Thank you, 2013 Providers’ Council members!

Accept, Inc. • Accounting Management Solutions, Inc. • Action for Boston Community Development (ABCD) • AdvantEdge Healthcare Solutions • Advocates, Inc. • AIDS Project Worcester • Alexander, Aronson, Finnin & Co., PC • Alternatives for Community & Environment • Alternatives Unlimited, Inc. • Amego, Inc. • American Training, Inc. • Amberlind Survival Associates • Anchor to Windward, Inc. • Other Associates • Associated Early Care & Education • Associated Grant Makers • Associates for Human Services • Association for Behavioral Health • Barry L. 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Vida Urbana • City Mission Society of Boston, Inc. • Coastal Connections, Inc. • College of Public & Community Service, UMass Boston • Communities for People • Community Adolescent Resource & Education Center • Community Caring • Community Connections, Inc. • Community Counseling of Bristol County • Community Enterprise, Inc. • Community Resources for Justice • Community Service Network, Inc. • Community Work Services • COMPASS • Core Solutions, Inc. • Cotting School, Inc. • Council of Social Concern • Delta Projects, Inc. • Diane Iapalii • Dinmoc Community Health Center • Doc Wayne Youth Services, Inc. • Dorchester Youth Collaborative • Downway, Inc. • Early Childhood Centers of Greater Springfield • East End House • Eaton Apothecary • eHana LLC • Elixir Community Human Services • Employment Options, Inc. • Enterprise Fleet Management • Fall River Deaconess Home • Family Community (FEG, Inc.) • Family Life Support Center, Inc. • Family Service of Greater Boston • Ferguson • Friedman, Saville & Silman, PC • Friends of the Homeless of the South Shore • Friendship Home, Inc. • Gardner Howland Shaw Foundation • Greater Marlboro Programs, Inc. • Habilitation Assistance Corporation • Health Resources in Action • High Point Treatment Center • Highland Valley Elder Services, Inc. • Hildebrand Family Self-Help Center • Hirsch Roberts Weinstein LLP • IMCA • Hope Restored Human Services • Human Resources Unlimited • Human Service Forum • Image Technology Specialists • Immigrants Assistance Center • Independence Associates, Inc. • Independent Living Center of North Shore & Cape Ann • Insoucie Services, Inc. • Institute for Health and Recovery • Inter Church Council of Greater New Bedford • Interior Resources • Jane Doe, Inc. • Jewish Family Service of Western Mass. • John F. Kennedy Family Service Center • Justice Resource Institute • Jahn, Ltwins, Ruma & Co., Ltd. • Kennedy/Douvan Center • Kevin P. Martin & Associates • KeySteps • Konkidas & Bluestein LLP • Lawrence Family Development & Education Fund • Lindberg Children’s Center • Leonard, Mulherin & Greene P.C. • Life Resources • LifeLinks, Inc. • Lifeworks, Inc. • SNCARC • Lutheran Social Services of New England • miasp • Marblehead Counseling Center, Inc. • Markman Children’s Programs • Martha’s Vineyard Community Services • Mass COSS • Mass Energy Consumers Alliance • Massachusetts Council for Home Care Aide Services, Inc. • Massachusetts Council on Compulsive Gambling • Massachusetts Down Syndrome Congress • Massachusetts Health Council • MassDevelopment • May Institute, Inc. • McClayder • Mental Health Association of Greater Lowell • METCO, Inc. • MetroWest Center for Independent Living • MetroWest Health Foundation • MetroWest Mediation Services, Inc. • Mothers for Justice and Equality • Monomoy Community Services • Moody, Families, Pets, and Services, Inc. • Morgan Memorial Goodwill Industries • Multicultural Council • Middlesex Community College • Multiservices and Services of the Pointner Valley, Inc. • Multicultural Wellness Center • Murphy & Riley, PC. • My Turn, Inc. • Nancy Lurie Marks Family Foundation • NAPPI International, Inc. • New Bedford Women’s Center • New England Business Associates • New England Village • New North Citizens’ Council, Inc. • NFI Massachusetts • North Charleston, Inc. • North Suffolk Mental Health Association • Northeast Arc • Northeast Center for Youth & Families • Nurtiflow, Inc. • Old Colony Elder Services, Inc. • OM Colony YMCA • On The Rise, Inc. • Our Father’s House, Inc. • P.E.R.S. • Parent/ Professional Advocacy League • Partners for a Healthier Community • Partners for Youth with Disabilities • Pathways for Change, Inc. • Pathways for Children • Pathways to Wellness • Peabody Terrace Children’s Center, Inc. • People, Inc. • Philadelphia Insurance • Pine Street Inn • Polus Center for Social and Economic Development, Inc. • Positive Parenting Solutions • Project Resource • REACH Beyond Domestic Violence • Rehabilitation Resources, Inc. • Residential Support Services • RFK Children’s Action Corps • River Valley Counseling Center • Riverbrook Residence, Inc. • Road to Responsibility • Roxbury Multi-Service Center • Roxbury Youthworks, Inc. • Runkle Extended Day Programs Inc. • Safe Passage, Inc. • SCM Community Transportation • Self Esteem Boston • ServiceNet, Inc. • Seven Hills Foundation • SHED, Inc. • Social Enterprise Alliance, MA Chapter • Solutions for Living • South End Community Center, Inc. • South Shore Support Services • Southside Center for Independent Living • SPAN, Inc. • SFPIA USA, Inc. • Springfield College School of Social Work • Springfield Jewish Community Center • Square One • St. Mary’s Women and Children’s Center • Staples Advantage • Sunshine Village • Talking Information Center • Tapestry Health • TDD Bank • The Arc of Opportunity • The Association For Community Living • The Bridge of Central Massachusetts, Inc. • The Cape Advantage $ELC • The Carroll Center for the Blind • The Children’s League of Massachusetts • The Children’s Study Home • The Education Center • The Guild for Human Services • The Home for Little Wanderers • The Hyams Foundation • The Key Program • The Ledges Workshop • The Mentor Network • The Northeast Independent Living Program • The Transformation Center • The Walker Home and School • Tom McLaughlin • Toward Independent Living & Learning Inc. • TP Systems • Transition House, Inc. • Two Ten Footwear Foundation • Unemployment Tax Management Corporation • United Cerebral Palsy of MetroBoston • United Way of Pioneer Valley • Urban League of Springfield • USI Insurance Services • Valley Educational Associates, Inc. • Victory Human Services • Victory Programs, Inc. • Vinfen • Volunteers of America • Walden Park VNA • Waterstone Retirement Services • Wayside Youth & Family Support Network • WCI — Work, Community, Independence • Webster Square Day Care Center, Inc. • Wellmet Project, Inc. • West End Day Nursery of New Bedford • Western Massachusetts Training Consortium • Westport Associates • WJHK Inc. • YMCA of Greater Boston • Youth Villages, Inc. • YWCA of Western Mass
About the Providers’ Council

The Providers’ Council is widely recognized as the official voice of the Massachusetts community-based human services sector.

The Providers’ Council is a statewide association composed primarily of nonprofit, community-based, care-giving organizations that provide human services, health, education and employment supports. The Council assists its membership by providing high-quality public policy research, advocacy opportunities, communication and information, education and training, publications, networking opportunities and business partnerships.

Formed in 1975 to support the care-giving sector and influence and direct public policy change, the Council is the state’s largest human services membership association. The organization, which receives its primary support from members and business partners, is widely recognized as the official voice of the Massachusetts community-based human services sector.

The Council’s mission is to promote a healthy, productive and diverse human services industry. A board of directors, representative of member organizations, governs the Council and is committed to its values. In addition, the Council highlights the benefits that the human services sector provides to the local and state economies. The sector, which employs more than 185,000 individuals throughout the state, helps to care for vulnerable populations.

The Council adheres to the following organizational values:

- We are committed to the delivery of superior, accessible, community-based services that support one in ten Massachusetts residents.
- We seek to serve the public and human service providers by identifying opportunities and taking action on issues where provider and public interests are aligned.
- We believe that the public, clients and consumers are best served through volunteer-governed and community-based nonprofits that are supported by fair and adequate funding.
- We value results, success and transparency.
- We are committed to promoting integrity, credibility and responsibility in the human services sector.
- We are dedicated to the development and maintenance of a diverse membership, representative of human service providers in Massachusetts.
Throughout 2013, the Providers’ Council and its membership led efforts to build brighter futures for all in the Commonwealth.
Dear Members and Friends:

Throughout 2013, the Providers' Council and its membership led efforts to build brighter futures for all in the Commonwealth.

Council members sent thousands of e-mails, made countless phone calls and visited their legislators, and as a result, we were successful in securing a human services Salary Reserve for a third straight year. We remain committed to comprehensive purchase-of-service reform for the over $2 billion contracted human services sector and the full and fair implementation of Chapter 257. More than 17,000 individuals utilized our educational programming in 2013, and a record 1,100 human services professionals and stakeholders attended the Council's 38th Annual Convention & Expo in November.

The Council also launched innovative programs and collaborative partnerships that will help to shape our sector for years to come. Providers' Benchmarking will allow members to measure their performance over time and compare their operations to similar organizations in the sector. We welcomed two new Endorsed Business Partners, New England Office Supply and Unemployment Tax Management Corporation, which will help our members save time and money. A report done in partnership with Boston College explored models of social innovation and highlighted many Council members.

The Providers' Council and its members will continue to strengthen the human services sector, and while we had many successes in 2013, we are already working to make 2014 even better. We thank you for your continued support and your Council membership. We look forward to collaborating with you in the coming year to continue the important work we do together.

Sincerely,

Andy Pond
Board Chair

Michael Weekes
President/CEO

April 2014
Forums about ICOs and opportunities to hear from state officials, like Auditor Suzanne Bump, helped organizations stay competitive in the sector.
Public Policy

Building off its prior success, the Providers’ Council secured an $11.5 million Salary Reserve for low-paid workers in 2013.

We advanced our pro-workforce legislative agenda, engaged legislators through The Caring Force, advocated for full and fair implementation of Chapter 257 and hosted numerous forums and events across the state to help members in 2013.

Strong advocacy from the Council, our membership and The Caring Force helped to secure an $11.5 million Salary Reserve for workers in the FY ’14 state budget, adding to the $30 million received in 2011 and 2012. A broad range of advocates made numerous phone calls, sent letters and e-mails and made visits to lawmakers, resulting in the Conference Committee budget including a Salary Reserve for direct care workers, which was later signed by Governor Deval Patrick. More advocacy from Council members resulted in the Administration announcing a distribution schedule in December.

The Council’s policy work covered more than just the Salary Reserve in 2013. The Council also filed five bills on Beacon Hill, four of which seek to directly benefit the human services workforce. Two bills would increase educational opportunities for human services workers through expanding the already successful Tuition Remission program and creating a loan repayment program; another two benefit workers and agencies by expanding access to affordable health insurance options. A fifth bill would support the expansion of human services social enterprises in the Commonwealth. Some bills have been reported favorably, and the Council will continue to work on advancing these in 2014 in the second year of the legislative session.

Chapter 257 implementation was another major focus of the Council’s policy efforts in 2013. The Council and its members attended hearings across the state, delivering testimony on Family Transitional Support Services and Placement and Support Services to seek an increase in rates for services that have been underfunded for many years. The Council also participated in the Provider and Consumer Advisory Council meetings to demand fair funding and a timely implementation schedule.

The Council also protected the sector from a number of harmful bills filed in 2013. The Council testified against legislation to force human services agencies to file redundant paperwork, bills that would seek to divert human services funding for services to municipalities via payments in lieu of taxes (PILOTs) and others that have the potential to damage early and school-age education and care programs across Massachusetts.

Another Council initiative, The Caring Force, grew by more than 50 percent to include over 15,000 individuals! Its second annual State House rally drew over 600 people to a standing-room only event at the Great Hall in April. The Caring Force also held its second annual video contest, receiving more great entries from members across the state and showing the three finalists videos at the Annual Convention & Expo in November.

Special events throughout the year strengthened the sector and gave members the most up-to-date information. Forums about ICOs and opportunities to hear from state officials, like Auditor Suzanne Bump, helped organizations stay competitive in the sector.
The Communications & Media Committee planned a well-received panel discussion at Champions for Change entitled “Getting the Word Out: From Print Media to Social Media.”
Communications & Media

We increased our followers on Twitter to more than 2,100 and received 2,600 more YouTube views, our most in any one-year period.

The Providers’ Council used a blend of traditional print and emerging social media strategies to make its voice heard in 2013, and the Council’s Communications & Media Committee executed a successful event that helped members learn more about how to effectively tell their stories.

The Council received mentions in the state’s largest media outlets in 2013, including The Boston Globe, Boston Herald, Associated Press and Springfield Republican. The State House News Service and the Boston Business Journal also included the Council in their coverage, as did local daily and weekly newspapers, such as the Cape Cod Times, Sun Chronicle, Berkshire Eagle, MetroWest Daily News, Dorchester Reporter and the Woburn Advocate, to name a few.

The Council made big strides in its social media campaigns throughout 2013. The Council increased its followers on Twitter to more than 2,100, an increase of nearly 16 percent over the previous year, and sent on average about one tweet per day highlighting the organization and its members. The Council’s YouTube channels received more views than ever before – 2,600 – and now has nearly 12,000 views overall. Additionally, the Council’s Facebook page increased its total “likes” for the year by more than 60 percent.

As a nod to the social media achievements of the Council and its members, the Council’s Communications & Media Committee planned a panel discussion at the Council’s Annual Convention & Expo on “Getting the Word Out: From Print Media to Social Media.” The session included communications professionals from The Home for Little Wanderers and Jane Doe, Inc., as well as media professionals from The Boston Globe and the Boston Business Journal. It provided workshop attendees the opportunity to learn effective strategies for delivering their organization’s message, ask questions of experts in the field and discover tips and tricks for managing their own organization’s social media platforms.

The Council, using its widely respected newspaper, The Provider, continued to highlight its members in 2013. The industry’s premier human services newspaper had a combined print and e-circulation of more than 5,000 in 2013, informing those in, and around, the vast human services sector. More than 50 members were featured in different sections of the Council’s newspaper throughout the year, including the Provider Profile, Saluting The Caring Force and Viewpoints from Across the State. The newspaper also featured columns from representatives and senators on Beacon Hill in the A View from the Hill feature.

The Council’s weekly newsletters, the Providers’ Council e-Digest and Academy of Learning & Exchange (ALEX), continued to be popular features to keep members up-to-date on the latest happenings in the human services sector. Additionally, visits to the Council and Caring Force websites continued to grow in 2013 – the websites, collectively, had nearly 52,000 hits in 2013, a new record, and more than 200,000 page views.
We hosted several forums through the Academy for Learning and Exchange (ALEX) on topics such as Significant Legal & Compliance Issues when Contracting with ICOs and Third-Party Billing & Corporate Compliance.
Education & Training

We leveraged learning and professional development opportunities to educate more than 17,000 individuals.

Through the Academy for Learning and Exchange (ALEX), the Providers' Council supported its members with another year of diverse, high-quality educational and professional development opportunities. Through Providers' eAcademy®, undergraduate- and graduate-level programs and a variety of forums, trainings and workshops, more than 17,000 individuals utilized the Council's educational programming in 2013.

ALEX held more than 65 professional development trainings and workshops for human services employees, offering both new and tried-and-tested subjects. New training topics included Respectful Communication and Code of Conduct Violations, Workplace Violence Prevention and Sexual Orientation in the Workplace. By the end of 2013, more than 400 supervisors had completed the Providers' Council's popular Certificate in Supervision Series, which offered continuing education units through the National Association of Social Workers. The series was held in Boston, Framingham and Worcester, with the Boston series again selling out.

In addition to a wide range of supervisory training opportunities, the Providers’ Council offered several forums for executives and senior staff on topics such as Significant Legal & Compliance Issues when Contracting with ICOs and Third-Party Billing & Corporate Compliance. These forums provided opportunities for discussion and supported providers in responding to the changing human services sector.

The Council's Tuition Remission program enabled nearly 200 human services employees to take more than 650 classes at state colleges and universities throughout Massachusetts tuition-free. More than 90 agencies offered this unique benefit to their staff in 2013, providing an opportunity for staff to complete a degree or increase their education with limited costs to the individual or the agency.

The graduate-level Certificate in Nonprofit Human Service Management program, offered in partnership with Suffolk and Clark universities, continued its success. The Suffolk program sold out for a second straight year. Since 2002, almost 400 future leaders of the sector have graduated from this highly respected program and many have continued on to complete master's degrees.

Providers' eAcademy®, the Council’s online learning management system, offered more than 650 online courses, designed specifically for health and human service providers, to more than 16,500 users in 2013. Providers’ eAcademy® supported member agencies in maintaining compliance with training requirements and gaining a competitive edge.
Annual Convention & Expo

A record 1,100 human services professionals and stakeholders attended the 38th Annual Convention & Expo on November 6.

Our 38th Annual Convention & Expo: Champions for Change was the most successful convention yet. Nearly 1,100 human service professionals and stakeholders attended at the Marriott Copley Place Hotel on Nov. 6 to celebrate the sector, gain knowledge from the inspirational keynote and excellent workshops, and network with peers and nearly 80 exhibitors. The convention was filled to capacity and, for the first time ever, it sold out; in addition, the expo also sold out for the eighth year in a row. The theme, Champions for Change, celebrated the positive difference that every individual can make regardless of their circumstances or level of ability.

Keynote speaker Dick Hoyt of Team Hoyt brought his message of “Yes you can” to Convention attendees. Dick has lived his mantra through his astounding dedication, pushing his son Rick’s wheelchair in 31 Boston Marathons and 1,100 athletic events overall. Dick received a standing ovation before he even began speaking, and again at the end of his presentation.

Champions for Change marked the second year of The Caring Force's annual video contest, “Broadcast Your Love of Human Services.” After a round of voting prior to the convention, the top three videos were shared and voted on at lunch. The Association for Community Living’s Whole Children program was announced as the winner for its creative entry.

The 38th Annual Convention offered 32 workshops on a broad range of topics relevant to the human services sector. The most popular workshop topics in 2013 included communication, safety, measuring the effectiveness of an agency’s services and treating non-suicidal self-injury.

Agencies and individuals alike were honored at the convention’s two awards ceremonies. Jonathan Elias, a news anchor for WBZ-TV, presented the Peer Provider Awards to four distinguished agencies. The Council also presented 12 Awards of Excellence to peer-nominated individuals throughout the sector. Awardees are listed on the facing page.

For the 10th straight year, the Joan Newton Memorial Scholarship provided opportunities to attend the convention for those who might not have been able to participate otherwise. We thank all our generous sponsors and exhibitors who help make the convention a success year after year.
Awardees & Honorees

2013 Awards of Excellence recipients include:
Gerry Wright Direct Service Employee of the Year
  • Markus Henrichs, Advocates, Inc.
  • Glandoor Solomon, Family Service of Greater Boston
Richard J. Bond Executive Director of the Year
  • Dafna Krouk-Gordon, TILL, Inc.
Richard J. Bond Supervisor of the Year
  • Alice Murphy, Seven Hills Foundation
Volunteer of the Year
  • Olga Maldonado Romero, New North Citizens’ Council
Ruth M. Batson Advocate of the Year
  • Michael Vance, Action for Boston Community Development
Innovator of the Year
  • Communities for People
State Employee of the Year
  • Dana Roszkiewicz, Dept. of Developmental Services
Legislators of the Year
  • Senator James Welch
  • Representative James Dwyer
Municipal Official of the Year
  • Elizabeth Doyle, City of Boston
Business Partnership Award
  • James V. Ellard, New England BioLabs

Our 2012 Peer Provider Awards recipients include:
  • Friendship Home, Inc.
  • HMEA
  • South End Community Center
  • YMCA of Greater Boston

The 2013 Chair’s Award for Leadership was given
posthumously to Bill Taylor from Advocates, Inc. for his
historic leadership and efforts in the human services sector.

2013 Convention Sponsors:
  • Advocates, Inc.
  • Bay Cove Human Services
  • Blue Cross Blue Shield of Massachusetts
  • Bridgeway
  • Bristol Elder Services
  • Casner & Edwards
  • Centro Las Americas
  • Cerebral Palsy of Mass.
  • Citizens Bank
  • Citizens Bank Foundation
  • Communities for People
  • Delta Dental of Mass.
  • Eliot Community Human Services
  • Gardiner Howland Shaw Foundation
  • HMEA
  • Justice Resource Institute
  • The Key Program
  • Kirkland, Albrecht & Fredrickson, LLC
  • Krokidas & Bluestein
  • Marriott Copley Place
  • Mass. Behavioral Health Partnership
  • The May Institute and National Autism Center
  • The Mentor Network
  • Northeast Arc
  • Old Colony Elder Services
  • Oppenheimer & Co.
  • Pathways to Wellness
  • Philadelphia Insurance Cos.
  • Public Consulting Group
  • ServiceNet, Inc.
  • Seven Hills Foundation
  • The Association For Community Living
  • United Way of Pioneer Valley
  • USI Insurance Services
  • Vinfen
  • Wayside Youth & Family Support Network
  • Michael Weekes
At the Council’s *Innovation Forward* seminar, keynote speaker Travis McCready, vice president of program at The Boston Foundation, and a panel of experts discussed innovation in the human services sector.
Innovation and Social Enterprise

We sharpened our focus and worked on ‘Leading the Way’ nationally.

We continued our efforts to support innovation and social enterprise in Massachusetts human services by sharpening our focus. Our Annual Meeting Seminar, entitled Innovation Forward, featured keynote speaker Travis McCreary, vice president of program at The Boston Foundation, and a panel of experts in human services social innovation from member organizations.

In partnership with Boston College’s Center for Innovation, the Council released the report Leading The Way: Social Innovation in Massachusetts Human Services, which explored models of social innovation, the life cycle of innovation and lessons learned about how successful innovations are developed in the human services sector. More than 40 people from human services, the private sector and academia attended a forum on the report that stated the Council membership is “Leading the Way” nationally.

Our third annual What A Great Idea! Contest helped member organizations bring their innovative ideas to fruition by connecting winners with graduate student consulting services. 2013’s winner was Road to Responsibility for its Cobblestone Farm and Enrichment Center project. The organization has been paired with a graduate student team from Clark University to assist with putting this novel idea into action.

We expanded our Innovator Directory on our website to showcase members’ innovative programs and added a new downloadable Social Enterprise Directory of our members’ social enterprises, which help to create jobs in the sector and diversify agencies’ revenue streams. Further, we continue to provide leadership to the Social Enterprise Alliance Massachusetts Chapter.

Group Purchasing Benefits

Two new Endorsed Business Partners helped to provide incredible value.

Our Endorsed Business Partners program had another great year in 2013. The Council welcomed two new partners, Unemployment Tax Management Corporation (UTMC) and New England Office Supply (NEOS). UTMC provides a wide array of supports and services to help nonprofits manage their unemployment expenses. NEOS, a Supplier Diversity Office certified vendor, offers office and break room supplies. As with all Endorsed Business Partnerships, the Council has leveraged the collective buying power of its membership to negotiate great value and high quality services for its members. Our partners now include:

Two-thirds of our members participate in Delta Dental and are currently enjoying a three-year rate hold. We keep members informed on potential savings, new programs and special promotions to help agencies save time and money.
The Caring Force started the year strong with its first-ever statewide meeting and a standing-room-only State House rally and lobby day that was praised by local leaders.
The Caring Force

*Members sent nearly 6,000 emails to electeds during the budget process.*

The Caring Force had another impressive year of growth and results for grassroots advocacy on behalf of human service programs and workers. We’re excited to report that The Caring Force ended the year with more than 15,000 members across Massachusetts!

Members of The Caring Force started the year strong with their first-ever statewide meeting to lay out advocacy strategy for the year and followed it up with a standing-room-only State House rally and lobby day. In addition to mobilizing in person, members of The Caring Force generated nearly 6,000 emails to elected officials during the budget process.

The results of The Caring Force’s ongoing advocacy became apparent when the House of Representatives included a Salary Reserve in their final budget proposal for the first time ever, setting the stage for an $11.5 million Salary Reserve in the final state budget. The Caring Force mobilized again in December and sent more than 1,500 emails to the Administration over six days to get a timeline for salary reserve distribution released.

The Caring Force also honored the great work of direct care professionals through digital campaigns to bring attention to their stories and a successful second annual video contest, which featured nine great entries.

Benchmarking

*A new initiative will help members accelerate data into knowledge.*

The Council launched its new and industry leading Providers’ Benchmarking program. This state-of-the-art program allows organizations to measure their performance and provides the critical context that transforms data into meaningful information to help make data-driven improvements. Providers’ Benchmarking is specially tailored to the unique needs of human services and behavioral health providers in Massachusetts and is offered to Providers’ Council members in collaboration with Netsmart Technologies.

Through Providers’ Benchmarking, Council members have the opportunity to participate in benchmarking in four service areas: Addiction Services, Children and Families, Intellectual and Developmental Disabilities and Mental Health. Each survey includes a variety of financial, administrative, operational and clinical metrics on which agencies can choose to report. In addition, participants will have monthly peer learning opportunities for discussing solutions through benchmarking and analytics.
We are committed to the delivery of superior, accessible, community-based services that support one in ten Massachusetts residents. We value results, success and transparency.
Independent Auditor’s Report
Massachusetts Council of Human Service Providers, Inc. and Human Services Providers Charitable Foundation, Inc.

Consolidated Summary of Revenue and Expenses
Year Ending December 31, 2013

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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 Service Providers Charitable Foundation, Inc. as of and for the year ending December 31, 2013, as audited by Kirkland Albrecht & Fredrickson, LLC. Original financial statements are on file in the business office.
Board of Directors
- Mia Alvarado
  Roxbury Youthworks
- Bruce Bird
  Vinfen Corporation
- James Cassetta
  WORK Inc.
- Lyndia Downie
  Pine Street Inn
- Juan Gomez
  Centro Las Americas
- James Goodwin
  Center for Human Development
- Joanne Hilferty
  Morgan Memorial Goodwill Industries
- David Jordan
  Seven Hills Foundation
- Donald Kozera
  Human Resources Unlimited
- Dafna Krouk-Gordon
  TILL, Inc.
- John Larivee
  Community Resources for Justice
- Leslie Tarr Laurie
  Tapestry Health
- Joseph Leavey
  Communities for People
- William Lyttle
  The Key Program
- Jerry McCarthy
  Northeast Arc
- Thomas McLaughlin
  Consultant
- Michael Moloney
  HMEA
- Jackie K. Moore
  North Suffolk Mental Health Association
- Nancy Munson
  Bristol Elder Services
- Dan Nakamoto
  NFI Massachusetts
- Pamela Ogletree
  Children’s Services of Roxbury, Inc.
- Barbara Pilarcik
  The Association For Community Living
- Andy Pond
  Justice Resource Institute
- Serena Powell
  Community Work Services
- Dora Robinson
  United Way of Pioneer Valley
- Randal Rucker
  Family Service of Greater Boston
- Kenneth Singer
  Berkshire County Arc
- Lauren Solotar
  The May Institute
- Paul Spooner
  Metrowest Center for Independent Living
- Bill Sprague
  Bay Cove Human Services
- Robert Stearns
  Advocates, Inc.
- Joan Wallace-Benjamin
  The Home for Little Wanderers
- Christopher White
  Road to Responsibility
- Gerry Wright
  Community Care Center

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  Public Policy & Communications Associate
- Meg Helming
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  Legislative Consultant

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