



**PROVIDERS'**  
**COUNCIL**

Envisioning change • Leading advocacy • Driving progress

# 2023 *ANNUAL REPORT*



# ABOUT THE PROVIDERS' COUNCIL



*Standing, from left: Amanda Dellea-Rheaume, Hannah Bolster, Velma Jeffers, Nina Walat, Caroline O'Neill, Stefan Geller, Jill Moran, Bill Yelenak, Pamela Scheidel.  
Seated, from left: Tracy Jordan, Michael Weekes, Ann Schuler.*

*In its 48<sup>th</sup> year, the Council continued its mission 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. Today it is the largest human services membership association in Massachusetts, representing a sector that accounts for more than 160,000 jobs statewide. In 2023, 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 hundreds of thousands of state residents.

The Council supported members by offering education and trainings, advocacy opportunities, high-quality public policy research, news publications, networking events and group purchasing programs that allowed them to operate more efficiently and effectively. In addition, the Council refiled its two pro-workforce bills at the State House regarding a loan repayment program and livable wages for human services workers, and released a new workforce analysis report in conjunction with the UMass Donahue Institute. The data provided in the report better allows the Council to advocate on behalf of the human services sector.

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 representing member organizations; support for the organization comes mainly 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.



# FROM THE CHAIR AND PRESIDENT

Dear Members and Friends:



**Sandra McCroom**  
Board Chair

In a world where change is the only constant, the Providers' Council's steadfast commitment to passionate advocacy on behalf of our members has remained unwavering. 2023 was an exciting year for us, full of important and impactful accomplishments. The board honored and celebrated the 25 years of dedicated service that Michael Weekes provided to the Council, its members and our strategic partners, while seamlessly conducting a comprehensive process that ended with the board unanimously selecting Bill Yelenak as the Council's new President/CEO. We are truly privileged to have Bill step into this role; with his commitment and strategic vision as our compass, the Council has charted a course that will continue our enduring partnerships across all areas of our sector. Bill and I are proud to share with you the many accomplishments of the Council throughout this pivotal year.

The Council and Human Services Providers Charitable Foundation, Inc. released *Essential or Not? The Critical Need for Human Services Workers* at its Annual Membership and Business Meeting in May, learning about key data points and engaging with a panel of state officials and industry leaders, including Executive Office of Health and Human Services Secretary Kate Walsh. The Foundation then took the show on the road, hosting five regional meetings across Massachusetts to discuss the report findings, hear from more than 100 industry professionals and plan next steps.

In addition to engaging with members across the state, the Council provided testimony at more than a dozen Chapter 257 hearings to support higher benchmark wages for human services workers. Advocacy from the Council, its members and other organizations resulted in a \$20 an-hour median wage for entry-level direct care workers for the first time in the state's history, while the Chapter 257 Reserve was funded at \$173 million to support increases to human services rates.



**Bill Yelenak**  
President/CEO

The Council was also a leader in providing educational opportunities to workers who fill more than 160,000 jobs throughout the state. More than 1,200 human services professionals attended the Council's 48<sup>th</sup> Annual Convention & Expo: *Advocate | Act | Achieve*, the largest one-day event of its type in the northeast. Our education and training programs also grew, as we offered new trainings and innovative topics, while more than 200 supervisors and managers attended the Council's popular supervision trainings. The Council's Race, Diversity and Inclusion Committee surveyed members to help them assess their organizations' efforts to grow, learn, share and strengthen their organizations. And Providers' eAcademy® – our online learning management system – neared 52,000 learners at more than 100 organizations.

Finally, the Council said goodbye in 2023 to our longtime leader Michael Weekes. Michael was the driving force behind so much of the Council's success, a champion for human services and a major advocate of Chapter 257, which was signed into law in 2008. We use this space again to thank him for all he did for us and for human services in Massachusetts.

Of course, we'd be remiss if we didn't also use this space to thank all of you – our members and friends. We're honored by your continued membership in the Providers' Council, the state's largest human services membership association. The accomplishments in this report wouldn't have been possible without your support, advocacy and partnership. Thank you for being a part of the Council and for helping us build caring communities throughout Massachusetts. We couldn't do it without you.

Sincerely,

A handwritten signature in blue ink that reads "Sandra M. McCroom".

Sandra M. McCroom  
Board Chair

A handwritten signature in blue ink that reads "Bill Yelenak".

Bill Yelenak  
President/CEO

# PUBLIC POLICY

*Policy initiatives in 2023 were backed by a new report from the UMass Donahue Institute.*

Releasing a new report on the state of the human services sector in Massachusetts, advancing bills for livable wages and student loan repayment, and advocating for federal support for the state's emergency shelter system crisis highlighted the Providers' Council's public policy and advocacy efforts in 2023.



In 2023, the Council delivered testimony at over a dozen Chapter 257 hearings, advocated for \$173 million in Chapter 257 funds in the FY '24 budget and penned a letter to the Massachusetts congressional delegation, urging them to ramp up their efforts in pressuring the Biden Administration to respond to the state's shelter system crisis.

The Council's grassroots advocacy initiative, The Caring Force, held its 11<sup>th</sup> Annual State House Rally and Advocacy Day in May, the first time the event had been held in-person since 2019. Nearly 500 human services workers and advocates crowded the Great Hall and called on legislators to pass the Council's bills for livable wages and a student loan repayment program.

The Council kicked the year off by refiling its two pro-workforce bills – *An act relative to a loan repayment program for human service workers* and *An act relative to a livable wage for human services workers* – and in June visited the State House to testify before the Joint Committee on Children, Families and Persons with Disabilities on the importance of passing the bills.

In May, the Council released *Essential or Not? The Critical Need for Human Services Workers* – the latest report from the UMass Donahue Institute and The Human Services Providers Charitable Foundation, Inc. – which analyzed the composition of and changes to the state's human services workforce between 2016 and 2020. The report found that employment declined during that period after more than a decade of steady growth.

Takeaways from the report were discussed at a Council forum with Senator Cindy Friedman, Executive Office of Health and Human Services Secretary Kate Walsh and Board Chair Sandra McCroom, and the Council held five regional meetings across the Commonwealth to discuss the report's findings and the sector's workforce crisis with providers.

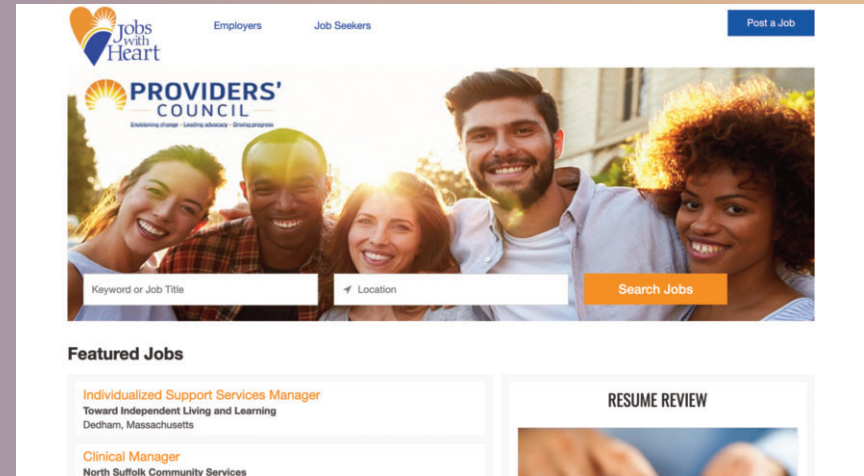


# COMMUNICATIONS & MEDIA

*Jobs with Heart continued to perform well in 2023 – over 2,400 jobs were posted, received nearly 590,000 exposures and 73,000 views.*

The Providers' Council continued to use a variety of communications channels to advocate, educate and engage, connecting with members, legislators, media and the public about local, statewide and federal issues impacting the human services sector and nonprofits.

The Council's Twitter and Facebook profiles saw a significant amount of engagement throughout 2023, incorporating a steady mix of sector and policy news, calls for advocacy and member engagement. The Council's LinkedIn page following also grew substantially over the year, up more than 17 percent from 2022.



## JOBS WITH HEART – 2023

**2.4K**      **590K**      **73K**  
Jobs posted      Exposures      Job views

The Council and its members garnered significant media attention throughout 2023, with outlets often covering how community-based human services nonprofits have responded to the sector's hiring crisis, as well as the state's ongoing emergency shelter system crisis.

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 in the public and the community-based human services sector.

# THE CARING FORCE

*TCF expanded its membership to nearly 32,000 in 2023 and held its first State House Rally and Advocacy Day since 2019.*

The Caring Force held its 11<sup>th</sup> Annual State House Rally and Advocacy Day in May – the first time the event had been held in-person since 2019 – where nearly 500 human services workers and advocates crowded the Great Hall and called on legislators to pass the Providers' Council's bills on livable wages and a student loan repayment program.



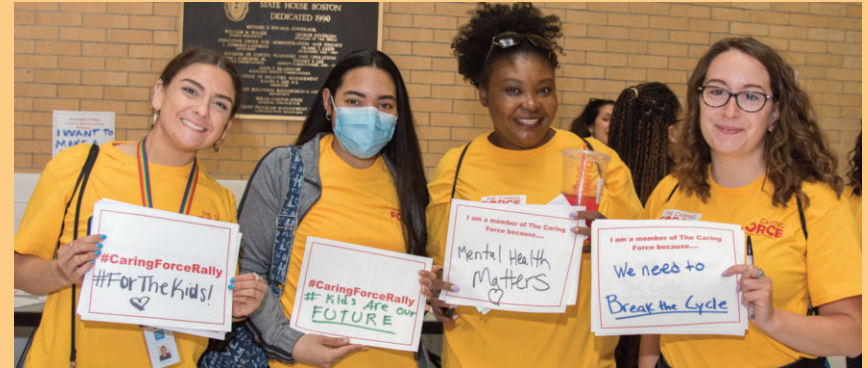
Individuals from ServiceNet; My Life, My Choice; Justice Resource Institute; and Action for Boston Community Development, as well as Senate President Karen Spilka, shared their powerful stories. Sen. Jo Comerford and Rep. Jack Lewis each received a Caring Bear Award from members of The Caring Force for their support of the state's community-based human services sector.

In June, Caring Force members continued their advocacy by testifying before the Joint Committee on Children, Families and Persons with Disabilities in support of the Council's two workforce bills.



The Caring Force continued to highlight workforce heroes in 2023 who went above and beyond to care for their clients, publishing 11 workforce spotlights of incredible employees of Providers' Council members.

In November, also for the first time since 2019, The Caring Force Coalition met in person at the Providers' Council office in Framingham to strategize for 2024. Approximately 20 members of the coalition – comprised of Caring Force captains, ambassadors, committee members, speakers, and workforce heroes – attended the event and discussed potentially holding regional rallies in 2024.



# ANNUAL CONVENTION & EXPO

*The theme “Advocate | Act | Achieve” highlighted the 48<sup>th</sup> Annual Convention & Expo, as the Council’s signature event sold out once again.*



Returning to the Marriott Copley Place Hotel in 2023, the Council’s 48<sup>th</sup> Annual Convention & Expo: *Advocate | Act | Achieve* – its signature event – brought together a sold-out crowd of over 1,200 human services professionals and supporters for a full day of speakers, awards, workshops, panels and scholarship presentations.



*Jodie Patterson*

Jodie Patterson, a prominent author and LGBTQIA+ advocate, delivered a captivating keynote address, speaking about her experience as a mother of a transgender son, the importance of inclusivity and the need to embrace “genderless mothering as a means to heal our broken culture.”

EOHHS Secretary Kate Walsh made her first appearance at the event and discussed her experience learning about Council members and the essential services they provide since assuming the leadership role earlier this year.

The event showcased 34 workshops and panels; more than 50 exhibitors from a variety of service areas; 14 Awards of Excellence to individuals, organizations, government officials and businesses whose contributions have improved the human services sector; and the Peer Provider Awards Ceremony, hosted by Boston 25 News’ Emmy-winning news anchor Vanessa Welch.

The Council also announced that Bill Yelenak had been appointed the new president and CEO, effective November 1, 2023, as Michael Weekes stepped down from his position.

The Council thanks all its generous sponsors and exhibitors who helped make the convention successful, led by Diamond-level sponsors USI and Citizens.





# AWARDS & HONORS

## 2023 Awards of Excellence Recipients



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

*Felicia Nova, The Price Center  
Catherine Nelson, Morgan Memorial  
Goodwill Industries*

**CEO Award**

*Jim Goodwin, Center for Human  
Development*

**Supervisors/Managers of the Year**

*Thompson Stephens, Incompass Human  
Services  
Michael Goodwin, The Key Program*

**Volunteer of the Year**

*Jim Seltzer, ServiceNet*

**State Employee of the Year**

*Mona MacKinnon, Department of  
Mental Health*

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

*Lynn Bishop, The Edinburg Center*

**Legislators of the Year**

*Rep. Mindy Domb  
Sen. Jason Lewis*

**Innovator Award**

*Out at Home, The Home for Little  
Wanderers*

**Media Award**

*Erika Tarantal, WCVB Channel 5*

**Business Partnership Award**

*James Feeney, Bridgewater State  
University*

**Media Award**

*Chief Steven Mazzie, Everett Police  
Department*

## 2023 Peer Provider Award Recipients



**18 Degrees**  
*Stephanie Steed, President/CEO*



**Advocates**  
*Diane Gould, President/CEO*



**Gándara Center**  
*Chris Ezzo, VP of Youth Clinical Services*



**TILL, Inc.**  
*Dafna Krouk-Gordon, President/Founder*

## 2023 Convention Sponsors

- Advocates
- Arbor Associates
- Bay Cove Human Services
- Bridgewell
- Casner & Edwards
- Citizens
- Citrin Cooperman
- CohnReznick
- Communities for People
- Community Resources for Justice
- Delta Dental
- Eastern Bank
- Gardiner Howland Shaw Foundation
- Hirsch Roberts Weinstein LLP
- International Institute of New England
- Justice Resource Institute
- M&T Bank
- May Institute
- Mental Health Association
- NFI Massachusetts
- Northeast Arc
- Road to Responsibility
- Roxbury Youthworks
- Seven Hills Foundation
- Tempus Unlimited
- The Guild for Human Services
- The Home for Little Wanderers
- The Key Program
- USI
- Venture Community Services
- Viability
- Victory Programs
- Vinfen
- Youth Villages

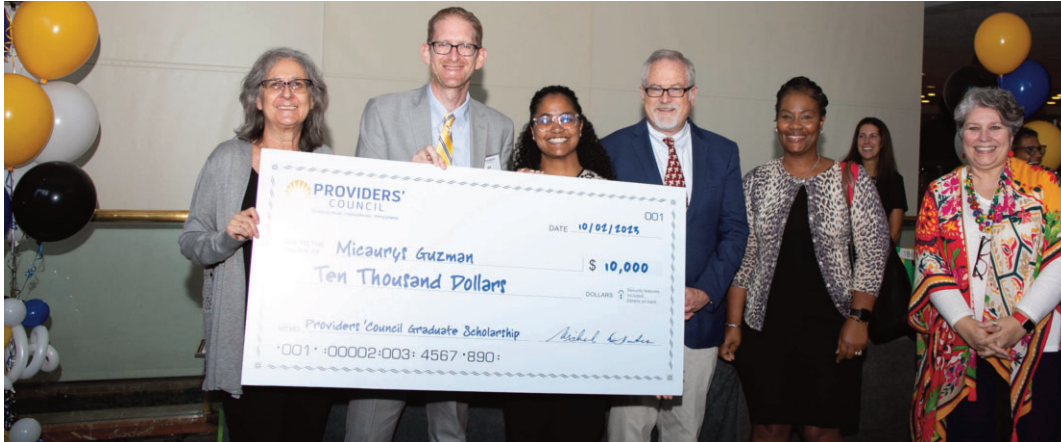
# EDUCATION & TRAINING

*The Council continued to provide affordable learning opportunities to its members in 2023, including 10 new convention workshops.*

The Council introduced new learning opportunities to its members in 2023 and is committed to helping members provide high-quality, affordable and continuous learning opportunities for their staff to grow and develop. Of the nearly 1,300 individuals who participated in Council trainings and workshops, almost 220 supervisors and managers enrolled in the Council's two supervisor trainings, *Success as a New Supervisor* and the *Certificate in Supervision* series.

The Council also awarded four scholarships to assist human service workers in pursuing advanced degrees. The \$10,000 *Graduate Leadership Scholarship* was awarded to Micaury's Guzman of Casa Esperanza, the \$2,000 *Foreign-Born Leader Scholarship* was awarded to Sofya Fedder of ABCD and two \$4,000 *Master in Public Administration Scholarships* – offered in partnership with Suffolk University – were awarded to Paul Gilbert of Life-works and LaWan Swain of WORK Inc., who are receiving their MPA degrees from Suffolk.

The graduate-level *Certificate in Nonprofit Human Services Management* program, also offered in partnership with Suffolk University, continued its success in furthering the professional development of the human services workforce. A total of 31 students from 15 agencies enrolled in the program for the 2022-23 school year. Over 680 future leaders have graduated from the program, some of whom are now leading human services organizations. The Council's *Tuition Remission* program, which marked its 24<sup>th</sup> year in 2023, allowed human services employees to take nearly 200 classes tuition-free at state colleges and universities throughout Massachusetts.



In 2023, the Council hosted:

**69** Trainings, webinars and workshops

**12** Executive Roundtables

**11** HR & Training Leader Roundtables



# Providers' eAcademy<sup>®</sup>

*Council members' staff used the Council's online learning management system to enroll in a record 891,380 courses in 2023.*

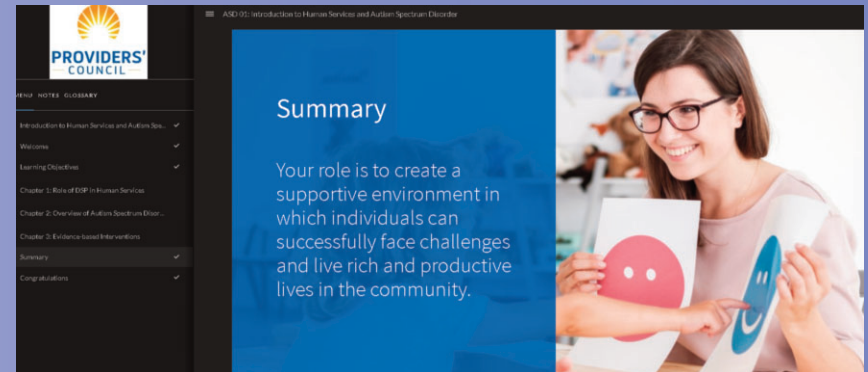
The Providers' eAcademy<sup>®</sup> online learning system (LMS), powered by Relias, is the Council's fastest growing and most widely used learning solution. It experienced substantial growth in 2023 – over 52,000 learners at over 100 organizations now use Providers' eAcademy<sup>®</sup> and Council members' staff enrolled in nearly 900,000 courses.

Over the past year, Providers' eAcademy<sup>®</sup> enhanced its benefits to members by including several unique features available exclusively on Relias at an exceptional value. For example, a brand-new competency evaluation tool was released that all Providers' eAcademy<sup>®</sup> users could use free of charge to conduct employee evaluations, pinpoint knowledge gaps and identify opportunities for growth. Advancements were also made for administrators, providing a more intuitive process for assigning and tracking their staff's courses.

Providers' eAcademy<sup>®</sup> continued to promote the Human Services Credentialing Program (HSCP), which includes content in several areas relevant to the entry-level staff of provider member organizations, and in 2023 the HSCP topic of Intellectual and Developmental Disabilities became accredited by the National Alliance of Direct Support Professionals.

To increase the accessibility of trainings offered by Massachusetts state funders, Providers' eAcademy<sup>®</sup> teamed up with Department of Developmental Services leadership to offer state courses on positive behavioral supports and mandated reporting. The Council also developed a partnership with the Eunice Kennedy Shriver Center at UMass Chan Medical School to house courses in eAcademy<sup>®</sup> that train staff and foster parents who work with individuals with Intellectual and Developmental Disabilities and Dementia. Council members now have exclusive access to all these courses through the eAcademy<sup>®</sup> Relias platform.

Providers' eAcademy<sup>®</sup> 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.



**52,000+**  
Learners

# RACE, DIVERSITY & INCLUSION

The Providers' Council's Race, Diversity and Inclusion (RDI) Committee continued to advance our efforts in creating communities of respect, tolerance and inclusion within the human services sector in 2023. We revised our race, equity and inclusion glossary to encompass and expand on terms that embrace the true meaning of diversity. The RDI Committee launched a Diversity, Equity, Inclusion and Belonging (DEIB) survey to gauge organizations' progress in their efforts to grow, learn and share in this space. Many organizations are making great strides in their work to make a more inclusive environment for staff and clients alike.

Nearly half of respondents noted that their organization has DEIB efforts connected to business initiatives and outcomes within the organization. Around a quarter consider themselves focused on DEIB as it relates to compliance with EEOC and other legal requirements. Another 17% reported that DEIB is new to their organization and becoming more aware of its importance. A small percentage self-reported that they are functioning in a "sustainable phase," where DEIB efforts are best in class and remain strong over time through our efforts to continuously improve and evolve.

Most organizations (80%) shared that they have an identified person and/or team leading DEIB efforts, with most being in a management position. For the 20% of the organizations that do not have someone leading DEIB efforts, the main barriers were not knowing where to begin and a lack of time and financial resources.

Over half of the organizations indicated that they have been "somewhat successful" in implementing initiatives to address issues around DEIB, such as collecting demographic data, creating processes for reporting non-inclusive behaviors, offering employee resource groups, celebrating national days and months outside of those traditionally recognized and creating spaces for difficult conversations.

At the Council's 48<sup>th</sup> Annual Convention & Expo: *Advocate | Act | Achieve*, the RDI Committee was intentional about including workshops that focused on DEIB efforts, with 25% of workshop offerings being related to DEIB. The RDI 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.



## ENDORSED BUSINESS PARTNERS

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. 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.

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.

## 2023 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, 2023

#### REVENUE

Unrestricted Operating Revenue \$2,309,631

Education Revenue \$2,353,981

**TOTAL REVENUE \$4,663,612**

#### TOTAL EXPENSES

**\$3,628,693**

Change in unrestricted net assets from operations \$1,034,919

Total unrestricted non-operating activity \$863,633

Change in donor restricted net assets (operating) \$143,043

Total Change in Net Assets \$2,041,595

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, 2023, as audited by Citrin Cooperman & Company, LLP. Original financial statements are on file in the business office.

# BOARD OF DIRECTORS

**Mia Alvarado**  
Roxbury Youthworks

**Damien Cabezas**  
North Suffolk Community  
Services

**James Cassetta**  
WORK Inc.

**Kim Dawkins**  
Pathways for Change

**Lyndia Downie**  
Pine Street Inn

**Sylvia Exantus**  
Central Boston Elder Services

**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

**Kathleen Jordan**  
Seven Hills Foundation

**Dafna Krouk-Gordon**  
TILL Inc.

**Sandra McCroom**  
Children's Services of Roxbury

**Tammy Mello**  
The Key Program

**Eric Mitchell**  
Pathways for Children

**Shaheer Mustafa**  
HopeWell

**Deborah O'Brien**  
Community Resources for Justice

**Andy Pond**  
Justice Resource Institute

**Jo Ann Simons**  
Northeast Arc

**Michelle Smith**  
AIDS Project Worcester

**Lauren Solotar**  
May Institute

**Stephanie Steed**  
18 Degrees

**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

• **LaJuan Allen**  
*Director of Public Policy & Communications*

• **Hannah Bolster**  
*Education & Membership Associate*

• **Stefan Geller**  
*Public Policy & Communications Specialist*

• **Tracy Jordan**  
*Director of Finance & Operations*

• **Caroline O'Neill**  
*Public Policy & Communications Coordinator*

• **Amanda Rheume**  
*eAcademy Support Specialist*

• **Pamela Scheidel**  
*Administrative Support Associate*

• **Ann Schuler**  
*Director of Education & Membership*

• **Nina Walat**  
*Education & Training Coordinator*

• **Bill Yelenak**  
*President/CEO*

## CONSULTANTS

• **Jill Moran**  
*Convention Manager*

• **Lisa Simonetti**  
*Legislative Consultant*

## Thank you to our 2023 members!

18 Degrees • AAFCPAs • Action for Boston Community Development, Inc • Advocates • Advocates for Autism of Massachusetts • AgeSpan • AIDS Project Worcester • Almadan, Inc. • Alternatives for Community & Environment • Amego, Inc. • American Training, Inc • Amherst Survival Center • Amirah, Inc. • Apothecare, Inc. • Arbor Associates, Inc. • Ascentria Care Alliance • Association for Behavioral Healthcare • Ball Consulting Group • BAMSI • Bay Cove Human Services • Bay State Community Services • Beaverbrook STEP, Inc. • Behavioral Health RCM Solutions • 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 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 • Common Energy • Communities for People • Community Caring • 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 Bay Pharmacy • East End House • Edgility Consulting • eHana LLC • Elevate • Eliot Community Human Services • Embrace Boston • Employment Options, Inc. • Enterprise Fleet Management • Family and Community Resources, Inc. • Family Independence • FamilyAid Boston • Father Bill's & MainSpring • Gandara Mental Health Center • Gardiner Howland Shaw Foundation • Genoa Telepsychiatry • Greater Lynn Senior Services • Green Energy Consumers Alliance • GROW Associates, Inc. • Hattie B. Cooper Community Center, Inc. • Heading Home, Inc. • Helix Human Services • High Point Treatment Center • Hildebrand Family Self-Help Center • Hirsch Roberts Weinstein LLP • HMEA • Home Care Aide Council • 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 • 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 • MAAPS • MAB Community Services • Mainstay • Making Opportunities Count • 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. • M.O. 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