

MEMBERSHIP MONDAY: Key Program, Inc.

Highlighting Key Program's Impact on the Community

At the Providers' Council, we are proud to highlight the incredible work of our members who are making a difference in the human services sector. This week, for Membership Monday, we are featuring Key Program, Inc., a vital organization dedicated to promoting well-being and strengthening families, youth, and communities across Massachusetts and Rhode Island.

Who is Key Program, Inc. and What Do They Do?

Key Program, Inc. is a private, nonprofit agency that provides a broad spectrum of services to children, adolescents, and families in need. Their mission is to assist troubled youth and families with developing positive life skills and goals, strengthening community ties, and achieving long-term success.

Key Program offers services through four primary areas:

- **Residential Services:** Key operates a variety of community-based group homes that offer structured and supportive environments for youth, including staff-secure and pre-independent living programs. Each home focuses on clinical support, education, family involvement, and preparing youth for reunification or independence.
- **Outreach & Tracking:** These in-home programs are designed to help youth remain safely in their communities. Outreach staff provide daily contact, crisis intervention, case management, life skills coaching, and family engagement to stabilize situations and prevent out-of-home placement.
- **Community-Based Diversion Programs:** In collaboration with schools and juvenile justice systems, these services offer an alternative to detention or hospitalization. Through mentoring, restorative justice practices, and community service, youth are given opportunities to rebuild trust and accountability in supportive settings.
- **Independent Living Programs:** For older adolescents transitioning out of state care, Key provides housing and life-skills support to promote self-sufficiency. Youth are guided through employment readiness, financial literacy, education planning, and responsible decision-making.

With services grounded in trauma-informed care and positive youth development, Key tailors its approach to meet the unique needs of each individual and family it serves.



When Did Key Program, Inc. Join The Providers' Council and Why?

Key Program, Inc. joined the Providers' Council in 1996, making them one of the Council's longest-standing members. Their goal in joining was to engage with a broader network of human service professionals, take advantage of ongoing learning opportunities, and support sector-wide advocacy efforts.

Over the years, Key has remained an active participant in the Council's programs and events. Their dedication to excellence in leadership was formally recognized at the 48th Annual Convention & Expo, where Michael Goodwin of Key Program received the Supervisor/Manager Award of Excellence. This award honors two outstanding supervisors or managers each year who demonstrate excellence in leading and supporting staff — and Michael's impact exemplified Key's strong commitment to staff development and high-quality service.

In July 2024, Key Program, Inc. marked their 50th anniversary – a milestone they celebrated this past March with staff, board members, and alumni, some of which have traveled across the U.S. and even Germany and the UK to honor the occasion. The event featured reflections from Founder Bill Wolfe, Chairman Ed Feldstein, former CEO Bill Lyttle (read by Mike Goodwin), and current president and CEO Tammy Mello. Many powerful stories were shared by youth, parents, and caregivers whose lives have been touched by Key, celebrating longstanding commitment to delivering trauma-informed, family-centered services through dedicated and compassionate staff.



“ A Voice from Key Program, Inc. Team

Providers' Council has been a critical part of our success. Providers' Council has created opportunities for our staff to receive statewide recognition at their Annual Convention for going above and beyond in working with families or supporting our workforce. The eAcademy has been critical to ensuring we have a well-trained workforce. Just this past year 348 of our staff completed 3,434 trainings through E-Academy. In addition, the role PC plays in advocating for our workforce via livable wages, resources for loan repayments and fair rates to support quality services, has been critical to ensuring equitable access to services for so many of the Commonwealth's most vulnerable residents.

-Tammy Mello CEO & President



Looking Ahead: Key Program's Continued Commitment to Support and Innovation

Looking ahead, Key program, Inc. continues to build on its 50-year legacy with innovative programs that respond to the evolving needs of youth and families. In April 2025, Key launched two new DCF Support and Stabilization Services, including a major milestone: their first-ever contract to provide Transition Age Youth Services through the Key to Independence program. This initiative was developed based on insights from young people aging out of care, many of whom maintained strong ties with Key staff. The program is designed to extend support and continuity to young adults as they navigate independence, filling a critical gap in services.

Key also began offering EEG Neurofeedback, a specialized therapy that supports trauma recovery by helping individuals improve brain regulation and connectivity. As an adjunct to clinical and attachment-based therapies, it fosters emotional safety, relational trust, and resilience.

With these new programs, Key remains deeply committed to delivering trauma informed services and reinforcing youth-focused programming. The Providers' Council is proud to support Key Program in its mission and grateful for their ongoing contributions to the human services sector.

Want to learn more about Key Program, Inc., and the Providers' Council? Visit our websites to explore our work, services, and upcoming initiatives!

[Providers' Council](#)

[Key Program, Inc.](#)