



# 2021 Annual Report



**PROVIDERS'**  
COUNCIL

Envisioning change • Leading advocacy • Driving progress

# Thank you to our 2021 members!

18 Degrees, Inc. • ABCD • Accept, Inc. • Advocates for Autism of MA • Advocates, Inc. • AgeSpan, Inc. • AIDS Project Worcester • Alexander, Aronson, Finning & Co., P.C. • Almadan, Inc. • Alternatives for Community & Environment • Amego, Inc. • American Training, Inc. • Amherst Survival Centers, Inc. • Amirah, Inc. • Annkissam, LLC • Apothecare Pharmacy LLC • Arbor Associates • Ascendria Care Alliance • Ball Consulting Group • BAMSI • Bay Cove Human Services • Bay Path University • Bay State Community Services • Beaverbrook STEP, Inc. • Berkshire Area Health Education Center • Berkshire County Arc • Berkshire Family and Individual Resources, Inc. • Boston Center for Independent Living • Boston College School of Social Work • Boys & Girls Club Family Center • Bridge Over Troubled Waters • Bridgewater State University School of Social Work • Bridgewell, Inc. • Bristol Elder Services, Inc. • Cambridge College • Cambridge Family & Children's Service • Cambridge Savings Bank • Cape Abilities, Inc. • Cardinal Cushing Center • Casa Esperanza, Inc. • Casa Myrna • Casner & Edwards, LLP • CBIZ & MHM New England • Center for Human Development, Inc. • Center for Living & Working, Inc. • Centerboard • Centinel Financial Group • Central Boston Elder Services • CENTRO • Charles River Center • Children's Services of Roxbury, Inc. • Choice Community Supports, Inc. • Citizens Bank • Citizens for Juvenile Justice • Citizens Inn, Inc. • Citrin Cooperman LLP • City Life / Vida Urbana • City Mission, Inc. • CliftonLarsonAllen • Coastal Connections, Inc. • Communities for People • Community Caring, Inc. • Community Connections, Inc. • Community Counseling of Bristol County, Inc. • Community Resources for Justice • Community Service Network, Inc. • Community Teamwork • Community Work Services • COMPASS • Crystal Springs, Inc. • Curtis Strategy • Delta Projects, Inc. • Dimock Community Health Center • Disability Resource Center, Inc. • Doc Wayne Youth Services • Douglas A. 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Martin & Associates, P.C. • Key Program • KeySteps, Inc. • King Boston • Krokidas & Bluestein • L'Arche Boston North, Inc. • Lemberg Children's Center, Inc. • LifeConnections Specialized Support Services • Lifestream, Inc. • Lifeworks, Inc. • Living Independently Forever, Inc. • Long Term Pharmacy Solutions • Louison House, Inc. • maaps • Mainstay • Marblehead Counseling Center • Martin Luther King Jr. Family Services, Inc. • Mass. Coalition for Occupational Safety & Health • Mass. Counsel on Gaming and Health, Inc. • Mass. Down Syndrome Congress • Massachusetts Health Council, Inc. • May Institute, Inc. • Mental Health Association, Inc. • METCO, Inc. • Metro Housing Boston • Metrowest Center for Independent Living • Metrowest Community Health Care Foundation • Middlesex Human Service Agency, Inc. • MOLIFE • Monomoy Community Services • More Than Words, Inc. • Morgan Memorial Goodwill Industries, Inc. • Mothers for Justice and Equality • Multicultural AIDS Coalition • Multicultural Community Services of Pioneer Valley • Multicultural Wellness Center • Murphy & Riley, PC • MY TURN, Inc. • Nancy Lurie Marks Family Foundation • NEEDS Center, Inc. • Netsmart, Inc. • New Bedford Women's Center • New England Business Associates • New England Village • New England Yachad • New North Citizens' Council • NFI Massachusetts • North Charles Foundation • North Suffolk Mental Health Associates, Inc. • Northeast Arc, Inc. • Northeast Independent Living Program, Inc. • NuPath, Inc. • Nurtury, Inc. • Old Colony Y • On The Rise, Inc. • Open Sky Community Services, Inc. • Opportunity Works, Inc. • Our Father's House, Inc. • Parent/Professional Advocacy League, Inc. • Parenting Journey • Pathlight • Pathways for Change • Pathways for Children • Pear Associates • People, Inc. • People's United Bank • Philanthropy Massachusetts • Pine Street Inn • Portal to Hope • PRIDE., Inc. • Professional Center for Child Development • Project Independence • Qualifacts Systems • REACH Beyond Domestic Violence, Inc. • RFK Community Alliance • River Valley Counseling Center, Inc. • Riverbrook Residence, Inc. • Riverside Community Care • Road To Responsibility, Inc. • Robbins Children's Programs • Roman Music Therapy Services, LLC • Roxbury Youthworks, Inc. • RSM US LLP • Runkle Extended Day Program, Inc. • Safe Coalition • Safe Passage • ServiceNet, Inc. • Seven Hills Foundation • Sevita • SHED, Inc. • SMOC, Inc. • Sojourner House • Solutions for Living • South End Community Center • South Shore Support Services • Southeast Center for Independent Living • Springfield Jewish Community Center • Square One • Sunshine Village • TILL, Inc. • Tapestry Health Systems, Inc. • TD Bank • Tech Networks of Boston • Tempus Unlimited, Inc. • The Arc of Greater Brockton • The Arc of Greater Haverhill-Newburyport • The Brookline Center for Community Mental Health • The Care Center • The Children's League of Massachusetts, Inc. • The Children's Study Home • The Edinburg Center • The Guild for Human Services • The Haven Project • The Home for Little Wanderers • The Hyams Foundation, Inc. • The Ledges Workshop, Inc. • The Price Center • The United Arc • The Whitney Academy • Third Sector New England • Thrive, Support & Advocacy • Transition House • Trauma & Family Integration, LLC • Triangle, Inc. • Turning Point • UCP of Metro Boston • Unemployment Tax Management Corp. • United Cerebral Palsy of Western MA • United Way of Pioneer Valley • UMass Lowell • University Without Walls - Amherst • Urban League of Springfield • USI Insurance Services • Valley Collaborative • Valley Educational Associates • Venture Community Services • Viability • Victory Human Services • Victory Programs, Inc. • Vinfen Corporation • Volunteers of America • Walker, Inc. • Walnut Street Center • Wayside Youth & Family Support Network • WCI • Webster Five • Webster Square Day Care Center • West End Day Nursery of New Bedford, Inc. • Western Mass Training Consortium • Westport Associates, Inc. • William James College • WORK, Inc. • YMCA of Greater Boston • Your Part-Time Controller • Youth Villages, Inc.



**PROVIDERS'**  
COUNCIL

# About the Providers' Council

**In its 46th year, the Council continues its mission to promote a healthy, productive and diverse human services industry.**

The Providers' Council has been envisioning change, leading advocacy and driving progress for community-based human services nonprofits since 1975. Today it is the largest human services membership association in Massachusetts, representing a sector that accounts for more than 180,000 jobs statewide. In 2021, the Council's members supported residents in nearly every city and town in the Commonwealth, providing wide-ranging human services, health, safety, education and employment support to one-in-ten residents.

The Council supported members this year by offering virtual education and training, advocacy opportunities, high-quality public policy research, news publications, networking events and group purchasing programs that allow them to operate more efficiently and effectively. In addition, the Council highlighted 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 striving for its mission to promote a healthy, productive and diverse human services industry, the Council 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



*Danielle Gordon, a program coordinator in May Institute's Adult Services division, enjoys singing with Frannie, one of the individuals for whom she cares.*

# From the Chair and President

Dear Members and Friends:



**Nancy R.  
Munson**  
*Board Chair*

In many ways, 2021 was about experiencing and learning what is the “new normal” of our society and the human services sector, as Council members continued creating paths for providing high quality, effective services to residents of the Commonwealth – even while dealing with the COVID-19 pandemic, experiencing an unprecedented workforce crisis and addressing racial equity and justice.

Candidly, our members discovered and/or created pathways to persevere through the hardships and challenges they confronted over the last year. They fought through enormous headwinds of unfair talent competition in striving to fill a 180,000-job workforce in the community-based human services sector – a challenge that would have been incomprehensible without a committed human services workforce that embodied the spirit of being Essential: Then, Now and Always.

The Providers’ Council, too, worked to provide accessible and effective opportunities from possibilities with support and programming to its statewide membership with diverse solutions. With our trade colleagues, we secured \$30 million in American Rescue Plan Act funds for workforce development in the sector, including \$16.5 million for a student loan repayment program and \$13.5 million for grant programs that would recruit and retain dedicated staff. This was in addition to hundreds of millions in additional COVID relief funding and new Chapter 257 dollars. Our Annual Convention & Expo again drew nearly 1,000 attendees and hosted Governor Charlie Baker, U.S. Attorney for Massachusetts Rachael Rollins, EOHHS Secretary Marylou Sudders, nonprofit advocate Vu Le and many more to a virtual platform for learning, networking, sharing and celebrating – while remaining the largest convening of its type in the Northeast. Meanwhile, the Council’s online learning management system, Providers’ eAcademy, expanded to more than 100 organizations and over 50,000 learners.



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

We know our community-based human services organizations are often forced to do more with less in an environment with increased costs and sometimes uncertain revenues. And yet we’re honored and humbled by your confidence in the Council – expressed in a 99 percent member retention rate in 2021 – the highest mark in our organization’s 47-year history.

As our sector, state and nation recovers from the COVID-19 pandemic and the workforce crisis, we are thankful for the contributions of our many members in building a stronger Commonwealth for all who live in it. And to our incomparable workforce, thank you!

The accomplishments in this Annual Report would not have been possible without you – our members. From all of us at the Providers’ Council and our esteemed Board of Directors, we thank you for your tireless efforts in building caring communities throughout Massachusetts and providing essential services to one-in-ten state residents – then, now and always.

Sincerely,

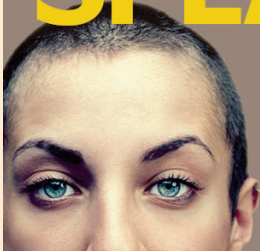
A handwritten signature in cursive script that reads "Nancy R. Munson".

Nancy Munson  
Board Chair

A handwritten signature in cursive script that reads "Michael D. Weekes".

Michael D. Weekes  
President/CEO

# SPEAK UP FOR THEM



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



Visit [providers.org/careers](https://providers.org/careers)

# SPEAK UP FOR HIM

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



Visit [providers.org/careers](https://providers.org/careers)



# SHOW UP FOR HER

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



Visit [providers.org/careers](https://providers.org/careers)

*The Providers' Council promoted workforce development throughout Massachusetts by placing billboards along highways in Boston, East Boston and Springfield, encouraging individuals to consider a career in human services. The Council also did geofenced, mobile advertising, sending similar designs to cell phones in designated areas.*

# Public Policy

## The Council helped secure \$16.5m for student loan repayment in 2021

Even with the State House remaining closed throughout 2021 and many events still taking place virtually, the Providers' Council found many ways to make an impact on public policy efforts in Massachusetts and beyond. After making student loan repayment for human services workers a priority of its legislative agenda for more than a decade, the Council helped secure a \$16.5 million fund in the American Rescue Plan Act spending plan in 2021 that would help workers repay qualified education loans.

The Council had long sought \$3 million for a student loan repayment pilot program that it felt could help nearly 1,700 workers receive \$150 a month over the course of a calendar year to help repay their student loans. The expanding funding – 450 percent more than the Council had originally sought – may be able to help additional workers repay loans and remain in the human services sector. The Council took initial steps at the end of 2021 to connect with the Baker Administration on the implementation of the program.

Student loan repayment funding wasn't all that the Council worked on throughout the calendar year. The Council also was successful in advocating for 10 percent funding lifts that added hundreds of millions of dollars to the human services sector; \$79 million in the Chapter 257 Reserve to increase human services rates; and a \$13.5 million grant program to help human services organizations recruit and retain workers. The funding would help human services organizations that were experiencing a dire workforce crisis.

Additionally, the Providers' Council delivered testimony at more than 20 hearings on Chapter 257, urging the Executive Office of Health and Human Services to include the most recently available Bureau of Labor Statistics salary data into its models, use the 75th percentile salary information for rates, increase its antiquated tax/fringe and administrative allocation rates and support its commitment for equity by ensuring

fair salaries for direct care workers. Following the testimony, EOHHS began using more recent BLS data when setting rates.

The Council's grassroots advocacy initiative, The Caring Force, was still unable to host its traditional TCF Rally due to the State House remaining closed for all of 2021. The Council and TCF moved the traditional rally online in 2021, and more than 1,300 TCF members registered for the event, sharing more than 800 concurrent connections on Zoom. Senate President Karen Spilka – a former Caring Bear awardee – greeted the group, noting it was the largest Zoom she had been a part of during the pandemic.

The Council also filed its legislative agenda and provided testimony on its Student Loan Repayment and Fair Pay for Comparable Work bills before the Joint Committee on Children, Families and Persons with Disabilities. The Council had positive hearings on both bills, and eventually received a favorable report on all of them early in 2022.

Advocacy efforts weren't limited to Massachusetts. After the Council collaborated with more than 100 members to send a letter to then President-Elect Biden urging him to revoke former President Trump's Executive Order on Combating Race and Sex Stereotyping, President Biden repealed the Executive Order in January 2021 – one of his first actions after taking office. The Council also worked with associations in nearby states, joining Connecticut and Rhode Island to participate in a regional forum that discussed the workforce crisis in the nonprofit and human services sectors.





*Cape Abilities residential Direct Support Professional Jean Marc Dorce stands outside a Cape Abilities group home.*



# Communications & Media

**In 2021, Jobs with Heart continued to perform outstandingly; over the course of the year, the 3,000 jobs posted received over half a million exposures and 77,600 views**

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 impacting the human services sector and nonprofits.

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, approaching 4,000 Twitter followers by the end of 2021.

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 through fun and creative posts with QT, The Caring Force bear mascot.

In 2021, the Council's Jobs with Heart jobs board – which is dedicated solely to available positions in the human services sector – continued to perform outstandingly; over the course of the year, the 3,000 jobs posted to the site received over half a million exposures and 77,600 views.

Over 450 employers maintain accounts on Jobs with Heart and more than 250 users used the site's "one click to apply" feature to apply instantly for human services jobs. Providers' Council members continue to be able to post an unlimited number of jobs for free, helping with their recruitment efforts.

The Council and its members garnered significant media attention throughout 2021, with outlets often covering the sec-

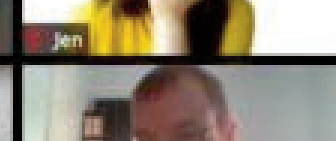
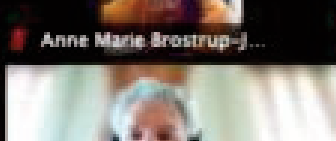
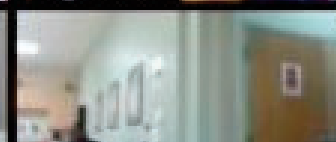
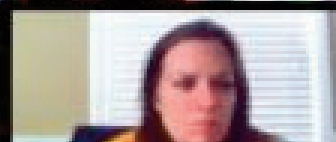
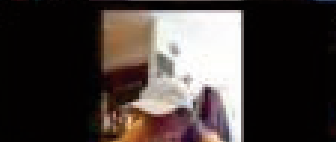
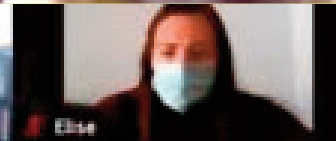
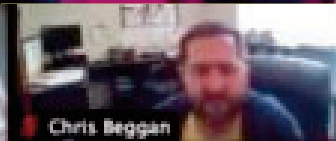
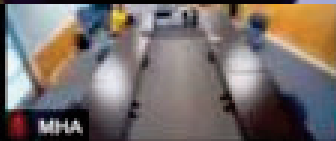
tor's hiring crisis and the Council bills aimed at addressing it. Some of the media outlets reached throughout the year included *The Boston Globe*, *CommonWealth Magazine*, *The Republican*, *State House News Service*, *WWLP-TV*, *Worcester Business Journal*, *Wicked Local* and others.

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. In Jan. 2021, Senate President Karen Spilka authored a front-page column for a special Legislative edition of *The Provider*.

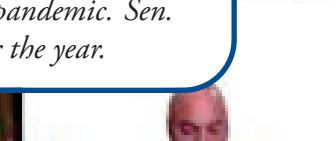
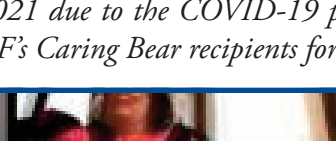
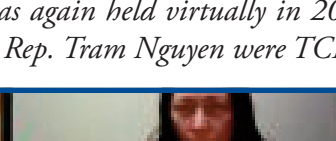
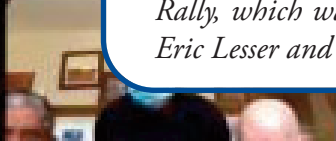
In the spring, Ways and Means Chairmen Aaron Michlewitz and Michael Rodrigues wrote about drafting a state budget despite the uncertainty caused by the pandemic, and in the fall Joint Committee on Children, Families and Persons with Disabilities Chairmen Michael Finn and Adam Gomez penned pieces on addressing childhood trauma in the state and ensuring teachers receive racial bias training, respectively.

The Council's informative e-newsletters – the Providers' Council e-Digest and the Academy of Learning & Exchange e-newsletter (ALEX) – which are delivered to more than 5,000 recipients each week were also important vehicles. These publications, other emails and targeted media outreach helped the Providers' Council reach a wider audience and attract new supporters – both in the general public throughout Massachusetts and also the community based human services sector as a whole.





*More than 1,300 Caring Force members registered for TCF's Tenth Annual State House Rally, which was again held virtually in 2021 due to the COVID-19 pandemic. Sen. Eric Lesser and Rep. Tram Nguyen were TCF's Caring Bear recipients for the year.*



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

## TCF expanded its membership to 30,000 in 2021 and helped secure critical workforce funds in the ARPA spending plan

In spite of the pandemic, The Caring Force continued to provide human services staff, consumers, family members and other supporters a range of opportunities to participate in nonpartisan political advocacy throughout 2021. As a result of its legislative advocacy, email outreach, social media engagement and in-person presentations to provider organizations, TCF grew to over 30,000 members in its tenth year.

The power of TCF advocacy was in full-force this year. Governor Charlie Baker signed a \$4 billion American Rescue Plan Act (ARPA) spending plan that allocated \$16.5 million for student loan repayment for community-based human services workers. The spending plan also included \$13.5 million for a grant program for human services organizations to support the recruitment and retention of workers. This may not have been possible without the 30,000 members of The Caring Force.

In May, for the second year in a row, the COVID-19 pandemic prevented TCF from filling the Great Hall of the State House. Instead of an in-person rally, The Caring Force hosted the Tenth Annual State House Rally virtually. More than 1,300 TCF members registered for the event, and shared connections to fill our Zoom room to listen to speakers, wear Caring Force shirts, and show support for Student Loan Repayment and Fair Pay for Comparable Work. At the rally, we heard many powerful stories from workers who represent the sector. Hetsron Alexandre from Roxbury



Youthworks discussed his experience helping youth affected by violence while earning less than his peers employed by DYS. Devon Brown from Advocates discussed the enormous burden of student loan debt. Kristoffer



DaCosta and Amanda Aguiar from Bristol Elder Services highlighted the critical bills on the Council's legislative agenda. Massachusetts Senate President and former Caring Bear recipient Karen Spilka discussed the incredible work done by community-based human services workers, especially during the pandemic. This year's Caring Bear recipients, Senator Eric Lesser and Representative Tram Nguyen, discussed their support for the Council's legislation and thanked Caring Force members for their efforts.

The 2021 Tenth Annual Broadcast Your Love of Human Services visual media contest generated enthusiasm and more than 1,000 votes. Four entries from Gándara Center, Vinfen, Advocates and Turning Point, respectively, became finalists by garnering hundreds of votes on social media. The final voting took place at the Council's virtual 46th Annual Convention & Expo: *Essential Then, Now and Always* in October, where Gándara Center was named the winner.

TCF has highlighted workforce heroes who have gone above and beyond to care for their clients. In 2021, TCF published eight separate workforce spotlights of incredible employees of Providers' Council members.

# Annual Convention & Expo

**The Council's 46<sup>th</sup> Annual Convention & Expo featured keynote speaker Vu Le, Gov. Baker, Sec. Sudders, Suffolk County DA Rollins and others**

For the second year in a row, the Providers' Council hosted its convention virtually to celebrate the sector's accomplishments and increase learning opportunities. The 46<sup>th</sup> Annual Convention & Expo, *Essential: Then, Now and Always* drew nearly 1,000 human services professionals, stakeholders and supporters for over 25 workshops, networking with peers, connecting with exhibitors, and honoring exemplary colleagues and innovations through a virtual event platform.

Nonprofit leader and advocate, Vu Le, delivered an uplifting keynote address to attendees, in which he acknowledged the important work of human services professionals while noting how underrepresented it is in larger society. In the context of the COVID-19 pandemic, Le spoke about the resiliency of the sector and offered a message of solidarity to attendees, encouraging them to take care of themselves and each other. Le is the former executive director of RVC, a nonprofit in Seattle that promotes social justice by developing leaders of color, strengthening organizations led by people of color and fostering collaboration between diverse communities. Currently, Le writes a blog on a wide range of topics relevant to nonprofit work. In addition to Vu Le, the event featured addresses from Governor Charlie Baker, EOHHS Secretary Marylou Sudders and Suffolk County District Attorney Rachael Rollins. This year's keynote panel focused on wellbeing in the workplace and was moderated by Carrington Moore, director of Community Organizing at King Boston.



*Keynote Speaker  
Vu Le*

*Essential: Then, Now and Always* also offered 27 workshops and panels 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 integrating nature into day programs, leading a multi-generational workforce, preventing compassion fatigue, managing workplace conflict and mitigating cybersecurity breaches.

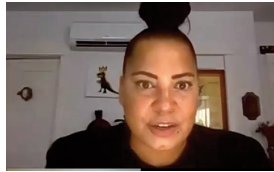
The event also showcased 18 exhibitors featuring a wide variety of programs, products and services offering real value to our members.

Vanessa Welch, the Emmy-winning news anchor for Boston 25 News, hosted the Peer Provider Awards Ceremony that honored BFAIR, Central Boston Elder Services, HopeWell, and North Suffolk Mental Health Association for their innovation and contributions to the Massachusetts human services sector. The Council also presented 16 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 18<sup>th</sup> year in a row, the Joan Newton Memorial Scholarship provided funding support for those in need to attend the Convention. We thank all our generous sponsors and exhibitors who help make the convention a success year after year led by USI Insurance and Citizens.



# Awards & Honors



## 2021 Event Sponsors

- ABCD
- Advocates
- Arbor Associates
- Bay Cove Human Services
- Bridgewell
- Bristol Elder Services
- Casner & Edwards, LLP
- Central Boston Elder Services
- Centinel Financial Group
- Children's Services of Roxbury
- CIL
- Citizens
- Citrin Cooperman LLC
- Communities for People
- Delta Dental of Massachusetts
- Eliot Community Human Services
- Gardiner Howland Shaw Foundation
- HMEA
- Hopewell
- Justice Resource Institute
- Kevin P. Martin & Associates, PC
- Mental Health Association
- NFI Massachusetts
- Oppenheimer & Co.
- Pathlight
- People's United Bank
- Philadelphia Insurance Co.
- Road to Responsibility
- Roxbury Youthworks, Inc.
- ServiceNet
- Seven Hills Foundation
- Tempus Unlimited
- The Key Program
- TILL, Inc.
- USI Insurance Services
- Venture Community Services
- Vinfen
- Wayside Youth & Family Support Network
- Michael Weekes

## 2021 Awards of Excellence Recipients

### Gerry Wright Direct Service Employees of the Year

- Jules Cleophat, *Vinfen*
- Vanda Da Rosa, *LifeStream*
- Enroy Wright, *Seven Hills Foundation*

### CEO Award

- Bill Lyttle, *The Key Program*

### Supervisor/Manager of the Year

- Steven Ponte, *Bay Cove Human Services*
- Emily Gracewski, *Mental Health Association*

### Volunteer of the Year

- Lynnfield Residence, *TILL Inc.*
- Dr. J. Keith Motley, *The Urban League of Eastern Massachusetts*

### State Employee of the Year

- Rachael Rollins, *Suffolk County DA*

### Ruth M. Batson Advocate of the Year

- Devon Brown, *Advocates*

### Legislators of the Year

- Rep. Paul J. Donato
- Sen. Patrick O'Connor

### Innovator Award

- Deaf Survivors Program, *Pathways for Change*

### Media Award

- Karen Holmes Ward, *WCVB-TV*

### Municipal Official of the Year

- Mayor Domenic J. Sarno

### Business Partnership Award

- William James College

## 2021 Peer Provider Award Recipients

- BFAIR
- Central Boston Elder Services
- Hopewell
- North Suffolk Mental Health Association



*North Suffolk Mental Health Association Recovery on the Harbor staff and recovery coaches are a tight-knit, dedicated group. NSMHA started a 24/7 recovery support hotline in 2021 with funding from the Substance Abuse and Mental Health Services Administration*

# Race, Diversity & Inclusion

The Providers' Council's Race, Diversity and Inclusion (RDI) Committee continued to make great strides on our Call to Action on Racial Equity over the last year by engaging in the first two of six action items: Listen and Educate.

The Council held a roundtable discussion to give members the opportunity to share their thoughts and experiences of the race, diversity, equity and inclusion efforts happening at their agencies, including success stories, struggles and stages of initiatives. This allowed our members to genuinely listen and learn from each other and provided an opportunity to discuss an important topic.

In the Spring, the Council partnered with the African Bridge Network in hosting a panel discussion for BIPOC and for-

eign-born professionals seeking opportunities and resources to advance their careers in the human service industry. The Council also created a scholarship for a foreign-born worker.

In June, the Council hosted two educational opportunities to continue to educate members and communities on systemic racism, inequities and activism. The second offering was to honor and celebrate Juneteenth through awareness, appropriation and allyship. Many of our members have taken action to ensure Juneteenth is a paid holiday for their staff.

The committee remains dedicated to creating spaces for conversations, learning and embarking on developing an organizational strategy for combatting systemic racism and oppression while helping our members build a more inclusive culture and environment at their organizations.

## Group Purchasing Programs

The Providers' Council continues to have strong partnerships with four Endorsed Business Partners including Enterprise Fleet Management, Interior Resources, Unemployment Tax Management Services (UTMC) and USI Insurance Services. These relationships allow us to offer deep discounts and low pricing exclusively to our members. In addition, members receive preferred pricing with GrantStation.

USI continued to support members in helping to save on dental, vision, life and disability, as well as property and casualty insurance. In addition, members can work directly with USI to receive home and auto coverage for employee's personal use. UTMC helped many members navigate unemployment concerns during the pandemic

and hosted webinars on unemployment basics which was an important refresher for many of our members. Interior Resources is an SDO-certified vendor that continues to help meet members' furniture needs throughout the pandemic. Enterprise Fleet Management provided discounted fleet options and management technology at a time when vehicle acquisitions grew increasingly stressful due to high prices.

Council members were periodically kept informed of the many ways to save, special discounts and promotions through our Endorsed Business Partner marketing strategies, including e-newsletters, news alerts, expo advertising, sponsoring educational webinars and newspaper advertising.



**FLEET MANAGEMENT**



**INSURANCE SERVICES**



# Education & Training

**The Council held nearly 100 professional development training sessions, workshops, webinars and roundtables throughout 2021**

The Providers' Council is committed to helping members provide high quality, affordable and continuous learning opportunities for their staff to grow and develop. To offer these opportunities safely, all Providers' Council education programming was exclusively virtual throughout the year.

The Council held nearly 100 professional development training sessions, workshops, webinars and roundtables throughout 2021, including several new offerings based on sector needs. This year, the Council began offering professional development credits for SHRM licensure for relevant trainings.

Beginning at the start of the COVID-19 pandemic as a response to member needs, the Council now continues to offer regular roundtables that brings together sector leaders to discuss the issues their agencies are facing due to the pandemic. The human resources and training leaders roundtable meets bi-weekly and the executive roundtable meets monthly. Over 1,050 human services employees participated across all our professional development opportunities.

Nearly 200 supervisors participated in the Council's two supervision training series. Attendees of the highly popular six-session Certificate in Supervision Series were eligible to receive 18 hours of continuing education credits for social work licensure (CEUs) and attendees of the two-day Success as a New Supervisor were eligible to receive six hours of social work CEUs.

Four scholarships to pursue an advanced degree were awarded in 2021. The Providers' Council Graduate Leadership Scholarship of \$10,000 was awarded to Omar Irizzary of Gándara Center. Omar is pursuing his master's degree in Nonprofit



**Academy for Learning and Exchange**

Management & Philanthropy at Bay Path University and is slated to graduate in the coming Spring.

The Providers' Council offered two, \$4,000 Master in Public Administration Scholarships in partnership with Suffolk University. The recipients were Lucy McKinnon of Elder Services of the Merrimack Valley and North Shore and Kianesha Reeves of Roxbury YouthWorks.

This year, the Providers' Council awarded the inaugural, \$3,000 Foreign-Born Leader Scholarship to Stephen Osei-Bonsu, a program coordinator with Open Sky Community Services. This scholarship was made possible by member contributions during our 2021 Annual Business and Membership meeting.

The Council's Tuition Remission program, which marked its 22nd year in 2021, enabled human services employees at 33 agencies to take nearly 200 classes tuition-free at state colleges and universities throughout Massachusetts.

The graduate-level Certificate in Nonprofit Human Service Management program, offered in partnership with Suffolk University, continued its success in furthering professional development of the human services workforce. This year, participation in the program was offered in both hybrid and fully virtual options. The two 2021 cohorts had a total of 37 students from 22 agencies enrolled in the program.



# Providers' eAcademy®

**The Council's online learning management system reached milestones of nearly 100 organizations and 51,000 learners using it in 2021**

The Providers' eAcademy® online learning system, powered by Relias, began releasing its updated and modernized *Human Services Credentialing Program* (HSCP) in 2021. The HSCP was designed with the guidance of Subject Matter Experts from our members and developed with material from recognized content experts nationwide. HSCP now offers credentials in the areas of *Intellectual and Developmental Disabilities and Mental Health*. Additional topics to be released in 2022 include *Child Welfare (Levels I and II)*, *Substance Use and Addictive Disorders*, *Autism Spectrum Disorders*, and *Leadership and Frontline Supervision*.

These curricula contain at least 11 core competency modules based on nationally-normed standards and are designed to provide human services staff working with different populations with the knowledge and skills essential to their work. The credential in *Intellectual and Developmental Disabilities* is accredited by the National Alliance of Direct Support Professional.

Providers' eAcademy® is the Council's fastest growing and most widely used learning solution. It has experienced phenomenal growth to include more than 51,000 learners at

nearly 100 organizations. Council members' staff enrolled in a record number of courses in 2021 – 515,700 – not including the specialized courses, events and other content.



In 2021, Providers' eAcademy® enhanced its membership benefit by including several unique features, available exclusively on Relias to all eAcademy® enrollees at an exceptional value. This year, Relias' updates focused on enhancing the learner experience, including a new and improved course library search function and personalized learner feature.

Providers' eAcademy® continues to support participants by enabling the tracking of state-mandated trainings for compliance, scheduling live or virtual events and enhancing employee benefits by allowing staff to earn continuing education units at no extra cost and take elective courses on their own time.

## Social Innovation & Enterprise

**Boston College helps Council members turn ideas into realities**

The Providers' Council continues to champion and elevate a unique benefit offered to our member agencies – the opportunity to work with Boston College School of Social Work graduate students on a social enterprise project. Many of our members have creative solutions to drive different business models to support ongoing client needs, yet often don't have the bandwidth to develop it from the ground up. Through the Council's partnership with BC, graduate stu-

dents make this idea a reality. Member agencies are matched with students who help develop and implement the ideas through the creation of a business plan. These social enterprises pursue a double bottom line – financial and social returns with the goal of reinvesting those returns in the agencies' missions. Over the last 10 years, more than 20 agencies have used this free member benefit to create or expand a social enterprise.



*Families are greeted in the lobby of the Incompass Chelmsford facility for the Open House event, including a tour of day programs, as well as a meet-and-greet with staff.*

## 2021 Major Sponsors

~ Diamond ~



INSURANCE SERVICES



~ Platinum ~



~ Gold ~



~ Silver ~



CASNER *E* EDWARDS



# 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, 2021

### REVENUE

Operating Revenue \$1,573,538

Grant & Education Revenue \$1,890,288

**TOTAL REVENUE \$3,463,826**

**TOTAL EXPENSES \$2,774,616**

Change in unrestricted net assets from operations \$689,210

Total unrestricted non-operating activity \$439,970

Change in donor restricted net assets (non-operating) \$0

Total Change in Net Assets \$1,264,680

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, 2021, as audited by Citrin Cooperman & Company, LLP. Original financial statements are on file in the business office.

## Board of Directors

- **Mia Alvarado**  
Roxbury Youthworks
- **Ruth Banta**  
Pathlight
- **Bruce Bird**  
Vinfen Corporation
- **James Cassetta**  
WORK Inc.
- **Lyndia Downie**  
Pine Street Inn
- **Cheryl Fasano**  
Mental Health Association
- **Juan Gomez**  
CENTRO
- **James Goodwin**  
Center for Human Development
- **Diane Gould**  
Advocates, Inc.
- **Joanne Hilferty**  
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- **Nancy Munson**  
Bristol Elder Services
- **Shaheer Mustafa**  
Hopewell
- **Jule Gomes Noack**  
HMEA
- **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.
- **Lesli Suggs**  
The Home for Little Wanderers
- **Lydia Todd**  
NFI Massachusetts
- **Michael Vance**  
Central Boston Elder Services
- **Christopher White**  
Road to Responsibility
- **Gerry Wright**  
Community Caring

## Providers' Council Staff

- **Stefan Geller**  
*Public Policy & Communications Coordinator*
- **Tracy Jordan**  
*Director of Finance & Operations*
- **Mesa Merritt**  
*Education & Academic Partnerships Coordinator*
- **Caroline O'Neill**  
*Public Policy & Communications Associate*
- **Amanda Rheau**  
*Education & Membership Coordinator – eLearning*
- **Pamela Scheidel**  
*Administrative Support Associate*
- **Ann Schuler**  
*Director of Education & Membership*
- **Michael Weekes**  
*President/CEO*
- **Bill Yelenak**  
*Chief Operating Officer*
- **Consultants**
- **Anita Lichtblau**  
*Legal Counsel*
- **Jill Moran**  
*Convention Manager*
- **Lisa Simonetti**  
*Legislative Consultant*

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

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www.providers.org

*Thank you to the following member organizations for sharing photos for inclusion in our Annual Report:*

Cape Abilities, The Guild for Human Services, Incompass Human Services, May Institute and North Suffolk Mental Health Association