



49th Annual Convention & Expo
Marriott Copley Place Hotel • October 21, 2024

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



**Xavier
Ramey**
Keynote Speaker

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CONTRIBUTOR



**Kate
Walsh**
*Secretary
EOHHS*



**Ed
Augustus**
*Secretary
EOHLC*



Your Day at a Glance

- 8:00 am** **Registration, Breakfast & Expo Opens**
- 8:15 am** **Network and Chat with Exhibitors**
- 9:00 am** **Welcome from the Providers' Council**
Greetings
Kate Walsh, *Secretary*,
Executive Office of Health and Human Services
- 9:15 am** **Keynote Speaker**
- 10:15 am** **Awards of Excellence Ceremony**
Shaheer Mustafa, *Board Chair*
Providers' Council
- 11:00 am** **Morning Workshops**
- 12:30 pm** **Luncheon & Peer Provider Awards**
- 1:15 pm** **Remarks**
Ed Augustus, *Secretary*,
Executive Office of Housing and Livable Communities
- 2:30 pm** **Afternoon Workshops**
- 4:00 pm** **Chair's Award and Reception**

[**Register here!**](#)



Xavier Ramey

Keynote Speaker

Xavier Ramey is the CEO of Justice Informed, a nationwide social impact consulting firm based in Chicago. The firm works with clients to increase the impact of their diversity, equity and inclusion (DEI) practices, philanthropic practices and community engagement strategies.

Throughout his career, Ramey has consulted with institutions across the world on how to improve their DEI initiatives, community engagement and philanthropic strategies; served as an advisor to Fortune 500 executives; provided strategic social impact guidance on multi-billion dollar business acquisitions and impact portfolios; led classes at top-ranked graduate programs in business and executive communications; and delivered keynotes across the world alongside world leaders on the topic of global equity and change.



Kate Walsh

Morning Greetings

Kate Walsh is the secretary of the Massachusetts Executive Office of Health and Human Services (EOHHS). She was appointed to the role by Gov. Maura Healey in January.

Walsh previously served as the CEO of the Boston Medical Center Health System for 13 years, where she expanded telehealth, bolstered regional resource management and collaborated with state and local government to deliver on health equity, affordability and behavioral health care.

Throughout her tenure, Walsh maintained a stable financial performance across the BMC Health System, while earning accolades as one of the 100 Great Hospitals by Becker's Hospital Review, the 4th Most Socially Responsible Hospitals in the Nation by the Lown Group in 2022 and one of Forbes 2022 Best in State Employers.



Ed Augustus

Afternoon Remarks

Secretary Ed Augustus was appointed by Massachusetts Gov. Maura Healey in June 2023 to lead the newly created Executive Office of Housing and Livable Communities (EOHLC).

As the secretary of EOHLC, Augustus leads the state's mission to create more homes and lower housing costs for Massachusetts residents. The executive office also distributes funding for community development initiatives, oversees the state's public housing and operates homelessness prevention and housing stabilization programs.

Augustus previously served as city manager of Worcester, where he led the state's second-largest city through a revitalization that became known as the Worcester Renaissance. Under his administration, the gateway city saw a wave of new development, infrastructure improvements and new housing that attracted statewide attention and restored pride to residents.

Morning Workshops

1. Leveraging Workplace Mentoring to Advance Careers

Presented by:

- Emmanuel Owusu, Executive Director, African Bridge Network
- Imane Roussel, Program Manager, African Bridge Network

During this session, workshop participants will have the opportunity to gain insights from industry peers' experiences in implementing successful mentorship programs within their organizations. Join us to learn about their strategies, challenges and successes in developing future leaders and cultivating a mentoring culture.

2. Hot Topics in Employment Law for Non-Profit Providers

Presented by:

- Bettina Toner, Attorney, Krokidas & Bluestein LLP
- Jill Meixel, Partner, Krokidas & Bluestein LLP

In this workshop, participants will learn about the latest updates to laws, including wage and hour issues (including recent United States DOL changes to overtime regulations), leave of absence issues (including Massachusetts PFML and reasonable accommodation requests), managing performance issues and other recommendations impacting human resources.

3. Chat with Commissioners: Disability and Community Services

Presented by:

- John Oliveira, Commissioner, Mass. Commission for the Blind
- Dr. Opeoluwa Sotonwa, Commissioner, Mass. Commission for the Deaf and Hard of Hearing
- Toni Wolf, Commissioner, Mass. Rehabilitation Commission

Hear about departmental updates from the Massachusetts Commission for the Blind, Massachusetts Department of Developmental Services, Massachusetts Commission for the Deaf and Hard of Hearing and Massachusetts Rehabilitation Commission.

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

Presented by:

- Brooke Doyle, Commissioner, Mass. Department of Mental Health
- Dr. Robbie Goldstein, Massachusetts Department of Public Health
- Jon Santiago, Secretary, Mass. Executive Office of Veterans Services

Hear about departmental updates from the Massachusetts Department of Mental Health, Massachusetts Executive Office of Elder Affairs and Massachusetts Department of Veterans Services.

5. CEO & Board Alignment: Strategies for Success

Presented by:

- Eric Curtis, CEO, Curtis Strategy

This workshop explores the challenges that arise when nonprofit boards lack market or sector understanding, hindering a CEO's ability to execute their vision. We'll identify common pitfalls and equip you with strategies for building a strong, collaborative partnership. In this session, participants will learn how to educate boards, leverage data, and foster open communication. Empower your Board to become a strategic partner and ensure your nonprofit thrives in a changing landscape.

6. Legal and Financial Update and Best Practices

Presented by:

- Anita Lichtblau, Partner, Casner & Edwards LLP
- Sharon Lincoln, Partner, Casner & Edwards LLP
- Janet O'Neill, Managing Director, CBIZ MHM LLC
- Dyan Reinhold, Managing Director, CBIZ MHM LLC

Join legal and financial nonprofit experts for updates in key areas, including: accounting, financial auditing and UFR update; best practices for boards facing a crisis; update on new Fair Labor Standards Act regulations on overtime exemptions; and implications on employment practices, DEI programs, and grantmaking of 2023 Supreme Court Harvard/UNC affirmative action decision and a legal challenge to a nonprofit awarding grants to Black women.

7. Unraveling the Profitability

Presented by:

- Melissa Murphy, Principal, Nonprofit, CLA (CliftonLarsonAllen)

It's vital that your organization understands how to measure the profitability of programs to enhance strategic decision-making. Join this session as we focus on how to allocate costs for program analysis and get tools to help you use this information in strategic planning. Share your experience and insights and hear those of your peers in a lively and informative forum.

8. Grow Your Career in Health and Human Services

Presented by:

- Jim Ognibene, President, Visioneer Consulting LLC

During this workshop, we will begin with an assessment of your professional strengths and competencies. Participants will then learn how to create a career strategy by considering the kind of positions or roles you would like to fill in the next three to five years, and will also learn how to analyze job requirements to list needed skills and experience. Finally, the session will define what you need to do now to get ready for your target job(s).

9. Let's Get Personal...About Personal Finance, That Is!

Presented by:

- Julie Beckham, AVP/Financial Education Development & Strategy, Rockland Trust

"Personal finance IS personal and many of us don't know where to start when it comes to managing our money. We are faced with real-life financial decisions without the knowledge or know-how to handle many situations. In this workshop, we will de-mystify learning about money, discuss how Massachusetts is lagging behind when it comes to financially educating its students and what we, as citizens, can do about it."

Morning Workshops (cont.)

10. Filling in the Generation Gap: Gender, Sex, Race and Advocacy

Presented by:

- Shaplaie Brooks, Owner-Operator, Beyond DEI, LLC

Participants in this workshop will go on a journey to discover the nuances of gender, sex, race and generations. How does it play a role in our advocacy? What are the dangers to our fellow community members, how to engage with young people (Gen Z and beyond) concerning their advocacy methods and how to bridge the gap between all four sectors.

11. Gender Diversity Intersection with Disordered Eating and Body Image

Presented by:

- Annie Crossman, LMHC, Clinical Coordinator, The Home for Little Wanderers (Out at Home)
- Joy Lochelt, LICSW, Clinical Director, The Home for Little Wanderers (Out at Home)

This workshop explores the intersection that can occur between gender diversity and disordered eating/body image issues. We will explore etiology of these issues within the LGBTQ+ community and impacts of socialization/marginalization that trans/gender expansive folk can experience regarding food and bodies. We will identify recommendations for best practice to utilize when working with trans/gender expansive clients who struggle with disordered eating or body image issues.

12. Positive Behavior Supports (PBS) Implementation in a Post-Covid World

Presented by:

- Allison Traub, Clinical Director of Adult Services, The Guild for Human Services

In a post-Covid world, adult residential programming is heavily impacted by staffing shortages, lack of day program access, and negligible funding for Positive Behavior Supports (PBS)-specific staff positions. The shift away from full PBS implementation toward accommodating day programming within residences has allowed the Guild to envision new possibilities for PBS implementation to meet the ever-changing needs of our individuals, working within our limited resources.

13. Welcoming Haitian Arrivals: An Introduction to Immigration Process

Presented by:

- Jessica Chicco, Director of Citizenship and Training, Massachusetts Immigrant and Refugee Advocacy Coalition (MIRA)
- GERALDE GABEAU, Executive Director, Immigrant Family Services Institute (IFSI)
- Jennifer Pamphile, Director of Programs, Immigrant Family Services Institute (IFSI)

Presenting in collaboration with an immigration attorney and community engagement professional working directly with Haitian new arrivals, this session will provide a comprehensive overview of what conditions are leading Haitians to make their way to the United States and Massachusetts, the immigration pathways available to new arrivals and some of the corresponding challenges, as well as information about how to provide culturally appropriate services.

14. Belonging is the New Inclusion: Dimensions of Authentic Community

Presented by:

- Lisa Drennan, Inclusion Consultant, MERGE Diverse Abilities Inclusion Consulting

Learn how authentic belonging for individuals with disabilities involves meaningful participation into existing activities rather than creating separate specialized programs or experiences. This session will explore the key dimensions of belonging such as presence, invitation, being welcome, acceptance, support, and friendship.

15. Ethical Supervision of Mental Health Counselors (and others)

Presented by:

- Midge Williams, Executive Director, MaMHCA

In this workshop, we will highlight the importance of knowing legal and ethical standards for supervision of Mental Health Counselors, in the context of organizations and group providers of mental health services. Presenters will incorporate the history of mental health counseling supervision, the current standards and areas for growth within the field.

16. Restorative Practice and Building Communities of Healing

Presented by:

- Kat Everett, Founder and CEO, Everetts Enterprise LLC
- Dennis Everett, Director of Restorative Justice, Executive Office of Public Safety and Security

Healing happens in community. Yet, we often lack the time and tools to create and maintain effective healing modalities within community settings that are not hierarchical. In this workshop we will explore the basic elements of restorative practice and the use of circle as a healing modality within communities. The Everetts will share lessons learned from the field, and guide participants through core principles of restorative practice. Participants will also be able to experience circle.

17. Building Reputation and Driving Development Through Storytelling

Presented by:

- T.J. Winick, Principal, Essex Strategies
- David Brown, Vice President of Communications & Development, Vinfen

Storytelling is a powerful tool that can significantly enhance an organization's reputation, drive development and boost fundraising efforts. During this session, we will explore the role of storytelling in building a positive reputation. Participants will learn how authentic and compelling narratives can foster trust, transparency, and emotional connections with various stakeholders, shaping public perception and enhancing organizational credibility. In addition, the session will focus on fundraising, demonstrating how emotionally engaging stories can resonate with potential donors, driving donations and donor engagement.

Afternoon Workshops

18. Organizational Strategies for Supporting Gender-Expansive Staff

Presented by:

- Felicia Heywood, Executive Vice President, Diversity, Equity & Inclusion, BAMSI
- Chase Garvey, Transgender Health Navigator, BAMSI

The struggle for transgender and non-binary rights is the nascent civil rights issue of our time. We will share some specific and actionable strategies around supporting gender-expansive staff in human services. In this session, we will articulate ways various departments within BAMSI came together to provide support and develop policy.

19. Strategies for Building and Sustaining Inclusive Organizations

Presented by:

- Shavon Andrews, Team Lead & Senior HR Consultant, Insource Services, Inc.
- Karynn Needel, Team Lead & HR Director, Insource Services, Inc.

Too many organizations have put their Diversity, Equity, Inclusion and Belonging (DEIB) work on the back burner due to budget constraints, conversation fatigue, political pressure and/or a lack of understanding of where to start. This workshop is designed to help empower you and your organization on a journey towards creating, maintaining or re-energizing a strong inclusive culture.

20. Hiring and Managing Staff with Lived Experience

Presented by:

- Gina Blake, Vice President, 18 Degrees
- John Cadiz, Director of Human Resources, 18 Degrees

In this session, we will review how employees with lived experience (LE) can use their personal experiences as a tool to connect with others. We will discuss key areas for success including managing triggers, coping skills, vicarious trauma and professional boundaries. The unique aspects of legal recruiting, interviewing and hiring will also be discussed.

21. Chat with the Commissioners: Children, Youth and Family

Presented by:

- Amy Kershaw, Commissioner, Mass. Department of Early Education & Care
- Maria Mossaides, Director, Mass. Office of the Child Advocate
- Jeff McCue, Commissioner, Mass. Department of Transitional Assistance

Hear about departmental updates from the Massachusetts Department of Early Education and Care, Massachusetts Department of Transitional Assistance and Massachusetts Office of the Child Advocate.

22. Harnessing AI Tools in Behavioral Health and Human Services

Presented by:

- Jacob Buckley-Fortin, CEO and Co-Founder, eHana

This workshop will explore the transformative potential of AI tools in behavioral health and human services. Attendees will gain practical insights into the application of AI technologies, such as how AI can enhance clinical outcomes, streamline administrative tasks and support personal growth and wellness. The workshop aims to provide a comprehensive understanding of how AI can be integrated into various aspects of behavioral health and human services to improve efficiency, decision-making, and client outcomes.

23. Maximizing Impact, Minimizing Cost

Presented by:

- David Harris, Managing Partner, Interim Executive Solutions

Deciding where to invest and where to cut back is a constant challenge in the face of changes in funding, the employment environment, client needs and more. This session will explore these challenges and more, and will provide a framework for making decisions as leaders seek to address and balance them.

24. Charitable Giving Panel

Presented by:

- Bithiah Carter, President and CEO, Give Black Alliance

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

25. The Convergence of Cybersecurity & Data Privacy

Presented by:

- Deborah Nitka, Privacy Services Lead, CohnReznick

In an effort to deliver services to their constituents, NFPs have amassed crucial and sensitive data, including personal, health, and payment information. Nonprofits also have important people — donors, staff, board members — connected to their organization and data set. Each of these comes with a need to develop and operationalize strategies to protect it. Without proper protection, this data can be stolen at the expense of the organization's brand reputation and financials. This session will be focused on strategies that NFPs can use to protect their data in support of their mission.

26. The Arc of the South Shore's Sensational Story Time Yoga Program

Presented by:

- Abigail Parrilla, Chief Executive Officer, The Arc of the South Shore
- Janine Birmingham, Autism Resource Center Director, The Arc of the South Shore
- Christine Walker, Owner-Operator, Little Bee Yoga Company

Sensational Story Time Yoga addresses the unique learning needs of children with autism through the transformative power of yoga. It combines story time with sensory kits and an interactive yoga class to bring books to life. This workshop will empower providers to implement this program in their own communities, vastly improving learning and community inclusion for people with autism.

Afternoon Workshops (cont.)

27. Conflict Skills for Human Service Professionals

Presented by:

- Pedro Spivakovsky-Gonzalez, Executive Director, Community Dispute Settlement Center

This workshop will provide a framework for understanding the styles of how people respond to conflict, enable participants to examine how conflicts escalate and assist participants to identify strategies for de-escalation and prevention. The Community Dispute Settlement Center's approach is based on a model that combines presentations with experiential learning. Participants will have the opportunity for such practical application through a format that is interactive, engaging and draws from participants' own experiences.

28. Exploring Adolescent Identity: Healing Through Physical Activity

Presented by:

- Ramona Cox, Director of Champions Network, Doc Wayne

Adolescents that have been exposed to trauma experience a number of social, psychological and behavioral detriments. As a result, their growth in areas such as identity formation can be significantly impacted. Trauma-informed physical activity can offer valuable support in their healing journey. By incorporating principles of positive youth development, these activities can facilitate the development of a stronger sense of self, foster overall well-being and promote resilience and life skills in young people.

29. Smart & Assistive Technologies in Action in Independent Living

Presented by:

- Pam Fields, CEO & Founder, Living Without Limits/ATECH Center at MidState Arc
- Amy Rubin Mindell, Director of Community Outreach & Assistive Technology, Living Without Limits/ATECH Center at MidState Arc
- Michael Gibney, Director of Assistive Technology Innovation, Living Without Limits/ATECH Center at MidState Arc

The current service delivery system for people with developmental and other disabilities is unsustainable. Systemwide transformation is required as nationwide waiting lists for services grow, costs increase and there is a staffing crisis for direct support professionals. Learn how to rethink services and move people to independent living through implementation of assistive, smart and remote support technologies.

30. Envision Evidence-Based Community Treatment That Works!

Presented by:

- Valerie Kuthe, Multi-Systemic Program Director, NFI Massachusetts

The needs in human services are glaring, and especially difficult is finding effective treatment for adolescents with substance use, truancy and refusal to engage in treatment. Envision an EVIDENCE-BASED treatment, working with all the ecologies the youth is in, keeping them home and sustaining change! If this sounds too good to be true, this workshop is for you. Learn about Multisystemic Therapy (MST®), a scientifically proven intervention for at-risk youth!

31. Drug Story Theater

Presented by:

- Joseph Shrand, Chief Medical Officer, Riverside Community Care

Join this live performance of Drug Story Theater show, which will feature a talk-back between the audience and performers, then discuss the power of peer-to-peer intervention to help prevent substance use in adolescents. This session will also discuss the I-M Approach, which extends the biopsychosocial model by integrating Theory of Mind.

32. The Accountability Challenge

Presented by:

- Garry Foisy, Partner, Dirigo
- Dave Ramsden, Partner, Dirigo
- Tim Hebert, CEO, Founder, & President, Dirigo

Many executives and employees link leadership, culture and empowerment issues to a widespread lack of accountability, which can result in unproductive behaviors. This workshop is designed to change views on accountability, underlining its importance for culture, communication and performance. Participants will learn a common language and strategies for identifying issues and creating solutions that boost accountability. Drawing from "The Oz Principle", presenter Garry Foisy will provide essential frameworks and insights to strengthen organizational accountability.

33. Neurodiversity in the Workplace

Presented by:

- Elizabeth Ghinea-Dwelly, Senior Clinical Documentation Specialist, Advocates

Neurodiverse employees are an asset to the workplace, and participants in this workshop will learn about practical ways to support their staff. During this session, we will provide a general overview of Neurodiversity - what it is and why it matters, before exploring tangible steps that any workplace can take to better support their employees.

34. Isolation, Inclusion & Community Care: Improving Employee Wellness

Presented by:

- Anouska Bhattacharrya, PhD, Vice President of Programs, YW Boston

Reports of isolation and loneliness are on the rise in society and within the workplace. This is especially true for younger employees and those who hold marginalized identities. Through the use of a case study, frameworks, and group discussion, participants will explore ways leaders, HR professionals and supervisors can implement tactics that build a culture of community care that all staff can actively contribute to, and benefit from.

Workshop tracks for all staff!

Human Resources

1. Leveraging Workplace Mentoring to Advance Careers**
2. Hot Topics in Employment Law for Non-Profit Providers
18. Organizational Strategies for Supporting Gender-Expansive Staff**
19. Strategies for Building and Sustaining Inclusive Organizations**
20. Hiring and Managing Staff with Lived Experience**

Executive

3. Chat with the Commissioners: Disability and Community Services
4. Chat with the Secretaries & Commissioners: Public & Mental Health, Veterans Services & Elder Affairs
5. CEO & Board Alignment: Strategies for Success
21. Chat with the Commissioners: Children, Youth and Family
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23. Maximizing Impact, Minimizing Cost

Personal Growth & Wellness

8. Grow Your Career in Health and Human Services
9. Let's Get Personal...About Personal Finance, That Is!
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Administration & Finance

6. Legal and Financial Update and Best Practices
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Clinical & Direct Care

11. Gender Diversity Intersection with Disordered Eating & Body Image**
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Supervision & Management

15. Ethical Supervision of Mental Health Counselors (and others)
16. Restorative Practice and Building Communities of Healing
17. Building Reputation and Driving Development Through Storytelling
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*** denotes Race, Diversity and Inclusion subject matter*

**For more information on these workshops,
please see full descriptions inside the brochure or visit
providers.org/alex/annual-convention-expo-2024/workshops-2024/**