to share how we're tackling key human service workforce challenges by assessing, understanding and managing our culture with greater depth and intentionality.

5. Understanding Public Service Loan Forgiveness

- **Betsy Mayotte**, *President, The Institute of Student Loan Advisors*

This workshop will detail the eligibility requirements for the Public Service Loan Forgiveness (PSLF) program, which forgives the student loan balance for employees of government and many nonprofit employers. The session will give participants the tools needed to navigate PSLF including resolving some of the barriers borrowers can face when pursuing the program.

6. Supervising Employees Who Present Challenges For You

- **Christine Singer**, *President, Your Personal Best: Workshops For Success*

We will explore the challenges supervisors face with employees who do not exhibit consistent positive communication, behavior and teamwork and review the value of structured supervision to inspire team members to make personal changes based on the mission of the organization and their valued service.

7. Staying on Top of the Latest Nonprofit Financial & Legal Hot Topics

- **Anita Lichtblau**, *Attorney, Casner & Edwards, LLP*
- **Scott Harshbarger**, *Attorney, Casner & Edwards, LLP*
- **Sharon Lincoln**, *Attorney, Casner & Edwards, LLP*
- **Dyan D. Reinhold**, *CPA/Director/Shareholder, CBIZ & Meyer, Hoffman, McCann, P.C.*
- **Janet O'Neill**, *Managing Director/Shareholder, CBIZ & Meyer, Hoffman, McCann, P.C.*

Join legal and financial nonprofit experts for updates in key areas, including implementation of the new paid family leave law; preparing for the new FASB leasing standard; updates on nonprofit accounting and auditing issues; the essential eight best practices for nonprofit boards; and addressing state agency monitoring findings.

8. Community Criminal-Justice Involvement: Navigating the System

- **Barbara Brown, LMHC, LADC1**, *Clinical Care Manager, Bay Cove Community Care Partners*

This workshop examines the overlap of the mental health and criminal justice systems and how the court system works. It provides both a theoretical framework for applying a trauma-informed approach to reduce arrest and recidivism and provides practical information for navigating the criminal justice process.

9. Developing Synergetic Relationships with Community Partners

- **Steven Kessler**, *AT Specialist, Seven Hills Foundation*

Limited funding and resources can have adverse effects on desired outcomes with the individuals we support. Delays in service, inappropriate interventions and inefficient use of resources are just a few challenges that arise as a result. Participants will learn about the process of initiating and maintaining community partnerships and how they benefit the individuals served.

10. Shining a Light on Unconscious Bias

- **Janet Edmunson**, *President, JME Insights*

Unconscious bias slips into our work responsibilities each day, even when we are committed to inclusion. This affects our interactions with other employees and clients as well as who we hire, develop and promote. For agencies to thrive, it is crucial to understand where this bias comes from, how it manifests itself and what we can do about it. Learn behavior strategies and systems to help mitigate the unwanted effects of unconscious bias.

11. Implementing a Successful Employee Wellness Program

- **Ella Froggatt**, *Employee Wellness Program Manager, Vinfen*
- **Theresa Young**, *Consultant*

High health insurance increases, fatigued staff, lack of understanding regarding health benefits: the list of challenges to a healthy workforce goes on! This workshop will discuss why employee wellness programs are critical for human service organizations, best practices to implement a successful program and ways leaders can keep wellness engaging.

12. On PAR: Increase Direct Care Job Satisfaction and Decrease Turnover

- **Allison Rothschild, PsyD, MSW, LICSW, BCBA**, *LABA Assistant Vice President and Director of Clinical Services, Seven Hills Community Services*

This workshop will review findings of a study conducted within a human service agency that utilized participatory action research (PAR) to explore ways to increase job satisfaction among DSPs. The workshop will provide recommendations for agencies to develop practices that are philosophically aligned with PAR principles.

13. Continuous Improvement of the Finance Function

- **Joyce Ripianzi, CPA**, *Partner, AAFCPAS*
- **Robyn Leet**, *Manager, Business Process & IT Advisory, AAFCPAS*

The thriving nonprofits are those that have a continuous improvement culture. It ensures systems and processes scale with growth; systems integration and integrity are maintained or improved; highly manual processes and lengthy/overburdened close cycles are eliminated; and meaningful data is available on demand. AAFCPAS shares approaches to achieve more effective internal control over your finance function.

14. The Whole Person: An Integrated Approach

- **Christine Palmieri**, *Vice President, Recovery and Housing, Mental Health Association*
- **Sara Kendall**, *Vice President, Clinical Operations, Mental Health Association*

This workshop will provide a broad overview of best practices for working with individuals who experience both psychiatric symptoms and addiction. Strategies for engagement and effective interventions that can be used in a wide array of service types will be discussed. Barriers to traditional models of treatment will be explored, along with sharing the positive outcomes.

15. Building an Accessible Community

- **Nancy Munson**, *CEO, Bristol Elder Services*
- **Jeanna DaCosta**, *Dementia Friendly Coordinator, Bristol Elder Services*

Learn to expand the concepts of Dementia Friendly and Age Friendly MA by using the same principles to build a community that is accessible to all. Everyone deserves to live where residents and businesses are informed and respectful, and allow people to go to places they are familiar with and where they are known.

16. Got Conflict? Tools to Deal with Conflict Effectively

- **Gail Packer**, *Executive Director, Community Dispute Settlement Center, Inc.*

Is work-related conflict affecting morale and productivity? Are you a member of a team where conflict or tension are hindering success? Have you dealt with a difficult situation that you wish had gone better? Attend this interactive workshop to sharpen your tools for managing conflict.

17. The Wounded Healer Reframed: Resilience, Reflection & Response

- **Adam Edwards**, *Training and Instructional Design Specialist, Justice Resource Institute*

"Wounded Healers" carry a personal encounter with trauma into their work of helping others. From managing dual identity and stigma, to protection from vicarious trauma as a personal trigger, this interactive workshop will reflect on challenges specific to our experience while exploring techniques to enrich our self-care practices.

18. Chat with the Commissioners: Disability & Community Services

- **David D'Arcangelo**, *Commissioner, Massachusetts Commission for the Blind*
- **Steven A. Florio**, *Commissioner, Massachusetts Commission for the Deaf and Hard of Hearing*
- **Jane Ryder**, *Commissioner, Department of Developmental Services*
- **Toni Wolf**, *Commissioner, Massachusetts Rehabilitation Commission*

Afternoon Workshops

19. Anticipate the Fraudster

- **Jeffrey Cicolini, CPA, CGMA**, Partner, AAFCPAs
- **Tom Muldoon, CPA, CGMA**, Partner, AAFCPAs

Auditors identify weaknesses in internal control procedures and make recommendations to management for enhanced controls to mitigate the opportunity for fraud. However, combatting fraud requires more than just understanding internal controls. To effectively safeguard your organization, you must learn how to think like a fraudster.

20. Ways to Improve Care for LGBTQ+ Clients and Employees

- **Johanna Sagarin, AVP and Director of Clinical Services**, Children's Friend

The presentation will include dimensions of identity, issues around transgender healthcare and ways to be better partners for our transgender clients and staff. Children's Friend's Gender Wellness Initiative will be presented as one model for improving care.

21. Planning For and Managing Crises in Human Services

- **David Ball, President**, Ball Consulting Group

Human service agencies care for vulnerable people with limited resources, and the chances of a crisis occurring are elevated. In this workshop, learn how to plan for and manage crises, including managing the media, social media and local relationships.

22. Meeting Today's Workforce Challenges

- **Amy Allen, Partner**, Blum Shapiro
- **Brent Robinson, Partner**, Fathom.net

Let's look at culture through a new lens. This workshop introduces a multi-dimensional way of thinking that will inspire ideas you can use to improve your ability to select the right people for your team and create an environment where they want to build a career and add value to the organization.

23. Treat Yourself to Self-Care & Balance

- **Theresa Melito-Conners, Ph.D.**, Educational Leadership, Lesley University

It can be challenging to take time to recharge your batteries. Learn several self-care techniques to incorporate into your daily routine and evaluate your strengths and weaknesses. Being able to care for yourself while taking care of others is critical. Make time for you; your future self will thank you.

24. Workplace Mindfulness Research and Practice

- **Katherine Fox, Director of Learning and Staff Development**, Vinfen

Adopting mindfulness practices has proven to be effective in reducing stress, including workplace stress. This workshop will provide an overview of the research that demonstrates benefits and will lead participants through a variety of core practices that can be utilized in the workplace.

25. Hang on to Your Donors — Even After They're Dead

- **Sarah Lange, Founder & Principal**, New Era for Nonprofits

In 2018, more than \$410 billion dollars were donated to charity and 80 percent of it came from individuals! In order to maximize revenue from individual donors, you need to know about current trends, best practices, how to become a donor-centric organization and how to engage in effective cultivation and stewardship.

26. Improv For All: Including People with Learning, Social & Mobility Differences

- **Amy Timmins, Vice President of Community Relations**, ServiceNet
- **Katrina Manegio, Director, Autism Program**, ServiceNet
- **Janelle Matrow, Speech-Language Pathology Asst.**, REACH Early Intervention Program, ServiceNet

In this playful, interactive session, we will introduce a variety of improv games and exercises that have proven effective in helping individuals enhance their communication and social skills. We will then discuss ways to adapt these techniques to the particular needs of the populations served by workshop participants.

27. Exploring Provider Organization Growth Opportunities

- **Alison Glastein Gray, President**, Pear Associates

As your organization plans for and positions itself for future growth, there are three key business development concepts to consider. These include who you should partner with, how you can expand your marketplace and how you can enhance service offerings. This interactive workshop will investigate these business development concepts through exploratory questions and examples.

28. Growing Pains: Addressing High Expectations in DEI Culture Change

- **Guimel DeCarvalho, Director of People and Culture**, Wayside Youth & Family Support Network

This session will demonstrate concrete and practical guidelines that can be applied for diversity, equity and inclusion (DEI). These efforts have met challenges from both a workforce that is highly engaged in anti-racist principles, leading to impatience and unrealistic expectations, and from staff who are resistant to seeing their role in oppressive systems with questions like "why do we keep talking about racism?"

29. Managing Stress and Being Present in Human Services

- **Linda Price, M.Ed., CAGS, E-RYT**, Mindfulness Consultant, Minding Your Mind

This interactive and engaging presentation is designed to empower human services workers to be present and manage stress. Learn about the science behind what makes mindfulness practices so effective, practice techniques that can be used, and leave with resources and guidance for reducing stress and supporting others.

30. Beyond Team Building: Cultivating Community in your Workplace

- **Meredith Pizzi, Founder and Executive Director**, Roman Music Therapy Services

For many employees, the workplace is their primary community. Today's employees want to work for organizations that not only provide professional and personal development, but also foster a positive climate and a sense of community. This workshop will focus on understanding how communities develop and explore creative ways to increase trust and reciprocity in the workplace.

31. Understanding the Layers of the Massachusetts Opioid Syndemic

- **Meg von Lossnitzer, Division Director**, Victory Programs
- **Richard Baker, Program Director**, Victory Programs

This presentation will provide accurate, current data on the overdose epidemic with an emphasis on those who remain at an increased risk. We will also discuss the role of poly-substance use and infectious disease as interconnected pieces of the larger opioid syndemic.

32. Unleashing Creativity

- **James Ognibene, Owner/Director**, Visioneer Consulting

Learn steps to inspire your team to develop a creative mindset. By changing the way your team thinks about and overcomes the fear of failure, you will improve your creative results. Implementing the guidelines in this workshop is the first step to forever changing your approach to life.

33. New Partnerships in Charitable Giving

- **Kerry Harrison, Vice President/Senior Public Affairs Manager, MA**, Corporate Affairs, Citizens Bank
- **TBD**

This workshop provides a look into the trends in charitable giving, as well as a funder's perspective on priorities and strategies in charitable giving. The workshop will also provide attendees an opportunity to have their questions about charitable giving answered by a panel of experts.

34. e-Learning: The Providers' eAcademy® Program

- **Christina Broughton, Manager of Member Engagement**, Providers' Council

With more than 39,000 learners, Providers' eAcademy® continues to grow and will have exciting new features and content added next year. In total, the library will grow to over 1,000 courses in 2020. This workshop will cover all the updates coming to the online learning management system and provide a sneak peek at the new course libraries. Learn how Providers' eAcademy® helps organizations recruit and retain qualified staff.

35. Chat with the Secretaries & Commissioners: Public & Mental Health, Veterans Services & Elder Affairs

- **Joan Mikula, Commissioner**, Department of Mental Health
- **Francisco Ureña, Secretary**, Department of Veterans Services
- **TBD**, Department of Public Health
- **TBD**, Executive Office of Elder Affairs

36. Chat with the Commissioners: Children, Youth & Family

- **Jeff McCue, Commissioner**, Department of Transitional Assistance
- **Linda S. Spears, Commissioner**, Department of Children and Families
- **Christine Palladino-Downs, Director of Quality Assurance**, Office of the Child Advocate
- **Peter J. Forbes, Commissioner**, Department of Youth Services
- **TBD, Commissioner**, Department of Early Education and Care

INFORMATION

- Where** **Boston Marriott Copley Place**
110 Huntington Avenue, Boston, MA 02116
617.236.5800 • www.marriott.com
The hotel is wheelchair accessible.
- When** **Monday, October 7, 2019**
8 a.m. – 9 a.m. | Registration
8 a.m. – 4 p.m. | Expo
9 a.m. – 5 p.m. | Convention
- Registration** **Council Members, \$115 | Non-Members, \$170 (On or Before 8/23)**
Council Members, \$130 | Non-Members, \$200 (After 8/23)
Registration fee includes access to:
Keynote • Workshops • Expo • Continental Breakfast
Lunch • Reception • Program Book • Materials
- CEUs** CEUs for Social Workers, Licensed Mental Health Counselors (for specific workshops), Alcohol & Drug Counselors have been applied for.

DIRECTIONS

From the North – Take Route 93 South to Exit 20 B-A toward MassPike/I-90 W. Follow signs for Albany Street and merge onto Albany Street. After nearly half a mile, turn right onto East Berkeley Street. After nearly half a mile, turn left onto Tremont Street. After nearly half a mile, turn right onto West Newton Street. After nearly half a mile, turn right onto Huntington Avenue / Avenue of the Arts / Rt. 9. The hotel is on the right.

From the South – Take Route 93 North to Exit 16. Take a left at the bottom of the off-ramp onto Southampton Street. Continue more than a mile, as Southampton becomes Massachusetts Avenue. Turn right at Huntington Avenue/ Avenue of the Arts / Rt. 9. The hotel is almost half a mile down the street on the right.

From the West – Take I-90 East (Massachusetts Turnpike) to Exit 22 (Prudential Center/Copley Square). Take the left exit lane. Once above ground on Huntington Avenue, at the first set of lights, make a U-turn at West Newton Street and go back on the Huntington Avenue / Avenue of the Arts Rt. 9. The hotel is on right.

Parking – Parking is available at the Marriott Copley Place garage. Special rates are available; cars in between 5 a.m. – 9 a.m. and out between 1 p.m. – 8 p.m. may park for only \$25. Parking is limited, so please plan to arrive early to ensure you receive a space.

MBTA – Take the Green Line (E Line) to the Prudential Center Stop. To park and ride, park at the Riverside T Station. Take the Green line from Riverside (D line) into Park Street Station and switch to the E-line for the Prudential Center stop. Riders may also take the Orange Line or Commuter Rail to Back Bay Station or the Green Line to Copley Station, which are in close proximity to the conference.

REGISTRATION FORM

Early-bird registration available until **Friday, August 23!** **Standard registration** open until **Friday, September 27!**
All early-bird registrations will be entered into a contest to win prizes, including an overnight stay at the Marriott Copley Place Hotel and vouchers to attend Council trainings! For our **group registration form** or to **register online**, visit <http://providers.org/2019convention>

REGISTER ONLINE AT PROVIDERS.ORG **Massachusetts Council of Human Service Providers, Inc.**, 101 Federal St., Suite 1900, Boston, MA 02110
or fill out form and mail/fax it to: Voice: 617.428.3637 • Fax: 617.428.1533 • www.providers.org

Early-bird registration (On or Before 8/23) Council Member \$115 Non-Member \$170
Standard registration (After 8/23): Council Member \$130 Non-Member \$200

Large Group Discount Information!

Receive **10% off** your total if you register 10-19 people

Receive **20% off** your total if you register 20+ people

REGISTRANT'S NAME

REGISTRANT'S TITLE

AGENCY

ADDRESS

CITY

STATE

ZIP

PHONE

EMAIL

Please indicate workshop selection numbers — select one for each session.

Morning (1 – 18) _____ Afternoon (19 – 36) _____

Please select the type of CEUs you wish to receive (if any):

Social Work CEUs LADC CEUs Licensed Mental Health Counselor CEUs
_____ Your license number

I would like a vegetarian lunch My dietary restrictions are: _____

I need the following reasonable accommodations (e.g. sign language interpreter) _____

I would like information from the convention partners about:

- | | |
|--|--|
| <input type="checkbox"/> Human service partners & state agencies | <input type="checkbox"/> Health and/or dental insurance |
| <input type="checkbox"/> Educational opportunities | <input type="checkbox"/> Technology for program/office needs |
| <input type="checkbox"/> Financial or management consulting | <input type="checkbox"/> Furniture and supplies for office & program needs |
| <input type="checkbox"/> Workforce development and recruitment | <input type="checkbox"/> Vehicles, utilities and other facility needs |

METHOD OF PAYMENT

- Non-refundable check enclosed made payable to MCHSP, Inc.
 MasterCard
 Visa

CARD ACCOUNT NUMBER & EXPIRATION DATE

NAME AS IT APPEARS ON CARD

CARDHOLDER'S SIGNATURE



**Massachusetts Council of
Human Service Providers, Inc.**
101 Federal St. • Suite 1900
Boston, Massachusetts 02110
info@providers.org • www.providers.org

44th Annual Convention and Expo

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Workshop tracks for all staff!

Executive

- 2020 Census: What's at Stake and What You Can Do
- Developing Synergetic Relationships with Community Partners
- Chat with the Commissioners: Disability & Community Services
- Planning For and Managing Crises in Human Services
- Exploring Provider Organization Growth Opportunities
- New Partnerships in Charitable Giving
- Chat with the Secretaries & Commissioners: Public & Mental Health, Veterans Services & Elder Affairs
- Chat with the Commissioners: Children, Youth & Family

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- Continuous Improvement of the Finance Function
- Anticipate the Fraudster
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- On PAR: Increase Direct Care Job Satisfaction and Decrease Turnover
- Workplace Mindfulness Research and Practice
- Beyond Team Building: Cultivating Community in your Workplace
- Unleashing Creativity
- eLearning: The Providers' eAcademy® Program

Clinical & Direct Care Programs

- Working with Trans and Gender-Diverse Youth
- Community Criminal-Justice Involvement: Navigating the System
- The Whole Person: An Integrated Approach
- Building an Accessible Community
- Ways to Improve Care for LGBTQ+ Clients and Employees
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- Treat Yourself to Self-Care & Balance
- Managing Stress and Being Present in Human Services

Human Resources

- Organizational Culture Management
- Shining a Light on Unconscious Bias
- Implementing a Successful Employee Wellness Program
- Got Conflict? Tools to Deal with Conflict Effectively
- Meeting Today's Workforce Challenges
- Growing Pains: Addressing High Expectations in DEI Culture Change

For more information on these workshops, please see full descriptions inside the brochure or visit providers.org/2019convention