

MEMBERSHIP MONDAY: Viability

Highlighting Viability'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 Viability, a dynamic multi-state organization dedicated to creating a world where individuals with disabilities and other disadvantages experience true inclusion, acceptance, and access. With a wide range of person-centered programs — from employment training and community living to Deaf and Hard of Hearing services — Viability empowers people to reach their full potential and live with greater independence, dignity, and purpose.

Who is Viability and What Do They Do?

Viability is a community-based, multi-state not for profit organization working to create a world where individuals with disabilities and other disadvantages experience full acceptance, inclusion, and access. Rooted in equity and upholding the inherent dignity of every human being, their mission is to connect individuals' choices, strengths, and goals with real opportunities for personal and professional growth.

Operating across Massachusetts, Connecticut, New York, Rhode Island, and Oklahoma, Viability serves more than 4,300 individuals annually across 28 service sites — all supported by a team of over 425 dedicated staff members. Their programs span employment services, job training, community living, adult family care, day habilitation, Deaf and Hard of Hearing services, youth career readiness, and more. Beyond direct service, Viability works to build bridges between individuals, employers, and communities to create lasting, systemic change. Through partnerships with hundreds of employers annually, they help meet significant workforce needs while creating inclusive job opportunities for people of all abilities. Their work is supported by state and regional agencies, including the Department of Developmental Services, Department of Mental Health, MassHealth, the Department of Transitional Assistance, and others—and is strengthened by their CARF and Clubhouse International accreditations.

Whether through peer mentoring, assistive technology, or a trauma-informed approach to community integration, Viability demonstrates that embracing different styles and abilities creates stronger, more inclusive communities where individuals, businesses and communities can thrive together.

A co-sponsor of the Western MA Caring Force Rally, Viability staff and program members recently joined The Caring Force Rally at the Massachusetts State House, standing alongside hundreds of human services workers and advocates to call for fair wages and greater investment in the sector. Their involvement reflects Viability's commitment to advocacy and uplifting the value of the individuals they serve and the professionals who support them.



When Did Viability Join The Providers' Council and Why?

Viability has been a long-time member of the Providers' Council, joining a statewide network dedicated to strengthening and advancing the human services sector. Their membership reflects a deep commitment to inclusion, for all, community, and collaboration — values that are central to their mission and everyday work.

As an active Council member, Viability joins with their human services partners and colleagues to amplify their collective voice, advocate for fair funding, accessible policies, and inclusive practices for all, and help shape the brighter future every individual in Massachusetts and beyond should be able to access. This collaborative approach complements Viability's broader advocacy efforts, building avenues to mutual success for individuals, employers, and communities to drive systemic change.

In recognition of this leadership, President and CEO Colleen Holmes received the Providers' Council's Peer Provider Award in 2022, honoring her visionary approach and Viability's person-centered, mission-driven impact across the region.



“ A Voice from Viability’s Team

Stepping into the wild world of employment can be scary and I’m there to provide that support. Viability has helped me grow both professionally and personally, and I continue to be passionate about breaking down those misconceptions and creating opportunities for those we serve. It doesn’t hurt that I enjoy my Viability crew tremendously which continues to fuel my passion for the job.

— Kala Miller



Looking Ahead: Viability’s Continued Commitment to Support and Innovation

As Viability continues to grow and evolve, the agency remain steadfast in their vision to build stronger, more inclusive communities — where individuals of all abilities and backgrounds have the tools and support to succeed in ways that matter to them. With innovative programming, including incorporating virtual reality and simulated reality technology, starting with a small pilot funded by MassAbility four years ago. With the support and championship of their CEO, Colleen Holmes, Viability’s talented and dedicated team of staff and leaders remain clear-eyed, focused and determined in their commitment to shaping a future where everyone can thrive beyond limits.

Want to learn more about Viability and the Providers’ Council? Visit our websites to explore our work, services, and upcoming initiatives!

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