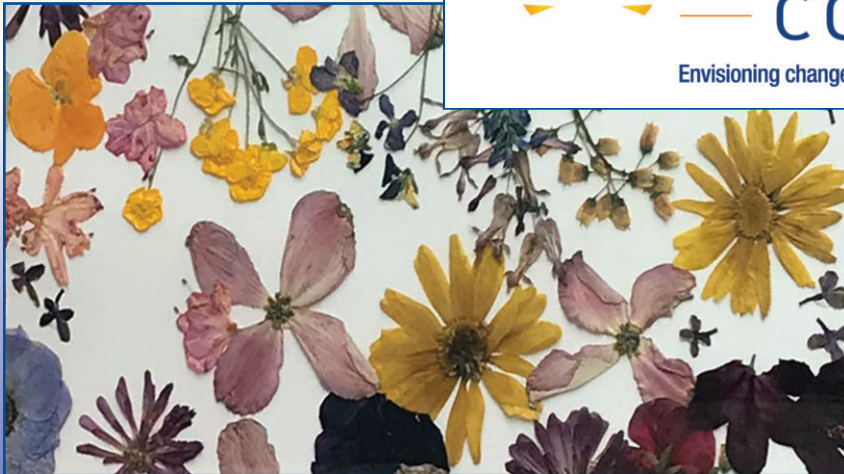




PROVIDERS'
— COUNCIL —

Envisioning change • Leading advocacy • Driving progress



2022 ANNUAL REPORT

ABOUT THE PROVIDERS' COUNCIL



Seated, from left: Mesa Merritt, Caroline O'Neill, Michael Weekes, Amanda Rheaume, Ann Schuler. Standing, from left: Pamela Scheidel, Nina Walat, Stefan Geller, Tracy Jordan, Bill Yelenak

In its 47th 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 Commonwealth's largest human services membership association, representing a sector that accounts for more than 160,000 jobs statewide. In 2022, 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 supports to one-in-ten state residents.

The Council supported members this year by offering education and trainings, 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, with its partners in *The Collaborative*, successfully advocated for the Legislature to include \$225 million for human services workers in its economic development bill and \$230 million in the Chapter 257 Reserve in the FY '23 budget.

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 hundreds of thousands of 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.



Advocates



Pathways for Children



Victory Programs

FROM THE CHAIR AND PRESIDENT



Sandra McCroom
Board Chair



Michael D. Weekes
President/CEO

Dear Members and Friends:

Since the Providers' Council was founded in 1975, the organization has been known for many things. We've been a voice on Beacon Hill, advocating for fair policies for the community-based human services sector; a leader in educating, training and eLearning through our in-person programming, certificate programs and online learning management system Providers' eAcademy®; and an association committed to ensuring the best value for its members through relationships with our Endorsed Business Partners.

But above all else, the Council has been widely recognized as a tireless champion for the human services workforce. We herald a workforce that fills 160,000 jobs – where 80 percent of jobs are filled by women, and organizations are twice as likely to employ people of color, 1.5 times as likely to employ Latinx workers, and more likely to employ people with disabilities than all other industries in Massachusetts. But unfortunately, our sector is also one where median wages are significantly less than other sectors and one-in-six workers are below 200 percent of the federal poverty level.

Throughout 2022, we worked with our allies in the human services community to continue trying to right those wrongs and advocate for community-based human services workers to earn a livable wage for the incredible jobs that they do. Between the FY '23 state budget and an Economic Development bill, we partnered with the legislature to secure more than \$450 million in new human services allocations – much of which is exclusively toward workforce development. The Council, appointed to the Human Services Workforce Board, helped to determine how \$16.5 million in loan repayment funds would be distributed to workers. And many organizations also received funding through a \$42.5 million grant program designed to help human services organizations with recruitment and retention. These allocations were principally due to the advocacy from the Council and our members across the state who made their voices heard.

But our workforce didn't just have victories on Beacon Hill in 2022. The numbers throughout the Providers' Council were impressive, as Providers' eAcademy® hit milestones by signing on its 50,000th learner and 100th organization; The Caring Force grew to more than 31,000 members; Jobs with Heart had nearly 400,000 job exposures; our member retention rate exceeded 99 percent for the second straight year; and we returned to holding an in-person Convention & Expo that sold out faster than it has in our organization's history. Our first ever forum for Lieutenant Governor candidates to discuss human services issues was held last May as well. Without a doubt, 2022 was an incredible year, and it was only possible due to the commitment and efforts of our incredible membership.

We are honored and humbled by your continued membership in the Providers' Council. We're immensely proud of the accomplishments you'll read about this year in our Annual Report, but they wouldn't have been achievable without your efforts. From all of us at the Providers' Council and our Board of Directors, we thank you for your tireless efforts to serve hundreds of thousands of residents in Massachusetts. Thanks for making the Commonwealth a better place for all who live here.

Sincerely,

A handwritten signature in cursive script that reads "Sandra M. McCroom".

Sandra M. McCroom
Board Chair

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

Michael D. Weekes
President/CEO

PUBLIC POLICY

The Council helped the human services sector receive record state funds in 2022

Helping to secure \$225 million dollars in state funds for human services workers in an economic development bill and advocating for \$230 million in additional Chapter 257 funds in the FY '23 budget were some of the Providers' Council's major public policy successes in 2022.



The Council's grassroots advocacy initiative, The Caring Force, was still unable to host its traditional TCF Rally at the State House in 2022 due to COVID-19 restrictions, but instead held the first ever Caring Force Spirit Week in May. Caring Force members posted nearly 100 photos of themselves wearing their gold t-shirts across the Facebook, Twitter, and Instagram platforms, along with the #FairPayforComparableWork.



In July, then-Gov. Charlie Baker signed a \$52.7 billion FY '23 budget that included \$230 million for the Chapter 257 Reserve. The amount represents the largest single-year investment in Chapter 257 in history.

In November, the Council and its partners in *The Collaborative* successfully advocated for the Legislature to include an additional \$225 million for human services workers in its economic development bill. The funding will be used specifically to promote workforce development with direct care, front-line and medical and clinical staff, as well as increase Chapter 257 rates to address the worsening human services workforce crisis.

Additionally, the Providers' Council delivered testimony at more than a dozen Chapter 257 hearings, 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 for benchmark salaries in rates, increase its antiquated tax/fringe and administrative allocation rates and support its commitment for equity by ensuring fair salaries for direct care workers.



COMMUNICATIONS & MEDIA

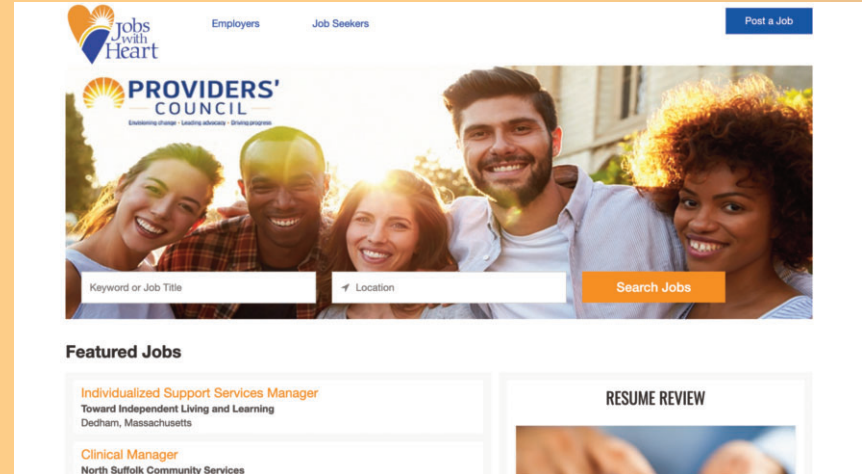
The Council in 2022 continued to grow its social media presence and garner significant media attention on the sector's hiring crisis and the Council bills to address it.

The Providers' Council continued to use a variety of communications channels to advocate, educate and engage, connecting with members, legislators, 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, with over 3,500 Twitter followers by the end of 2022. 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.



3,523
Twitter followers



JOBS WITH HEART – 2022

2.7K

Jobs posted

400K

Exposures

60K

Job views

The Council and its members garnered significant media attention throughout 2022, with outlets often covering the sector's hiring crisis and the Council bills aimed at addressing it.

The Council also connected with members, government officials, thought leaders and other industry stakeholders through its respected monthly newspaper, *The Provider*, highlighting members and issues of importance to the sector.

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

THE CARING FORCESM

TCF expanded its membership to 31,000+ in 2022 and secured an additional \$470 million in new funding for the human services sector and workforce.

The Caring Force held its first ever Spirit Week in May, with Caring Force members posting nearly 100 photos of themselves wearing their gold t-shirts across the Facebook, Twitter and Instagram platforms, along with the #FairPayforComparableWork hashtag. Spirit Week was a collective celebration of the important work of the human services sector and the essential direct care staff who provide critical care to hundreds of thousands of Massachusetts residents.



The Caring Force created a new orientation video to help introduce human services workers to the TCF mission and encourage them to join. The three-minute-long video featured four human services workers telling their stories and discussing why they joined The Caring Force.

In recognition of National Voter Registration Day, TCF launched a pledge-to-vote campaign for the 2022 General Election, featuring a raffle for 10 Dunkin' Donuts gift cards. And in partnership with CareVote, the nonpartisan voter engagement initiative of the Providers' Council, TCF used email blasts and social media posts to promote voter registration for the primary and general elections.

The Caring Force's advocacy also played a large role in the passage of the \$3.7 billion Economic Development Bill, which included \$225 million for human services workers. TCF members wrote letters and called legislators throughout the summer urging them to support the bill.

The Caring Force also continued to highlight workforce heroes who went above and beyond to care for their clients. In 2022, TCF published eleven separate workforce spotlights of incredible employees of Providers' Council members.

Spirit Week:

#FairPayforComparableWork



Viability



Bay Cove Human Services



HMEA



BFAIR



Road to Responsibility



Berkshire County Arc



NFI Massachusetts



Center for Human Development

ANNUAL CONVENTION & EXPO

Themes of strength and resilience highlighted the 47th Annual Convention & Expo, which the Council held in-person for the first time since 2019

For the first time since the start of the COVID-19 pandemic, the Providers' Council returned to the Boston Marriott Copley Place Hotel in October to host its 47th Annual Convention & Expo: *Celebrate Our Strength*. The sold out event drew **over 800** human service professionals and supporters for a full day of informative workshops, networking opportunities and captivating presentations.



Eric Ellis

Eric Ellis, President and CEO of Integrity Development Corp, delivered an enthralling keynote speech on how to promote diversity, equity and inclusion in the workplace, before Governor Charlie Baker and EOHHS Secretary Marylou Sudders spoke, lauding members of the human services sector for their partnership, resilience and dedication to serving others.

The event also showcased 24 workshops and panels; more than 50 exhibitors with a wide variety of programs, products and services; a presentation of 13 Awards of Excellence to individuals, organizations, government officials and businesses whose contributions have bettered the human services sector; and the Peer Provider Awards Ceremony, hosted by Boston 25 News' Emmy-winning news anchor Vanessa Welch.

The Council also honored Sandy Matava, director of the Suffolk University Moakley Center for Public Management, to recognize her contributions to the longstanding partnership the Council has with Suffolk on the Certificate in Nonprofit Human Services Management program. Diane Gould, the president and CEO of Advocates, received the chair's award from Council board chair Sandra McCroom.

The Council thanks all its generous sponsors and exhibitors who helped make the convention a success once again, led by Diamond level sponsors USI Insurance and Citizens.



AWARDS & HONORS

2022 Awards of Excellence Recipients



**Gerry Wright Direct Service
Employees of the Year**
*Bob Renois, The Guild for Human
Services*
Verissima Marshall, Lifestream, Inc.

CEO Award
Chris White, Road to Responsibility

Supervisors/Managers of the Year
*Cheryl Bruk, The Professional Center
for Child Development*
Magela Correa, LifeConnections

Volunteer of the Year
Ngozi Carol Ejindu, TILL Inc.

State Employee of the Year
Judge Matthew Machera

Ruth M. Batson Advocate of the Year
*Flossy Calderon, Action for Boston
Community Development*

Legislators of the Year
Rep. Brian Ashe
Sen. Adam Gomez

Innovator Award
Bryan Kohl, MindWise Innovations

Media Award
Jordan Rich, WBZ / Chart Productions

Business Partnership Award
Pelmeds, accepted by Bhuren Patel

2022 Peer Provider Award Recipients



Community Connections
David Botting, President/CEO



Intl. Institute of New England
Jeffrey Thielman, President/CEO



Roman Music Therapy Services
Meredith Pizzi, Founder/Exec. Director



Viability
Colleen Holmes, President/CEO

2022 Convention Sponsors

- Advocates
- Arbor Associates
- Bay Cove Human Services
- Beavebrook STEP
- Bridgewell
- Casner & Edwards, LLP
- Children's Services of Roxbury
- Citizens
- Citrin Cooperman LLC
- Communities for People
- Community Resources for Justice
- Delta Dental of Massachusetts
- Eliot Community Human Services
- HMEA
- International Institute of New England
- Justice Resource Institute
- M&T Bank
- NFI Massachusetts
- Pathlight
- Road to Responsibility
- Roxbury Youthworks, Inc.
- The Home for Little Wanderers
- The Key Program
- USI Insurance Services
- Venture Community Services
- Viability
- Vinfen
- Wayside Youth & Family Support Network
- Michael Weekes

EDUCATION & TRAINING

The Council introduced new learning opportunities to its members in 2022 and increased the amount of trainings being offered in-person.

The Providers' Council is committed to helping members provide high quality, affordable and continuous learning opportunities for their staff to grow and develop.

Over 200 supervisors and managers were enrolled in the Council's two highly popular supervisor training series, *Success as a New Supervisor* and the *Certificate in Supervision Series*, collectively receiving hundreds of hours of social work continuing education units and SHRM professional development credits.

The Council also awarded four scholarships in 2022 to help human services workers pursue their advanced degrees. The \$10,000 *Graduate Leadership Scholarship* was awarded to Gabriel Gbidey of Bay Cove Human Services, the second-ever \$2,000 *Foreign-Born Leader Scholarship* was awarded to Amogechukwu Owens of The Edinburg Center, and two \$4,000 *Master in Public Administration Scholarships* – offered in partnership with Suffolk University – were awarded to Jamie Olsen and Katie Driscoll of BAMSI, who will be receiving their MPAs from Suffolk.

The graduate-level Certificate in Nonprofit Human Service Management program, also offered in partnership with Suffolk University, continued its success in furthering the professional development of the human services workforce, with a total of 37 students from 21 agencies enrolled in the program for the 2021-22 school year. Since its inception, more than 650 future leaders have graduated from the program, some of whom now lead human services organizations.

The Council's Tuition Remission program, which marked its 23rd year in 2022, allowed human services employees to take nearly 200 classes tuition-free at state colleges and universities throughout Massachusetts.



In 2022, the Council hosted:

50 Trainings, webinars and workshops

12 Executive Roundtables

24 HR & Training Leader Roundtables

The HR and training roundtable shifted its focus in 2022 toward sharing resources and ideas related to recruitment and retention. Over the summer, the Council began hosting a monthly speaker to discuss recruitment and retention, and since has since committed to bringing in monthly guest speakers to present on a timely topic of interest.



Providers' eAcademy®

Council members' staff used the Council's online learning management system to enroll in a record 772,700 courses in 2022.

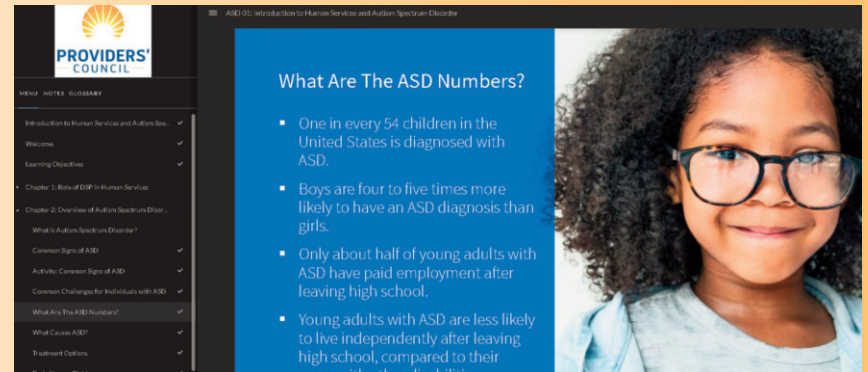
The Providers' eAcademy® online learning management system (LMS), powered by Relias, remains the Council's fastest growing and most widely used learning solution with more than 50,000 learners at over 100 organizations. Council members' staff enrolled in a record 772,700 courses in 2022.

Over the past year, Providers' eAcademy® enhanced its benefits to provider members by including several unique features available exclusively on Relias at an exceptional value. This year, Relias' updates continued to focus on enhancing the learner experience, with some features including a new and improved Training Plan creation layout and search function.

Over the summer, Providers' eAcademy® finalized its update of all credentials in the Human Services Credentialing Program (HSCP). The HSCP was designed with the guidance of subject matter experts from our members and developed with material from recognized content experts nationwide. HSCP offers credentials in the areas of Autism Spectrum Disorders, Child Welfare (Levels I and II), Intellectual and Developmental Disabilities, Mental Health and Substance Use Disorders, in addition to the Leadership and Frontline Supervision credentials geared toward staff that are starting in a supervisory role.

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 Professionals, and all organizations that use Providers' eAcademy® have access to these credentials at no additional cost.

Providers' eAcademy® continues to support participants by enabling the tracking of state-mandated training for compliance, scheduling live or virtual events and enhancing employee benefits by allowing staff to earn continuing education units and take elective courses on their own time.



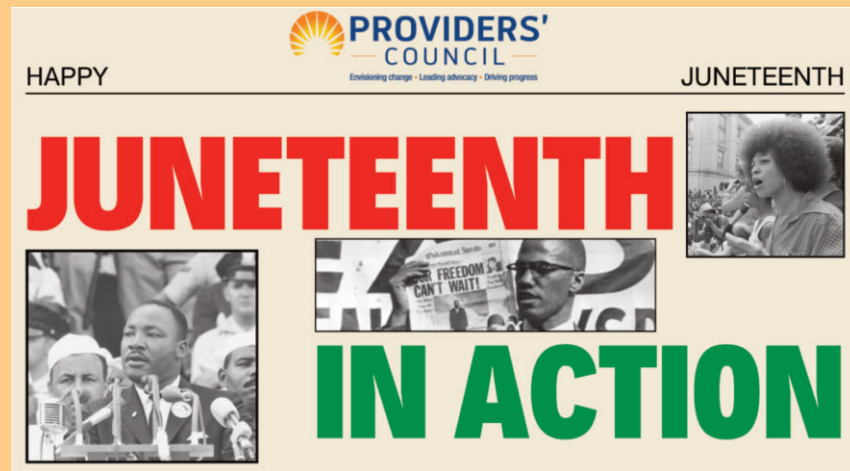
50,000 +
Learners

RACE, DIVERSITY & INCLUSION

The Providers' Council's Race, Diversity and Inclusion (RDI) Committee continued to make great strides on its Call to Action on racial equity in 2022.

The Committee hosted discussions about ways to create career pathways for BIPOC/Latinx emerging leaders in the human services sector and how to fill vacancies on private and public boards. It also updated the RDI Glossary, which provides suggested language needed to communicate effectively with staff, clients and organizational leaders on how to embrace diversity of all races, ethnicities, genders, faiths, nationalities and other identities. 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 Council members build more inclusive work cultures and environments.

In addition, the Council hosted free webinars related to diversity, equity and inclusion in the workplace, including *Juneteenth in Action* in June and *Holidays and Events: Celebrating Diversity in the Workplace* in December, and it also continued to support the scholarship for a foreign-born leader at its 47th Annual Convention & Expo in October.



ENDORSED BUSINESS PARTNERS

The Providers' Council continues to have strong partnerships with four Endorsed Business Partners: 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, as well as preferred pricing on GrantStation.

USI continued to support members in helping to save on dental, vision, life and disability insurance, as well as property and casualty insurance.

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 continued to 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, and Council members were periodically kept informed of the many ways to save.

2022 Major Sponsors

~ Diamond ~



~ Platinum ~



~ Gold ~



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, 2022

REVENUE

Operating Revenue \$1,999,419

Grant & Education Revenue \$2,092,147

TOTAL REVENUE \$4,091,566

TOTAL EXPENSES

\$3,322,010

Change in unrestricted net assets from operations \$769,556

Total unrestricted non-operating activity \$(658,625)

Change in donor restricted net assets (non-operating) \$103,544

Total Change in Net Assets \$214,475

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, 2022, as audited by Citrin Cooperman & Company, LLP. Original financial statements are on file in the business office.

BOARD OF DIRECTORS

Mia Alvarado

Roxbury Youthworks

James Cassetta

WORK Inc.

Kim Dawkins

Pathways for Change

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

Morgan Memorial Goodwill
Industries

Colleen Holmes

Viability

David Jordan

Seven Hills Foundation

Dafna Krouk-Gordon

TILL Inc.

Tammy Mello

The Key Program

Eric Mitchell

Pathways for Children

Sandra McCroom

Children's Services of Roxbury

Shaheer Mustafa

HopeWell

Jule Gomes Noack

HMEA

Andy Pond

Justice Resource Institute

Jo Ann Simons

Northeast Arc

Michelle Smith

AIDS Project Worcester

Lauren Solotar

May Institute

Susan Stubbs

ServiceNet

Lesli Suggs

The Home for Little Wanderers

Jeff Thielman

International Institute of New
England

Lydia Todd

NFI Massachusetts

Rich Weisenflue

BFAIR

Christopher White

Road to Responsibility

Gerry Wright

Community Caring Institute

COUNCIL STAFF

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Education & Membership Associate

• **Stefan Geller**

Public Policy & Communications Coordinator

• **Tracy Jordan**

Director of Finance & Operations

• **Caroline O'Neill**

Public Policy & Communications Associate

• **Amanda Rheame**

*Education & Membership Coordinator –
eLearning*

• **Pamela Scheidel**

Administrative Support Associate

• **Ann Schuler**

Director of Education & Membership

• **Nina Walat**

Education & Membership Coordinator

• **Michael Weekes**

President/CEO

• **Bill Yelenak**

Chief Operating Officer

CONSULTANTS

• **Jill Moran**

Convention Manager

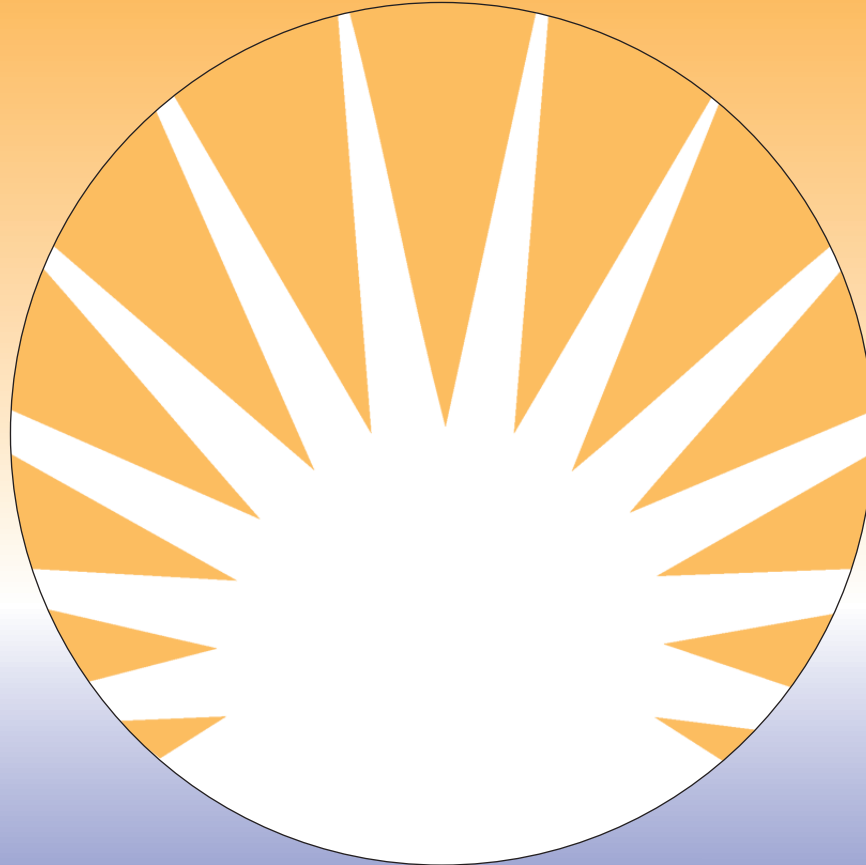
• **Lisa Simonetti**

Legislative Consultant

Thank you to our 2022 members!

18 Degrees • AAFCPAs • Accept, Inc. • Action for Boston Community Development, Inc • Advocates • Advocates for Autism of Massachusetts • AgeSpan (Elder Services of Merrimack Valley) • AIDS Project Worcester • Almadan, Inc. • Alternatives for Community & Environment • Amego, Inc. • American Training, Inc • Amherst Survival Center • Amirah, Inc. • Annkissam LLC • Apothecare, Inc. • Arbor Associates, Inc. • Ascentria Care Alliance • Association for Behavioral Healthcare • Ball Consulting Group • BAMSI • Bay Cove Human Services • Bay Path University • Bay State Community Services • Beaverbrook STEP, Inc. • Berkshire Area Health Education Center, Inc. • Berkshire County Arc, Inc. • Berkshire Family & Individual Resources • Boston Center for Independent Living • Boston College School of Social Work • Boys & Girls Club Family Center • Bridge Over Troubled Waters • Bridges Homeward • Bridgewater State University School of Social Work • Bridgewell • Bristol Elder Services, Inc. • Cambridge College • Cambridge Savings Bank • Cape Abilities • Cardinal Cushing Centers • Casa Esperanza • Casa Myrna • Casner & Edwards • Catholic Charities Bureau of the Archdiocese of Boston • CBIZ • Center for Human Development • Center for Living & Working, Inc. • Centerboard • Centinel Financial Group • Central Boston Elder Services • CENTRO • Charm Medical Supply • Children's Services of Roxbury • Choice Community Supports, Inc. • Citizens • Citizens for Juvenile Justice • Citizens Inn, Inc. • Citizens for Adequate Housing, Inc. • Citrin Cooperman • City Life/Vida Urbana • City Mission, Inc. • CLA • Coastal Connections, Inc. • CohnReznick • 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 • Cooperative Production, Inc. • Crystal Springs, Inc. • Curtis Strategy • Delta Projects, Inc. • Disability Resource Center, Inc. • Doc Wayne Youth Services, Inc. • Downey Side, Inc. • East End House • eHana LLC • Eliot Community Human Services • Embrace Boston • Employment Options, Inc. • Enterprise Fleet Management • Evee Consulting LLC • Fall River Deaconess Home • Family and Community Resources, Inc. • Family Independence • FamilyAid Boston • Gandara Mental Health Center • Gardiner Howland Shaw Foundation • Genoa Telesychiatry • Greater Lynn Senior Services • Green Energy Consumers Alliance • Gregg Neighborhood House • GROW Associates, Inc. • Hattie B. Cooper Community Center, Inc. • Heading Home, Inc. • High Point Treatment Center • Hildebrand Family Self-Help Center • Hirsch Roberts Weinstein LLP • HMEA • Home Care Aide Council • Homes for Families • Hope House • HopeWell Inc. • House of Possibilities • Human Service Forum, Inc. • Immigrants' Assistance Center • Inclusive Fitness • Incompass Human Services • Independence Associates, Inc. • Insource Services, Inc. • Institute for Health and Recovery • Inter-Church Council of Greater New Bedford, Inc. • Interim Executive Solutions • Interior Resources • International Institute of New England • Jane Doe, Inc. • Jewish Family & Children's Service • Jewish Federation of Western MA • Justice Resource Institute • Kennedy-Donovan Center • KeySteps, Inc. • Krokidas & Bluestein LLP • L'Arche Boston North • Lemberg Children's Center, Inc. • LifeConnections Specialized Support Services • LifeStream, Inc. • Lifeworks • Living Independently Forever, Inc. • Louison House • M&T Bank • M.O. L.I.F.E., Inc. • MAAPS • Mainstay • Marblehead Counseling Center • Martin Luther King Jr. Family Services, Inc. • Mass COSH • Massachusetts Down Syndrome Congress • Massachusetts Health Council • Massachusetts Nonprofit Network • May Institute • Mental Health Association, Inc. • METCO, Inc. • Metro Housing Boston • 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 • MYTURN, Inc. • Nancy Lurie Marks Family Foundation • Netsmart • 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. • North Suffolk Mental Health Association • Northeast Arc • Northeast Independent Living Program • NuPath, Inc. • Nurture, Inc. • Old Colony YMCA • On The Rise, Inc. • Open Sky Community Services • Opportunity Works • Our Father's House, Inc. • Parent/Professional Advocacy League • Parenting Journey • Pathlight • Pathways for Change, Inc. • Pathways for Children, Inc. • Pear Associates • Pelmeds • People, Incorporated • Philanthropy Massachusetts • Pine Street Inn • Planned Lifetime Assistance Network (PLAN) of Massachusetts and Rhode Island, Inc. • Portal To Hope • PowerOptions • PRIDE, Inc. • Project Independence • Prosper Solutions • Qualifacts • REACH Beyond Domestic Violence • Resonant Energy • RFK Community Alliance • River Valley Counseling Center • Riverbrook Residence • Riverside Community Care • Riverside Industries, Inc. • Road to Responsibility, Inc. • Robbins Children's Programs, Inc. • Roman Music Therapy Services • Roxbury Youthworks, Inc. • RSM • Runkle Extended Day Programs, Inc. • SAFE Coalition, Inc. • Safe Passage, Inc. • ServiceNet, Inc. • Seven Hills Foundation • Sevita • SHED, Inc. • Shriver Clinical Services Corporation • SMOC • Sojourner House • Solutions for Living • South End Community Care, 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 • The ARC of Greater Brockton • The Arc of Greater Haverhill-Newburyport • The Brookline Center for Community Mental Health • The Captive Advantage, LLC • The Care Center • The Charles River Center • The Children's League of Massachusetts • The Children's Study Home • The Dimock Center • The Edinburg Center • The Gavin Foundation • The Guild for Human Services • The Haven Project • The Home for Little Wanderers • The Hyams Foundation • The Key Program, Inc. • The Ledges Workshop • The Massachusetts Council on Gaming and Health, Inc. • The Price Center • The Professional Center for Child Development • The United Arc • Third Sector New England • Thom Child & Family Services • Thrive, Support, Advocacy • Toward Independent Living & Learning • Transition House, Inc. • Trauma and Family Integration • Triangle, Inc. • Turning Point, Inc. • UCP of MetroBoston, Inc. • UCP of Western Massachusetts • UMass Lowell • Unemployment Tax Management Corporation • United Way of Pioneer Valley • University Without Walls • 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 Education & Therapeutic Programs • Walnut Street Center, Inc. • Wayside Youth & Family Support Network • Waystone Health & Human Services • WCI: Work, Community, Independence • Webster Five Cents Savings Bank • Webster Square Day Care Center, Inc. • West End Day Nursery of New Bedford, Inc. • Western Massachusetts Training Consortium • Westport Associates, Inc. • Whitney Academy • William James College • WORK Inc. • YMCA of Greater Boston • Your Part-Time Controller, LLC • Youth Villages, Inc.





Massachusetts Council of Human Services Providers, Inc.
Human Services Providers Charitable Foundation, Inc.
100 Crossing Blvd, Suite 100
Framingham, Massachusetts 01702
p: 508.598.9800 | f: 508.599.2260
www.providers.org

Thank you to the following member organizations for sharing photos of artwork created by the individuals they serve for inclusion on the cover of our Annual Report:

BAMSI
North Suffolk Mental Health
Riverbrook Residences
Seven Hills Foundation