

MEMBERSHIP

MONDAY: Incompass Human Services

Highlighting Incompass Human Services' Impact on the Community

For this week's Membership Monday, we are proud to spotlight Incompass Human Services, a longtime Providers' Council member focused on supporting individuals with disabilities and their families through inclusive, person-centered services. With a history rooted in advocacy and a continued focus on empowering individuals across the lifespan, Incompass plays an important role in strengthening communities throughout Massachusetts.

Who is Incompass Human Services and What Do They Do?

Founded in 1954 in Lowell, Massachusetts, Incompass Human Services began as a small group of parents advocating for services and support for their children with disabilities. As the organization grew, it expanded its work and approach to better meet community needs, ultimately becoming Incompass Human Services.

Today, Incompass Human Services employs more than 700+ staff members, known as Care Champions, and supports thousands of individuals with intellectual and developmental disabilities (IDD) and acquired brain injuries (ABI). Headquartered in Chelmsford, MA, the organization provides residential, community-based, and facility-based services across Greater Lowell, Greater Lawrence, Greater Worcester, and the North Shore.

Incompass Human Services provides a wide range of services and programs to meet the needs of individuals and families, including:

- **Intellectual & Developmental Disability (IDD) Services:** Incompass supports individuals with IDD at home, in the community, and in Incompass-operated facilities, focusing on independence, stability, and long-term quality of life.
- **Autism Services:** Through programs such as Strive2Thrive and specialized group homes, Incompass provides personalized support for individuals on the autism spectrum based on their individual strengths, goals, and needs.
- **Acquired Brain Injury (ABI) Services:** Incompass offers community-based support through the Safe Minds ABI Community Center, helping individuals with brain injuries build skills, social connections, and independence.



- **Residential Supports:** Incompass operates 23 group homes and offers shared living, individual supports, and medically complex residential options that adjust as individuals' needs change over time.
- **Community-Based & Employment Services:** Individuals receive support through community-based day programs, employment training, job placement, and guided outings that encourage choice, access, and meaningful participation.
- **Supports for Teens & Young Adults:** Internship and mentorship programs, including the Urban Youth Collaborative, help teens and young adults build skills early and support greater independence later in life.
- **Family, Caregiver, & Respite Supports:** Incompass works closely with families by offering personal care, medication support, care coordination, advocacy, and flexible respite services to provide needed relief.
- **Clinical & Financial Support Services:** Clinical services provided by licensed professionals, along with representative payee and medically complex programs supported by nursing staff, help individuals maintain their health and financial stability.



When Did Incompass Human Services Join The Providers' Council and Why?

Incompass Human Services has been a longstanding member of the Providers' Council, as its mission closely aligns with the Council's focus on strengthening the human services sector through education, advocacy, and collaboration. Through its engagement with the Council and participation in workforce advocacy efforts, including The Caring Force, Incompass demonstrates a shared commitment to investing in people, building sustainable services, and promoting strong practices across the field.

In 2023, Incompass Human Services was recognized at the Providers' Council's 48th Annual Convention & Expo during the Awards of Excellence ceremony, where Thompson Stevens received the Outstanding Supervisor/Manager of the Year Award.

More recently, Incompass staff member Nora Rwtangabo, Program Manager for Individual Support Services (ISS), was named a TCF Workforce Hero Spotlight honoree, further highlighting the organization's dedication to leadership development, workforce advocacy, and excellence in human services.



A voice from Incompass Human Services

I am incredibly grateful for our Care Champions and the open hearts they bring to Incompass every single day. Seeing the people we support, their families, and our staff come together at our recent Holiday Party, where they were dancing, laughing, and celebrating the season, was a powerful reminder of why this work matters. Those moments of connection and joy are our mission in action, and they inspire me every day to continue building a community where everyone feels valued, included, and empowered.

— Jean Phelps, CEO, Incompass Human Services



Looking Ahead: Incompass Human Services' Continued Commitment to Support and Innovation

As Incompass Human Services continues to strengthen its impact and deepen community partnerships, fundraising and community engagement remain central to advancing its mission. One upcoming opportunity to support this work is Stride for a Cause: *Kentucky Derby Day Party*, a signature fundraising event that brings together supporters for an evening of celebration and meaningful impact.

Set in a lively, Derby-inspired atmosphere where big hats, bold fashion, and friendly competition meet meaningful impact in a beautiful suburban setting. The event features a leaderboard raffle, photo booth moments, silent auction, and plenty of Churchill Downs flair, all in support of Incompass' mission. Guests will also gather to watch "the most exciting two minutes in sports" together while celebrating the power of community in advancing inclusion and opportunity.

[Stride for a Cause: Kentucky Derby Day Party](#)

- Saturday, May 2
- 4:30–8:30 PM
- The Stevens Estate, North Andover, MA
- Tickets: incompasshs.org/derby-party

Interested in learning more or getting involved? Explore the links below to learn more about Incompass Human Services, their programs and services, and upcoming opportunities to support their work and connect with the Providers' Council.

[Providers' Council](#)

[Incompass Human Services](#)

[Stride for a Cause: Kentucky Derby Day Party](#)