



2019 Annual Report



PROVIDERS'
— COUNCIL —

Envisioning change • Leading advocacy • Driving progress

Thank you to our 2019 members!

AAFCPAs • ABCD • Accept, Inc. • AcuteEdge, Inc. • AdvantEdge Healthcare Solutions • Advocates for Autism • Advocates, Inc. • AIDS Project Worcester • Almadan • Alternatives for Community & Environment • Amego, Inc. • American Training, Inc. • Amherst Survival Center • Amirah, Inc. • Annkissam LLC • Arbor Associates, Inc. • ASC Partners • Ascentra Care Alliance • 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. • 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 • Casa Esperanza • Casa Myrna • Casner & Edwards, LLP • CBIZ & MHM • Center for Human Development, Inc. • Center for Living & Working, Inc. • Centerboard Centinel Financial Group • Central Boston Elder Services • 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. • 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 • Cotting School, Inc. • Credible Behavioral Health, Inc. • Crystal Springs, Inc. • Dana Group Associates • Delta Projects, Inc. • Disability Resource Center • Doc Wayne Youth Services, Inc. • Downey Side, Inc. • Eastern Bank • eHana LLC • Eliot Community Human Services • Employment Options, Inc. • Enterprise Fleet Management • Fairwinds Counseling Center • Fall River Deaconess Home • Family Independence • Fidelity House CRC • Fisher College • Foley Hoag LLP • Foothold Technology • Friendship Home • Gardiner Howland Shaw Foundation • Greater Lynn Senior Services • Green Energy Consumers Alliance • 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. • 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 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 CLASS • LifeStream, Inc. • Lifeworks and The Arc of South Norfolk • Long Term Pharmacy Solutions • Louison House • maaps • Mainstay • Marblehead Counseling Center • Martin Luther King Jr. Family Services, Inc. • Mass COSH • 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, Inc. • METCO, Inc. • MetroWest Center for Independent Living • MetroWest Community Health Care Foundation • 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 England Yachad • 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. • Nurture, Inc. • Old Colony YMCA • On The Rise, Inc. • Open Sky Community Services • Opportunity Works • Our Father's House, Inc. • Paper Crane Associates • Parent/Professional Advocacy League • Parenting Journey • Pathlight • Pathways for Change, Inc. • Pathways for Children • Pear Associates • People, Incorporated • People's United Bank • Philanthropy Massachusetts • Piers Park Sailing Center • Pine Street Inn • Portal to Hope • PRIDE, Inc. • Project Independence • REACH Beyond Domestic Violence • 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. • 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 Care Center • The Charles River Center • The Children's League of Massachusetts • The Children's Story Home • The Dimock 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 • United Way of Pioneer Valley • Urban League of Springfield • USI Insurance Services • Valley Collaborative • 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.



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 community-based human services nonprofits as the Commonwealth's largest human services membership association. With the Massachusetts human services sector accounting for more than 180,000 jobs, the Council's members supported residents in nearly every city and town in the Commonwealth in 2019, providing wide-ranging human services, health, safety, education and employment supports to one-in-ten state residents.

The Council supports members by offering high-quality public policy research, advocacy opportunities, education and training, publications, networking events and group purchasing programs 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 in 1975 – has grown to be widely recognized as the official voice of the Massachusetts community-based nonprofit human services sector. Providing governance is a diverse Board of Directors that is representative of member organizations; support for the organization 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.



Community Resources for Justice President and CEO John Larivee, a Providers' Council board member and chair of the Council's Public Policy Committee, received the Chair's Award at the Council's 44th Annual Convention and Expo in 2019 while surrounded by CRJ staff.

From the Chair and President

Dear Members and Friends:



Bill Sprague
Board Chair

Since our founding in 1975, the Providers' Council has always been on the move.

We've traveled countless times to Beacon Hill to fight for legislation that would strengthen the human services sector, created numerous educational and networking opportunities for our members and leveraged the power of our collective membership to offer incredible value in our group purchasing programs. Throughout the years, we've traversed the Commonwealth to provide the highest quality services to our more than 200 member organizations.

And in 2019, the Council itself was literally on the move – to Framingham after spending the first 44 years with our organization based in downtown Boston. At the beginning of our 45th year, the Providers' Council welcomed members in our more centrally located office, allowing us to better serve our growing statewide membership. The new office – at 100 Crossing Boulevard – includes a state-of-the-art Learning Center, enabling the Council to host a diverse set of trainings for all audiences.



Michael D. Weekes
President/CEO

In many ways, 2019 was a year of change for the Council, though our commitment to members remained the same. In collaboration with trade organization partners, the Council worked with state government on a significant reform altering how the state sets rates funding salaries for human services programs. We released the sixth report in our collaboration with the Donahue Institute and UMass Dartmouth titled *Health through Human Services* during an event with our members in May. Our Race, Diversity and Inclusion Committee hosted the popular two-day Healing Racism seminar and released its first Race, Equity & Inclusion Glossary that provides language needed to effectively communicate and embrace diversity for all. And we also grew some of our most popular initiatives: Providers' eAcademy® reached 42,000 learners at 80 organizations; The Caring Force swelled to more than 28,000 members; and we awarded a record \$22,000 in scholarships to future human services leaders with our partners at Suffolk and Clark universities.

While we had numerous accomplishments in 2019, it was only possible with the support from you – our members. Thank you for your partnership throughout the past 45 years in *envisioning change, leading advocacy and driving progress*. Your efforts in caring for one-in-ten Massachusetts residents have undoubtedly left the Commonwealth a stronger place. Thank you for your tireless efforts in building caring communities across Massachusetts.

Sincerely,

A handwritten signature in black ink, appearing to read "Bill Sprague".

Bill Sprague
Board Chair

A handwritten signature in black ink, appearing to read "Michael D. Weekes".

Michael D. Weekes
President/CEO



Katie Holmquist, a Direct Support Professional III from Pathlight, speaks at a Western Massachusetts Legislative Event held at ServiceNet in Northampton. The event, which included Sen. Jo Comerford and Reps. Mindy Domb, Natalie Blais, Dan Carey and Lindsay Sabadosa (not pictured), helped introduce legislators to the Council's legislative agenda.

Public Policy

Policy initiatives in 2019 centered on fair pay, student loan burdens

Releasing a new report on the future of the human services sector, engaging in advocacy on student loan repayment and fair pay for comparable work, and securing a victory that overturned harmful tax policy in Washington, D.C. highlighted the Providers' Council's public policy efforts in 2019.

The Providers' Council released *Health through Human Services* at a forum in May – the sixth collaboration between the Council, the University of Massachusetts Dartmouth and the UMass Donahue Institute. The report highlighted five “north star” initiatives that the human services sector needed to focus on in the future, including committing to livable wages for all human services workers, ensuring wage parity with state agencies, supporting benefits commensurate with state workers, developing strategic partnerships and accepting accountability for adequate financing. Members of the Council's board of directors each highlighted one of the strategic goals at the report release forum.

The Council also introduced a legislative agenda for the 2019-2020 session that included four bills: a student loan repayment program for low-paid human services workers; fair pay for comparable work legislation that would ensure community-based workers received a salary comparable to what state workers in similar state jobs received; an EMAC Supplement waiver for human services organizations; and legislation designed to create an association health insurance plan. The Council testified before legislative committees on several of the bills, which were well received.

The Joint Committee on Children, Families and Persons with Disabilities reported favorably the loan repayment and fair pay bills to additional committees. The EMAC Supplement was not extended and ended in December 2019.

Of additional concern on Beacon Hill in 2019 was the implementation of Paid Family & Medical Leave. Council staff attended listening sessions around the Commonwealth, held informational calls with members, discussed PFML implementation with state officials and filed testimony to ensure regulations took special situations involving the human services sector into account. The Council also worked with its business partner to offer a private PFML option to Council members.

The Council also helped its members in various subsectors and in regions around the state deepen their involvement in public policy work. With legislators from western Massachusetts, the Council held an informational briefing at ServiceNet in Northampton to bring together members and legislators and discuss the important bills on the Council's legislative agenda.

The Council also hosted two dozen organizations for an informational briefing in Worcester on HIV/AIDS funding and how it would be impacted by Chapter 257.

Federally, the Council worked with the National Council of Nonprofits on a number of issues – most importantly was the repeal of the Unrelated Business Income Tax on transportation benefits that community-based human services organizations provided to their employees.

The Council and its members were instrumental in advocating for the repeal, as about three dozen Massachusetts nonprofits signed a community letter the Council circulated seeking the relief. Council President/CEO Michael Weekes also sent a letter to U.S. Rep. Richard Neal, the chairman of the powerful House Ways & Means Committee, urging him to repeal the unjust policy.



Council board member Sandra McCroom speaks about the latest Council report, Health through Human Services, at the Council's Annual Membership and Business Meeting in May. The Council released the report, detailing North Star initiatives in the community-based human services sector.

Communications & Media

In 2019, the Council saw further expansion of its Jobs with Heart board and a move to a more central location benefitted its growing, diverse membership

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.

And after more than 40 years in Boston, the Council moved to Framingham in November 2019. The new office is more centrally located in an effort to serve our growing statewide membership. The new site also hosts the Providers' Council Learning Center, a state-of-the-art space that allows the Council to host its own trainings. Free parking is also available in the Framingham space.

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 2019, the Council's *Jobs with Heart* jobs board continued to grow, as members and others in the human services sector discovered the effectiveness of the site, which is dedicated solely to available positions in the human services sector. Over the course of the year, more than 2,250 jobs were posted on the site; they received more than 438,000 exposures and 28,500 views

throughout 2019.

Additionally, Jobs with Heart set records, as nearly 500 users used the site's "one click to apply" feature to apply instantly for human services jobs. Nearly 350 employers maintain accounts on Jobs with Heart, and Providers' Council members continue to be able to post an unlimited number of jobs for free, helping with their recruitment efforts.

The Council garnered the attention of the media with the release of its report *Health through Human Services*. The report, released at the Council's Annual Membership and Business Meeting in May, detailed *North Star* initiatives in the community-based human services sector. Other media outlets reached throughout the year include *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 monthly 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 e-newsletter (ALEX), which are delivered to nearly

4,000 recipients each week. These publications, other emails and targeted media outreach helped the Providers' Council reach a wider audience and attract new supporters – both itself and the community-based human services sector as a whole.



3,300
Twitter followers



The Caring Force Eighth Annual Caring Force Rally and Lobby Day again filled the Great Hall at the State House where legislators heard from human services workers at family members. Above, Kristen Tingley from Advocates urged legislators to approve the Council's student loan repayment bill.

The Caring ForceSM

The grassroots initiative advocated intensely for workforce priorities such as pay equity and student loan repayment

The Caring Force continued to grow steadily throughout 2019, providing human services staff, consumers, family members and other supporters a range of opportunities to participate in nonpartisan political advocacy. As a result of its continuous legislative advocacy, email outreach, social media engagement and in-person presentations to provider organizations, The Caring Force grew to nearly 28,000 members in its eighth year.

In May, TCF once again filled the Great Hall of the State House with more than 500 human services advocates — direct care staff, CEOs, clients, board members, parents and loved ones — wearing signature gold shirts for the Eighth Annual Caring Force Rally and Lobby Day. TCF members from across the Commonwealth were inspired by stories from their colleagues who discussed their personal stories and advocated for the Council's bills on student loan repayment and fair pay for comparable work. State Senator Cindy Friedman of Arlington and State Representative Aaron Michlewitz of Boston were honored with Caring Bear Awards as TCF's Legislators of the Year.

The 2019 Broadcast Your Love of Human Services photo contest generated enthusiasm and thousands of votes. Key Program, Inc. broke the all-time record for online voting, garnering 443 votes on social media. The final voting took place at the Council's 44th Annual Convention & Expo: Everyone Counts in September, where Doc Wayne Youth Services, Inc. was named the winner.

TCF also began advocating for the upcoming 2020 Census, specifically working to ensure hard-to-count populations in the human services sector would be counted. These groups include homeless populations, ex-offenders, people with disabilities and others who may be living in "group quarters," like group homes and other congregated residences.

TCF leaders also visited Providers' Council members and other advocacy groups across the state, conducting presentations on 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 2019 were Rep. Aaron Michlewitz, left, and Sen. Cindy Friedman. Michlewitz is shown with Caring Force Committee Chair Michael Moloney and Council CEO Michael Weekes.

28K
members

Annual Convention & Expo

A theme of “Everyone Counts” highlighted the 44th Annual Convention & Expo, marking another sell out of the Council’s signature event

On October 7, the Providers’ Council hosted another sold-out annual convention to celebrate the sector’s accomplishments. The 44th Annual Convention & Expo: *Everyone Counts* drew more than 1,200 human service workers, stakeholders and supporters to the Marriott Copley Place Hotel in Boston for a day of workshops, networking with peers, connecting with exhibitors and honoring exemplary individuals and innovations.

Spencer West, an activist and motivational speaker, inspired the audience as he spoke about how he has turned challenges into opportunities after losing both legs from the pelvis down at the age of 5. Throughout his life, West has “redefined possible” by completing countless treks and climbs to bring attention to pressing issues like water scarcity and access to education. He is the author of the best-selling book *Standing Tall: My Journey*. In addition to West, both Governor Charlie Baker and EOHHS Secretary Marylou Sudders addressed attendees.



Everyone Counts also offered 36 workshops 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 how to manage stress, plan for crises, build accessible communities and harness creativity in the workplace. The event also featured over 70 exhibitors featuring a wide variety of programs, products and services.

Keynote Speaker Spencer West at the 44th Annual Convention & Expo: Vanessa Welch, the Emmy-winning news anchor for Boston 25 News, hosted the Peer Provider Awards that honored NFI Massachusetts, Parenting Journey, Thrive Support & Advocacy and Western Massachusetts Training Consortium for their innovation and contributions to the Massachusetts human services sector. The Council also presented 12 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.

For the 16th year in a row, the Joan Newton Memorial Scholarship 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.

1,200
attendees

Awards & Honors



2019 Awards of Excellence Recipients

Gerry Wright Direct Service

Employees of the Year

- *Maximo Lorenzo-Ramirez, Seven Hills*
- *Rashin Khosravibavandpouri, UCP of MetroBoston*

Executive of the Year

- *Jonathan Scott, Victory Programs*

Supervisors of the Year

- *Maryann Hyatt, Berkshire County Arc*
- *Mohan Sunuwar, Ascentria Care Alliance*

Volunteer of the Year

- *Tom Gould, Treadwell's Ice Cream*

State Employee of the Year

- *Angela Bryan, DCF*

Ruth M. Batson Advocate of the Year

- *Isa Wolderguirguis, Center for Hope and Healing*

Municipal Official of the Year

- *Mayor Yvonne Spicer, City of Framingham*

Legislators of the Year

- *Senator Eric Lesser*
- *Representative Claire Cronin*

Business Partnership Award

- *Springfield Thunderbirds*

2019 Peer Provider Award Recipients

- NFI Massachusetts
- Thrive Support & Advocacy
- Parenting Journey
- Western Mass. Training Consortium

2019 Convention Sponsors

- Advocates
- American Training, Inc.
- Bay Cove Human Services
- Bridgewell
- Bristol Elder Services
- Casner & Edwards, LLP
- Citizens Bank
- Citrin Cooperman LLC
- Community Resources for Justice
- Delta Dental of Massachusetts
- Eastern Bank
- Eliot Community Human Services
- Gardiner Howland Shaw Foundation
- HMEA
- Justice Resource Institute
- MA Adult Foster Care Council
- Oppenheimer & Co.
- Pathlight
- Pine Street Inn
- Road to Responsibility
- Roxbury Youthworks, Inc.
- Seven Hills Foundation
- Tempus Unlimited
- The Home for Little Wanderers
- The Key Program
- USI Insurance Services
- Venture Community Services
- Victory Programs, Inc.
- Vinfen
- Wayside Youth & Family Support Network
- Michael Weekes



Longtime Providers' Council Endorsed Business Partner USI Insurance Services exhibited at the Providers' Council's 44th Annual Convention & Expo in October. Other Council EBPs include Enterprise Fleet Management, Interior Resources, PurchasingPoint and UTMC.

Race, Diversity & Inclusion

Now entering its fourth year, the Race, Diversity and Inclusion Committee grew to more than 15 members dedicated to enculturating diversity and equity in our sector and hosted the popular two-day Healing Racism seminar in 2019, challenging how people define diversity and providing tools to navigate difficult conversations around racial inequity and white privilege. Over 200 members, including most Providers' Council board members, have attended this or another similar training hosted by the Race, Diversity and Inclusion Committee.

The committee also released its first Race, Equity & Inclusion Glossary as part of the continued effort to provide valuable resources to our members. This glossary provides the language needed to communicate effectively with staff, clients and organizational leaders on how to embrace the diversity of all races, ethnicities, genders, differing abilities and other identities. The Committee encourages members to use this valuable resource to advance their own internal equity and diversity initiatives.

The Council's Race, Diversity and Inclusion initiative aims to help organizations embrace diversity through knowledge, practice and advocacy. We envision communities which enculturate racial equity values to benefit clients, consumers, program participants and our staff members. As service providers, thought leaders and change agents, we are entrusted to care for those who are in need and/or are marginalized. A fair and just society for all is only possible when the values of racial inclusion and equity are embraced and advanced.

Group Purchasing Programs

Nearly two-thirds of Providers' Council work with its business partners to receive significant savings in time, money and other resources. The Council's five Endorsed Business Partners include Enterprise Fleet Management, Interior Resources, PurchasingPoint®, Unemployment Tax Management Corporation (UTMC) and USI Insurance Services. The Council also partners with GrantStation and SkillSurvey to guarantee members low pricing on their services and products.

USI Insurance Services continued to provide great value to members on dental, vision, life and disability, property and casualty, and personal home and auto insurance for members. Last year USI, in partnership with Sun Life, provided a new solution to the state's Paid Family and Medical Leave Program as an added benefit to Council members.

In 2019, Interior Resources met members' furniture needs, creating custom-designed spaces and welcoming environments as an SDO-certified entity. Enterprise continued to provide discounted vehicle rental options at competitive prices and hosted a free webinar for members to ensure their in-house fleet management practices promote safe driving and vehicle safety. UTMC helped members navigate their EMAC supplement and appeal process, while continuing to advocate on their behalf in the area of unemployment compensation.

The Council kept 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.



FLEET MANAGEMENT



INSURANCE SERVICES



Education & Training

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

The Council held over 90 professional development trainings, workshops, webinars and roundtables throughout 2019, including several new offerings at our members' request. A majority of these trainings offered continuing education units (CEUs) from the National Association of Social Workers, as the Council continues to apply for CEUs for all applicable half-day trainings.

Nearly 200 supervisors participated in the Council's sold-out supervision training series offered across the state. The six-session Certificate in Supervision Series attendees were eligible to receive 18 hours of CEUs and the two-day Success as a New Supervisor attendees were eligible to receive six hours of CEUs.

Four scholarships to pursue an advanced degree were awarded in 2019. The \$10,000 Providers' Council Graduate Scholarship went to Thara Young, assistant program director at Cambridge Family & Children's Service, who is pursuing her master's degree in social work.

Katie Robery of BAMSI was awarded a \$4,000 Providers' Council and Clark University Master of Public Administration Scholarship.

This year the Council was excited to award two \$4,000 Providers' Council and Suffolk University Master of Public Administration Scholarships to Christina Hope of Gregg Neighborhood House and Madeline Eleazar of ABCD, Inc.



The Council's Tuition Remission program, which marked its 20th year in 2019, enabled human services employees to take nearly 400

classes tuition-free at state colleges and universities throughout Massachusetts. More than 80 agencies— both members and non-members —took advantage of this unique benefit, offering their staffers an opportunity to complete a degree or further their education..

The graduate-level Certificate in Nonprofit Human Service Management program, offered in partnership with both Suffolk and Clark universities, continued its success in offering professional development of the human services workforce. The 2019 cohort saw 43 students from 26 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 80 organizations and 42,000 learners using it in 2019

The Providers' eAcademy® online learning management system (LMS), powered by Relias, is one of the Council's fastest growing and most widely used programs. In 2019, the Council announced two new package options for the Providers' eAcademy® program: The Traditional Package and The Premier Package.



The Council negotiated the addition of new features, tools and content as part of a new Premier Package to bring added value to the program. The Premier Package will include all the tools, features and content traditionally available in the program (Traditional Package) plus more than 300 new skills-based courses in communication, management and technology (including courses on IT security). Also available will be the Policies and Procedures tool, Relias PATHS (a prescriptive learning tool) and Pro-on-the-Go courses. All current Providers' eAcademy® participants received trial access to the Premier Package beginning in November 2019.

Providers' eAcademy® grew in 2019 to more than 42,000 learners at more than 80 organizations – over a third of all Council members. Council members used the system to take more than 242,000 courses in 2019, not including the specialized courses, events and performance reviews that organizations have customized for their own sites.

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 continuing education credits at no extra cost and take any elective courses on their own time. With the addition of the Premier Package, Council members will be able to further streamline staff training, making it easier to meet requirements from funding agencies and accreditation standards.

Social Innovation & Enterprise

Boston College helps Council members turn ideas into realities

The Providers' Council continues to champion the creation and expansion of our members' social enterprise initiatives through our *What a Great Idea!* RFP collaboration with Boston College. This program partners BC social work graduate students with member agencies to act as consultants throughout the initial research stages and implementation process of their social enterprise. Amego, Inc., Valley Educational Associates and Pine Street Inn took advantage of the program in 2019 to start new social enterprises or grow existing ones. Since 2011, more than 20 agencies have used this free member benefit to develop or expand a social enterprise.

The Council also maintains an online Innovator Directory showcasing our members' social enterprises and related initiatives aimed at sustaining the human services sector.



Providers' Council President & CEO Michael Weekes presents Gov. Charlie Baker with QT, the official mascot of The Caring Force. Baker spoke at the Council's 44th Annual Convention again in 2019, thanking human services workers for their incredible efforts providing essential care.

2019 Major Sponsors

~ Diamond ~



INSURANCE SERVICES



**Citizens
Bank**®

~ Platinum ~



Leader in
Social Justice

~ Silver ~



Reaching People. Changing Lives.



CASNER  EDWARDS



ROAD TO RESPONSIBILITY
MAKING LIVES BETTER.

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, 2019

REVENUE

| | |
|---------------------------|--------------------|
| Operating Revenue | \$1,583,740 |
| Grant & Education Revenue | \$1,340,742 |
| TOTAL REVENUE | \$2,924,482 |

TOTAL EXPENSES

| | |
|---|--------------------|
| TOTAL EXPENSES | \$2,517,899 |
| Change in unrestricted net assets from operations | \$406,583 |
| Total unrestricted non-operating activity | \$496,735 |
| Change in donor restricted net assets | (\$2,635) |
| Total Change in Net Assets | \$913,308 |

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, 2019, 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**
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