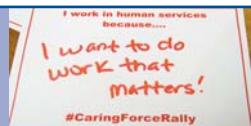


2016 Annual Report

PROVIDERS' COUNCIL



Thank you to our 2016 members!

AAFCPAs • Accept, Inc. • Accounting Management Solutions • Action for Boston Community Development • AdvantEdge Healthcare Solutions • Advocates, Inc. • AIDS Project Worcester • Alternatives for Community & Environment • Alternatives Unlimited, Inc. • Amego, Inc. • American Training, Inc. • Amherst Survival Center, Inc. • Annkissam, LLC • Arbor Associates, Inc. • Arc of Greater Haverhill-Newburyport • Ascentria Care Alliance • Associated Grant Makers • Association for Behavioral Healthcare • BAMSI • Barry L. Price Rehabilitation Center • Bay Cove Human Services • Bay Path University • Beaverbrook STEP, Inc. • Becket Family of Services • Bedford Youth & Family Services • Berkshire Area Health Education Center, Inc. • Berkshire County Arc, Inc. • BlumShapiro • Boston Center for Independent Living • Boston College School of Social Work • Boys & Girls Club Family Center • Bridgewell • Bristol Elder Services, Inc. • Brockton Area Arc, Inc. • CAM Office Services • Cambridge College • Cambridge Family and Children's Service • Cambridge Savings Bank • Cape Abilities • Caruso & McGovern Construction • Casa Esperanza • Casa Myrna • CBIZ Tofias and Mayer Hoffman McCann • Center for Human Development • Center for Living & Working, Inc. • Centerboard • Centinel Financial Group • CENTRO • Cerebral Palsy of Massachusetts, Inc. • Children's Services of Roxbury • Choice Community Supports, Inc. • Citizens Bank • Citizens for Adequate Housing, Inc. • Citizens for Juvenile Justice • Citrin Cooperman • City Life/ Vida Urbana • City Mission Society of Boston, Inc. • CLASS, 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, Inc. • Community Enterprises, Inc. • Community Resources for Justice • Community Service Network • Community Teamwork • Community Work Services • COMPASS • Cotting School, Inc. • Credible Behavioral Health, Inc. • Crystal Springs, Inc. • Delta Projects, Inc. • Dimock Community Health Center • Doc Wayne Youth Services, Inc. • Dorchester Youth Collaborative • Downey Side, Inc. • East End House • eHana LLC • Eliot Community Human Services • EMMAUS, Inc. • Employment Options, Inc. • Enterprise Fleet Management • Fall River Deaconess Home • Family Service of Greater Boston • Fidelity House, Inc. • Foothold Technology • Friends of the Homeless of the South Shore • Friendship Home • Gardiner Howland Shaw Foundation • Greater Lynn Senior Services • Greater Marlboro Programs, Inc. • Habilitation Assistance Corporation • Haitian Community Partners • Hattie B. Cooper Community Center, Inc. • Health Resources in Action • High Point • Hildebrand Family Self-Help Center • Hirsch Roberts Weinstein LLP • HMEA • Home Care Aide Council • Homes for Families • Hope Restored Human Services • Human Resources Unlimited • Human Service Forum, Inc. • Immigrants' Assistance Center • Independence Associates, Inc. • Independent Living Center of the North Shore and Cape Ann • Insource Services, Inc. • Institute for Health and Recovery • Inter-Church Council of Greater New Bedford, Inc. • Interior Resources • Italian Home for Children • Jane Doe Inc. • Jewish Family Service of Western MA • Jewish Federation of Western MA • Justice Resource Institute • Kennedy-Donovan Center • Kevin P. Martin & Associates • KeySteps, Inc. • KLR • Krokidas & Bluestein LLP • Lemberg Children's Center, Inc. • Leonard, Mulherin & Greene, P.C. • LifeLinks, Inc. • LifePath, Inc. • LifeStream, Inc. • Lifeworks/The Arc of South Norfolk • Louison House • maaps • Marblehead Counseling Center • Martin Luther King Jr. Family Services, Inc. • Mass COSH • Mass Energy Consumers Alliance • Massachusetts Alliance of Portuguese Speakers • Massachusetts Council on Compulsive Gambling • Massachusetts Down Syndrome Congress • Massachusetts Health Council • Massachusetts MENTOR • Massachusetts Multicultural Psycho Educational Assessment Center, LLC • May Institute • Mental Health Association of Greater Lowell • METCO, Inc. • MetroWest Center for Independent Living • MetroWest Community Health Care Foundation • Middlesex Human Service Agency, Inc. • Monomoy Community Services • More Than Words • Morgan Memorial Goodwill Industries • Multicultural AIDS Coalition • Multicultural Community Services • Multicultural Wellness Center • Murphy & Riley, P.C. • My Choice Programs, Inc. • MY TURN, Inc. • Nancy Lurie Marks Family Foundation • New Bedford Women's Center • New England Business Associates • New England Villages • New North Citizens' Council • NFI Massachusetts • North Charles, Inc. • North Shore Elder Services • North Suffolk Mental Health Association • Northeast Arc • NuPath, Inc. • Nurture, Inc. • Old Colony Elder Services • Old Colony YMCA • On The Rise, Inc. • Our Father's House, Inc. • Oxford Street Daycare Cooperative • P.R.I.D.E. • Parent/Professional Advocacy League • Parenting Journey • Parenting with Love and Limits • Partners for Youth with Disabilities • Pathlight • Pathways for Change, Inc. • Pathways for Children • People, Incorporated • Pine Street Inn • Prestige Health Care Services • Professional Center for Child Development • Project Independence • REACH Beyond Domestic Violence • ReadyTalk • Residential Support Services, Inc. • RFK Children's Action Corps • River Valley Counseling Center • Riverbrook Residence • Road to Responsibility, Inc. • Robbins Children's Programs • Roman Music Therapy Services • Roxbury Youthworks, Inc. • RSM • Runkle Extended Day Programs, Inc. • Safe Passage, Inc. • ServiceNet, Inc. • Seven Hills Foundation • SHED, Inc. • Social Enterprise Alliance, MA Chapter • Solutions for Living • South End Community Center, Inc. • South Middlesex Opportunity Council • South Shore Support Services • Southeast Center for Independent Living • SPAN, Inc. • Springfield Jewish Community Center • Square One • St. Mary's Women and Children's Center • Sunshine Village • Talking Information Center • Tapestry Health • TD Bank • The Arc of Massachusetts • The Bridge of Central Massachusetts, Inc. • The Captive Advantage, LLC • The Carroll Center for the Blind • The Children's League of Massachusetts • The Children's Study Home • The Door is Open Counseling Center • The Edinburg Center • The Home for Little Wanderers • The Hyams Foundation • The Key Program, Inc. • The Ledges Workshop • The Northeast Independent Living Program • The United Arc • Third Sector New England • Toward Independent Living & Learning • Transition House, Inc. • Turning Point, Inc. • 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. • Venture Community Services • Victory Human Services • Victory Programs, Inc. • Vinfen • Volunteers of America • Walker • Walnut Street Center, Inc. • Wayside • WCI - Work, Community, Independence • Webster Bank • Webster Square Day Care Center, Inc. • West End Day Nursery of New Bedford, Inc. • Western Massachusetts Training Consortium • Westport Associates Inc. • Whittlesey & Hadley, PC • William James College • Winxnet • WORK Inc. • YMCA of Greater Boston • Youth Villages, Inc. • YWCA of Western Mass.

 **PROVIDERS' COUNCIL**

About the Providers' Council

Established in 1975, the Council is the state's largest human services membership association focused on public policy and advocacy to support community-based providers and the workforce.

For over 40 years, the Providers' Council has supported nonprofit, community-based human service provider organizations through advocacy and education as the Commonwealth's largest human services membership association.

The more than 200 member organizations operating throughout Massachusetts provide wide-ranging human services, health, safety, education and employment supports to one-in-ten state residents.

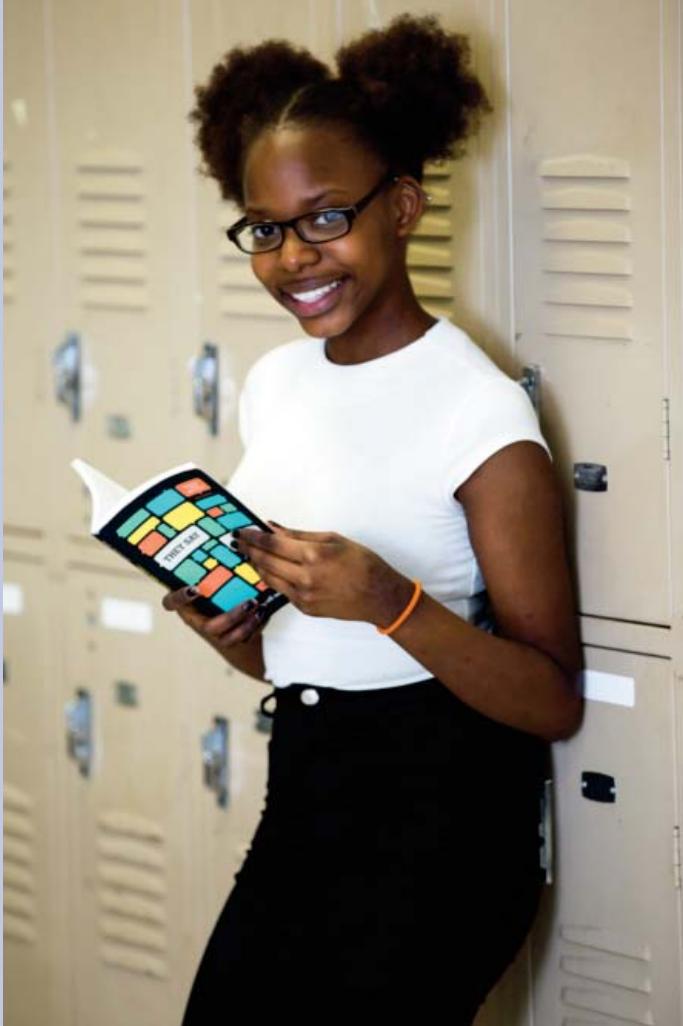
The Council supports its membership through high-quality public policy research, advocacy actions, education and training, publications, networking opportunities and group purchasing programs that allow them to operate more efficiently and effectively. In addition, the Council highlights the local and statewide economic impact of the human services sector, which is one of the fastest growing areas for employment in the state with more than 164,000 jobs.

The Council's mission is *to promote a healthy, productive and diverse human services industry*, and since its inception in 1975, it has grown to be widely recognized as the official voice of the Massachusetts community-based human services sector. The Council is governed by a board of directors that is representative of member organizations and operationalized by dynamic staff members. Support comes primarily from members and business partners.

The cornerstone of the organization continues to be the commitment to these core values:

- The delivery of superior, accessible, community-based services that support one-in-ten Massachusetts residents;
- To serve the public and human service providers by identifying opportunities and taking action on issues where provider and public interests are aligned;
- The belief that the public, clients and consumers are best served through volunteer-governed and community-based nonprofits that are supported by fair and adequate funding;
- A commitment to results, success and transparency;
- Promoting integrity, credibility and responsibility in the human services sector; and
- Dedication to the development of a diverse membership, representative of human service providers and the general population in Massachusetts.





Academic, recreational and career-oriented programs offered by Morgan Memorial Goodwill's Youth Initiative comprise some of the building blocks for participants' futures.

From the Chair and President

Dear Members and Friends:



**Michael
Moloney**
Board Chair

As the Providers' Council and our membership led efforts to strengthen the human services sector in Massachusetts throughout 2016, we referred time and again to the foundation that community-based providers have built and continue to reinforce for so many people across the Commonwealth.

We engaged elected officials on our public policy agenda, created new education and training programs and secured a relationship with a new Endorsed Business Partner to expand opportunities for our membership. Every time the Providers' Council is able to make progress on one of these items – several of which we've been working toward for many years – we hope the end result makes it easier for our members to meet their missions.

One longstanding item the Providers' Council was successful in changing in 2016 was the state's rules for nonprofits relating to Surplus Revenue Retention, which disincentivized providers' efficiency and building of reserves. The Council's Business Practices Committee helped effect a change, moving the annual cap to 20 percent and eliminating the lifetime cap. Another significant action on the policy front was our effort to create the Coalition to Preserve Nonprofit Services to fight threats to our tax-exempt status, a coalition that will be active for the foreseeable future to reaffirm the value and contributions nonprofits provide to their communities.



**Michael
Weekes**
President/CEO

Executive transition and building a bench of future leaders were also major focuses of the Council. Our education, training and group purchasing programs saw incredible growth, starting with Providers' eAcademy® – our online learning management system – which saw 26,000 learners at 55 member organizations take more than 130,000 courses online. Additionally, we added PurchasingPoint®, a new Endorsed Business Partner. And the Council went for the gold at our Annual Convention & Expo: *Inspire | Ignite | Impact* in October with two-time Olympic gold medalist Kayla Harrison as the keynote speaker.

Only with the support and efforts of our members were we able to use all of these building blocks to help strengthen the foundation of the human services sector in Massachusetts. From all of us on the Providers' Council's staff and board of directors, we thank you for your tireless efforts providing care to one-in-ten vulnerable residents throughout the state.

Sincerely,



Michael Moloney
Board Chair

Michael Weekes
President/CEO



Twenty-three people from six countries are sworn in as new Americans at a ceremony at the Immigrants' Assistance Center in New Bedford.

Public Policy

Change is the operational word in our public policy agenda

The Providers' Council focused on a number of major public policy issues in 2016 in an effort to provide additional benefits to workers, create better business conditions for employers and ensure the best possible services were delivered to one-in-ten Massachusetts residents.

Through Chapter 257 implementation, the Providers' Council continued to advocate for full funding of the human services sector, and other funding and regulatory changes the Council pushed for had a major impact as well. The organization's Business Practices Committee helped effect a change in the state's Surplus Revenue Retention policy that allows human service organizations to retain up to 20 percent of revenue on contracts per year and removes the lifetime cap. Additionally, the Council succeeded in ensuring that DHCD providers – initially omitted from Salary Reserve consideration due to an oversight – received over \$1 million for low-paid workers.

Further, the Council was successful in changing state budget language to ensure more money for Competitive Integrated Employment Services (CIES) contracts, which several members hold. Originally unspecified in the budget, the Council fought for and secured language that ensured DTA would spend at least \$7 million on CIES in 2016, a 250 percent increase over the FY '15 spending floor of just \$2 million.

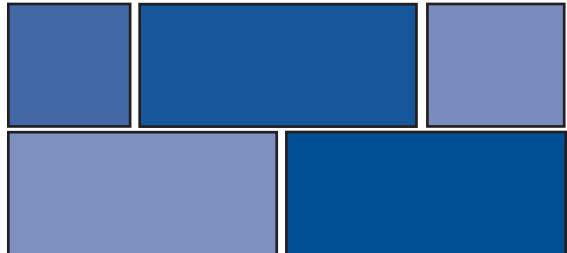
In an effort to strengthen the nonprofit sector overall, the Council brought together a group of allies that would later become the *Coalition to Preserve Nonprofit Services*. The group – comprising statewide membership associations – successfully urged a legislative conference committee to omit a provision that would have forced nonprofits to pay property taxes, and encouraged the Governor to veto an initiative that could have made nonprofits join a business improvement group and pay to-be-determined fees. The group intends to continue its work into 2017, defending the nonprofit sector from threats to the property tax exemption.

The Council worked on its legislative agenda in 2016 as well,

promoting its Group Insurance Commission and loan repayment bills through the legislative process and the budget debate. Working with legislative champions Senator Jennifer Flanagan and Representative Jeffrey Roy, budget amendments creating a pilot student loan repayment program for human services workers were filed. They were not adopted, but both generated noteworthy support and co-sponsors, educating legislators about the importance of a loan repayment program. The Council has refiled both initiatives in the current session.

Away from Beacon Hill, the Providers' Council continued to monitor and oppose threats to the property tax exemption in municipalities across the state and worked with its national partner – National Council of Nonprofits – to review proposed changes to the Department of Labor's Overtime Final Rule. The Council hosted a forum to help members better understand the rule, learn about the different aspects of it and put questions to a DOL representative and a local attorney.

Throughout the year, the Council also had several other opportunities to meet with state leaders on topics of interest. Workgroups were started to examine potential revisions to the Uniform Financial Report and explore how providers and the state interact on issues relating to information technology. Additionally, the Council hosted an Administration and Finance Luncheon at which EOHHS Secretary Marylou Sudders spoke about her Secretariat's priorities and answered questions from members. The Council looks forward to working with the Baker Administration and other state leaders on these issues into 2017.





Children and teens find empowerment and help the community through Old Colony YMCA summer camps, power leader programs and YouthBuild outreach.

Communications & Media

Activating our communications tools to inform members and share your stories

The Providers' Council used a variety of communications channels to advocate, educate and engage, connecting with members, legislators, the media and the general public about local, statewide and federal issues affecting the human services sector and nonprofits.

The Council's social media channels grew significantly in terms of followers and activity, regularly engaging our members and state legislators. The Caring Force also continued to get more traction through its Instagram account, and regularly posted on the #AdventuresOfQT, our signature Caring Force bear mascot.

The Council garnered a great deal of traditional media as well. News outlets including *The Boston Globe*, *State House News Service*, *Boston Business Journal* and *Mass. Nonprofit News* wrote about the Providers' Council, generating press for the organization and its members. In particular, Council President and CEO Michael Weekes was contacted for comments on how the new Presidential Administration may affect the nonprofit landscape in Massachusetts.

In addition to the traditional and social media coverage, the Providers' Council also held a roundtable event and convention workshop for communications and human resources staff on social media best practices and using social media as a job recruitment tool. The *Roundtable on Social Media Best Practices* allowed members to learn from human services colleagues on the most effective ways they're using social media during an



informative, 90-minute session. The event drew positive feedback and concluded with a #mannequinchallenge video involving representatives from a dozen organizations that was one of our most popular posts last year. At the convention, *Help Wanted: Recruiting, Retaining & Communicating in a 21st Century World* drew approximately 80 people who heard the different tools several organizations are using to attract new job candidates and keep them.

The Council's website continued to keep members informed with the latest news, trainings and job postings. The Providers' Council website had 130,724 page views in 2016, an increase over the prior year, while Jobs with Heart was still the second-most accessed page after the Providers' Council home page; it accounted for 6.5 percent of all Council website hits in 2016.

The Council also continued production of its respected newspaper, *The Provider*, highlighting members and issues of importance to the sector.

On a weekly basis, the Council continued to keep members current on issues and sector events with its e-newsletters, the Providers' Council *e-Digest* and the *Academy of Learning & Exchange* newsletter (ALEX).

These publications, along with other emails to members on important issues and media outreach, helped the Council reach a wider audience and attract new supporters of both itself and the human services sector as a whole.



The annual Caring Force State House Rally reached capacity with more than 600 people advocating for the human service workforce and programs.

The Caring ForceSM

Advocacy made an impact on Beacon Hill and in the workplace

The Caring Force (TCF) saw remarkable success in advocacy while continuing to serve as an engaging vehicle for human services staff, consumers, family members and other supporters to participate in nonpartisan political advocacy.

As a result of its continuous email outreach, social media engagement, presentations to provider organizations and legislative advocacy, The Caring Force was able to grow the grassroots initiative to just under **23,000 members** in just its fifth year.

The Caring Force filled the State House in April with more than 600 people wearing its signature gold shirts for the *Fifth Annual Caring Force Rally and Lobby Day*. The State House was teeming with TCF members from across the Commonwealth listening to inspirational stories from other members on the topics of student loan debt and the high cost of health insurance. State Sen. Jennifer Flanagan of Leominster and State Rep. Jeffrey Roy of Franklin were honored as *Legislators of the Year* and were presented with Caring Bear Awards. The crowd also heard from State Rep. Gloria Fox of Boston, who received a *Caring Bear Award for Lifetime Achievement*.

After a successful rally and lobby day where Caring Force members spoke candidly about the need for a student loan repayment program, Caring Bear Award winners Sen. Flanagan and Rep. Roy agreed to file budget amendments to create a loan repayment program for human service workers. Inspired by the stories heard at the rally and their own experience with student loan debt, TCF members sent over 1,500 letters to 40 Senators and 154 Representatives asking them to support the amendments. Although the bills didn't get added to the budget, The Caring Force did

succeed in starting a conversation in the State House around loan repayment for human service workers.

While The Caring Force *Broadcast Your Love of Human Services* contest had been very successful in the past, TCF changed things up by holding a selfie contest, making it easier to enter, which encouraged more participation. The contest generated 13 submissions and hundreds of votes before the final voting took place at the Council's 41st Annual Convention & Expo: *Inspire | Ignite | Impact* in October. United Cerebral Palsy of MetroBoston was named the 2016 winner.

The Caring Force's advocacy extended to the national election cycle as well, as TCF continued its voter registration and get-out-the-vote efforts throughout the year, but especially leading up to Election Day in November. The Caring Force stressed the importance of civic engagement and kept members updated on voter registration deadlines, early voting information and polling locations through email blasts and social media. The Caring Force and Council initiative CareVote also co-hosted a webinar with our partners at Nonprofit VOTE and MassVOTE aimed at informing nonprofits how to best assist individuals with disabilities at the polls, the importance of local elections, how to talk about the ballot questions with your stakeholders, what exactly a 501(c)(3) can do in the election process and the process of re-registering a person to vote after incarceration.

The Caring Force also visited Providers' Council members and other advocacy groups across the state to present on the strength of its network. These visits gained many new members for the grassroots advocacy initiative.



Annual Convention & Expo

Going for the gold, the 41st Annual Convention & Expo aimed to Inspire, Ignite & Impact the workforce

The Providers' Council's 41st Annual Convention & Expo: *Inspire | Ignite | Impact* on October 24th was bigger and bolder than ever before. Held at the Boston Marriott Copley Place Hotel, the event drew a sell-out crowd of more than 1,200 human service workers and other stakeholders to celebrate the sector, attend informative workshops, network with peers and connect with nearly 80 exhibitors. It also marked the 10th straight year the expo has sold out.



Two-time Olympic judo gold medalist Kayla Harrison delivered an inspiring keynote address, speaking candidly of a career that almost didn't happen because of sexual abuse by a coach that occurred in her early teens. After winning her second gold medal in Rio de Janeiro last August, Harrison retired from judo to focus on her Fearless Foundation, explore a future in mixed martial arts (MMA) and continue to speak out as a survivor of abuse.



The 41st Annual Convention again offered 34 workshops on a broad range of topics affecting the human services sector. Along with the perennially popular Chat with the Commissioners sessions, workshops on giving successful presentations, handling vicarious trauma, the opioid epidemic and overcoming burnout saw particularly high attendance.

Agencies and individuals alike were honored at the convention's two awards ceremonies. Shayna Seymour of WCVB's *Chronicle*, presented the Peer Provider Awards to four distinguished agencies. The Council also gave out 15 Awards of Excellence to individuals, organizations and businesses whose contributions have bettered the Massachusetts human services sector. The complete list of honorees is on the opposite page.



The convention marked the fifth year of The Caring Force's *Broadcast Your Love of Human Services* Contest. The new format – a selfie competition – allowed organizations to capture in a single photo why their staff love working in human services and what inspires them daily. United Cerebral Palsy of MetroBoston took home the gold for this year's competition, Doc Wayne Youth Services and HMEA received second and third, respectively.

For the 13th year in a row, the Joan Newton Memorial Scholarship provided opportunities to attend the convention for those who might not have been able to otherwise participate. We thank all our generous sponsors and exhibitors who help make the convention a success year after year.



Awardees & Honorees

2016 Peer Provider Award Recipients

- American Training, Inc.
- Mothers for Justice and Equality
- PRIDE, Inc.
- Sunshine Village



2016 Awards of Excellence Recipients

Gerry Wright Direct Service Employees of the Year

- Toya Walker Sanon, *Children's Services of Roxbury*
- Bill Batista, *WCI – Work, Community, Independence*

Executive of the Year

- Richard Bedine, *Solutions for Living*

Supervisors of the Year

- Antwan Steed, *Wayside Youth & Family Support Network*
- Heidi Torres, *TILL, Inc.*

Volunteer of the Year

- Nancy Aubrey, *RSM US*

Ruth M. Batson Advocate of the Year

- Joan Whitaker, *ABCD*

Innovator of the Year

- South Middlesex Opportunity Council

Media Award

- On Point, *WBUR*



Legislators of the Year

- Senator Sonia Chang-Diaz
- Representative Jeffrey Roy
- Rep. Gloria Fox, *Lifetime Achievement*

State Employee of the Year

- Kelly Lawless, *Mass. Department of Developmental Services*

Municipal Official of the Year

- Chief James Fitzpatrick, *Lawrence Police Department*

Business Partnership Award

- *Wellframe*

2016 Convention Sponsors

- American Training, Inc.
- Arbor Associates
- Bay Cove Human Services
- Boston University School of Social Work
- Bridgewell
- Bristol Elder Services
- CAM Office Services
- Casner & Edwards, LLP
- Children's Services of Roxbury
- Citizens Bank
- Citrin Cooperman LLC
- Community Resources for Justice
- Delta Dental of Massachusetts
- Gardiner Howland Shaw Foundation
- HMEA
- Justice Resource Institute
- Key Program
- Marriott Copley Hotel
- Mental Health Association of Greater Lowell
- MENTOR
- Old Colony Elder Services
- Oppenheimer and Co., Inc.
- Pathlight
- People, Incorporated
- Pine Street Inn
- Road to Responsibility
- Roxbury Youthworks, Inc.
- ServiceNet, Inc.
- Seven Hills Foundation
- USI Insurance Services
- Venture Community Services
- Vinfen
- Wayside Youth & Family Support Network
- Michael Weekes



Many members offer job training programs that prepare people to work in a variety of fields, including human services, food service, retail sales, janitorial and more.

Innovation & Social Enterprise

The Council changed the format of *What a Great Idea!* from a social enterprise contest to an RFR, allowing more member organizations to be partnered with Boston College graduate students as part of their Creating and Sustaining Social Enterprise course offered through the BC School of Social Work.

Participating organizations ranged from those considering a new revenue-producing program or service to organizations with established social enterprises that wished to expand. Our members HMEA, Road to Responsibility, Bridgewell and ServiceNet each partnered with students who outlined a business plan based on extensive information gathering and research analysis.

Group Purchasing Programs

Providers' Council members received exclusive discounts and services through the Council's six Endorsed Business Partners. These companies are committed to delivering the highest quality products while ensuring that members can put additional funding to ward supporting their missions. Nearly two-thirds of our members are saving money and getting great value through these partners.

The Council joined PurchasingPoint®, a national group purchasing program operated by the National Human Services Assembly. Through this program, members have access to a network of 200-plus vendors offering discounts on a variety of products and services. All organizations using PurchasingPoint, regardless of size, have access to the same pricing.

The Council also partnered with USI Insurance Services to offer dental insurance rates well below market average with minimal increases, while doubling the orthodontia benefit. Other insurance products also available through USI include vision, life and disability, property and casualty, and home and auto insurance for employees' personal use.

Interior Resources continued to provide discounted purchasing opportunities for furniture through a Supplier Diversity Office (SDO)-certified representative. Enterprise Fleet Management offered transportation and vehicle maintenance options and Unemployment Tax Management Corporation helped members proactively manage costs and make informed decisions about critical issues affecting their organizations.

The Council kept its members informed on potential savings, new programs and special promotions through monthly Endorsed Business Partner News Alerts, in-person visits, phone calls, educational webinars, articles in the Council's members-only e-newsletter eDigest, and the Council's Facebook and Twitter social media accounts.



Education & Training

The Providers' Council is committed to helping members provide affordable and continuous opportunities to learn.



The Council held more than 60 professional development trainings and workshops throughout 2016, introducing several new offerings at our members' request. Many of those trainings offered continuing education units (CEUs) from the National Association of Social Workers (NASW), as the Council instituted the practice of applying for CEUs for all half-day trainings if applicable.



More than 90 supervisors participated in the *Certificate in Supervision Series*, offered in Danvers, Somerville and Foxboro in 2016, receiving 18 hours of CEUs for attending all six sessions of the highly popular program. All three

sessions sold out for the third straight year.



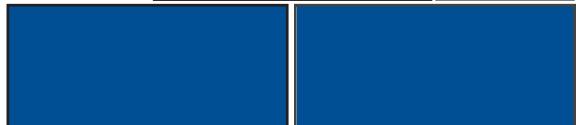
Two scholarships to pursue an advanced degree were awarded in 2016. The *\$10,000 Providers' Council Graduate Scholarship* went to Mariame Kounta, director of Nursing at Pathlight, who will pursue her doctorate in nursing. Shirley Fajardo of ABCD was awarded a *\$6,000 Providers' Council, Eli Wayne Fund and Suffolk University Master of Public Administration Scholarship*.



The Council's *Tuition Remission* program, which marked its 17th year in 2016, enabled human services employees to take nearly 500 classes tuition-free at state colleges and universities throughout Massachusetts. More than 90 agencies – both members and non-members – took advantage of this unique benefit, offering their staff an opportunity to complete a degree or further 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 both Suffolk and Clark universities, continued its success in advancing staff in the workforce. The 2016 cohort saw nearly 50 students from 20 agencies enrolled between the two programs. Since 2002, nearly 500 future leaders of the sector have graduated from this year-long program, and many have used it as a stepping stone toward earning a master's degree.



Providers' eAcademy®

The value of this program is reflected in its growth to more than 26,000 learners.

One of the Providers' Council's most widely used programs, Providers' eAcademy® continued to grow and evolve in 2016. The Council's online learning management system, Providers' eAcademy® offered more than 600 online courses designed specifically for health and human service providers, and added a mobile app that expanded course accessibility for the more than 26,000 learners at over 55 Providers' Council member organizations.



Nearly 130,000 online courses were taken last year alone, not including those specialized courses, events and performance reviews that organizations have built into their own sites.

Two unique enhancements were added to the Relias online learning system in 2016: the aforementioned mobile capability and a performance review feature that, when utilized, allows managers to track employees' professional development and goals for the future. The mobile app has made all Relias-owned courses mobile compatible, allowing phone and tablet access when away from a computer, as well as an optional check-in question feature for competency courses, helping ensure employees retain what they learn.

Providers' eAcademy® from Relias continues to support member agencies with tracking compliance for training requirements, hosting live events, licensing and certification, providing opportunities to earn CEUs and helped to analyze the results of their own agency-specific trainings. Last year, the extensive library expanded with more compliance courses, including HIPAA, Bloodborne Pathogens, Sexual Harassment, Cultural Diversity and more. The library also offers courses that easily crosswalk to accreditation standards for CARF and COA.

Building career ladders, future leaders through mentoring

In keeping with its belief in the power of mentoring to inspire and shape the next generation of human service leaders, the Council sponsored its fourth iteration of *The Leadership Initiative*, an interagency mentoring program that pairs member executives with staff from other organizations.

In 2016, eight pairs of participants met monthly, often in person, to share their experiences, successes and challenges, and map out and mark progress toward career goals. This free member benefit is designed to help agencies develop the sector's future leaders and retain top talent.





Providers' Council staff after the 41st Annual Convention
& Expo just learned they have to do it all again next year.

2016 Major Sponsors

~ Diamond ~



~ Platinum ~



~ Gold ~



~ Silver ~



Independent Auditor's Report

*Massachusetts Council of Human Service Providers, Inc.
& Human Services Providers Charitable Foundation, Inc.*

Consolidated Summary of Revenue and Expenses

Year Ending December 31, 2016

REVENUE

Operating Revenue	\$1,511,964
Grant & Education Revenue	\$849,946
TOTAL REVENUE	\$2,361,910

TOTAL EXPENSES

TOTAL EXPENSES	\$2,046,492
Change in unrestricted net assets from operations	\$315,418
Total unrestricted non-operating activity	\$142,359
Change in temporarily restricted net assets	\$(1,243)
Total Change in Net Assets	\$456,534

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 Services Providers Charitable Foundation, Inc. as of and for the year ending December 31, 2016, as audited by Citrin Cooperman & Company, LLP. Original financial statements are on file in the business office.

Board of Directors

- **Mia Alvarado**
Roxbury Youthworks, Inc.
- **Bruce Bird**
Vinfen Corporation
- **James Cassetta**
WORK Inc.
- **Lyndia Downie**
Pine Street Inn
- **Juan Gomez**
CENTRO
- **James Goodwin**
Center for Human
Development
- **Diane Gould**
Advocates, Inc.
- **Joanne Hilferty**
Morgan Memorial
Goodwill Industries
- **Ronn Johnson**
Martin Luther King Jr.
Family Services
- **David Jordan**
Seven Hills Foundation
- **Joan Kagan**
Square One
- **Donald Kozera**
Human Resources
Unlimited
- **Dafna Krouk-Gordon**
TILL, Inc.
- **John Larivee**
Community
Resources for Justice
- **Joseph Leavey**
Communities for People
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